

## Cancellation Policy

### Purpose:

Your Way Disability SA (YWDSA) understands that circumstances may arise where participants need to cancel scheduled supports. This policy outlines the notice periods required and the circumstances in which cancellation fees may apply, in line with the NDIS Pricing Arrangements and service sustainability requirements.

A cancellation fee will **only be charged where YWDSA is unable to allocate the worker to an alternative appointment** during the cancelled time.

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### Notice Periods & Cancellation Fees by Support Type

#### Psychosocial Recovery Coaching

- If supports are **cancelled with less than 7 business days' notice**, or
- If the participant **does not attend the scheduled appointment**,

**a cancellation fee of 100% of the total cost of the scheduled support will be charged where an alternative appointment for the allocated worker cannot be arranged.**

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#### Support Coordination & Specialist Support Coordination

- If supports are **cancelled with less than 2 business days' notice**, or
- If the participant **does not attend the scheduled appointment**,

**a cancellation fee of 100% of the total cost of the scheduled support will be charged where an alternative appointment for the allocated worker cannot be arranged.**

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#### Allied Health & Positive Behaviour Support (PBS)

- If supports are **cancelled with less than 2 business days' notice**, or
- If the participant **does not attend the scheduled appointment**,

**a cancellation fee of 100% of the total cost of the scheduled support will be charged where an alternative appointment for the allocated practitioner cannot be arranged.**

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#### Respite & Support Work

- If supports are **cancelled with less than 7 business days' notice**, or
- If the participant **does not attend the scheduled shift**,

**a cancellation fee of 100% of the total cost of the scheduled support will be charged where an alternative shift or client allocation for the support worker cannot be arranged.**

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#### Exceptional Circumstances (No Charge Applies)

In the unlikely event that service delivery is affected due to **circumstances outside the control of both the participant and YWDSA**, and the cancellation is **not initiated by the participant, no cancellation fee will be applied**.

Examples may include (but are not limited to):

- Extreme weather events
- Provider illness or emergency
- Unforeseen service disruptions beyond reasonable control

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#### Additional Notes

- All cancellation fees will be claimed in accordance with **NDIS Pricing Arrangements and Price Limits**.
- Participants are encouraged to provide as much notice as possible to avoid unnecessary charges.
- This policy forms part of the **Service Agreement** between the participant and Your Way Disability SA.