

NDIS Pricing & Short Notice Cancellations for Pinarc Therapy

This outlines what you can expect from us about NDIS therapy pricing and when we charge for a cancelled therapy appointment with Pinarc.

Pinarc Pricing

We use the NDIA policy as per the NDIS Pricing Arrangement and Price Limits (previously known as the NDIS Price Guide), which you can find on the link below:

<https://www.ndis.gov.au/providers/pricing-arrangements>

You will also find the NDIS Support Catalogue available on this website.

Unit Price Changes

NDIS usually change the unit price in the NDIS Pricing Arrangement and Price Limits on July 1st each year. Pinarc automatically change the prices we charge based on the current NDIS Pricing Arrangement and Price Limits. There is no need to create a new service agreement, as by signing the Pinarc service agreement, you agree to price changes as directed by NDIS Pricing Arrangement and Price Limits.

There was no price increase for 2024.

Transport and Travel charges

Travel is charged as per the NDIS Pricing Arrangement and Price Limits. All transport costs will be discussed with you prior to you signing your service agreement.

Cancellations and No Shows

We understand there may be times when appointments need to be cancelled or changed. Please let us know as soon as possible if you need to change an appointment. If you are unable to notify us of a cancellation prior to the appointment, Pinarc may need to charge the relevant cancellation fee as per the NDIS Pricing Arrangement and Price Limits.

Registered NDIS Provider

Short Notice Cancellations (less than 2 clear business days)

If Pinarc has a Short Notice Cancellation (or a no show), Pinarc can claim 100% of the agreed fee associated with the activity from the participant's plan, subject to the NDIS Pricing Arrangements and Price Limits, and the terms of the service agreement with the participant.

A cancellation is a **short notice cancellation** if the participant:

- Does not show up for a scheduled support within a reasonable time;
- Is not present at the agreed place and within a reasonable time when the provider is travelling to deliver the support;
- Has given less than two (2) clear business days' notice of a cancellation.

Pinarc staff will try their best to find billable work for other clients to fill this time slot, however Pinarc is not always able to find alternative billable work and will need to claim the cancellation fee for the session time and any associated travel time.

What does two (2) clear business days mean

Pinarc define 2 clear business days as 48 hours, not including weekends.

Examples -

If you have a session on Wed at 10am you need to have advised us by 10am on the Monday of your cancellation or the fee may apply if we are unable to find other billable work.

If you have a session at 9am on a Monday you need to advised us by 9am on the previous Thursday or fee may apply if we are unable to find other billable work.

If you have any questions regarding cancellation guidelines, travel or unit price costs please discuss with your therapist or you can call Sara Cavanagh, Deputy CEO on 0488 182 440.