



Our cancellation policy

We encourage families to provide as much notice as possible when cancelling or rescheduling appointments. Late cancellations or frequent missed appointments can affect service access for other families. GOV16 Service Fees and Charges Pricing Policy



Cancellation fees

Individual appointment / single group session

- Notice required: Cancellations made with less than two (2) business days' notice will incur a fee as outlined in the NDIS Pricing Arrangements.
- Fee: cost capped at one (1) hour and one (1) clinician.

Full group program

- Notice required: Cancellations made with less than five (5) business days' notice will incur a fee, please send your cancellation in writing to groups@shepherdcentre.org.au
- Fee: Full program cost.

Exiting a group mid-program

- Notice required: In writing to groups@shepherdcentre.org.au
- Fee: Cost of the next two (2) sessions.

Exceptions

Cancellations are exempt from fees if:

- We cannot run the group due to public health orders (e.g., COVID restrictions)
- Families are required to self-isolate or are awaiting test results (e.g., COVID). Documentation may be required.
- Kidscape is not a registered group and no cancellation notice or fee applies.

Cancellations by The Shepherd Centre staff

If we need to cancel an appointment, we will attempt to reschedule. In case of short notice due to staff illness, families will be contacted as soon as possible, and a session with another clinician may be offered. If not possible, the session will be rescheduled.

Continuous cancellations by families

Frequent cancellations (e.g., 2-3 consecutive or over 30% of sessions in a term, excluding illness/holidays) can affect your child's progress. We are committed to working with you to understand any challenges and explore adjustments to sessions or additional support services. If ongoing difficulties affect attendance and we're unable to reach you after several attempts, we'll follow up in writing. If the next session is missed without notice, we may need to temporarily pause your child's involvement in the program. However, families are always welcome to reconnect and rejoin whenever ready.

Examples of two (2) clear business days' (48 hours) notice

- Notifying us on Thursday for a Monday appointment is less than 2 business days' notice.
- Notifying us on Wednesday for a Monday appointment is 2 business days' notice.