

Short Notice Cancellations

Where you provide Australian Family Support Pty Ltd. with less than four (4) business days' notice you will be charged 100% of the service fee that was scheduled in your roster.

A cancellation is a short notice cancellation if the participant:

- Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider/support worker is travelling to deliver the support; or
- Has given less than 4 clear business days' notice for a support that meets both of the following conditions
 - The Support is less than 8 hours continuous duration; AND
 - The agreed total price for the support is less than \$1,000.00; or

Australian Family Support will only claim from a participant's plan for a Short Notice Cancellation of the delivery of a support item to a participant if all of the following conditions are met:

- The provider has the agreement of the participant in advance by way of this Service Agreement being signed by the participant or documented Advocate
- The provider was unable to find alternative billable work for the relevant worker and are required to pay the worker for the time that would have been spent providing the support.

Claims for a short notice cancellation will be made using the same support item as would have been used if the support had been delivered, using the "Cancellation" option in the MyPlace Portal.

There are no hard limits on the number of short cancellations (or no shows) for which Australian Family Support Pty Ltd can claim in respect to each participant. However, Australian Family Support Pty Ltd have a duty of care to their participants and where a participant has an unusual number of cancellations then we would seek to understand why they are occurring.

The NDIA monitor claims for cancellations and may contact Australian Family Support Pty Ltd who have a participant with an unusual number of cancellations.

IF YOU WOULD LIKE TO EXIT OUR SERVICES

Please provide Australian Family Support Pty Ltd with **2 weeks' notice** if you wish to exit our services and move to another provider entirely. We can help connect you with another provider if you like.

There are no fees to exit the services of Australian Family Support Pty Ltd, unless you provide less than 7 business days' notice to exit our services, where the Short Notice Cancellation Policy will be applied.