



# FACT SHEET

## WHAT IS AN NDIS LATE CANCELLATION?



### CALENDAR



| JANUARY   | FEBRUARY   | MARCH  | APRIL  | MAY  | JUNE   |
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| S M T W T F S<br>1 2 3 4 5 6 7<br>8 9 10 11 12 13 14<br>15 16 17 18 19 20 21<br>22 23 24 25 26 27 28<br>29 30 31    | S M T W T F S<br>1 2 3 4<br>5 6 7 8 9 10 11<br>12 13 14 15 16 17 18<br>19 20 21 22 23 24 25<br>26 27 28          | S M T W T F S<br>1 2 3 4<br>5 6 7 8 9 10 11<br>12 13 14 15 16 17 18<br>19 20 21 22 23 24 25<br>26 27 28 29 30 31 | S M T W T F S<br>1<br>2 3 4 5 6 7 8<br>9 10 11 12 13 14 15<br>16 17 18 19 20 21 22<br>23 24 25 26 27 28 29<br>30 | S M T W T F S<br>1 2 3 4 5 6<br>7 8 9 10 11 12 13<br>14 15 16 17 18 19 20<br>21 22 23 24 25 26 27<br>28 29 30 31 | S M T W T F S<br>1 2 3<br>4 5 6 7 8 9 10<br>11 12 13 14 15 16 17<br>18 19 20 21 22 23 24<br>25 26 27 28 29 30    |
| JULY  | AUGUST   | SEPTEMBER  | OCTOBER  | NOVEMBER   | DECEMBER   |
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We know that life doesn't always go according to plan, especially when you're living with a disability.

We understand that an illness, or emergency can derail your plans and the supports that you have in place, and sometimes you will need to cancel your planned supports or activities.

#### What is a late cancellation?

When referring to support work with the NDIS, a late cancellation is when a NDIS participant cancels a scheduled support with less than seven days' notice.

#### How much can a provider charge for a late cancellation?

Providers can charge a cancellation fee for late cancellations, which is 100% of the agreed service fee.

#### Why can providers charge late cancellation fees?

Providers are able to charge late cancellation fees because when someone cancels their scheduled support, it can impact the providers income and ability to offer services.

It also affects the Support Worker(s) who may have declined other work to accept the shift.



# Understanding NDIS late cancellations

## If I am unwell and don't show up for a group outing, will I be charged a late cancellation fee?

Yes, unfortunately even if you are unwell, not showing up for an outing or service will be considered a 'no-show' and you will be charged a cancellation fee.

## How will I know when a cancellation fee applies?

The service agreement you sign with your provider will outline the cancellation policy and when it will be applied.

The late notice cancellation fee is a NDIS approved fee and will be charged in most circumstances.

## How can I avoid late cancellation fees?

If you know you need to cancel a support service, let your provider know as soon as possible. If there are more than seven calendar days before the service booking you will not be charged a cancellation fee.

For example:

You know you are going on holidays in four (4) weeks. If you let your provider know the dates you will be away immediately, this would mean you have given four (4) weeks' notice and will not be charged for late cancellation.

If you forget to let your provider know that you are going on holidays, and only remember a few days before you are due to leave, you will have to pay for the service as a late cancellation fee.

## When can the late cancellation fee be waived?

If the provider was able to find alternative billable work for the relevant worker, the participant will not be charged a late cancellation fee.



## Need more information?

For more in-depth information about late cancellations, we encourage you to visit the NDIS website <https://www.ndis.gov.au/> or call the NDIS on 1800 800 110.

The information provided in this fact sheet is general in nature. Please contact your Support Planner or Coordinator if you need further clarification.

We are here to help!