



Cancellations

We understand you may need to cancel a service from time to time. We encourage you to give as much notice as possible. There are situations where we charge a cancellation fee if short notice is given.

You will be charged for services when you cancel for the following reasons:

If you give us less than 24 hours' notice for a scheduled visit.

When you cancel a scheduled visit with less than 24 hours' notice, you will be charged for the service. This includes contact made in the following ways:

- By visiting or phoning a Chorus office
- By emailing Chorus
- By not being at home
- By giving notice at your door when we arrive

Note: If you cancelled because you are unwell and are at your doctor's office or in hospital, you will not be charged if you notify us immediately. You can do this:

- By visiting or phoning the Chorus office
- By contacting the Direct Care staff

If you're an NDIS customer and you cancel a visit after 3.00pm on the day before the scheduled visit.

When you cancel an NDIS scheduled visit after 3.00pm on the afternoon before your scheduled visit, you will be charged for the service. This includes cancellations made in the following ways:

- By visiting or phoning a Chorus office
- By emailing Chorus

Please check the NDIS price guide for details <https://www.ndis.gov.au/providers/price-guides-and-information>

If you have any questions, please contact your Coordinator. To avoid cancellation charges completely, please give us enough advance notice.

chorus

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