

CONTINUITY CARE

Fees and Cancellations

A sample plain-language guide to service pricing, invoices and cancellation arrangements.

Document status	Demonstration only
Review status	Requires governance and legal approval
Version	Draft 0.1

Clear information first

Current prices, inclusions, travel or non-labour costs and any cancellation terms should be explained before services begin and recorded in the service agreement.

Invoices and statements

Documents should clearly identify the service, date, duration, rate and any other agreed charge. Questions or possible errors should be raised promptly for review.

Cancellations

- Tell us as early as possible if a scheduled service is no longer required.
- Whether a fee applies depends on the service agreement, funding rules and the notice provided.
- We should explain any proposed cancellation charge and keep an appropriate record.

Provider changes

If Continuity Care needs to change or cancel a service, we aim to provide timely notice and discuss suitable alternatives where possible.

Financial hardship or concerns

Contact the care team if a charge is unclear or circumstances affect your ability to continue an arrangement. Concerns can also be raised through the feedback and complaints pathway.