



## **Cancellations Policy**

### **Policy 45**

I Can Jump Puddles is committed to providing supports to all clients in a timely manner. However, we recognise that sometimes, participants may need to reschedule or cancel appointments due to sickness, unforeseen circumstances or other events.

### **Who this policy applies to**

This policy applies to all representatives of I Can Jump Puddles, including key management personnel, full-time, part-time or casual staff, as well as contractors and volunteers. This policy applies to supports and services provided to all participants.

### **Policy**

Our policy for participants to cancel a scheduled support:

- Where possible, all supports will be delivered as scheduled.
- With adequate warning, scheduled supports can be rescheduled.
- Cancellation fees are only chargeable if specifically mentioned in the current NDIA Price Guide for that support.
- Cancellation fees may apply if a participant fails to attend an appointment, or makes a short notice cancellation (after 3pm the day before the appointment).
- I Can Jump Puddles will claim 100% of the agreed fee for the appointment as indicated in the terms of the service agreement for a short notice cancellation.
- Within the period of any Service Booking, the total of cancelled appointments must not exceed six hours. In such case, service provision will be reviewed with the participant.

### **Related Documentation**

- I Can Jump Puddles Pricing Policy
- National Disability Insurance Scheme Act 2013 (Cth)
- I Can Jump Puddles Service Agreement