



Cancellation Policy

At *IG Community and Health Partners (IGCHP)*, we value consistent and high-quality services, as well as effective and efficient communication. If you need to cancel an appointment or rostered shift, it is recommended it occur **48hours** before your appointment to avoid a cancellation payment. Notifying *IGCHP* less than the required timeframe or on the day of your appointment, will incur a full agreed amount and payment due at your next appointment.

Should we arrive at your rostered shift, and you are not at home or at the location of the shift with no prior notice, the scheduled shift including travel will be charged at 100% of the scheduled fee for that session. Where *IGCHP* cancels a support due to operational reasons, the service will be rescheduled at no penalty to either party. *IGCHP* will notify the client as soon as possible.

Where multiple cancellations or no shows occur twice consecutively, *IG Community and Health Partners* will initiate contact with the client, or their nominated contact person, to establish the supports we are providing are best suited to the needs of the client. Client and this company may cease therapy support, in-home support, or community and social support in accordance with the *Ending This Agreement* policy found below.

Changing this Agreement

If the Client and Service Provider want to change this agreement, they must make any changes they have discussed and agreed to in writing. The written changes should be dated and signed by the Client and Service Provider.

Ending this Agreement

If either the Client or the Service Provider want to end this agreement, each of them agrees to give four (4) weeks' notices to the other. If the Client or the Service Provider seriously breaches this agreement, that notice period will not be required. Client is required to pay all unpaid invoices.