

## Cancellation Policy

Our cancellation policy is designed in line with the National Disability Insurance Agency (**NDIA**) cancellation guides and balanced with the understanding that life is unpredictable.

Autism Consultancy Services (**ACS**) provides a variety of services curated to the individual needs of its clients and some services are more resilient to alteration than others.

### For Autism Consultancy Services

In the event that we need to cancel an appointment, where possible, we will provide you with at least 24 hours' notice and arrange with you to reschedule the appointment.

### For Clients/ Participants

#### Individual Therapy Services

In general, and in line with the NDIA cancellation guides, a short notice cancellation may be charged at 100% of the agreed support price, if the client/ participant:

1. does not show up for a scheduled support within a reasonable time, or is not present at the agreed place (and within a reasonable time) when the provider is travelling to deliver the support; or
2. has given less than two (2) clear days' notice for the cancellation of a Service.

In the event that your child is unwell or unable to attend a scheduled Service, we encourage you to notify us as soon as possible to discuss alternative arrangements.

### Group Therapy Services

For supports delivered in a group setting, such as Secret Agency Society and LEGO Builders Programs, the individuals in each group have been specifically chosen against a range of criteria to participate as part of a team. And like a team sport, the programs progress by building on skills and therapeutic inputs learned in previous sessions. Therefore, while 'once-off' cancellations can be tolerated, 'swapping' participants in or out of a group may be impossible based on the established group dynamic.

In the event that your child cannot attend a session, you will still be charged at full cost, and we will make alternative arrangements with you to support your child to 'catch up'.

If you wish to withdraw your child from the group program you will be charged at 100% of the agreed support price, if the client/ participant has given less than seven (7) clear days' notice for the cancellation of a Service.

Where you cancel without reason or fail to attend your appointments more than 3 times in a 12-month period, we will contact you, your representative, or your support network (where applicable) to discuss whether it is appropriate for you to continue to use ACS's Services.