POLICY

Bestlife Respite Care Pty Ltd reserves the right to recover a cancellation fee for cancellations in line with the NDIS Pricing Arrangement Guide.

CLAIMS FOR SHORT NOTICE CANCELLATION

Where a provider has a Short Notice Cancellation (or no show), they are able to claim 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.

A cancellation is a short notice cancellation if the participant:

* Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
* Has given less than seven (7) clear days’ notice for a support.

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. All other participants in the group should also be billed as though all participants had attended the group.

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:

* The *NDIS Pricing Arrangements and Price Limits* indicates that providers can claim for Short Notice Cancellations in respect of that support item; and
* The proposed charges for the activities comply with the *NDIS Pricing Arrangements and Price Limits*; and
* The provider has the agreement of the participant in advance (that is, the service agreement between the participant and provider should specify that Short Notice Cancellations can be claimed); and
* 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.

Claims for a short notice cancellation should be made using the same support item as 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.

To notify of any cancellations of a booked respite please contact the following;

Bestlife Respite Care Office on 0438633362 or by

Email to [info@bestliferespite.com.au](mailto:info@bestliferespite.com.au)