

Autism SA is committed to delivering client services. This policy is about providing you with information about when Autism SA will make a claim from your NDIS plan for services. If you cancel a service or should have cancelled a service because you are unwell and it is unsafe for Autism SA to deliver the service to you.

In the unlikely event that a support cannot be delivered by Autism SA (for example, where unforeseen circumstances affecting a staff member's ability to deliver services such as sudden illness, motor vehicle accident, an event outside of Autism SA's control), no charge will be applied.

### ***Cancellation of services (other than Supported Independent Living (SIL) services)***

When a scheduled service is cancelled at Short Notice (or you do not show up), we are able to claim 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.

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 seven (7) clear days' notice for a support. The reference to 'clear days' means complete days that does not include the day the period begins and the day of the event. So, the seven days does not include the day the client gives notice and the day the service is to be delivered.

### ***Programs of support***

If you have entered into an agreement for a program of support (as per your Service Agreement), we can claim against your plan as though you have attended (whether or not you did) - as long as the group has been delivered. Supports delivered as part of a program of supports are not subject to the short notice cancellation rules.

You are able to exit from the program of supports without cost, subject to a notice period of two (2) weeks. Please advise the program coordinator if you wish to exit the program. However, if you stop attending an agreed program of support but do not provide notice, Autism SA may continue to claim for a total of four (4) consecutive weeks from when you stopped attending as this is considered an unplanned exit.

### ***Planned exits from SIL supports***

Where a client wishes to permanently exit a SIL arrangement, a minimum of 60 days' written notice is required. If the client exits before the end of this notice period, Autism SA is entitled to claim SIL supports at the weekly rate in the client's NDIS Plan for the remainder of the notice period.

### ***Unplanned exits from SIL supports***

Where a client exits an accommodation permanently where there is an irretrievable breakdown of supports/relationship which requires an immediate exit due to the client's health and safety, or that of others, is critically compromised, Autism SA will claim this support weekly, at the specified weekly rate in the client's NDIS Plan, subject to the following conditions:

- this Service Agreement records the details of the required notice periods for any intention by Autism SA to claim for unplanned exit for any intention to claim for unplanned exit AND if you/the Client provides notice to exit and then exits the SIL arrangement early, then only the remaining period of the notice period can be claimed during the planned noticed period.
- Autism SA will claim on for 28 days or 4 weekly claims during a plan period.

## 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 2025-2026
- Service Agreement (NDIS) (GOV-FOR-001)

## Approval and review

| Approval and review    | Details                             |
|------------------------|-------------------------------------|
| Document approver      | Chief Executive Officer             |
| Document administrator | Quality Risk and Compliance Manager |
| Advisory committee     |                                     |
| Date approved          | 4 September 2025                    |
| Next review date       | September 2027                      |

| 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.                                                |
| 1 March 2024     | 4.0     | Policy reviewed and cancellation terms updated to align with NDIS Pricing Arrangements and Price Limits. Approved by EMCS  |
| 4 September 2025 | 5.0     | Policy reviewed and updated to meet current organisational requirements. Approved by CEO.                                  |