



NDIS APPOINTMENT RESCHEDULING & CANCELLING HOME MODIFICATIONS WORK

ph: 8805 5960
www.fusionbuilding.com.au

PARTICIPANT GUIDE

RESCHEDULING & CANCELLING APPOINTMENTS

Fusion Building and Maintenance is committed making sure our customers have access to the services they need. We work together with you wherever possible to develop a schedule that meets your needs and preferences.

We understand that there may be times when you need to reschedule or are not able to attend scheduled appointments. This guideline outlines what you need to do if that occurs, as well as any charges we will apply for cancellations or modification work. These charges are aligned with the current National Disability Insurance (NDIS) Price Guide.

HOW TO CANCEL OR RESCHEDULE AN APPOINTMENT

If you need to reschedule or cancel an appointment, we appreciate as much advance notice as possible so we can schedule your next appointment as soon as possible as well as have time to offer that appointment to another client.

To reschedule or change your appointment you should contact your allocated FBM team member directly on the phone number or email address they have provided.

CANCELLATIONS OF MINOR AND MAJOR HOME MODIFICATIONS

If we have completed the design and quoting of home modifications with you and scheduled the work to begin, and you decide to not go ahead, then you will be charged a cancellation fee.

The cancellation fee is:

10% for work under \$20,000 and 5% for work over \$20,000.

There may be occasions where charging a cancellation fee may not be suitable given your personal circumstances or other factors. If you believe a cancellation fee is not appropriate, then this will be reviewed by our Management Team who may choose to waive the fee.

SUPPORT IN CASES OF CANCELLATIONS

We are required to notify the NDIA that you are at risk of not receiving the services you need, especially if you need special assistance to ensure that all your needs are being adequately met.

If you require further information, please phone our office on 02 8805 5960 or email fbm@fusion.org.au