

INDIVIDUAL SUPPORT SERVICES

The NDIS cancellation policy is applied when cancelling disability support services provided by AmAble, without sufficient notice.

Insufficient notice, or no show, is defined as failure to provide:

- Two clear business days' notice for a support or service which is eight hours or less in duration and less than \$1,000 in costs,
- Five clear business days' notice, in all other cases.

AmAble can recover 100 per cent of the fee associated with the cancellation of a support activity, when these cancellation timelines are not met by the participant and subject to the terms of the service agreement with the participant.

PROGRAM AND ACTIVITY FEES

When a participant cancels a program, the Day Program and Activity Fee will still be charged as per the table below.

| CANCELLATION TIMING | FEES CHARGES |
|---|--|
| Cancellations with more than 14 days' notice | No charge |
| Cancellations less than 14 days prior to activity | Full Charge of the program/activity fee No Charge for support staff |
| Cancellations less than 2 clear business day | Full Charge of the program fee and support staff |