



Policy name:	OHAA Refund and Cancellation Policy	Version:	1
Drafted by:	Executive Officer	Approved by board on:	24 Aug 2025
Responsible person:	President	Scheduled review date:	1 Jul 2026

OHAA Refund and Cancellation Policy

1. OHAA membership subscription

A standard cooling off period of 14 days applies with no penalty or loss of premium paid. OHAA Membership is an annual subscription purchase and is non-refundable after the cooling off period has expired.

2. OHAA insurance subscription

A standard cooling off period of 14 days applies with no penalty or loss of premium paid. The date of refund will be applied from the first day of the following month the request was made (e.g. refund request made on 5 June – refund will be applied from 1 July). The Professional Indemnity Insurance refund amount will be according to the current reference table supplied by the Insurer BMS. Please contact our team via admin@ohaa.com.au to discuss the refund amount at the time of cancellation, as associated stamp duty fees for insurance varies by state/territory.

3. Event Cancellation

For those who wish to cancel their registration to attend an event, meeting or seminar are to contact OHAA at: admin@ohaa.com.au

Summary	Cancellation	Refund	Substitution
Online Events or Webinars (free)			up to 48 hrs before the event
Online Events or Webinars (paid)	More than 30 days before	100%	up to 48 hrs before the event
	15-29 days before	75%	
	14 days or less	Nil	
National or State (e.g., roadshows, CPD days, branch events)	More than 60 days before	100%	15 days or more before the event
	31 – 59 days before	90%	
	15 – 29 days before	70%	
14 days or less	Nil		
Congress/Conference	Refer to the Professional Conference Organiser’s (PCO) / Conference/Congress refund policy/policies and/or terms.		

4. Substitution

- After booking or registering for an online or in person event, if you’re unable to attend you can nominate someone else to attend in your place. If the substitute person isn’t in the same category originally booked (i.e. a non-member replaces a member) an additional fee may apply to reflect the correct rate for the substitute person to attend. Any additional fees are payable by the substitute person immediately (within 24 hours of receiving the invoice).
- CPD hours and the relevant certificate will be allocated to the substitute person.
- Places within or at OHAA events cannot be shared (e.g. distribution of event resources, sharing of recordings etc.).



Online Events / Webinars (free)	please request substitutions via email up to 48 hours before the event start time
Online Events / Webinars (paid)	please request substitutions via email up to 48 hours before the event start time
In-Person Events (National or State hosted/based, and branch hosted/based)	please request substitutions via email at least 15 days or more before the event.

All substitution requests must be made in writing to admin@ohaa.com.au with the effective date being the date of dispatch.

5. Participation requirements – online events or webinars

- Registration enables you to access the online event or webinar when presented live.
- CPD webinars are recorded and stored in the Webinar Library on the OHAA website, with recordings being published promptly following the live online event.
- Broadcasting, distributing, sharing, recording, live-streaming or reproducing any live or recorded online event or webinar to any individual or group is strictly prohibited and in violation of our terms of service unless prior consent has been given.
- The use of AI recordings, AI notetaking or screenshots during an in person or online event/webinar, either live or when viewing a recording, is prohibited unless permission has been sought from OHAA prior to the live event or viewing the recording. Further participation requirements are outlined in this policy.
- CPD hours are automatically tracked and awarded based on the attendance record for each in person or recorded online event. A CPD certificate is sent via email to all event attendees and OHAA members can access their CPD certificates via their membership profile.
- Ensuring the availability of appropriate technology, internet connectivity and speed is the responsibility of registrants to participate. OHAA isn't liable for any interruption, delayed sound or picture quality issues due to attendees' inadequate technology, internet or power interruptions and connectivity or speed issues.
- If you're unable to participate or attend, or the quality of participation is diminished due to the above-mentioned technological issues for an online event or webinar, a refund doesn't apply.
- Registrants are required to fully comply with any rules, protocols or directions given by OHAA or the online event chair, whether published, issued in writing or verbally. Attendees are required to act in accordance with the Ahpra Shared Code of Conduct.
- When posting questions or messages during online events or webinars, registrants acknowledge personal information (such as the participant's name) may be shared with those present.
- Registrants warrant that the home/work environment in which they access a live or recorded online event or webinar is safe and free of health and safety risks.

6. Non-attendance

If a registrant fails to attend an event they've registered for, the event fees won't be refunded or allocated to another OHAA event unless extenuating circumstances apply.

7. Extenuating circumstances

- If you are/were unable to attend an online or in person event due to extenuating circumstances, you can submit a refund request in writing (via email). Please note there may be a delay in response times due to requests requiring board consideration.



- Such refund requests for non-attendance due to extenuating circumstances may only be submitted for consideration within 7 days of the event.
- Refund requests must be in writing via email, including supporting evidence and/or appropriate documentation.

8. General

- This policy doesn't extend to events managed by a PCO or for conference events. Please refer to the PCO or Conference Cancellation & Refund Policy where relevant.
- OHAA reserves the right to cancel, postpone or reschedule events due to low registration numbers or unforeseen circumstances. Where a refund is due, full payment will be made to a registrant within 14 days via the same method payment was originally made, unless requested otherwise.
- All refund requests must be made in writing to admin@ohaa.com.au with the effective date being the date of dispatch.

9. Policy updates

This policy is subject to change and updated versions will be published on our website. This policy applies to all membership, online store and insurance policy purchases and events (excluding Conference/PCO organised events) on registration of the event.

10. Policy queries & complaints

If you have any queries or complaints about our Cancellation & Refund Policy, please contact admin@ohaa.com.au