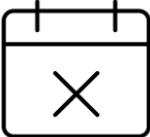


Cancelling a Booking or Service

This document explains Cahoots **Cancellation Policy**

A policy tells you **HOW** and **WHY** we do things

When you see the word **we** or **us** in this document it means **Cahoots**

	<p>This policy tells you</p> <ul style="list-style-type: none">When you may need to cancel a serviceHow to cancel a serviceHow much it may cost you when you cancel a serviceWhen and why, we may cancel a service
	<p>Who is this policy for?</p> <p>It is for you and your family or your decision makers</p>
	<p>Cancellation means</p> <ul style="list-style-type: none">You are booked into a Cahoots service butYou cannot go to the service, orYou cannot stay on the service, orWhen you don't show up and did not tell us you were not coming
	<p>A Cahoots Service means</p> <ul style="list-style-type: none">Overnight SupportsDay SupportsCommunity Supports

 	<p>You may cancel a service because</p> <p>You are sick</p> <p>You change your mind</p> <p>You have other things to do</p> <p>You do not have enough NDIS funding</p> <p>and</p> <p>When you do not go to the booked service and did not tell us you were not coming</p>
	<p>We may cancel your service because</p> <p>There is an emergency and it is not safe</p> <p>We cannot give you the support you need</p> <p>We have to send you home because something has happened</p> <p>We do not have enough staff</p>
	<p>Cancellation Notice Period means</p> <p>The amount of time to give to cancel the booked service</p>
	<p>A Business Day means</p> <p>Cahoots Office Hours</p> <p>Monday to Friday</p> <p>9am to 5pm</p> <p>Public holidays are not business days</p>
	<p>Cancellation Fee means</p> <p>The amount of money that may be charged when a Cahoots service is cancelled.</p> <p>If your service is funded by the NDIS, cancellation fees will follow the NDIS rules.</p>

	<p>Overnight Supports – Cancellation Notice Period</p> <ul style="list-style-type: none"> • If you give us 7 days or more notice, there is no cancellation fee • If you give us less than 7 days notice, you may be charged 100% of the service fee
	<p>Day Supports – Cancellation Notice Period</p> <ul style="list-style-type: none"> • If you give us 7 days or more notice, there is no cancellation fee • If you give us less than 7 days notice, you may be charged 100% of the service fee
	<p>If you need to cancel a service</p> <p>Let us know as soon as possible</p> <p>Avoid the cancellation fee by letting us know within the Cancellation Notice Period</p> <p>Contact us by calling 1300 103 880 or emailing info@cahoots.org.au</p> <p>You will be charged the full fee if you don't turn up and did not tell us that you wanted to cancel</p>
	<p>Sometimes you need someone to help with cancelling your service, like</p> <p>Someone in your family</p> <p>Your guardian</p> <p>Another person you trust</p> <p>You or the other person can contact us to cancel your service booking</p>

	<p>When Cahoots cancels your service before it was due to start</p> <p>We will let you know as soon as possible</p> <p>We will help you book into another service</p> <p>You will not be charged for the service</p>
	<p>When Cahoots cancels your service after it has started or if we have to send you home, for any reason</p> <ul style="list-style-type: none"> • We will let you and your family or guardian know as soon as possible • We will look after you until you can get home safely • The Cahoots CEO will decide how much you will be charged based on <ul style="list-style-type: none"> why the service was stopped; and the number of days you were at the service
	<p>Complaints</p> <p>A complaint is when you are not happy</p> <p>and</p> <p>You tell someone</p>
	<p>How to make a Complaint</p> <p>If you are not happy with the way we cancelled your service you can</p> <ul style="list-style-type: none"> • Tell any Cahoots worker or leader • Send us an e-mail at info@cahoots.org.au • Telephone us on 1300 103 880 <p>Complete the website Cahoots Feedback and Complaints Form</p>



If your service was funded by the NDIS and you are still not happy you can

Call the NDIS Commission on 1800 035 544

or

Complain online at the NDIS Commission website
[NDIS Complaint Contact Form](#)

You can request the **Cahoots Cancellation Policy** by contacting us

Send us an e-mail at info@cahoots.org.au

Telephone us on 1300 103 880

Versions

No.	Approval Date	Description of Amendment
1.0	26/05/2023	New
2.0	17/07/2024	Reviewed – Amendments made
2.0	5/03/2026	Updated the Cancellation Policy to align with current NDIS Pricing Arrangements and Price Limits, including clarification of short notice cancellation conditions, notice periods, and policy review requirements.

Owner	Approver	Next Review
Community Engagement Manager	CEO	March 2028