



## Cancellation Policy

Star Residential Care recognises that there are times where a service may need to be cancelled or rescheduled and the reasons for this are often beyond our control.

To this end, we attempt to maintain our flexibility and work with our clients at all times, to ensure service can be delivered at the most agreeable time for all parties.

## Rescheduling and Time Changes

The following is applicable to both Star Residential Care Staff and Clients, and is based on ensuring all parties are provided with courteous and considerate service interactions.

We will work with our clients to reschedule and/or make an alternate suitable time for services, and request as much notice as possible.

Last minute time changes may not always be able to be accommodated the same day, but we will always attempt to offer alternatives, that are mutually agreeable.

If Star Residential Care staff are responsible for the time change, or need to reschedule a service we will ensure you are advised of this as soon as possible, and work with you to make suitable alternative arrangements.

## Cancellation

Clients Managed by a Funding Body are required to ensure they/their case managers provide at least 24 hours' notice for all service cancellations, or full charges will be imposed.

Ongoing cancellations may result in Star Residential Care being unable to provide services to clients.

We will make every attempt to communicate with the individual or funding body, and contact via phone and/or email to advise if, due to multiple cancellations, services cannot be provided.