

CANCELLATION & NO-SHOW POLICY

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TOGETHER WE CAN

INTERNATIONAL PTY LTD

Together We Can International's Cancellation Policy will be discussed with all clients as the time of the initial request for services, whether face to face, telephone or email and will be outlined in your Service Agreement and is available on our website.

TWCI CANCELLATIONS POLICY

1.0 PURPOSE

Together We Can International understands there are times when planned sessions cannot go ahead. Costs are incurred by Together We Can International regardless of whether a client attends a session. This policy aims to minimize the negative effect on both Together We Can International and its clients when a session is canceled.

2.0 SCOPE

This policy applies to all employees of Together We Can International. A reference to “employees” or “staff” includes permanent, fixed-term, temporary and casual employees, directors, contractors, volunteers, and other representatives acting on behalf of Together We Can International in any capacity.

This policy applies to all clients who access services provided by Together We Can International (TWCi)

3.0 POLICY

Together We Can International aims to balance customer and organizational financial interests in relation to cancellations and no-shows and to make all reasonable attempts to safeguard customers who are no-shows. Together We Can International’s policy reflects the requirements of relevant government agencies for funding being utilized to pay for the service (e.g. National Disability Insurance Scheme (NDIS) Terms of Business for Registered Providers and the most current National Disability Insurance Agency (NDIA) Price Guide, or other)

4.0 DEFINITIONS

4.1 Adequate Notice

Cancellations with more than four (4) business days’ notice.

4.2 Inadequate Notice

Cancellation of the scheduled delivery of supports from between four (4) business days’ notice and prior to 3:00pm on the day before the scheduled service.

4.3 Short Notice

Cancellation of the scheduled delivery of supports after 3:00pm the day before the scheduled service.

4.4 No-Show

Non-attendance for scheduled delivery of supports without notice.

4.5 Business Day

Monday to Friday 8:30am – 4:30pm.

4.6 Cancellations

To cancel an appointment, clients can notify the office of the appropriate Together We Can International site within the business hours of 8:30am – 4:30pm. Alternatively, clients may leave a message if contacting over a weekend or public holiday. However, the business days’ notice periods still apply.

4.7 Cancellation Fee’s

Cancellations: with Inadequate notice, Short Notice or No- Show will be charged at 100% of the original booking rate
Cancellations: with adequate notice of more than four (4) business days will have an option reschedule supports

Please Note for your records: NDIS Cancellation notice period is 7 days, we have reduced this to 4