

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 as a cancellation fee 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 all services other than Group supports*; or
- Have given less than seven (7) clear days' notice for Group supports, other than group services under a Program or Support; or
- The client or your carer are visibly unwell when you arrive, or when Autism SA staff arrive at your face-to-face appointment, or you answer yes to any COVID-19 screening questions that need a no response. If any of these apply and we are unable to delivery non face-to-face supports, your service cannot proceed.

*Group supports include packaged programs

- You must give seven (7) clear days' notice of non-attendance for both group sessions and one-to-one sessions when both session types are part of a packaged program.

Business days means Monday to Friday inclusive.

A packaged program is a program that includes both group and 1:1 support sessions.

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

- NDIS Pricing Arrangements and Price Limits 2022-23
- Service Agreement Part 1 Template FFS (GOV-FOR-002)

Approval and review

Approval and review	Details
Document approver	Executive Manager Corporate Services
Document administrator	Commercial Analyst
Advisory committee	Pricing Group
Date approved	27 February 2023
Next review date	February 2025

Date	Version	Approval and amendment history
16 December 2021	1.0	Original development and approved
6 July 2022	2.0	Policy reviewed and updated to reflect updates to the NDIS Pricing Arrangements and Price Limits 2022-23. Approved by CFO.
27 February 2023	3.0	Policy reviewed and updated to include Packaged programs. Approved by EMCS.