



# AJH

## Disability & Health Services

Atypical ♦ Just ♦ Holistic

ABN 44 622 414 493  
NDIS Registration 4050027382



## Cancellation policy

As per the NDIS price guide on cancellations and short notice cancellations we will reserve the right to claim a cancellation fee as listed below at our discretion and if necessary. We require the below notice periods to cover scheduling and staffing costs for our team as organising your supports is thought through carefully.

### Short notice cancellations

We reserve the right if applicable to charge 100% of the agreed fee associated with the scheduled appointment or activity from a participant's plan, subject to the *NDIS Price Guide* 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 48 hours which is two (2) clear business days' notice for a support; AND
- the support is less than 8 hours continuous duration

Claiming for a short notice cancellation of the delivery of a support item will only occur if

- the *NDIS Price Guide* indicates that providers can claim for Short Notice Cancellations in respect of that support item and the proposed charges for the activity comply with the *NDIS Price Guide*.
- the proposed charges for the activities comply with the *NDIS Price Guide*
- 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 will be made using the same support item as would have been used if the support had been delivered.

We will do our best to understand why, if there are a high number of cancellations and will seek to support you moving forward to assist with delivering your support as agreed.

Any further information on this policy can be obtained from [info@ajhqld.org](mailto:info@ajhqld.org) or 0400 087 948  
More information on the NDIS Price Guide and cancellations can be obtained here [NDIS Price Guide](#) and here [NDIS Pricing Arrangements and Price Limits](#)