



Cancellations

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

You will be charged for cancelled services if:

1. 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 the full fee for the service regardless of how you notify us, including:

- visiting or phoning a Chorus office;
- emailing Chorus;
- not being at home;
- giving notice at your door when we arrive for a scheduled appointment.

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 must notify us by:

- visiting or phoning the Chorus office;
- contacting the Direct Care staff.

2. You're an NDIS customer and cancel a visit after 3pm on the day before the scheduled visit.

When you cancel an NDIS scheduled visit after 3pm the day before your appointment, you will be charged for the service. This includes cancellations made by:

- visiting or phoning a Chorus office;
- emailing Chorus.

Please check the NDIS price guide for the most current information at:
www.ndis.gov.au/providers/price-guides-and-pricing

For more information about cancellations:

If you have any questions, please contact your Coordinator. You can avoid cancellation charges completely by giving us enough notice.

