

Cancellation Policy

Individual Support Services

The NDIS cancellation policy is applied when cancelling disability support services provided by AmAble, without sufficient notice.

Insufficient notice, or no show, is defined as failure to provide:

- Two clear business days' notice for a support or service which is eight hours or less in duration and less than \$1,000 in costs,
- Five clear business days' notice, in all other cases.

AmAble can recover 100 per cent of the fee associated with the cancellation of a support activity, when these cancellation timelines are not met by the participant and subject to the terms of the service agreement with the participant.

Program & Activity Fees

When a participant cancels a program, the support costs & program fee will still be charged as outlined in the table below.

CANCELLATION TIMING	FEES & CHARGES
Cancellations with more than 14 days notice	No Charge
Cancellations less than 14 days prior to the activity	Full Charge of the Program Fee No Charge for Support Staff
Cancellations with less than 2 clear business days	Full Charge of the Program Fee & Support Staff



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To ensure consistency in records and communication, support workers are unable to pass along cancellations or shift changes. **All cancellations must be made directly to our office team in the following ways:**

- By phone to our office during regular business hours (9am-5pm Monday-Friday).
- For immediate enquiries outside of business hours, via our after-hours line, this can be called or texted anytime between 5pm-9am Monday-Friday and anytime on public holidays and weekends.
- By email to the appropriate contact as listed below:

Type	Contact
Office Phone	(03) 5201 9093
After Hours Line	0474 560 550
Individual Supports	supports@amable.org.au
Programs	programs@amable.org.au
General	info@amable.org.au