



POLICY

Cancellations and Non Attendances

Policy Review Date

June 2022

Policy Version

4

DOCUMENT UNCONTROLLED WHEN PRINTED

PURPOSE

To outline the policy and process to address client cancellations, non-attendances of a service or not being at home for the agreed time of service.

SCOPE

This policy applies to:

- a) JCS management team for the purpose of making relevant decisions where there are identified patterns of frequent client cancellations or non-attendances for service;
- b) All JCS clients and/or their carers currently in receipt of one or more Home & Community Support services;
- c) External advocates, case managers, agencies and service providers for the purpose of advising a client in receipt of JCS Home & Community Support services.

DEFINITIONS

Advocate A person who represents and works with an individual or group of people who may need support and encouragement to exercise their rights, in order to ensure that their rights are upheld.

Carer A person who, through family relationship or friendship, looks after a frail older person or someone with a disability or chronic illness. Carers look after these people in the community or in their own homes (DoHA, 2006).

Client An individual, also known as a *consumer*, *service user* or *care recipient*, who is in receipt of a JCS Home & Community Support service.

JCS Jewish Community Services Inc.

POLICY

It is the policy of JCS to ensure that where there is an identified pattern of frequent client cancellations, or where a client is not present for services, that the client is reassessed, advised of their rights and responsibilities and a decision is reached around eligibility for ongoing services.

This ensures that all clients have equitable access to funded services, particularly where there is a demand and waitlist for some services.

GUIDELINES

- a) Each episode of a client cancellation, nonattendance for a service or clients not at home for their service will be recorded accordingly on the clients electronic file within VDS;
- b) Where a client is not at home for service or clients who do not respond to a scheduled visit should be followed up to ascertain the well-being of the client;
- c) Clients who cancel their service outside the minimum notice period (48 hours), or not at home for service and where the reason is not of an urgent medical or emergency nature, the client will be advised that they will incur the full charge for that service;
- d) Where there are three cancellations, non-attendances or a client not being at home for their service over a short period of time i.e. one month, the Case manager will contact the client or their carer by telephone and outline the following:
 - The frequency including date and time of cancellations, non-attendances or client not being at home for service
 - Remind the client or their carer of their Rights & Responsibilities as per documentation provided at time of assessment / review
 - Discuss alternative options such as a change of day or time to service (where possible)
- e) The Case manager will then confirm the above in writing with the client or carer and also provide a copy of the JCS Client Cancellations & Non Attendances Policy and The Charter of Aged Care Rights for their information;
- f) Any immediate and subsequent instances of a cancellation, nonattendance or client not being at home for their service and where the cancellation reason is not of an urgent medical or emergency nature will result in an immediate suspension of services and a reassessment will take place;
- g) The Case manager will advise the client or carer by telephone of the decision to suspend services and outline the following:
 - Previous telephone and written correspondence sent to client regarding this matter
 - Responsibilities have not been met by the client
 - Date and time of reassessment
- h) The Case manager will then confirm the above in writing with the client or carer and provide reference to the JCS Compliments, Suggestions, Complaints & Feedback Policy and Advocacy Policy, should the client or carer wish to obtain copies;
- i) A reassessment will take place at the agreed time to review the full needs of the client

- including establishing client eligibility for ongoing services and ascertaining from the client or carer any circumstances causing frequent cancellations or not attending their service;
- j) Where the client has identified particular circumstances or issues relating to their cancellation or non-attendance, the Case manager will work with the client to investigate alternative days and times for service or linking the client into other appropriate services that may better suit their needs;
 - k) Where it has been identified that there is an ongoing need for JCS services, the client will be reminded of their Rights and Responsibilities and the need to provide adequate notice of their intention to cancel services in the future;
 - l) Once the client has acknowledged their responsibilities in relation to any future service cancellations their home & community support services will be fully reinstated;
 - m) Any immediate and subsequent instances of a cancellation, non-attendance or client not being at home for their service and where the cancellation reason is not of an urgent medical or emergency nature will result in an immediate termination of services;
 - n) The Case manager will advise the client or carer by telephone of the decision to terminate services and outline the following:
 - Previous telephone and written correspondence sent to client regarding all prior incidents
 - Responsibilities have not been met by the client
 - Previous suspension of services and reassessment to discuss prior incidents
 - JCS responsibility to ensure equity to all clients who need to access services based on priority of need
 - Future access to the particular service will require the client to undergo a new client assessment in accordance with any relevant wait lists and priority of access
 - General Manager will then confirm the above in writing with the client or carer and provide a copy of the JCS Feedback and Complaints Policy and Advocacy Policy for their information;

RELATED DOCUMENTS & ATTACHMENTS

Related Legislation/Acts

- [Aged Care Act 1997](#)
- [Aged Care Quality and Safety Commissioner](#)
- [Commonwealth Home Support Program Manual 2020-2022](#)
- [Charter of Aged Care Rights](#)

Related JCS Policies/Documents/Forms

- Advocacy Policy
- Client Fees & Contributions Policy
- Clients who do not respond to a Scheduled Visit Policy
- Complaints & Feedback Policy