

CANCELLATION POLICY

1. Objectives and Background

Divergent Health is committed to providing the best service in a timely manner. We aim to accommodate your needs.

Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy for our NDIS-funded services to be upfront about all the costs you may face when engaging our services.

2. Compliance with NDIS Regulations

Divergent Health's Cancellation Policy is compliant with the regulations and definitions set out by the National Disability Insurance Agency (NDIA) in the National Disability Insurance Scheme (NDIS) Terms of Business for Registered Providers and the NDIS Pricing Arrangements.

3. Definitions

3.1. Adequate Notice Cancellation

This is defined by the NDIA as cancellation with more than five (5) clear business days' notice. However, in the interest of leniency, Divergent Health has set this at one (1) clear business day.

3.2. Short Notice Cancellation

A cancellation is a short notice cancellation if the participant:

- (a) does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support; or
- (b) has given less than one (1) clear business days' notice for a support that meets both of the following conditions:
 - (i) the support is less than 8 hours continuous duration; AND
 - (ii) the agreed total price for the support is less than \$1000; or

- (c) has given less than one clear business days' notice for any rescheduling of a support.
- (d) has given less than one (1) clear business day clear business days' notice for any other support.

3.3. No-Show

Non-attendance for scheduled delivery of supports without notice. This includes services delivered through digital means.

3.4. Business Day

9:00 to 17:00 Tuesday, Thursday and Friday; and
9:00 to 17:30 Monday and Wednesday.

4. Cancellation Process

4.1. Cancellations

- (a) To cancel an appointment, clients can contact the office of the appropriate Divergent Health centre within business hours. You may cancel an appointment by contacting us by:
 - (i) phone +61 403 623 965; or
 - (ii) email cancelations@divergenthealth.com.au
 - (iii) email contact@divergenthealth.com.au
- (b) Where Divergent Health cancels as the service provider, no charge is made to either the participant or to NDIS.
- (c) Where a client is unable to participate in a virtual session due to technical difficulties on their end, they must inform us as soon as they are able so that we can perform the required support over the phone.

4.2. Providing Notice

- (a) Where the participant cancels with adequate notice, no charge applies.
- (b) Where the participant cancels with short notice or no-shows, Divergent Health is able to charge 100% of the scheduled fee, pursuant to the NDIS Pricing Arrangements.
- (c) Wherever possible, Divergent Health will charge the relevant funding body directly. If the funding body rejects the cancellation payment for any reason, the client will be charged directly as above.

4.3. NDIS-Funded Services

- (a) Pursuant to the NDIS Pricing Arrangements, Divergent Health can charge 100% of the agreed session fee to the client's NDIS plan for each booking in the event of a

short notice cancellation or a no-show. This applies for the following NDIS-funded services: Art Therapy, Occupational Therapy and Speech Pathology/Therapy.

- (b) Where the NDIA does not permit charges against the NDIS plan, the customer will be personally invoiced in accordance with clause 4.2.

4.4. Exceptional Circumstances

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, etc. Therefore, cancellation due to such circumstances will not incur a cancellation fee. Having cancellation fees waived require approval from Divergent Health.

4.5. No-Show Procedure

In the event of a no-show, the employee scheduled to support the client will make every reasonable attempt to contact the client to determine if there are any special circumstances affecting that client.

5. Questions

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to +61 403 623 965.