

Chorus Cancellation Statement

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.

For those customers receiving services through the Commonwealth Home Support Program or a Home Care Package 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. You can notify us, including:

- phoning a Chorus office;
- emailing Chorus;
- not being at home when we arrive for your scheduled service;
- if you give 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:

- phoning a Chorus office;
- contacting the Direct Care staff.

2. For those customers receiving services through the National Disability Insurance Scheme (NDIS) You're an NDIS customer and cancel a visit after 3pm on the day before the scheduled visit.

If you need to cancel an NDIS scheduled visit cancellations can be made by:

- 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 the required notice.

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