



## CANCELLATION POLICY

At Will & Way, we aim to provide consistent and high-quality therapy services. To support this, we require notice if you need to cancel or reschedule an appointment.

### Notice Period

We request at least two (2) clear business days' notice to cancel or reschedule a therapy appointment.

### Short Notice Cancellations

A Short Notice Cancellation occurs when:

- Less than 2 clear business days' notice is provided, or
- The participant does not attend (no show), or
- The participant is not available at the agreed time and place within a reasonable period.

### Fees

- Where a Short Notice Cancellation occurs, Will & Way may charge up to 100% of the agreed fee for the scheduled service.
- This charge is made in line with the NDIS Pricing Arrangements and Price Limits and the participant's Service Agreement.

### NDIS Requirements

We will only claim a Short Notice Cancellation where all the following apply:

- The support item allows for Short Notice Cancellation claims under NDIS rules
- We were unable to offer the appointment time to another participant or complete alternative billable work
- The clinician was allocated and required to be paid for that time

### Flexibility

- We understand that unexpected situations arise.
- We may waive or reduce cancellation fees at our discretion, based on individual circumstances.

### How to Cancel

Please contact your therapist or our office as soon as possible to cancel or reschedule.



## Contact Information

**Email:** [info@willandway.com.au](mailto:info@willandway.com.au)

**Postal Address:** 4 Noel Road, Moolap, VIC 3224

Alternatively, you can contact the office via phone on **(03) 5242 8088**

## Further Information

For further information about cancellations under the NDIS, please visit the National Disability Insurance Scheme's website at [Pricing arrangements and price limits | NDIS](#)