

# Cerebral Palsy Alliance

## Cancellation and No-Show Guidelines



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 three types of cancellations:

1. **Notice given** - the participant/ carer/ support provider requests to cancel an appointment before 3pm the day before it is scheduled to occur.
2. **Insufficient notice** - the participant/ carer/ support provider requests to cancel an appointment after 3pm the day before it is scheduled to occur.
3. **No notice given (no-show)** – the participant does not attend the appointment at the confirmed location.

### 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 with *insufficient notice* (i.e. cancel after 3pm the day before your scheduled service) or *no-show*, CPA has the right to charge you a cancellation fee for the service that would have been delivered at your appointment.

The cancellation fee is up to 90% 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 Cerebral Palsy Alliance 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.

*Please turn over...*

## My services are NDIA funded. Is this process different?

For any privately funded appointments where you cancel with *insufficient notice or no-show*, you will be directly invoiced.

For NDIA funded personal care and community access supports:

- Up to 12 *cancellations* or *no-shows* per year can be charged against your plan. CPA will claim the cancelled service through the NDIA.
- If you *cancel* or *no-show* on 13 or more occasions in one year, CPA will notify the NDIA and your ongoing service provision may immediately be affected. CPA will then invoice you directly.

For NDIA funded therapy services:

- Up to 6 hours of *cancellations* or *no-shows* per Service Booking can be charged to your NDIA plan.
- More than 6 hours: CPA will invoice you directly.

**Please note:** For some NDIA categories of supports, such as support coordination, providers are not permitted to charge the NDIA for the cancellation. If you *cancel* or *no-show* for these supports, CPA will invoice you directly.

## Special circumstances

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

## Suspension of services

Every effort will be made to accommodate your personal circumstances relating to attendance at appointments or debt management.

The CPA Manager will firstly discuss alternative delivery of services options or methods of payment with you before considering any suspension of service.

NOTE: If your services are funded by the NDIA and a suspension may impact your planned service provision and outcomes, CPA will inform the NDIA.

