

Cancellation of Individually Funded Services

PURPOSE

It is the policy of Aspire Support Services Ltd. (Aspire) to provide planned services and supports to its service users. If for any reason a service user or their carer needs to cancel a service we ask that Aspire is notified of the need to cancel the service as soon as possible.

Cancellations and or “no-shows”, by an individual scheduled to receive a service or attend an activity impacts the organisation and other clients.

The purpose of this policy is to maximize customer engagement and minimise “no show” rate.

APPLICATION OF POLICY

Cancellations and “no shows” of scheduled supports:

Aspire has business arrangements in place to minimise the risk of cancellation, no show or late changes to the delivery of a scheduled support.

Where a customer fails, without notice, to keep a scheduled arrangement for the support, Aspire will make every effort to contact the customer to determine if there is an additional problem (e.g. the person has fallen out of bed and cannot raise an alarm, or there is a sudden break down in the informal supports and additional support is likely to be required).

Where there is a specific risk that a customer will frequently “not show” for a support due to the nature of a person’s disability or the nature of the support, for example behaviour intervention supports, Aspire will put in place suitable individual arrangements to maximise the likelihood that the person will receive all their required supports.

PROCEDURE

Aspire requires customers to provide 8 weeks notice for any cancellation of service to avoid charges.

Frequently Asked Questions:

What happens when I’m away?	You will need to provide 8 weeks notice to avoid charges
What happens when I’m sick?	You will not pay for additional fees (e.g. taxi and massage or venue entry), but you will still be charged for your place at Aspire
What happens if services are rescheduled and its not my fault (e.g. by the massage person)?	We will work with you to reschedule this service
What if Aspire cancels the service?	You will not be charged if Aspire cancels the service