Cancellation Policy

Plain English guide to Silverchain's cancellation policy for aged care services

Cancellation Policy

What this policy is about

This policy explains what happens if you need to cancel, reschedule or temporarily stop a service with Silverchain if you receive Support at Home or Commonwealth Home Support Program services. It also explains what happens if you are not there when we arrive or are not available for a phone appointment.

Important terms

- **Agreed Location:** The place where your service will happen, such as your home, a Silverchain clinic or by phone.
- **Scheduled Time:** The time your service is due to happen. This may be a specific time, such as 9am, or a time window, such as between 9am and 12pm.
- **Scheduled Service:** A service you have booked with us for a Scheduled Time and Agreed Location.
- **Late Cancellation:** Cancelling your service with less than 48 hours' notice.
- **No Show:** Not being available at the Agreed Location at the Scheduled Time. This also includes not answering the phone for a telehealth or care management appointment.

How to cancel a service

- Call Silverchain on 1300 650 803 to cancel your Scheduled Service.
- You need to give us at least 48 hours' notice before your service is due to start. If you do, you will not be charged a cancellation fee.
- If your service is booked within a time window, you must give us 48 hours' notice before the end of that time window.

If you cancel late or are not available

- If you cancel with less than 48 hours' notice, it is a Late Cancellation.
- If you are not available when we arrive, it is a No Show. If your service has a time window, you need to be available for the whole time window.
- It is also a No Show if you do not answer the phone for a scheduled telehealth or care management appointment.

- For a Late Cancellation or No Show, you will be charged the full contribution fee you would normally pay for the service.
- If we have to pay another provider or third party for the cancelled service, you may also have to pay the cost we incur.
- We may claim any government funding for the service that we are entitled to claim.
- If your service is rescheduled, the new service will be charged as normal.

When a cancellation fee may be waived or changed

We may decide not to charge the full cancellation fee if you have a reasonable reason. You will need to give us written information that supports your reason. Examples include:

- You had an unexpected hospital admission or health incident.
- An immediate family member had an unexpected hospital admission or died.
- Your usual support arrangements changed unexpectedly, for example your family member or personal carer was suddenly unavailable.
- You had to leave your home because of a natural disaster, such as a bushfire, flood or storm, or another exceptional situation.

If Silverchain cancels

- If we cancel your service for any reason, we will tell you and offer you the option to reschedule.
- You will not be charged for a service we cancel.
- If you reschedule, the new service will be charged as normal.

If you cancel services often

- If you cancel three services in one month, we may call you to talk about whether the services still meet your needs.
- If you cancel three Scheduled Services in a row, we may put your services on hold. We will tell you by phone, or by text if we cannot reach you by phone.

Temporarily stopping or pausing services

- If you need to pause your services, for example because you are going away or going to hospital, call Silverchain on 1300 650 803 during business hours, Monday to Friday.
- Please give us at least 48 hours' notice. If you give us less than 48 hours' notice, this will be treated as a Late Cancellation or No Show and a cancellation fee may apply.