



Attention: Policy Change

NDIS Short Notice Support Cancellations Changes from July 1st 2022.

NDIS short notice cancellation definition is when a NDIS participant:

- ✓ doesn't show up for a scheduled support within a reasonable time or
- ✓ is not present at the agreed place within a reasonable time when the NDIS provider is travelling to deliver the support (e.g. in the event the NDIS provider provides the support at the NDIS participant's home or a third party location), and
- ✓ has given less than seven clear days' notice for a support cancellation.

This means a NDIS participant should give an NDIS provider at least seven clear days' notice of the cancellation of a support..

NDIS rules for Claiming a Short Notice Cancellation

NDIS July 1st 2022 rule changes state that in the event of a short notice cancellation NDIS providers are able to claim 100% of the NDIS price, current line item.

Fair Work Award Changes for our staff were rolled out at the same time as the NDIS changes to short term cancellations to ensure staff are appropriately paid for shifts that are cancelled and in order to provide job security and retain the staff you prefer on your rosters. This means it is also important that we ensure they are paid appropriately for shifts that are cancelled without 7 days' notice.

HDS have delayed the implementation of these changes for 4 months to ensure we are confident that we can implement the new changes with the least disruption to clients' services and budgets.

How to make a support cancellation

From time to time there are times when your regular supports need to be cancelled. We ask clients to give at least 7 days notice (where practicable) to avoid any charges. You can do this via multiple ways:

- ★ By emailing rosters@hunterdisabilityservices.com.au with the details of the support you need to cancel
- ★ Contact Head Office (02) 40 440 540 and speak with a staff member
- ★ Have your Coordinator of Support contact us on your behalf

Will this impact my budget?

- ★ HDS will monitor Short Notice Cancellations & Budgets very carefully and will communicate with our participants if we identify any issues.

If you require further clarification or to discuss terms, please contact us prior to the implementation of the changes on 1st November, 2022.
Easy Read Resources will be available on the website soon.

We thank you for your cooperation and support.