

Cerebral Palsy Alliance

Cancellation, Withdrawal and No-Show



At Cerebral Palsy Alliance (CPA), we'll always work with you to find service appointment times that best suit you and your family. We know there may be times when you need to change or cancel an appointment, so this document outlines our Cancellation and No-Show Guidelines.

What is a cancellation?

CPA has two types of cancellations:

- 1. Notice Given:** The participant/ carer/ support provider requests to cancel the appointment 2 working days before the appointment is scheduled to occur.
- 2. Short Notice/No-Show:** The participant cancels the appointment with insufficient or no notice.

Therapy Group Program of Support Withdrawal

Most group programs run as a 'Program of Support' (PoS) as per NDIS Pricing Arrangements and Price Limits. Programs of Support are charged on the total price in the Service Agreement, whether the participant attends the session or not. To withdraw from a PoS, CPA requires 2 weeks' notice in writing. Support delivered as part of a PoS are **not** subject to the 'Short Notice' or 'Notice Given' cancellation rules. Refer to your Service Agreement for further details on whether your group service is a group PoS.

How do I reschedule or cancel an appointment?

To reschedule or cancel an appointment, please notify your service directly via your usual site contact phone number or email. If you are unsure of these details, please phone CPA on 1300 888 378.

What happens if I miss an appointment or cancel without giving CPA notice?

If you *Cancel without Notice, i.e. less than 2 business days, or no-show for your scheduled service*, CPA has the right to charge you a cancellation fee for the service that would have been delivered at your appointment. We will advise you of charges that will apply.

The cancellation fee is up to 100% of the value of planned supports for your appointment.

If you regularly cancel or miss appointments, we will contact you to see how we can support your ongoing participation in CPA services.

What happens if CPA cancels my appointment?

CPA will aim to give you as much notice as possible regarding changes to appointments. If staff are unwell, we will contact you as soon as possible to offer a different staff member for your appointment (if appropriate) or to reschedule the appointment with your original staff member.

Special circumstances

There may be extenuating circumstances, such as an emergency hospitalisation, when cancellation charges may be waived by the manager of your service.

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