

POLICY / PROCEDURE



1.2 FEES AND CANCELLATION POLICY NDIS Version 1

In an effort to keep your fees to a minimum, RDA Carine has reviewed and worked to reduce costs, and is committed to maintaining the lowest possible cost structure. Organisational expenses remain the same, no matter how many people participate in a week's program, and cancelled sessions have a significant impact on our financial viability. RDA Carine has developed this Fees and Cancellation Policy, according to the requirements of the NDIS Terms of Business for Registered Providers and the NDIA Price Guide.

Cancellations:

We understand unexpected circumstances can make it difficult to attend a scheduled session, so the RDA Carine team has taken a policy position that attempts to balance the needs of participants with the needs of the organisation. Please read the following table in conjunction with the notes following:

Cancelling What:	Cancelling When:	Charge:	Comment:
1. Single Session	Minimum of five (5) clear business days' notice day prior to the session.	Nil fee	In accordance with the NDIS Price Guide Short Notice Cancellation rules.
2. Single Session - Late Notice	After 3pm the day prior to or on the day of the session.	Full session fee	In accordance with NDIS Price Guide,
3. Unexpected absence	'No-show' at session time	Full session fee	In accordance with NDIS Price Guide. Where there are more than 12 'No-shows' the Centre may undertake to review / cancel participants place.
4. Numerous sessions in advance	Placing Sessions 'On Hold' eg Holiday bookings	Full session fee	Depending on the purpose for the absence, and RDA Carine's ability to back fill the time slot, action may be necessary to offset and/or replace your suspended fees. Discuss with the Centre team.

- Please note that the Centre will not offer make-up classes for any lessons missed.
- Longer cancellations (point 4 above - sessions 'On Hold') will have a significant financial impact on the organisation. Please discuss your planned numerous absences with the Centre team. Actions could include:
 - A full session fee charged in order to 'hold' the spot, or
 - A requirement to relinquish your place in the program to another participant.The decision on the action to be taken will be made in consultation with the Centre management team.
- If NDIS funding changes a participant/participants' representative, must notify the Centre immediately.
- NDIS Price Guide Short Notice Cancellation rules charging a fee when less than five (5) clear business days' notice has been given. The Centre management team endorse our Policy as more equitable.

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