

# Cancellation of Services



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**System:** Service Delivery

**Responsible Person/s:**

Directors  
Managers/Team Leaders  
All FCS's Employees, Contractors, and clients

**Purpose:**

This policy clearly articulates roles and responsibilities when FCS's services are cancelled.

**Scope:**

This policy applies to all FCS's employees, volunteers, contractors, external consultants, clients, and stakeholders.

**Statement:**

FCS is committed to fostering client's choice and control as well as ensuring clients' needs are satisfied to the best of its ability and resources.

As such, particular attention is provided to ensure that resources are allocated properly and in a timely manner.

The organisation also understands that emergent events might happen in the course of service delivery which means that services could be cancelled either by the client or by the organisation.

FCS will always endeavor to work with employees and clients to minimise the risk of cancellation and the impact of unplanned changes in service delivery, with consideration to both costs and availability of resources.

**Definition:**

A late cancellation: is defined as a cancellation by a client which occurs within the specified cancellation notice period for a specific service, or during the delivery of said service or when there are no notifications received by FSC prior to service being delivered (no show).

**Continuity of Support:**

FCS is committed to providing continuity of Support and to honor the delivery of services as organised with clients.

When an emergent event impacts the delivery of said services, FCS will always consult with the impacted client and will offer alternative arrangements including but not limited to rescheduling support and/or providing a different practitioner to deliver the support.

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## **Cancellation of services by FCS:**

- Under specific circumstances, FCS might not be able to deliver a rostered service. Circumstances might include:
  - Employee sickness.
  - Emergency situations.
  - Re-allocation of resources.
- If a service cannot be delivered by the organisation, FCS will contact the client by telephone to discuss the situation. FCS will endeavor to do so at least 48hours in advance.
- When Services cannot be delivered according to pre-existing arrangement, FCS will offer an alternative or “make-up” time which is suitable for the client.
- When an alternative time is not a viable option, working with an alternative practitioner will be offered when appropriate.
- Clear documentation of a client’s needs, preference, goals and service notes will be maintained at all times electronically to ensure that an alternative practitioner can step-in to deliver services on short notice.
- FCS does not apply any charges for services that the organisation cancels.
- FCS will endeavor to have sufficient resources to deliver services. However, the organisation understand that clients and stakeholders might make the choice to work with a limited number of practitioners and that a limited number of practitioners might be trained/available to work with said client.
- Where applicable, FCS have a disaster plan in place to enable continuation of critical supports before, during and after a disaster.

## **Cancellation of services by clients:**

Services can be cancelled by clients at any time.

- As stipulated in FCS’ Service Agreement, the organisation charges a late cancellation fee to clients if a notice of cancellation is not received on time. This is the cancellation notice is received within the specified notice period or no cancellation is received;
- A cancellation notice must be sent by clients to their main contact at FCS in writing (text & email). Contacts might include but not limited to
  - a. [Admin@footstepstherapy.org](mailto:Admin@footstepstherapy.org)
  - b. FCS’s Office on 0467 374 123
  - c. Your Team Leader
  - d. Your Therapist, Nurse or other practitioner involved in your support.
- The notice must contain sufficient details for FCS’s employees to identify the canceled service. This is at least the details of the client & the time/date of the shift being canceled.
- FCS will ensure those details are recorded electronically for audit and invoice purposes.

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- The employee rostered onto the canceled service must then be notified when and if appropriate.

## FCS Notice Periods:

Type of Service	Specific notice period
Therapy and direct Service delivery	2 full business days
STA/Respite	7 full business days

## Cancellation fee:

- FCS reserves the right to charge up to 100% of the allowed cancelled service agreed cost in accordance with the funding agency' policies in place at the time-of-service cancellation.
- As of July 2022, NDIS allows for 100% of the agreed cost of rostered service to be recovered by the Service Provider.
- For non-NDIS services, FCS reserves the right to recover up to 100% of the fee associated with service delivery.

## Regular cancellations:

- Frequent and ongoing cancellation by clients/employees will be monitored by Team Leaders and investigated by Management when necessary.
- For clients, contact will be made by the Team Leader with clients over the phone to discuss circumstances after 6 consecutive cancellations and a review of services might be initiated. More than 10 cancellations within a 6-month period will trigger a similar process.
- For employees, refer to FCS Performance Management Policy.

## Recording and reporting:

- When the clients' main contact receives a receives notification of the cancellation, the necessary change/s will be made to the roster. Late cancellations must be recorded appropriately for reporting and invoicing purposes.
- The client's contact is to advise the clients and the Team Leaders of any cancellation as soon as practical.

## Termination of services:

- When a client stops services:
  - When a client chooses to terminate services, FCS will support them to exit in a timely fashion and provide any assistance required within available resources.
  - Notice for clients' termination of services is set-up at 14 days as identified in FCS's Service Agreement,

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- Clients' Notice of Termination must be sent in writing to [Admin@footstepstherapy.org](mailto:Admin@footstepstherapy.org).
- Support Staff will endeavor to complete an *Exit Form* with the client.
- A date of cessation of support needs to be agreed upon and be confirmed with the client. Note FCS has a 14 days' notice period policy but this will only be enforced in cases when specific supports have been put in place.
- Once the client has stopped receiving services with FCS (this will be the date the last service is provided or an agreed service cessation date).
  - The Team Leader will ensure all services have been delivered.
  - The Team Leader will ensure all services have been properly invoiced.
  - The finance Team will ensure all services have been paid by the client, NDIA or other agencies.
  - When and if necessary, invoices will be raised for the client to cover for any outstanding.
  - Client will be archived in FCS's systems.
- FCS will always aim to leave the relationship positive and open for future contact if the client wants to receive services from FCS in the future.

## 2. When FCS stop services

In some rare and specific circumstances, FCS reserves the right to terminate services. Any termination of services must be approved by the CEO and FCS's duty of care must be fulfilled until such a time it can be safely discharged.

Before cessation of services is considered, the Manager/Team Leader will ensure that all other alternatives have been explored and that FCS can safely discharge its duty of care.

FCS notice of Termination will be first discussed with the client and then confirmed via email. For this purpose, FCS will use the client's email address on record;

FCS might stop services when:

- The scope of a client's needs has changed and is no longer aligned with what FCS can deliver.
- There is a risk that continuing services might endanger the client or FCS' employees. or
- The client is in breach of FCS's *Service Agreement*.

In addition to the above, the below apply:

- Withdrawal of service should only occur after extensive internal consultation.
- The client will specifically be contacted for the reason of the cessation.

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- As necessary, FCS will contact stakeholders to clarify the situation and inform services will stop.
- If it is felt that the client might be at risk or danger, FCS will advise appropriate agencies.
- FCS will ensure the following are also completed:
  - Any outstanding reports.
  - Case notes are finalised.
- Provide follow-up as required; and
- Archive the client's data as needed.

## References:

NDIS Terms of Business  
NDIS (Quality Indicators) Guidelines  
*Crisis and Disaster Management Policy*  
FCS Service Agreement  
*Client Exit Form*

## Scheduled Review Date:

This policy will be reviewed as required, or within no later than five (5) years from date of authorisation.

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