

HEARTH SUPPORT SERVICES

CANCELLATION POLICY

POLICY

Hearth requires a minimum of 2 business days' notice if you need to cancel or reduce the hours of a scheduled shift. Business days are Monday-Friday 9am-5pm, a business day does not include weekends and public holidays.

If this notice is not provided the cancellation policy will apply, and the full original shift fee will be charged.

The Hearth cancellation policy aligns with the NDIA short notice cancellation policy.

HOW TO COMMUNICATE

Any cancellation or shift time reductions must be communicated:

- to your Relationship Manager within office hours 9-5pm Monday to Friday by phone or email (please do not text)
- to our Customer Service Officers on 1800 894 013 outside office hours
- In the event that your Relationship Manager does not respond during that business day, please contact 1800 894 013

SUSTAINABLE PARTNERSHIPS

In alignment with the Hearth approach to a partnership of sustainable supports, when the cancellation policy applies the support worker will be paid for the full shift.

If ongoing shifts are regularly cancelled, we cannot guarantee the availability of a chosen support worker on an ongoing basis.