

## **SSF Job Help- OAC coordinator's guide to handle Service Booking Cancellations:**

Service Booking Cancellations may be received in through various channels and forms. The most common forms of cancellation requests are:

- Email notifications from the care agencies
- SMS communication from the care agencies, clients, or NOK (representative nominees of the client)
- Phone call communication
- Client no-show to receive the service and access to the property has not been arranged prior to the service delivery.

The Clients, Care Agencies and NOK are all requested to formalise their cancellation requests in the form of a written communication. The preferred method of communication would be an email sent to the entire operations team using this email address: [info@southern-supportfamily.com.au](mailto:info@southern-supportfamily.com.au). If a written communication is not possible, a phone call is to be conducted with the client or NOK's consent to allow a recording to be made of their confirmation that they would like to cancel a particular booking followed by recording a written file note on SSF's CRM or ERP platforms such as ServiceM8, Smartsheet Service Logs or the Smartsheet Work Order Tracker.

All OAC coordinators as well as OAC Connect staff must familiarise themselves with SSF' Booking changes and Late Notice Policy. This policy is a shared mutual agreement between SSF and its customers which dictates how service booking changes, rescheduling and cancellations are handled in a bid to ensure No parties involved in the service provision are disadvantaged or short-handed.

**Booking changes and Late notice policy:** <https://ssfservices.click/tsm>

### **Step by Step Instructions for the OAC team:**

#### **1) Acknowledge and accept the Booking Change or Cancellation in writing.**

- Write back to confirm our acknowledgment and acceptance of the booking change/cancellation.
- Take note of the DATE and TIME of the written booking change/cancellation notice.

#### **2) Refer to the Booking changes and Late notice policy: <https://ssfservices.click/tsm> :**

- Assess whether the booking change/cancellation attracts a fee based on their respective criteria being met.
- If the cancellation/change notification is received during an extended long weekend such as Easter or Christmas for a service scheduled to be delivered during that same extended long weekend, then discretion is applied as to whether more than 48 hours' notice is required for a no-fee booking cancellation/change.

#### **3) Inform the Client/ Care Agency/ NOK:**

Upon determining any fees or charges applicable for the service change/cancellation, inform the Client, Care Agency or NOK of the fees applicable based on SSF' Booking changes and Late notice policy in writing and where necessary, verbally as well to strengthen the communication.

#### **4) Document and record file-notes:**

Record a file note on SSF's CRM or ERP platforms such as ServiceM8 of the decisions made upon following steps 1-3 from this Job Help document. Additionally, ensure that it is updated on the service log.

#### **5) Inform the assigned worker(s) that they will be compensated for their commitment:**

- If the worker has not left their home or other locations at the time of notifying them of their shift(s) being cancelled/changed- confirm that they will be compensated with 1 hours' worth of pay.

- If the worker is already on their way or has arrived at the client's home/ job site at the scheduled date/time- confirm that they will be compensated with at least 1 hours' worth of pay. As discretion is applied to these circumstances where the worker has already arrived on site or is already on their way to the service, OAC coordinators/ OAC Connect staff are required to consult with operations management such as their team leaders or managers.

6) **Copy in the relevant work team (e.g. state/territory regions) of this booking cancellation/change being processed.**

7) **Send out an Invoice Charge Order for Late Cancellation/Changes to the SSF Accounts Department by emailing [accounts@ssfgroup.com.au](mailto:accounts@ssfgroup.com.au). The notification needs to be sent the same day.**

\*Use the below template as a guide:

**EMAIL SUBJECT TITLE: LATE CANCELLATION INVOICE ORDER:** <insert client ID> for <date of service cancelled/ changed>

**BODY TEXT:**

Please process a late cancellation charge for the service below:

**Worker name:** <insert worker name>

**Worker ID:** <insert worker ID>

**Worker's commitment compensation:** <1 hour> OR <at least 1 hour> (refer to step 5)

**Client Name:** <insert client name>

**Client ID:** <client ID>

**JOB ORDER:** <# insert the job order number from ServiceM8>

**Date of late cancellation notice received:** <insert date of cancellation/change notice received>

**Amount to Charge client:** <insert the amount to charge the client based on the fees and charges determined and calculated during step 3 of this Job Help document> (Use the applicable service fees pricing guide relevant to the client being affected).

**Charge quantity:** <insert duration of service booking>

**Service booking admin fees applicable:** \$15 per shift under 2 hours duration (remove if not applicable)

A reminder to always CC (Copy) relevant team members into your email communication. E.g. CC

[easternfront@ssfservices.com.au](mailto:easternfront@ssfservices.com.au) or [southernfront@ssfservices.com.au](mailto:southernfront@ssfservices.com.au).

8) **Any other process or practice not stated above should be redirected and discussed first to the management for approval by sending an email to [OAC-GOVERNANCE@ssfservices.com.au](mailto:OAC-GOVERNANCE@ssfservices.com.au).**

- Intended use of company's fees to amend other charges will be considered as misappropriation of business funds and is strictly prohibited.
- Any findings of misuse of business funds will be reported as serious misconduct and may lead to legal investigation. Appropriate actions will be implemented immediately and may involve legal authorities.