

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 clients' choice and control, as well as ensuring that clients' needs are met to the best of its ability and resources.

Consequently, special attention is given to ensure that resources are allocated appropriately and promptly.

The organisation also recognises that unforeseen events may occur during service delivery, which means that services could be cancelled either by the client or by the organisation.

FCS will always strive to collaborate with employees and clients to minimise the risk of cancellations and the impact of unplanned changes in service delivery, taking into account both costs and resource availability.

Definition:

A late cancellation is defined as a cancellation by a client that occurs within the specified notice period for a particular service, during the delivery of that service, or when no notifications have been received by FSC prior to the service being delivered (no show).

Continuity of Support:

FCS is committed to ensuring continuity of support and honouring the delivery of services as arranged with clients.

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

Cancellation of services by FCS:

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- Under certain circumstances, FCS may not be able to deliver a scheduled service. These circumstances may 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 endeavour to do so at least 48 hours in advance.
- When services cannot be delivered as per the pre-existing arrangement, FCS will provide an alternative or “make-up” time that is suitable for the client.
- If an alternative time is not a viable option, collaborating with an alternative practitioner will be provided when deemed appropriate.
- Clear documentation of a client’s needs, preferences, goals, and service notes will always be kept electronically to ensure that an alternative practitioner can step in to provide services at short notice.
- FCS does not impose any charges for services cancelled by the organisation.
- FCS will endeavour to have sufficient resources to deliver services. However, the organisation understands that clients and stakeholders may choose to work with a limited number of practitioners, and that only a limited number of practitioners may be trained or available to assist these clients.
- Where applicable, FCS has a disaster plan in place to ensure the continuation of critical support before, during, and after a disaster.

Cancellation of services by clients:

Services can be cancelled by clients at any time.

- As stipulated in FCS’s Service Agreement, the organisation charges a late cancellation fee to clients if a notice of cancellation is not received in a timely manner. This applies if the cancellation notice is received within the specified notice period or if no cancellation is received;
- Clients must provide a written cancellation notice (via text or email) to their primary contact at FCS. Contacts may include, but are not limited to,
 - a. 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 provide sufficient details for FCS employees to identify the cancelled service. This includes at least the client’s details and the time and date of the shift being cancelled.
- FCS will ensure that those details are recorded electronically for auditing and invoicing purposes.
- The employee rostered onto the canceled service must then be notified when and if appropriate.

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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 agreed cost for cancelled services, in accordance with the policies of the funding agency 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:

- Team Leaders will monitor frequent and ongoing cancellations by clients or employees, and Management will investigate when necessary.
- The Team Leader will contact clients by phone to discuss circumstances after six consecutive cancellations and may initiate a review of services. Additionally, more than ten cancellations within a six-month period will trigger a similar process.
- For employees, refer to FCS Performance Management Policy.

Recording and reporting:

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

Termination of services:

- When a client stops services:
 - When a client decides to terminate services, FCS will assist them in exiting promptly and offer any necessary support within available resources.
 - Notice for clients regarding the termination of services is established at 14 days as outlined in FCS's Service Agreement.
 - Clients' Notice of Termination must be sent in writing to Admin@footstepstherapy.org.
 - Support Staff will endeavor to complete an *Exit Form* with the client.

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- A date for the cessation of support needs to be agreed upon and confirmed with the client. Note that FCS has a 14-day notice period policy, but this will only be enforced in cases where specific supports have been put in place.
- Once the client has ceased receiving services from FCS (this will be the date on which the last service is provided or a mutually agreed 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 outstandings.
 - 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 certain rare and specific circumstances, FCS reserves the right to terminate its services. Any termination of services must receive approval from the CEO, and FCS's duty of care must be maintained until it can be safely discharged.

Before ceasing 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.

The FCS Notice of Termination will first be discussed with the client and subsequently 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.
- 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.

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- 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.

Authorisation:

- Originally approved by Managing Director 10/12/2019.
- Reviewed by GM on 19/09/22 with further changes approved on 20/09/2022.

Changes History:

Date	Summary of changes	Responsible individual
19/09/2022	Update to the policy and change of formatting	Mickael Blanc
20/09/2022	Review	Jay Harrison
13/10/2022	Review	Mickael Blanc
12/12/2024	Review as suggested by NDIS auditor and best practice	Mickael Blanc
14/03/2025	Reviewed and Amended	Jay Harrison

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