

## Program of Supports Frequently Asked Questions

### **What is the Program of Supports?**

Program of Supports is an NDIS billing structure where Participants enrolled in the Program of Supports are billed for the support, whether or not they attend.

The NDIS outlines the specific conditions under which a Program of Supports can be established.

### **Which CPEC services run as Programs of Supports**

CPEC runs all group programs as Programs of Supports.  
CPEC's cancellation policy applies to all other CPEC's services.

### **Why were Program of Supports established?**

CPEC group programs are staffed and costed based on the number of Participants enrolled. As such, when a Participant is away, the program is still staffed at the same levels and still costs CPEC the same to provide.

The Program of Supports ensure the viability of the group program, especially considering the unfunded planning and set up times across the year.

### **How do I know I am enrolled in a Program of Supports**

The Program of Supports is identified on your service agreement.

### **How will invoicing occur?**

Invoicing occurs after the delivery of the Program of Supports.

### **What if I cancel my attendance at one of the Program of Supports?**

Cancelled sessions under the Program of Supports are still billed.  
If you consider you have exceptional circumstances that need special consideration please write to the CEO or General Manager at [services@cpec.org.au](mailto:services@cpec.org.au)

### **If CPEC cancels the planned service will I be invoiced?**

No, you will not be invoiced for services where CPEC has cancelled the service.

### **What about CPEC's cancellation policy**

CPEC's cancellation policy does not apply to the Program of Supports.  
CPEC's cancellation policy applies to all other services not identified as a program of supports.

### **How do I stop my program of supports**

A program of supports can be stopped with 14 days' notice, in writing sent to CPEC's Services Coordinator at [services@cpec.org.au](mailto:services@cpec.org.au)