
NextPath Assessment & Therapy

Cancellation Policy

The NextPath Cancellation policy complies with the [NDIS Pricing Arrangements and Price Limits 2024-2025](#).

Our cancellation policy states that cancellations with less than 2 clear business days are billable (100% of fee charged).

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 Program Coordinator or NextPath Reception.
- A short notice cancellation is considered to be a cancellation that occurs when a client has given less than 2 clear business days 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. These details are further outlined in your service agreement.
- If you notify us with 2 clear business days (or more) prior to their scheduled session, you will not be charged a cancellation fee. A request for a rescheduled session may be accommodated. Rescheduling is dependent on the therapist's availability

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.

Why do we charge cancellation fees?

At NextPath, we commit to high quality practice and staff professional development. Our team see a limited number of clients and families each day to ensure that we can maintain these standards of care. Our therapists prepare and plan in advance for all sessions. We ensure quality resources are available for our services. As a part of Mater Dei, we are also a non-profit service. Cancellation fees ensure that our services can continue and remain sustainable and that we can continue to employ and adequately support our therapists and our support staff.

Last Updated: 1 April 2025