

Short notice cancellations now 7 days

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Previously, cancellations for service appointments were considered "short notice" when participants gave less than two (and for some supports, five) full days' notice to the provider. This is extended to seven days from 1st July 2022.

What does this mean for you?

Under the NDIS Cancellation Policy, providers can charge a cancellation fee and claim up to 100% of the agreed service cost.

If you're a participant, you'll want to give more than seven days' notice when cancelling service appointments to avoid unnecessary fees being charged to your funds (especially for high cost supports such as Short Term Accommodation and Respite). You may also want to check any service agreements you currently have in place with your service providers.

As per the NDIS Pricing Arrangements and Price Limits, You-Connect will charge 100% of the agreed fee associated with the activity from your plan where you have provided a short notice cancellation (or a no show).

A cancellation is a short notice cancellation if the participant:

- Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- Has given less than seven (7) clear days' notice for a support

Where a participant will not be available to receive support for a period of more than 5 days (e.g supported holiday, family holiday) You-Connect requests that a minimum of 4 week's notification is provided. Failure to notify You-Connect of an extended absence will result in You-Connect making claims for payment of schedule of scheduled supports to meet industrial relations obligations to staff.