

# AC05: Cancellation and Withdrawal of Service

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## Background

The Belyuen Community Government Council and Aged Care Service (Imabulk) are committed to providing high quality cost effective aged care services to recipients in a safe and supportive environment. The Council recognizes that a care recipient's circumstances may change from time to time and that care recipients may wish to cancel or temporarily suspend the services they receive.

The Council also acknowledges that they have a duty of care to their employees and other aged care service recipients and reserves the right to withdraw services when they believe the provision of these services poses a risk.

## Legislative and Policy References

Legislation, regulations and standards relevant to this policy and procedure include:

- NDIS practice standards set by the NDIS Quality and Safeguards Commission.
- Aged Care Act 1997 (Cwth)
- Privacy Act 1988 (Cwth)
- NDIA Terms of Business
- Australian Consumer Law

Organisational documents relevant to this policy and procedure:

- HR07 Compliments and Complaints Policy (general staff)
- GOV02 Code of Conduct (CEO and Staff)
- GOV07 Records and Information Management Policy

## Policy and Procedure

### Cancellation of Service (Care Recipient)

The care recipient may cancel or temporarily suspend a service at any time. Notice of cancellation or suspension is required **at least 24 hours** prior to the service delivery. or the service will be charged at the normal service rate.

### Withdrawal of Service (Aged Care Service)

The Council uses fair and equitable processes to assess initial and ongoing eligibility for services in all of the Program areas.

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Services will not be provided to care recipients at times when they are under the influence of alcohol or other drugs, or while they are behaving in a manner that is verbally or physically threatening.

A service will be withdrawn if a care recipient is absent from the service or misses six consecutive appointments, either through cancellation or no notification they will be absent.

A service may be withdrawn temporarily or indefinitely if the care recipient's continued participation poses a risk to other participants or staff.

A service may be withdrawn if the care recipients' circumstances change and their assessed relative need for the service is less than that of other current consumers and potential consumers.

When withdrawal of service becomes a consideration, the Aged Care Service will make every attempt to work with the recipient, and where relevant, their carer and/or advocate to resolve the problem so that the service can be continued.

The care recipient's right to withdraw from a service for which they are eligible will be respected, and will not affect their entitlement to access a service at a later date.

### Procedures:

1. The decision to withdraw a service will be made by the Aged Care Manager after consultation with the CEO.
2. Except where there are immediate issues of safety (for example when a care recipient presents under the influence of alcohol or other drugs) the Council will make every effort to resolve the issue of concern with the care recipient and where relevant their carer and/or advocate
3. When a service is withdrawn, the care recipient will be informed in writing of:
  - the reasons why the service has been withdrawn;
  - when, how and under what conditions they might be able to gain access to the service again; should their circumstances/needs change;
  - how to appeal the decision if they believe the Council's decision is unfair or incorrect; and
  - other agencies that might assist them.

When a care recipient chooses to withdraw from a service they are receiving, acknowledgement of their decision will be provided to them in writing, with advice that the decision does not affect their right to re-apply for services in the future, and an invitation to attend an exit meeting to provide feedback on their experience as a Aged Care Service recipient.

## Record Keeping

The Aged Care Director will keep a copy of all licenses for Aged Care staff.

## Revision History

Policy Version	Approval Date	Comments
1	15/03/2021	Original Version approved by CEO
	9/8/2021	Presented to council (res 8.1.8.21)