

CANCELLATION POLICY

Kalparrin Incredible Kids understands there are times when planned sessions cannot go ahead.

Kalparrin's Cancellation Policy aims to minimise the effects on both Kalparrin and families when a service is cancelled.

Kalparrin applies the *NDIS Price Guide* limits and associated pricing arrangements the National Disability Insurance Agency (NDIA) has determined will apply to National Disability Insurance Scheme (NDIS) supports, including for cancellations.

This Policy is compliant with the NDIS Price Guide effective 1 December 2020.

Cancellations

Kalparrin's Cancellation Policy will be discussed with parents / carers at the time of the initial request for service, whether face to face, telephone or via email. It will also be discussed before entering into a Service Agreement for the delivery of services by Kalparrin.

To cancel an appointment, parents / carers can notify the office of Kalparrin within the business hours of 9.00am – 5.00pm. Alternatively, parents / carers may leave a message if contacting over a weekend or public holiday. However, the business days' notice periods still apply (refer below).

Notice Periods

- Where Kalparrin cancels as the service provider, no charge is made to either the participant or to NDIS.
- Where parents / carers cancel with **two (2) clear business days' notice** or more, no cancellation charge applies.
- Kalparrin will charge 100% of the agreed fee where no less than **two (2) clear business days' notice** is provided for a short notice cancellation.

Safeguarding and No-Shows

Kalparrin sends SMS reminders of upcoming appointments in advance of the business days' notice periods.

In the event of a no-show, Kalparrin will make every attempt to contact the parent / carer to determine if there are any special circumstances and make arrangements for the next appointment (if relevant).

Charging Arrangements

Wherever possible, Kalparrin will charge the relevant funding body (e.g. NDIS) directly. If the funding body rejects the cancellation payment for any reason, the parent / carer will be charged directly.

There is no limit on the number of short notice cancellations (or no shows) for which Kalparrin can charge however in fulfilling its duty of care, Kalparrin will seek to understand and accommodate individual circumstances where there is an unusual number of cancellations. For all other sources of payment for services including self-funding, Kalparrin will invoice the parent / carer directly for payment according to the notice periods outlined above.