



CLIVE MUNZBERG PHYSIOTHERAPY



AUSTRALIAN
PHYSIOTHERAPY
ASSOCIATION
Member



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CANCELLATION AND NO-SHOW POLICY & PROCEDURE

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1.0 PURPOSE

Clive Munzberg Physiotherapy understands there are times when planned sessions cannot go ahead. Costs are incurred by Clive Munzberg Physiotherapy regardless of whether a client attends a session. This policy aims to minimise the negative effect on both Clive Munzberg Physiotherapy and its clients when a session is cancelled.

2.0 SCOPE

This Policy applies to all employees of Clive Munzberg Physiotherapy. A reference to “employees” or “staff” includes permanent, fixed-term, temporary and casual employees, contractors, volunteers and other representatives acting on behalf of Clive Munzberg Physiotherapy in any capacity.

This Policy applies to all clients who access services provided by Clive Munzberg Physiotherapy .

3.0 POLICY

Clive Munzberg Physiotherapy aims to balance customer and organisational financial interests in relation to cancellations and no-shows, and to make all reasonable attempts to safeguard customers who no-show. This Policy reflects requirements of the relevant government agencies that fund services clients purchase from AQ Clive Munzberg Physiotherapy (e.g. National Disability Insurance Scheme (NDIS) Terms of Business for Registered Providers and the most current National Disability Insurance Agency (NDIA) Price Guide, or other).

4.0 DEFINITIONS

4.1 Adequate Notice Cancellation

Cancellation with more than two (2) clear business days' notice.

4.2 Short Notice Cancellation

Cancellation of the scheduled delivery of supports with less than two (2) clear business days' notice. Failure of an online session to go ahead due to technical difficulties at the client's end, and which are not due to any fault of Clive Munzberg Physiotherapy, is considered a Short Notice Cancellation.

4.3 No Show

Non-attendance for scheduled delivery of supports without notice. This includes services delivered using technology, e.g., online.

4.4 Business Day

Monday to Friday 8:00am – 5:00pm.

5.0 PROCEDURE

5.1 Cancellations

Clive Munzberg Physiotherapy's Cancellation Policy will be discussed with all clients at the time of the initial offer of services, via telephone or email.

Clive Munzberg Physiotherapy's Cancellation Policy will be reiterated to all clients before signing a Clive Munzberg Physiotherapy Service Agreement.

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CANCELLATION AND NO-SHOW POLICY & PROCEDURE

To cancel an appointment, clients can contact the office of Clive Munzberg Physiotherapy within business hours. Alternatively, clients may leave a message if contacting over a weekend or public holiday. However, the business days' notice periods still apply.

Please note: for services where an SMS reminder is sent prior to the appointment, the reminder is a courtesy only. Failure to receive the SMS reminder is not accepted as reason to not attend an appointment.

5.2 Notice Periods

5.2.1 Where Autism Queensland cancels as the service provider, no charge is made to either the participant or to the NDIS.

5.2.2 Where the participant cancels with adequate notice, no charge applies (4.1 Adequate Notice).

5.2.3 Where the participant cancels with short notice (4.2 Short Notice Cancellation) or no-shows (4.3 No Show), Clive Munzberg Physiotherapy will charge 100% of the scheduled fee

5.2.4 Wherever possible, Clive Munzberg Physiotherapy will charge the relevant funding body (e.g. NDIS) directly. If the funding body rejects the cancellation payment for any reason, the client will be charged directly as above.

5.2.5 For services operating under an NDIS Program of Support approach, where the participant has given the appropriate notice of their intention to exit the program (4.5 Program of Support), Clive Munzberg Physiotherapy will charge 100% of the scheduled fee for sessions taking place during the 2- week notice period. No charges will be made for sessions after those taking place during the required 2-week notice period.

5.3 NDIS Funded Services

5.3.1 For all NDIS-funded supports where the person's NDIS funding is able to be used for short notice cancellations and where Program of Support arrangements do not apply, 100% of the session fee will be charged to the client's NDIS plan for each session, as per 5.2.1 to 5.2.4 above.

5.3.2 Where the NDIA does not permit charges against the NDIA plan, the customer will be personally charged as per 5.2.1 to 5.2.4 above. This will be recorded on the service delivery record and the relevant charge will be invoiced to the client personally.

5.3.3 NDIS Program of Support

Where the service is covered by the NDIS Program of Support approach, participants' NDIS plans will be charged for all sessions delivered within the period of the program, including sessions where the participant did not attend, regardless of how much notice of the absence was provided.

As part of this arrangement, participants are able to exit the program without incurring any costs for the remaining sessions not attended, if they give two (2) weeks' notice of their intention to do this. Participants will be charged for sessions taking place during the 2-week notice period, regardless of if they attend the sessions or not.

5.7 Safeguarding and No-Shows

In the event of a no-show, the employee scheduled to support the client will make every attempt to contact the client to determine if there are any special circumstances or safety concerns for the client:

- telephone the client to check on their safety (if appropriate to do so);
- telephone the client's nominated emergency contact person;

Clive Munzberg Physiotherapy will:

assess and determine the next steps including whether to persist with contacting the client, their emergency contact person or other authorities having regard to what is known about the client, their behaviours and risks; and make a decision regarding the client's next appointment (if relevant), including sending a reminder SMS and/or telephone call.

Suspension of Services

Some clients/carers may wish to request a temporary suspension of face-to-face service delivery (for example, due to going away on holiday, accessing another service).

The client/carer may wish for their place to be held for them until they return. Clive Munzberg Physiotherapy is unable to hold a placement without payment. If the client/carer wishes the place to be held open until their return, the client must pay for the service during the period of absence. Clients paying for services with NDIS funding cannot use that funding to pay for time periods in excess of what is laid out in Notice Periods above.

If the client/carer chooses not to pay for that position, the place will be offered to the next client on the waiting list for that service.

If the client chooses not to pay for that position and it is still available on the client's return, they will be restored to that service.

If the position has been filled, the client's name will be placed on the waiting list for that service and a place offered when available. The services that this applies to will each have specific arrangements and requirements in place, which will be discussed with the participant and/or family at the time of notification of the ongoing absence.

Continued consecutive absences, regardless of length of notice given, will be considered as subject to suspension of services. The placement in the current service will be discontinued and a Clive Munzberg Physiotherapy staff member will contact the client / carer to discuss what services may be more appropriate at this time and / or how else Clive Munzberg Physiotherapy can be of assistance.

6.0 RELATED DOCUMENTS

Legislation and Regulations

National Disability Insurance Scheme Act 2013 (Cth)

Privacy Act 1988 (Cth)

Standards and Principles

Australian Privacy Principles

Human Services Quality Standards (Dept Communities, Disability Services and Seniors) National Disability Standards (Cth)

NDIS Quality & Safeguarding Framework

CANCELLATION AND NO-SHOW POLICY & PROCEDURE

NDIS Code of Conduct

NDIS Price Guide

NDIS Practice Standards

NDIS Support Catalogue

NDIS Terms of Business for Registered Providers

Document Name

Cancellations and No-Show Policy & Procedure