

Types of Cancellations and Reasonable Notice

There are two categories of cancellation:

• **Short-notice cancellation**

Parramatta Mission will charge a certain percentage of the service booking price for short notice cancellations.

• **Reasonable-notice cancellation**

Parramatta Mission will NOT charge a cancellation fee.

Please ask our staff to provide you with further information on each of the above mentioned.

This information is taken from the Cancellation and No-Show Policy. If you wish to read the entire policy, we are happy to provide a copy. Just ask.

It's OK to Complain!

If we did not take the right action, tell us

Write to us:

Parramatta Mission NDIS
Locked Bag 5360
Parramatta NSW 2124

Use our website:

www.parramattamission.org.au/red/

Phone us: 02 9891 2277

You can contact the NDIS Commission

Web: www.ndiscommission.gov.au

Phone: 1800 035 544

TTY: 133 677

Interpreters can be arranged

Advocates can help you complain

The National Disability Advocacy Program can help you work with an advocate

Email them at: disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group

Department of Social Services

GPO Box 9820

Canberra ACT 2601

Or search "disability advocate" online.



Parramatta Mission



CANCELLATION AND NO-SHOW POLICY

Cancellation of services (support) and/or failure to attend (no-show) a scheduled appointment with Parramatta Mission NDIS Services.



Parramatta
Mission



uniting
church
in Australia,
Synod of NSW & ACT



Registered NDIS Provider

Parramatta Mission Actions and Fees

Parramatta Mission will take the following actions in the event that a Participant cancels supports, or fails to attend a scheduled support (no show), or makes themselves unavailable for supports:

- If supports are cancelled with reasonable notice Parramatta Mission will not charge a cancellation fee.
- Where the Participant attends for only part of the scheduled service, without reasonable notice, payment for the entirety of the booked service will be charged.
- In the event that reasonable notice is not given or the Participant No-Shows, Parramatta Mission will charge the Participant for the supports that would have been delivered.
- There is no limit on the number of short notice cancellations (or no shows) that Parramatta Mission can claim in respect of a participant.

- Parramatta Mission does not require deposits, or money as a bond from Participants to retain in the event of cancellation of a support.

Special Circumstances Regarding Cancellation Charges

- Charges may be waived if the Participant has experienced a catastrophe, e.g. emergency hospitalisation or a death in the family.
- If Parramatta Mission cancels the scheduled service or staff fail to show, then there is no charge to the Participant and the support will be rescheduled. Parramatta Mission will make every effort to ensure this situation does not occur again.
- Parramatta Mission work with Participants that cancel frequently to improve their ability to make appointments.

Service Agreement

- To end a Service Agreement, Parramatta Mission or the Participant are required to give each other twenty-eight (28) days' written notice by email or post.
- If the services provided to a Participant by Parramatta Mission are no longer funded in the current or future NDIS Plan/s and no agreement for Fee for Service is entered into Parramatta Mission, the Service Agreement becomes inactive. If Parramatta Mission or the Participant seriously breaches the Service Agreement, the requirement of notice may be waived.

No-Show

A No-Show is when;

- a participant does not attend or is not available for a scheduled service
- a participant is not in the agreed location at the agreed time for the service

and does not notify Parramatta Mission, before the scheduled service.