

POLICY 1.10 CANCELLATION

Wonderland Community Services (WCS) Pty Ltd reserves the right to recover a cancellation fee for cancellations in line with the NDIS Price Guide 2025-2026.

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:

- 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, 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. 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 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 service please contact the following numbers:

TASMANIA - Wonderland Retreat: 0499 796 661

QUEENSLAND - Pirates Rest: 0413 462 840

DATE	PERSON/S	DETAILS
04.08.2025	Becci Fazldeen	Review and update
22.02.2024	Bronwyn McMullen	Review and update
18.08.2022	Ashleigh Davis	Review and update
08.01.2020	Toni Mehigan	Policy created