

## **Cancellation Policy and Procedure**

Professional Care Supports (NSW) Pty Ltd  
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NDIS Provider No. 4050117250

### **Document Control**

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### **Purpose**

To ensure cancellations of supports are managed fairly, consistently, and in accordance with NDIS requirements, while minimising disruption to participants and service delivery.

### **Scope**

Applies to all employees, contractors, volunteers, students, and participants receiving services.

### **Policy Statement**

All cancellations must be managed in a transparent, fair, and consistent manner in line with service agreements and NDIS Pricing Arrangements, ensuring participant rights are upheld and business continuity is maintained.

### **NDIS Practice Standards (Mapped)**

- Rights and Responsibilities
- Provision of Supports
- Governance and Operational Management
- Risk Management

### **Responsibilities**

## Management:

- Ensure cancellation processes align with NDIS requirements
- Monitor cancellations and patterns
- Ensure service agreements include cancellation terms
- Address disputes or complaints

## Staff:

- Follow cancellation procedures
- Communicate cancellations promptly
- Record all cancellations accurately

## Cancellation Requirements

- Cancellation terms must be clearly outlined in service agreements
- Participants must be informed of cancellation conditions
- Reasonable efforts must be made to provide alternative supports where possible

## Types of Cancellations

- Participant-initiated cancellations
- Provider-initiated cancellations
- Short notice cancellations (as defined by NDIS Pricing Arrangements)

## Prohibited Conduct

- Charging cancellations not compliant with NDIS rules
- Failing to notify participants of cancellations
- Not recording cancellations accurately
- Misuse of cancellation claims

## Procedures

### 1. Participant Cancellations:

- Participants must notify the organisation as per service agreement (e.g. 24–48 hours)
- If short notice cancellation occurs, it may be charged in line with NDIS Pricing Arrangements

## **2. Provider Cancellations:**

- Participants must be notified as soon as possible
- Alternative support options must be offered where possible

## **3. Recording:**

- All cancellations must be recorded in the system (e.g. ShiftCare)
- Reason for cancellation must be documented

## **4. Charging:**

- Charges must comply with NDIS Pricing Arrangements
- Only eligible cancellations may be claimed

## **5. Disputes:**

- Any disputes to be managed through complaints process
- Investigate within required timeframe

## **Disciplinary Actions**

- Verbal warning
- Written warning
- Performance management
- Suspension or termination
- Notification to NDIS Commission if required

## **Training & Acknowledgement**

- Training on cancellation procedures at induction
- Ongoing refresher training

- Staff must understand NDIS pricing rules

### **Monitoring & Audit**

- Review cancellation trends
- Audit claims and records
- Continuous improvement actions

### **Timeframes**

- Immediate recording of cancellations
- Documentation within 24 hours
- Investigation of disputes within 5 business days

### **Forms & Registers**

- Cancellation Register
- Service Agreement
- Incident/Complaint Form

### **Compliance**

Aligned with:

- NDIS Practice Standards
- NDIS Pricing Arrangements and Price Limits
- NDIS Code of Conduct
- Relevant legislation