

# Cancellation and Not At Home Policy and Procedure

## PURPOSE

To outline Pinq Care's approach when a participant cancels or is not home for a scheduled service, ensuring fairness, safety, and compliance with the Aged Care Act 2024, Support at Home Program, and Strengthened Aged Care Quality Standards (2025).

## SCOPE

This policy applies to:

- All Pinq Care participants receiving Support at Home services.
- All employees and associated providers responsible for delivering or coordinating services.

## KEY DEFINITIONS

- Scheduled Service – A planned and confirmed service (e.g. personal care, nursing, allied health) with a specific date, time, and location agreed upon in the Service Agreement.
- Late Cancellation – When a participant provides less than 2 business days' notice before a scheduled service.
- No-Show (Not at Home) – When a participant is not present or not contactable at the agreed time and place of service delivery.
- Reasonable Grounds – Circumstances beyond the participant's control (e.g. hospitalisation, medical emergency, sudden illness, or change in informal support).

## POLICY STATEMENT

- Pinq Care respects that unexpected events occur; however, adequate notice of cancellations is necessary to maintain efficient, safe, and cost-effective service delivery.
- Pinq Care is entitled under the Aged Care Act 2024 to recover reasonable costs for services cancelled without adequate notice or where the participant is not home, unless reasonable grounds apply.
- Participants will be made aware of this policy through their Service Agreement, onboarding information, and reminder communications.
- All cancellations and no-shows will be recorded in AlyaCare for transparency and trend analysis.

## PARTICIPANT RESPONSIBILITIES

Participants (or their representative) are expected to:

- Provide **at least two (2) business days’ notice** when cancelling a scheduled service.
- Contact Pinq Care as soon as possible if unable to attend a scheduled appointment or be home.
- Keep contact details (including emergency contacts) up to date.
- Notify Pinq Care if hospitalised or experiencing an event that impacts service attendance.

## EMPLOYEE RESPONSIBILITY

If an employee or associated provider arrives for a scheduled service and the participant is not at home or contactable:

1. Attempt to contact the participant directly via phone.
2. If no answer, attempt to contact the Authorised Representative or next of kin.
3. Wait 10–15 minutes at the home (where safe to do so).
4. If contact is still not made:
  - Leave a message for the participant advising of the visit and missed appointment.
  - Notify the Care Partner immediately.
  - Record the incident in AlyaCare, noting the time waited, actions taken, and outcome.
5. The Care Partner will continue attempts to confirm the participant’s safety and reschedule the service.
6. If safety concerns remain, the Care Partner may escalate to emergency services (e.g. police welfare check).

## CANCELLATION AND NO-SHOW FEES

Notice Provided	Fee/charge
More than 2 business days’ notice	No charge applies
Less than 2 business days’ notice	Participant may be charged the full service cost in line with the Support at Home Fee Schedule
No-show / Not at home	Participant may be charged the full service cost
Reasonable grounds	Fee may be waived upon review by the Care Partner and Executive General Manager

## EXAMPLE OF REASONABLE GROUNDS

- Admission to hospital or emergency department

- Acute health episode (e.g., illness, fall, medication side effect)
- Unplanned change to informal care or support arrangements
- Bereavement or family emergency

Participants may be asked to provide supporting evidence (e.g. hospital admission slip or written confirmation) where appropriate.

## PROCESS FOR RECORDING AND MANAGING CANCELLATIONS

### Participant-initiated cancellation

- Participant or representative contacts Pinq Care via phone or email.
- Care Partner or Client Services records the cancellation in AlyaCare with reason, date/time, and whether the service will be rescheduled or charged.

### Worker-identified no-show

- Worker follows the Not at Home process above.
- Care Partner reviews the incident, ensures participant safety, determines whether charges apply, and documents the outcome.

### Waiver decisions

- Only the Executive General Manager or Care Partner may authorise waivers, following consideration of reasonable grounds.
- All waivers are recorded in AlyaCare and noted for quarterly trend review.

## SAFETY AND WELFARE CHECKS

When a participant cannot be contacted and there are ongoing concerns for their welfare:

- Care Partner continues attempts to contact the participant and emergency contacts.
- If concerns remain, escalate to police for a welfare check.
- Record all actions and times in AlyaCare.
- The Care Partner records in Incident Register.

## RELATED DOCUMENTS

- Service Agreement (Support at Home)
- Incident Management Policy and Procedure
- Risk Management Policy
- Records Management Policy
- Participant Charter of Rights

## REFERENCES

- *Aged Care Act 2024*
- *Support at Home Program Manual (2025)*
- *Strengthened Aged Care Quality Standards* – Standard 1 (The Person), Standard 2 (The Organisation), and Standard 7 (Safety, Security and the Environment)

- *Aged Care Quality and Safety Commission – Support at Home Service Cancellations Factsheet (October 2025)*