



Support at Home service cancellations

This factsheet explains what happens and your rights and responsibilities if you need to make a late cancellation to a scheduled service or you miss an appointment.

Scheduled services

A scheduled service refers to any care or support activity that has been planned and agreed upon between you and your provider, with a specific date, time, and location. This can include nursing services such as wound care, personal care like showering, transport, or other services listed in your Support at Home service agreement.

What is a late cancellation or no-show?

A late cancellation occurs when you provide less than 2 business days' notice of a cancellation to a scheduled service.

A 'no-show' occurs when you do not show up at the agreed place or at the agreed time of a scheduled service.

What happens if I cancel a service at late notice or don't show up?

Where possible, you should give your provider at least 2 business days' notice that you need to cancel an appointment. Sometimes life can get busy, or a last-minute event may come up and you miss an aged care service or need to make a late cancellation. If this is the case, a provider may be eligible to be paid in full for a service, and you may be charged a contribution fee.

A contribution fee may be charged if the provider:

- had confirmed with you that they would deliver a specific service, **or**
- had arranged with you that they would deliver assistive technology or complete a home modification, **and**
- was unable to provide you with the service because you did not show up or cancelled with less than 2 business days' notice.

This is allowed under the Aged Care Act 2024 which introduced new rules to support providers in these situations.

What happens if I had a good reason for cancelling?

If you believe there are reasonable grounds for your late cancellation or 'no-show', you should talk to your provider. They may ask you to provide evidence to support your request to waive the contribution fee and/or the full cost of the service.

Some examples of reasonable grounds include, but are not limited to:

- you were in hospital
- you were experiencing a health incident
- your informal support arrangements changed unexpectedly.

Your provider will consider the reasonable grounds for the late cancellation or 'no-show' and let you know if they can waive your contribution fee and/or waive the full cost of the service.

Your rights and responsibilities

As an older person receiving care, you have specific rights and responsibilities regarding cancellations and 'no-shows'. Providers should clearly outline their cancellation and no-show policies in your service agreement, ensuring you understand the terms before agreeing to any services.

If you feel that you have been unfairly charged for a late cancellation or no-show, you have the right to challenge these charges and have your concerns properly considered. Start by raising the issue directly with your provider, outlining your reasons and providing any supporting evidence. If you are not satisfied with the provider's response or the matter is not resolved, you can escalate your complaint to the Aged Care Quality and Safety Commission (Commission). While the Commission does not resolve issues related to subsidies and payments such as helping with refunds for cancelled/no-show services, they can investigate your concerns and provide advice if you believe the provider is being unfair or unreasonable. You can [contact the Commission](#) by phone, online, or in writing to lodge your complaint.

To help avoid unnecessary fees and support your provider, it is your responsibility to give at least two business days' notice whenever you need to cancel a scheduled service.