# Cancellation Policy

**Purpose**

This policy explains what happens if a participant, their representative, or AHH Lifeskills cancels or does not attend a scheduled support or activity. It ensures that all parties understand their rights, obligations, and any fees that may apply, and it aligns with the NDIS Pricing Arrangements & Price Limits, NDIS Practice Standards, and Australian Consumer Law.

**Scope**

- Applies to all clients and representatives receiving supports or services from AHH Lifeskills, regardless of funding source (NDIS Plan, NDIA, plan-managed, self-managed, or privately funded).
- Applies to all types of supports: personal care, community access, groups, STA, camps, and activity-based programs.
- Applies to all AHH Lifeskills employees, contractors, and representatives.

**Key Definitions**

- **Business Day:** Monday to Friday, 9:00am–5:00pm (excludes public holidays).
- **Adequate Notice:** Cancellation provided more than 48 hours before the scheduled start time (using business days) using appropriate communication channels.
- **Short Notice:** Cancellation provided less than 48 hours before the scheduled start time.
- **No Show:** Failure to attend a scheduled service or activity without any notice.
- **Activity Contribution:** Out-of-pocket costs paid by the participant for activities (e.g., tickets, entry fees, meals) not covered by NDIS.

**General Principles**

- Policy is explained and provided during onboarding and before the Service Agreement is signed.
- The full policy is always available on our website (www.ahhlifeskills.com/Forms).
- All cancellation fees and activity costs are disclosed in advance.
- Participation in activities and acceptance of any associated costs is always voluntary.
- AHH Lifeskills is committed to fairness, transparency, and safeguarding participant wellbeing.

**Cancellation and No-Show Rules**

**1. Provider-Initiated Cancellation**

- If AHH Lifeskills cancels a support or activity for any reason, there is **no charge** to the participant or NDIS.

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**2. Participant-Initiated Cancellation**

- **Adequate Notice (more than 48 hours):** No cancellation fee is charged.
- **Short Notice (less than 48 hours):** 100% of the scheduled support fee will be charged to the NDIS plan or billed to the participant, as allowed by the NDIS Pricing Arrangements.
- **No Show:** 100% of the scheduled support fee will be charged, as above.

A cancellation fee will only be charged if AHH Lifeskills incurs a genuine cost due to the cancellation (for example, if the scheduled worker cannot be reassigned to another billable service during that time). If the worker can be reassigned, no cancellation fee will apply.

**3. Activity Contributions and Non-Refundable Costs**

- If a participant cancels attendance at an activity with less than 48 hours' notice, and AHH Lifeskills has already paid a non-refundable cost (e.g., purchased a ticket), the participant will be invoiced for this amount.
- All activity contributions will be clearly stated before booking and invoiced separately from NDIS supports.
- If a participant is unable to attend an activity due to reasons outside their control (e.g., illness, emergency), we will work with the participant to seek a refund or substitute, where possible.

**4. Short-Term Accommodation (STA) and Camps**

- **STA and camps** have separate, detailed booking and cancellation conditions provided at the time of booking (including cooling-off, non-refundable deposits, and cut-off periods).
- If the policy for a specific camp/STA is more stringent, that policy will apply and will be provided in writing before booking is finalised.

**5. Suspension and Holding Placements**

- If a participant wishes to temporarily suspend services (travel, hospital, etc.), the spot cannot be held unless payment continues during the absence.
- On return, the participant may rejoin services if a place is available.

**6. Outstanding Fees**

- Outstanding balances (for either NDIS-funded supports or activity contributions) may result in suspension of future bookings or supports until payment is made.

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- AHH Lifeskills will contact participants to discuss payment plans or financial hardship if required.

**Special Circumstances**

- Charges **may be waived** in genuine emergencies (e.g., hospitalisation, family bereavement) at the discretion of the Operations Manager. Participants are encouraged to discuss their situation as soon as possible.

**Process for Cancelling or Notifying Absence**

- Notify AHH Lifeskills management by phone or email during business hours, or leave a message after hours (notice is calculated on business days).
- The time and date of notification will be recorded for calculation of applicable fees.
- Written or verbal notice provided directly to a rostered support worker will not be considered as adequate notification.

**Safeguarding for No Shows**

- If a participant fails to attend and we have not received notice, we will:
  - Attempt to contact the participant immediately.
  - Attempt to contact the emergency contact if appropriate.
  - Notify the Operations Manager, who will assess next steps (including potential welfare checks if safety is a concern).

**Disputing Cancellation or Activity Fees**

- If you believe you have been incorrectly charged, contact the Finance Manager (accounts@ahhlifeskills.com).
- If not resolved, you may escalate your concern to the NDIS Commission (www.ndiscommission.gov.au).

**Transition and Exit Planning**

- If services are terminated by either party, AHH Lifeskills will assist with transition planning and referral to other services as appropriate, in line with NDIS Practice Standards.

**Supported Independent Living (SIL) – Termination Notice Period**

- Participants or their authorised representatives are requested to provide a minimum of **14 calendar days' written notice** when permanently terminating Supported Independent Living (SIL) services with AHH Lifeskills.

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A shorter notice period may be mutually agreed upon in writing. AHH Lifeskills will assist with transition planning to ensure continuity of supports and participant wellbeing.

Any cancellation charges or claims following termination must comply with the applicable NDIS Pricing Arrangements and Price Limits.

**Review and Updates**

This policy is reviewed at least annually and whenever NDIS Price Guide rules change.

The current version is always available on our website.

- Approved by: Marci King, Human Resources Manager
- Approval Date: 26/04/2026
- Next Review: 26/04/2027

**Document Control**

- Version: 5
- Supersedes: V.3 March 2026
- Contact: accounts@ahhlifeskills.com or 1300 000 730

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