



CANCELLATION POLICY

Our cancellation policy has changed effective 1 July 2025, in line with National Disability Insurance Agency (NDIA) cancellation guidelines.

A cancellation is a short notice cancellation and will be charged at 100% of the agreed support price, if you:

- do not show up for a scheduled support within a reasonable time, or are not present at the agreed place (and within a reasonable time) when the provider is travelling to deliver the support; or
- have given less than two (2) clear days' notice for cancellation of a support.

For supports delivered in a group setting:

If you cancel your attendance (with less than 2 days' notice) then we are permitted to bill you for a short notice cancellation for the full booked service.

If you need to cancel a service, please make sure you email info@daradisabilityservices.com.au or call 08 8318 1285 to ensure the cancellation guidelines are adhered to.

Ending a Service Agreement

Should either party wish to end this Service Agreement they must give 14 days' notice in writing. If either party seriously breaches this Service Agreement the requirement of notice will be waived. Once the 14 days notice is in effect the (7) day cancellation policy applies for any scheduled supports during that period.

Dara Disability Services reserves the right to terminate or withdraw supports under the following circumstances:

- If the Participant and/or their Nominee fails to do what is required of them under the terms of this Service Agreement (including fulfilling their Responsibilities (Section 5) and adhering to the Cancellation Policy (Section 7)).
- If the Participant and/or their Nominee fails to comply with the policies and procedures of Dara Disability Services.
- If the Participant and/or their Nominee fails to communicate and provide information pertaining to changes to support needs.
- If Workplace Health and Safety considerations are ignored.
- If communication has broken down between the Parties and/or Payment for support and/or expenses has not been received as per this Service Agreement.
- failure to pay for services provided or expenses incurred, including refusal to pay for short notice cancellations.

If you fail to pay Dara Disability Services invoices for supports and expenses that you have previously agreed to pay, you will receive a reminder. If payment is not made by the due date, we will contact you to discuss the problem and see if we can resolve the matter (for example, by establishing a direct debit payment plan).

If invoices remain unpaid after 60 days, or an agreed payment plan is not established, this may result in the Service Agreement being terminated. At which point legal action will be taken to recover such unpaid invoices.