



Cancellation policy

Autism SA Autism SA is committed to delivering client services. This policy is about providing you with information about when you are charged for services if you cancel a service or if Autism SA has to cancel a service.

You will not be charged if Autism SA cancels a service because the Autism SA staff member is unwell and unable to deliver the service.

When a scheduled service is cancelled by you at Short Notice (or you do not show up), we are able to claim from the NDIS 100% of the agreed fee associated with the activity if we are 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. If you do not attend 3 appointments we may cancel your future scheduled appointments, however, this will be discussed with you before cancelling.

A cancellation is a Short Notice cancellation if you:

- Do not show up for a scheduled support within a reasonable time, or do not present at the agreed place within a reasonable time when Autism SA staff are travelling to deliver the support; or
- Have given less than two (2) 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 \$1000; or
 - has given less than five (5) clear business days' notice for any other support.
- If you (client) or carer are visibly unwell when Autism SA staff arrive at your face-face appointment and non face to face supports are not able to be delivered or if you answer yes to any COVID-19 screening questions on entry of Autism SA premises that need a no response.

Related legislation and documentation

Relevant legislation

- National Disability Insurance Scheme (NDIS) Act 2013 (Cth)
- National Disability Insurance Scheme (Code of Conduct) Rules 2018 (Cth)
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018 (Cth)

Other relevant documents

- Service Agreement Part 1 Template FFS (GOV-FOR-002)

Approval and review

Approval and review	Details
Document approver	CFO
Document administrator	Commercial Analyst
Advisory committee	Pricing Group

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