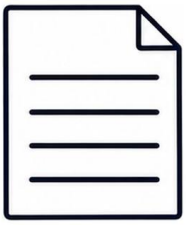
Easy Read

Cancelling a support and ending your agreement

A summary of part of the Autism SA Terms and Conditions for NDIS Services.

This is a sample. It was made from a public Autism SA document to show what Easy Read looks like. Autism SA did not make it or check it. Do not rely on it. Read the full document here: autismsa.org.au/wp-content/uploads/2025/09/GOV-GUI-001-Terms-and-Conditions-NDIS.pdf

About this document



Autism SA has rules for its NDIS services.

The rules are called the Terms and Conditions.



This document tells you about 2 things:

- cancelling a support
- ending your agreement.



You can ask someone to help you read this document.

A friend, family member or support person can help you.



This document is a summary.

It only has the main ideas.

If you need to cancel a support



Tell Autism SA at least 2 full days before your support.



The day you tell them does not count.

The day of your support does not count.

For example, your support is on Friday. You need to tell them by Tuesday.



If you tell them later than this, it is called **short notice**.



It is also short notice if you:

- do not come to your support
- are not at the place you agreed on.

What short notice can cost



Autism SA can charge the full fee when you cancel with short notice.



They can only do this if they:

- cannot find other paid work for your worker
- still have to pay your worker.



3 times

You might miss 3 times.

Then Autism SA may cancel your next bookings.

They must talk to you first.



Only a manager at Autism SA can take away a fee.

They only do this for very special reasons.

Programs of support



A **program of support** is a group program you agree to join.

The rules for these are different.



The group might run on a day you do not come.

Autism SA can still charge for that day.



You can leave a program at no cost.

You must tell the program coordinator 2 weeks before you leave.



You might stop coming and not tell them.

Then Autism SA may charge for 4 weeks in a row.

Paying



An **invoice** is a bill.

It says how much money you need to pay.



You might manage your own NDIS funding.

Then Autism SA sends the invoice to you.



You might have a **plan manager**.

A plan manager is someone who pays your NDIS bills for you.

Then Autism SA sends the invoice to them.



The invoice must be paid in 7 days.



If the payment is late, Autism SA may pause your services.

Ending your agreement



You can end your agreement.

Autism SA can end it too.

This must be done in writing.



For most supports, you must tell them 14 days before.



Some people get **Supported Independent Living**.

This is help with daily tasks in the home where you live.

People call it SIL.



To end SIL, you must tell them 60 days before.

Leaving SIL early



You might leave SIL before the 60 days end.

Then Autism SA can charge the weekly rate for the days left.



You might need to leave SIL straight away to stay safe or well.

Then Autism SA can charge for up to 28 days.

Changing your services



You and Autism SA talk about the change.

You both need to agree.



Then the change is put in writing.

This can be a signed paper or an email.

Feedback and complaints



You can call Autism SA.

8379 6976



You can send an email.

feedback@autismsa.org.au



You can use the form on the website.

autismsa.org.au/feedback-complaints



You can send a letter.

Autism SA Complaints and Feedback, PO Box 556, Melrose Park DC SA 5039

Word list

Invoice

A bill. It says how much money you need to pay.

Plan manager

Someone who pays your NDIS bills for you.

Program of support

A group program you agree to join.

Short notice

When you cancel less than 2 full days before your support.

Supported Independent Living

Help with daily tasks in the home where you live. People call it SIL.