

NextPath Continuous Learning Cancellation Policy

As per page 22 of the NDIS Pricing Arrangements and Price Limits 2023-24 Version 1.0, NextPath Continuous Learning will consider a 'short notice cancellation' if a participant:

1. Does not show up for a scheduled support within a reasonable time, or is not present at the agreed place and within reasonable time when the provider is travelling to deliver the support; or
2. Has given less than seven (7) clear days' notice for a support.

As per page 22 of the NDIS Pricing Arrangements and Price Limits 2023-24 Version 1.0, for supports delivered to a group of NextPath Continuous Learning participants: *"if a participant cancels their attendance and if the provider (in this instance NextPath Continuous Learning) is unable find another participant to attend the group session in their place then, if the other requirements for a short notice cancellation are met, the provider is permitted to bill the participant who has made the short notice cancellation at the previously agreed rate that they would have billed if the participant had attended the group. All other participants in the group should also be billed as though all participants had attended the group."*

2.1 Cancellation Terms

- If a participant notifies NextPath Continuous Learning seven (7) days prior to their scheduled session/ group, they are not charged a cancellation fee. Their individual session may be able to be rescheduled however, their group session will not be rescheduled.
- If a participant notifies NextPath without seven (7) days notice, they will be charged a cancellation fee (100% of the service fee and transport fee)
- If a participant does not provide any notice of not attending (i.e. is a no-show) their session they will be charged a cancellation fee (100% of the service fee and transport fee)
- A participant can put their attendance on hold for a number of reasons and provided seven (7) days notice is given then there will be no charge for their period of absence from the program e.g. planned holidays.
- If a participant does not provide any notice of not attending their session, (i.e. does not show up for a scheduled support within a reasonable time (30 minutes), or is not present at the agreed place and within a reasonable time (30 minutes) when the provider is travelling to deliver support), they will be charged a cancellation fee (100% of the service fee)

These conditions apply to all NextPath Continuous Learning individualised supports provided at a 1:1, or apportioned group support ratio, subject to the NDIS Pricing Arrangements and Price Limits and the terms of the service agreement. These terms apply to all participants accessing NextPath Continuous Learning for Nextpath Continuous Learning related supports, including clients accessing multiple programs within the Mater Dei Organisation who may be subject to different cancellation terms for billable services.

2.2 Reminders

- NextPath Continuous Learning Goal Facilitators Plan supports based on the agreed Schedule of Supports.
- NextPath Continuous Learning Goal Facilitators email an individualised timetable to participants on Friday for the following week.
- Participants/ supporters are asked to urgently contact NextPath Continuous Learning Office (02 4654 8727) or the logistics phone (0455 950 337) in the case of an absence (planned/ unplanned)
 - Please note these phones will be managed from 7.30 am each morning until 4.00 pm each afternoon.

2.3 Process once a participant cancels

- Once a participant/their supporter notifies of a cancellation, NextPath Continuous Learning Goal Facilitators/ administration will enter details of the cancellation via an "absence" note in our online Client Management System (Echidna Database). Details provided in this note will include: 1) time period of absence, 2) how and to whom notice was provided, 3) copy of email if electronic notification and 4) the time of notification.
- The NextPath Funding Team will review the absence note and apply necessary funding changes to daily appointments (i.e. billable/ non-billable) based on the notice period. An initial text message will be activated to advise the primary supporter of this planned absence.
- The NextPath Funding Team will activate an automated text message to be sent to the primary supporter advising of the absence at 11.00am on the day of the absence. In the case of a 'no-show' a text message will also be sent at 11.00am on the day of missed attendance.
- Participant invoices will reflect the information provided in the note in terms of billable or non-billable sessions.
- If a participant or their supporter questions their invoice, the funding team, management or the Goal Facilitator will review the entered note.

2.4 Frequent Cancellations

NextPath Continuous Learning has a duty of care to our participants. Therefore, if a participant has an unusual number of cancellations, regular cancellations, or frequent cancellations then NextPath Continuous Learning will reach out to participants and supporters to seek to understand why they are occurring and discuss any additional supports we can put in place. Supports offered will be based on individual circumstance.