

## Types of Cancellations and Reasonable Notice

There are two categories of cancellation:

- Short-notice cancellation, which is after 3pm on the day before the service.
- Reasonable-notice cancellation, which is before 3pm on the day before the service.

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

<https://www.parramattamission.org.au/red>

Phone us:  
02 9891 2277

You can contact the NDIS Commission

web: [www.ndiscommission.gov.au](http://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](mailto: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.



## Cancellation and No-Show Policy



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.
- Parramatta Mission will charge 90% of the service booking price for short notice cancellations and No-Shows
- A maximum of 12 cancellations per year for 'Community Access Support' and 6 hours per year for 'Therapy Services', will be charged.

## 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.