

P054 CANCELLATION POLICY

1. Objectives and Background

District 360 Pty Ltd is committed to providing the best service in a timely manner. We aim to accommodate your needs.

Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being serviced. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy for our NDIS-funded services to be upfront about all the costs you may face when engaging our services.

2. Compliance with NDIS Regulations

District 360 Pty Ltd's Cancellation Policy is compliant with the regulations and definitions set out by the National Disability Insurance Agency (NDIA) in the National Disability Insurance Scheme (NDIS) Terms of Business for Registered Providers and the NDIS Pricing Arrangements.

3. Definitions

3.1. Adequate Notice Cancellation

This is defined by the NDIA as cancellation with more than seven (7) clear business days' notice. However, in the interest of leniency District 360 Pty Ltd has set this at 2 business days' notice.

3.2. Short Notice Cancellation

A cancellation is a short notice cancellation if the participant:

- (a) 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
- (b) Has given less than two (2) clear business days' notice for a support that meets both of the following conditions:
 - (i) the support is less than 8 hours continuous duration; AND
 - (ii) the agreed total price for the support is less than \$1000; or

- (c) has given less than 2 business days' notice clear business days' notice for any other support.

3.3. No-Show

Non-attendance for scheduled delivery of supports without notice. This includes services delivered through digital means.

3.4. Business Day

Monday to Friday, 8am - 5pm (AWST)

4. Cancellation Process

4.1. Cancellations

- (a) To cancel an appointment, clients can contact the office of the appropriate District 360 Pty Ltd centre within business hours. You may cancel an appointment by contacting us by:
 - (i) phone 1800 411 863; or
 - (ii) email bookings@district360.com.au.
- (b) Where District 360 Pty Ltd cancels as the service provider, no charge is made to either the participant or to NDIS.

4.2. Providing Notice

- (a) Where the participant cancels with adequate notice, no charge applies.
- (b) Where the participant cancels with short notice or no-shows, District 360 Pty Ltd is able to charge 100% of the scheduled fee, pursuant to the NDIS Pricing Arrangements.
- (c) Wherever possible, District 360 Pty Ltd will charge the relevant funding body directly. If the funding body rejects the cancellation payment for any reason, the client will be charged directly as above.

4.3. NDIS-Funded Services

- (a) Pursuant to the NDIS Pricing Arrangements, District 360 Pty Ltd can charge 100% of the agreed session fee to the client's NDIS plan for each booking in the event of a short notice cancellation or a no-show. This applies for the following NDIS-funded services: Assistance with Daily Life, Assistance with Social & Community Participation, Increased Social and Community Participation, Short-term Accommodation.
- (b) Where the NDIA does not permit charges against the NDIS plan, the



customer will be personally invoiced in accordance with clause 4.2.

4.4. Exceptional Circumstances

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, etc. Therefore, cancellation due to such circumstances will not incur a cancellation fee. Having cancellation fees waived require approval from District 360 Pty Ltd.

4.5. No-Show Procedure

In the event of a no-show, the employee scheduled to support the client will make every reasonable attempt to contact the client to determine if there are any special circumstances affecting that client.

5. Questions

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to 1800 411 863.

6. Agreement

Please sign that you have read, understood and consented to this Cancellation Policy. By signing, you understand that you are holding a spot and you may be charged a cancellation fee if an appointment is cancelled without providing at least 7 business days' notice or if the appointment is missed.

Date

Customer Signature

Print Name