



Policy

carinya society

Subject: NDIS Service Cancellation Policy
Function: Finance

Version No.: 1
Approval Date: April 2018

PURPOSE AND SCOPE:

To provide advice to participants and their Carers about Carinya's Cancellation Policy in relation to NDIS support services.

PRINCIPLES:

POLICY:

This policy is to provide clarity in relation to NDIS funding and cancellation of services. If a client is unable to attend the centre, a minimum of 24 hours notice must be given. If this is not provided, NDIS support full fees will be charged for that service.

Exceptional circumstances may apply and may be considered by management.

KEY RESULT AREAS:

RELATED DOCUMENTS:

Fee Structure procedure.

RESPONSIBILITY

Implementation: Management
Review: Quality Advisor
Approval: Administration Manager

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