

CANCELLATION POLICY

Policy

About us

ATJ is a purpose-driven and values-led business. ATJ means ATJ Solutions and ATJ Connex or its related entities from time to time, as the context requires (“**ATJ**”, “**we**”, “**our**”, and “**us**”).

We provide support, guidance and assistance for people in need of our services (“**Clients**” or “**you**”). We provide services and supports, which empower our Clients to be the very best they can be, whilst maintaining their independence, and ensuring they enjoy a happy and fulfilled life. Our vision is for our Clients to have access to high quality services. Our mission is to set new standards in disability care, and we do this by working in collaboration with our Clients (and their informal support networks), service providers, peak bodies and stakeholders.

Purpose

We act with **transparency and integrity** in everything we do. These foundations are underpinned by all of our policies, including this **Cancellation Policy**.

We are 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 us from supporting another Client. **This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the cancellation process and the associated fees.** This policy is used in fairness to both our business and the Clients who would otherwise have wanted our services.

NDIS Regulations

Our 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.

| | | | |
|-------------|--|----------------|-------------------------|
| Issue date | 16 th February 2023. | Policy | Cancellation Policy |
| Review date | Within 3 years of the issue date. | Policy Manager | Jodie Attard, Director. |
| Status | APPROVED and in force from the issue date. | Policy Owner | Jodie Attard, Director. |

Procedure

Cancellation process

Contacting us

To cancel the Supports, **you (or your Client Representative) can contact** us Monday – Friday 8.30am – 5.00 pm via your ATJ Contact, or if they are unavailable, as follows:

| CLIENTS OF ATJ SOLUTIONS | CLIENTS OF ATJ CONNEX |
|--|--|
| jodie.attard@atjsolutions.com.au | jodie.attard@aticonnex.com.au |
| 0451 033 467 | 0451 033 467 |

Notice requirements

Adequate Notice

Where you **cancel with Adequate Notice, no cancellation fees** apply.

Short Notice or No-Show

Where you **cancel with Short Notice or are a No-Show**, we are able to **charge 100% of the fees payable for the requested Supports**. In the event of a No-Show, we will make reasonable attempts to contact the participant to determine if there are any special circumstances.

Cancellation fees

Payment of cancellation fees

Wherever possible, **we will invoice the relevant funding body directly** for the cancellation fees. However, if our invoice is rejected for any reason, or the NDIA does not permit the cancellation fees under your NDIS plan, **you will need to pay our invoice, personally**.

Exceptional circumstances

We understand that **plans may change due to circumstances outside your control**. In such circumstances, **we may in good faith** (and at our ultimate discretion) **waive such cancellation fees**.

Cancellations by us

Where **we cancel, no cancellation fees** are invoiced to either the participant or to NDIS.

Key concepts

So that we are all on the same page about some **key terminology that we use in this policy**, we have set these out here:

| CONCEPT | MEANING |
|-----------------|--|
| Adequate Notice | Where you provide us notice at least 24 hours, one clear Business Day in advance of the scheduled Supports. |
| Business Day | A day on which banks are open for business in Melbourne, other than a Saturday, Sunday or public holiday in that city. |
| Business Hours | 8.30am to 5pm AEST on a Business Day. |
| No-Show | Where you do not show up (at all) for the scheduled Supports, and you do not notify us (at all). This includes: (a) where you do not enable us to provide the scheduled Supports; for example, we arrive at your residence, and you do not answer the door. |
| Short Notice | Where you: (a) do not show up (within a reasonable time) , at the place the Supports have been requested, and we have travelled to provide the Supports; <u>or</u> (b) have not given Adequate Notice. |

Questions

We firmly believe that a **good Client and business relationship is based upon mutual understanding and respect.**

Questions about our cancellation policy should be directed to:

| CLIENTS OF ATJ SOLUTIONS | CLIENTS OF ATJ CONNEX |
|--|--|
| jodie.attard@atjsolutions.com.au 0451 033 467 | jodie.attard@atjconnex.com.au 0451 033 467 |

Example scenarios

Here are some scenarios where cancellation fees will and won't be charged. These are for illustrative purposes only:

| Scenario | Do you have to pay cancellation fees? |
|--|---------------------------------------|
| You cancel on the morning of the scheduled supports. | ✓ |
| You cancel the day before the scheduled supports. | ✓ |
| You do not show up and you do not provide us with any advance notice. | ✓ |
| You do not let us provide the scheduled supports, even though we travelled to you. | ✓ |
| You cancel at least 24 hours/1 business day in advance of the scheduled supports. | ✗ |
| ATJ cancels. | ✗ |

Acknowledgement and consent

I confirm that I:

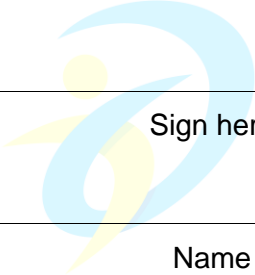
- have had the opportunity to read, understand, and agree to the information in this Cancellation Policy;
- understand that when I request the Supports, ATJ allocates business resources to providing the Supports to me;
- if I cancel my request for Supports, I may be charged cancellation fees in accordance with the terms of this policy.

By signing the below, I acknowledge and consent to the cancellation fees set out in this policy:

Signed by the **Client**:

-OR-

Signed by the **Client Representative** (if any):

| | |
|--|--------------------|
|  _____ Sign here | _____ Sign here |
| _____ Name | _____ Name |
| _____ Date | _____ Date |