

## Sens8 Cancellation Policy

The Sens8 cancellation policy for all services is as follows:

- Cancellations with less than 24 hours' notice provided will be charged a cancellation fee. If there are extenuating circumstances, Sens8 reserves the right to waive this fee.
- Sens8 will attempt to contact the individual/couple and re-schedule the session.
- Where a pattern of non-attendance occurs; Sens8 will discuss this with the individual/couple and potentially cease services.
- Sens8 will follow the guidance for short notice cancellations outlined in the NDIS Pricing Arrangements and Price Limits 2024-25 for NDIS participants other than the timeframe. For example, Sens8 is prepared to accept 24 hours' notice instead of 2 or 7 business days' notice for a cancellation.

**See below for the outline of short notice cancellations in the *NDIS Pricing Arrangements and Price Limits 2024-25 Version 1.0, p.23-24 (published 28/06/2024)*.**

### Short Notice Cancellations

Where a provider 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.

Providers 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-DSW 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 provider is travelling to deliver the support.
- The NDIS Pricing Arrangements and Price Limits document indicates that providers can claim for a Short Notice Cancellation – 2 clear business days, in respect of that support item.
- Providers may choose to waive the short notice cancellation fee at their discretion (this may relate to the individual circumstances of the participant) or offer better terms of a notice period from their own policies.
- The provider was not able 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
- Providers should document the terms of short notice cancellations policies in participant service agreements.

**Short Notice Cancellation – 7 days**

- This policy typically applies to DSW 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 provider is travelling to deliver the support.
- The NDIS Pricing Arrangements and Price Limits document indicates that providers can claim for a Short Notice Cancellation - 7 clear business days, in respect of that support item.
- The provider was not able 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
- Providers may choose to waive the short notice cancellation fee at their discretion (this may relate to the individual circumstances of the participant) or offer better terms of a notice period from their own policies.
- Providers should document the terms of short notice cancellations policies in participant service agreements.

For supports delivered to a group of participants, if a participant cancels their attendance and if the provider is unable find another participant to attend the group session in their place then, if the other requirements for a Short Notice Cancellation are met, the provider 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 provider can claim in respect of a participant. However, providers have a duty of care to their participants and if a participant has an unusual number of cancellations, then the provider should seek to understand why they are occurring. The NDIA will monitor claims for cancellations and may contact providers who have a participant with an unusual number of cancellations.

**Source:** *General Claiming Rules NDIS Pricing Arrangements and Price Limits 2024-25*  
Version 1.0, p.23-24 (published 28/06/2024)