

# Cancellation Pamphlet

Yahweh Care Day Centre

Yahweh Care

Yahweh Property Care

## Yahweh Cancellation Policy



### Understanding NDIS Cancellation Policies

NDIS cancellation policies are designed to ensure that providers are fairly compensated for their time while also offering participants the flexibility they need. However, understanding these policies in detail is crucial to avoid unexpected charges and disruptions.

### What Counts as a Short-Notice Cancellation?

Under NDIS guidelines, a cancellation is considered “short notice” if:

1. For Disability Support Worker (DSW)-related supports
  - a. The participant provides less than 7 clear days’ notice.
  - b. Providers may charge up to 90% of the agreed service fee for a short-notice cancellation, provided this condition is outlined in the service agreement.
  
2. For non-Disability Support Worker-related supports
  - a. The cancellation occurs less than 2 business days before the scheduled service.
  - b. Providers can still claim up to 90% of the service fee, depending on their agreement with the participant.

These policies ensure that providers are not left without compensation when participants cancel appointments at the last minute. However, they also require clear communication and agreement between both parties to avoid misunderstandings.

### Policies

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- b. Providers may charge up to 90% of the agreed service fee for a short-notice cancellation, provided this condition is outlined in the service agreement.

## 2. For non-DSW-related supports

- a. The cancellation occurs less than 2 business days before the scheduled service.
- b. Providers can still claim up to 90% of the service fee, depending on their agreement with the participant.

These policies ensure that providers are not left without compensation when participants cancel appointments at the last minute. However, they also require clear communication and agreement between both parties to avoid misunderstandings.

## Avoiding NDIS Cancellation Fees

How do you avoid charges? Plan. Communicate early. Know your service type.

Avoid NDIS cancellation fees by:

- Giving plenty of notice before cancelling
- Checking your service type first
- Knowing the exact notice period required
- Cancelling in writing with timestamps
- Planning around public holidays
- Rescheduling instead of cancelling when possible
- Understanding your specific service agreement

Prevention is better than paying charges. Your plan budget is limited. Cancellation fees reduce your available funding. Protect your budget. Cancel responsibly.

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## Short Notice Cancellations

Where Yahweh Care has a Short Notice Cancellation (or no show), they can claim up to 100% of the agreed fee associated with the activity from the participant's plan, subject to the *NDIS Pricing Arrangements and Price Limits* and the terms of the service agreement with the participant.

Yahweh Care can only claim from a participant's plan for a Short Notice Cancellation of the delivery of a support item to the participant if all of the following conditions are met:

### Short Notice Cancellation – 2 clear business days

- This policy typically applies to non-Disability Support Worker supports where a participant has provided less than two (2) clear business days' notice of cancellation for a support, or if a participant does not show up for a scheduled support within a reasonable time or is not present at the agreed place within a reasonable time when the Yahweh Care is travelling to deliver the support.

- The NDIS Pricing Arrangements and Price Limits document indicates that Yahweh Care can claim for a Short Notice Cancellation – 2 clear business days, in respect of that support item.

- Yahweh Care could not find alternative billable work for the relevant worker and, if not a sole trader/partnership, are required to pay the worker for the time that would have been spent providing the support

- Yahweh Care should document the terms of short notice cancellations policies in participant service agreements.

### Short Notice Cancellation – 7 days

- This policy typically applies to disability support worker supports where a participant has provided less than seven (7) days' notice of cancellation for a support, or if a participant does not show up for a scheduled support within a reasonable time or is not present at the agreed place within a reasonable time when the Yahweh Care is travelling to deliver the support.

- The NDIS Pricing Arrangements and Price Limits document indicates that Yahweh Care can claim for a Short Notice Cancellation - 7 days, in respect of that support item.

- If Yahweh Care could not find alternative billable work for the relevant worker and, if not a sole trader/partnership, are required to pay the worker for the time that would have been spent providing the support.

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· For supports delivered to a group of participants, if a participant cancels their attendance and if Yahweh Care is unable to find another participant to attend the group session in their place then, if the other requirements for a Short Notice Cancellation are met, the Yahweh Care is permitted to bill the participant who has made the short notice cancellation at the previously agreed rate that they would have billed if the participant had attended the group session. All other participants in the group should also be billed as though all participants had attended the group.

Claims for a Short Notice Cancellation should be made using the same support item that would have been used if the support had been delivered, using the “Cancellation” option in the myplace portal.

There is no hard limit on the number of Short Notice Cancellations (or no shows) for which a Yahweh Care can claim in respect of a participant. However, Yahweh Cares have a duty of care to their participants and if a participant has an unusual number of cancellations, then the Yahweh Care should seek to understand why they are occurring. The NDIA will monitor claims for cancellations and may contact Yahweh Cares who have a participant with an unusual number of cancellations.

**Disability Support Workers:** They provide direct support to individuals with disabilities, helping them with daily tasks, emotional support, and enhancing community participation. They may work under supervision and are often involved in person-centred care.

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**NonDisability Support Workers:** These workers may

assist individuals with disabilities but do not provide the same level of support or care.

They may focus on tasks such as personal care, household chores, or community engagement without the same level of specialised training or autonomy.