

Cancellation Policy

Kern understands that occasionally “life happens” and appointments need to be cancelled at short notice.

NDIS Clients

The NDIA has recognised the impact that cancellations may have on service sustainability and the NDIS price guide allows for cancellation fees to be charged. If you need to cancel or reschedule an appointment, we ask that participants and/or family representatives provide two clear business days, to avoid paying the full fee for a cancelled service, that is, 100 per cent of the cost of the agreed support price.

If an occasion of service is cancelled at short notice, Kern will attempt to identify relevant work to support you in your NDIS goals, to utilise the time effectively where possible. Kern will also support and work with you to reduce, avoid or minimise any cancellations where possible.

Private Clients

If you need to cancel or reschedule an appointment, we ask that you and/or your family representative provide 24 hours’ notice. If you are unable to provide this notice without sufficient reason, full fee payment for any booked consultation where the client does not attend may be required. The full fee will also be charged for any occasion where you arrive to the appointment late. It is understood that at times, there are extenuating circumstances and therefore in these cases, please discuss with your therapist and the fee may be waived.