

Cancellation Policy

We value your time and appreciate the same in return. To ensure fair access to services for all participants, please note the following:

- Weekday Supports: A minimum of 24 hours' notice is required to cancel any scheduled support.
- Weekend Supports: Cancellations must be made by 5:00pm on the Thursday prior to the weekend service.

If multiple cancellations or no-shows occur within a 12-month period, we may notify the NDIA, as a review of the participant's NDIS Plan may be required.

If Collective Pathways needs to cancel a service due to operational reasons, we will reschedule the support at no cost to the participant.