

Policy Statement

Linked Community Services Limited (Linked) is committed to providing high-quality, reliable services to passengers, organisations and other parties. Linked recognises that circumstances may arise where a booked service or scheduled activity needs to be cancelled or rescheduled. This policy outlines the cancellation requirements and applicable fees associated with cancellations across Linked services.

Purpose

The purpose of this policy is to provide clear guidance to Linked workers, passengers and other relevant stakeholders regarding the cancellation of booked services, including the circumstances in which cancellation fees may apply.

Scope

This policy applies to all Linked workers, passengers and other relevant stakeholders, and covers all services booked through Linked, including transport services, Linked Adventures (social outings and overnight or multi-day trips), Linked Learners and any other programs or services operated by Linked.

Where a passenger, organisation or other party has entered into a Service Agreement, contract, funding arrangement, program agreement or other written agreement with Linked that contains alternate cancellation provisions, those agreed cancellation provisions will apply to the extent of any inconsistency with this policy.

Procedural Statement

When cancellation fees are applicable

Unless otherwise specified in a current Service Agreement, contract, program agreement or other written arrangement with Linked, the following cancellation terms apply.

Passengers, organisations and other parties are expected to provide as much notice as possible when cancelling or rescheduling a booked service. Where less than 24 hours' notice is provided, applicable cancellation fees may apply in accordance with this policy or any alternative written agreement with Linked.

Failure to attend a booked service without prior notice will be treated as a cancellation and applicable fees may apply.

CHSP/CTP Funded Passengers:

- No notice or less than 24 hours' notice prior to the booked trip time: 100% fare payable.
- More than 24 hours' notice prior to the booked trip time: 100% credit will be applied to the passenger's account and is valid for 30 days.

Passengers on a Support at Home Package:

- No notice or less than 24 hours' notice prior to the booked trip time: 100% fare payable.

Non-Funded Passengers (ineligible for CHSP/CTP/Support at Home):

- No notice or less than 24 hours' notice prior to the booked trip time: 100% fare payable.

All Passengers on a Linked Adventure (Social Outing):

A \$5 non-refundable booking fee applies to all Linked Adventure social outing bookings. This amount is included in the total Linked Adventure fee.

- No notice or less than 48 hours' notice prior to the booked trip time: 100% fare payable.
- More than 48 hours' notice prior to the booked trip time: \$5 booking fee payable.
- For any Linked Adventure involving tickets, admission fees, accommodation, venue bookings or other third-party costs that Linked has committed to and cannot recover, those amounts are non-refundable or creditable.

Linked Learners Lessons:

- More than 48 hours' notice prior to the booked lesson time: 100% lesson fee credit will be applied to the student's account and is valid for 30 days.
- Less than 48 hours' notice prior to the booked lesson time: 100% lesson fee payable.
- Failure to attend a scheduled lesson: 100% lesson fee payable.

Waiver of cancellation fees

Linked may waive a cancellation fee in exceptional circumstances at the discretion of the General Manager or Chief Executive Officer (CEO).

Exceptional circumstances may include, but are not limited to:

- unplanned hospital admission;
- medical emergencies;
- bereavement;
- natural disasters; or
- other circumstances considered reasonable by Linked.

Requests for cancellation fees to be waived must be submitted to the General Manager or CEO and will be considered on a case-by-case basis. Depending on circumstances, any Linked Adventure \$5 booking fee may, or may not, be waived.

Cancellation by Linked

Where Linked is required to cancel a scheduled service, a Linked worker will contact affected passengers, organisations or other parties and make reasonable efforts to offer an alternative service or reschedule the booking.

Linked may cancel or reschedule a service due to:

- worker illness;
- instructor unavailability;
- vehicle breakdown or unavailability;
- severe weather;
- safety concerns; or
- other unforeseen operational circumstances.

Where such a cancellation occurs, Linked workers must provide affected parties with as much notice as reasonably practicable.

Where Linked cancels a service and is unable to provide a suitable alternative or reschedule the service, no cancellation fee will be charged.

If Linked cancels a Linked Adventure, the \$5 booking fee will be refunded or credited.

Termination of Linked services

Due to the high demand for services and the existence of passenger waiting lists, Linked reserves the right to discontinue services to passengers who repeatedly cancel booked services, including Linked Adventures and other Linked programs.

When determining whether service termination is appropriate, Linked may consider:

- the frequency of cancellations;
- the amount of notice provided;
- any demonstrated pattern of cancellations;
- operational impacts on service delivery; and
- any exceptional circumstances that may apply.

Where repeated cancellations have a significant operational impact and continued service delivery is no longer practicable, Linked may terminate services to the passenger, organisation or other party.

Prior to any termination the following process will be applied:

1. A Team Leader or the General Manager will speak with the passenger about the situation. If the situation persists;
2. The passenger will be issued with a written warning. If the situation persists;
3. The passenger will be given 14 days' written notice that Linked is terminating services.

Compliance Responsibility

It is the responsibility of the CEO to ensure that:

- workers are aware of this policy; and
- any identified breaches of this policy are managed appropriately.

It is the responsibility of every person engaged by Linked, whether in a paid or voluntary capacity, to comply with the requirements of this policy.

Related Internal Documents

- Intake Procedure
- Invoice Form
- Passenger Does Not Respond to a Scheduled Service Procedure
- Passenger Information Handbook
- Service Agreements

Related External Documents

- Competition and Consumer Act 2010 (Cth).
- Fair Trading Act 1987 (NSW).
- Aged Care Act 2024 (Cth).
- Commonwealth Home Support Programme (CHSP) Program Manual.
- Applicable funding agreements, contracts and service agreements.

Governance:

Cancellation Policy V005			Supersedes	Cancellation Policy V004	
Prepared By	Policy Owner	Approval Authority	Approval Date	Review Date	
Programs, Risk and Compliance Lead	General Manager	CEO	September 2026	September 2027	