

Purpose

To outline when, how, and why a client can cancel scheduled service without any penalty.

Scope

Clients receiving Commonwealth Home Support Programme (CHSP) funding and/or Fee for Service (FFS) Home Care provided by CPL - Choice Passion Life (CPL).

Definitions

Abbreviation/Acronym	Definition
Client	Person or organization that uses a commodity or service
Home Care	Any professional support services that allow a person to live safely in their home.
Agreed location	Means the agreed location where the service is delivered.
Scheduled service	A service that has been pre booked at the client's request.
Commencement of service	The time the service is booked into commence.
Suspended service	A temporary pausing of receipt of the service.
Sufficient notice	Contact made by the clients to the provider within a 48-hour period.
Unavoidable emergency	During the 48 hours prior to receiving services an event occurred that was outside your control resulting in the need to cancel services. For example, hospitalisation.

Policy

When your service is scheduled with CPL, a significant amount of time is involved coordinating your service that specifically meets your needs. Last minute cancellations or not attending your scheduled appointment means CPL will incur staff and venue costs that cannot be recovered, they are not sustainable to CPL in effective service delivery. We ask that if you wish to cancel or reschedule your service you do so at the earliest opportunity and within the guidelines below by contacting our Customer Care Team on **1800 275 753**.

1. Same day cancellation

You must ensure that you are at your home or at the agreed location to receive the CHSP Services at the agreed time. If you are absent or decline the CHSP Services, you will incur the costs for the scheduled service to be provided on that particular day and billed to your next invoice.

2. Cancellation of service within 48 hours

It is your responsibility to give us sufficient notice (no less than 48 hours) in cancelling a scheduled service, so that we do not incur costs that will be charged to your account. You will incur the costs for the scheduled service if 48 hours' notice period is not given and billed to your next invoice.

3. Notice to cancellation received outside 48 hours

You will not be charged for the scheduled service if you provide greater than 48 hours' notice prior to the commencement of the service.

4. Unavoidable emergencies resulting in cancellation of services

We understand that sometimes unavoidable emergencies happen at the last minute and services need to be cancelled. If it can be shown that the cancellation or reason for not being home to receive your service is due to an unavoidable emergency, the service will not be charged or billed to your invoice.

5. Suspended services

You may choose to suspend your CHSP Services for a period of time not exceeding 3 months by providing us at least 2 weeks' notice. During this period your services will be placed on hold and you will not be charged.

6. Terminating services

You may choose to terminate your services for any reason. Where possible 2 weeks prior to you ceasing your service is required.

7. Cancellation periods that fall over weekend hours

When the cancellation notification period (48 hours) falls over weekend hours, these hours will not be included as hours available to provide sufficient notice to cancel services.