

Cancellation policy



For aged care services including:
Commonwealth Home Support Programme
and Support at Home

Cancellation Policy

What this policy is about

This policy explains what happens if you need to cancel a service with Silverchain, or if you are not there when we arrive.

Important terms

- **Agreed Location:** The place where your service will happen (like your home, a Silverchain clinic, or somewhere else).
- **Scheduled Time:** The time your service is supposed to start. Sometimes, this is a time window (e.g. between 9am and 12pm) and sometimes it is a specific time (e.g. 9am).
- **Scheduled Service:** A service you have booked with us at a Scheduled Time and Agreed Location.
- **Late Cancellation:** Cancelling your service with less than 48 hours' notice.
- **No Show:** Not being at the Agreed Location at the Scheduled Time, or not answering the phone for a telehealth appointment.

How to cancel a service

- Call Silverchain on **1300 650 803** during business hours (Monday to Friday) to cancel your Scheduled Service. You need to do this at least 48 hours before your Scheduled Service.
- If you give us at least 48 hours' notice that you need to cancel your Scheduled Service, you won't be charged.
- If your Scheduled Service is in a time window, you must give 48 hours' notice before the window starts.

If you cancel late or don't show up

- If you cancel with less than 48 hours' notice, it's a Late Cancellation.
- If you aren't there when we arrive, or don't answer the phone for a telehealth appointment, it's a No Show.
- For both Late Cancellations and No Shows:
 - You will be charged the full fee for the service.
 - If we have to pay someone else for the cancelled service, you may also have to pay that cost.
 - We may need to claim government funding for the service.

Exceptions (when you might not be charged)

We may not charge you a cancellation fee if you have a good reason, like:

- You or a close family member had to go to hospital suddenly, or there was a death in the family.
- Your usual support person couldn't help you at the last minute.
- You had to leave your home because of a natural disaster (like a bushfire or flood) or an emergency (like unsafe living conditions in a storm or power outage).
- Other special situations - just let us know what happened.

If Silverchain cancels

- If we cancel your service, we will tell you and offer to reschedule.
- You won't be charged for services we cancel.
- If you reschedule, the new visit will be charged as normal.

If you cancel your service often

- If you cancel three services in a month, we may call you to talk about your needs.
- If you cancel three services in a row, we may put your services on hold and will let you know.

Temporarily stopping or pausing services

- If you need to pause your services (for example, if you're going away or going to hospital), please give us as much notice as you can - at least 48 hours.
- If you don't give us 48 hours' notice, it will count as a Late Cancellation or No Show.