
NextPath Assessment & Therapy

Cancellation Policy

The NextPath Cancellation policy complies with the [NDIS Pricing Arrangements and Price Limits 2022-23](#).

Cancellation terms

- It is the responsibility of the parent/carer to contact NextPath Reception or their therapist to advise of a cancellation. This includes Mater Dei and Mater Dei Early Childhood Education clients. Continuous Learning participants can notify their Goal Facilitator or NextPath Reception.
- A short notice cancellation is considered to be a cancellation that occurs when a client has given less than 48 hours' notice to cancel their session OR does not show up for the scheduled session.
- Short notice cancellations will incur a cancellation fee. NextPath Assessment & Therapy claims 100% of the service fee for short notice cancellations. The short notice details are further outlined in your service agreement.
- If a client/their carer notifies NextPath 48 hours (or more) prior to their scheduled session they will not be charged a cancellation fee. A request for a rescheduled session will be followed up by NextPath reception with the therapist about their availability for an alternate time. Rescheduling is dependent on the therapist's availability.
- If a client/their carer contacts their therapist directly to advise of a cancellation with more than 48 hours' notice, the therapist can reschedule their session if their timetable allows.
- For billable cancellations, the therapist may advise the client/their carer that they can complete other billable work during this time (e.g. complete reports if required or develop resources).

SMS Reminders

NextPath Assessment and Therapy forwards scheduled SMS reminders 3 business days before sessions as a courtesy and reminder to parents/carers.

Parents/carers are asked to urgently contact NextPath Assessment and Therapy Office (46548727) if their contact details have change to ensure they can be contacted.