



WITHDRAWAL OR TERMINATION OF SERVICES POLICY

1. PURPOSE

Lift Up Voices acknowledges that all people who have a disability have the choice and control to change service providers, or have more than one single service provider, and therefore the right to change or terminate the delivery of services at their own discretion.

This policy supports the NDIS Practice Standards, *Rights and Responsibilities* Core Module and the National Standards for Disability Services, in particular Standard 1: Rights.

2. DEFINITION

Withdrawal – the act of removing something

Termination – the act of ending or stopping something permanently

3. POLICY STATEMENTS

- Lift Up Voices is a Registered Provider of Supports under the National Disability Insurance Scheme
- Withdrawal or Termination of an Individual Service Agreement is not the same as cancellation of the delivery of services. Cancellation of service delivery by either party only occurs when there is a change of circumstances that affects either party and is not permanent. Withdrawal or Termination of Services is considered permanent.

4. PROCEDURES

4.1 Withdrawal or Termination of Services by a Participant

- Lift Up Voices acknowledges that participants have choice and control in the delivery of their supports. Therefore, a participant may terminate their Individual Service Agreement at any time.
- As part of our commitment to quality service delivery and continuous improvement, Lift Up Voices will endeavour to ascertain the reason for the termination of services by the Participant.

4.2 Withdrawal or Termination of Services by the Provider

- The Service Agreement may be cancelled by Lift Up Voices if:
 - The participant and/or their Nominee fails to do what is required of them under the terms of their Individual Service Agreement
 - The Participant and/or their Nominee fails to comply with the policies and procedures of Lift Up Voices

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- The Participant and/or their Nominee fails to communicate and provide information pertaining to changes to support needs
- Workplace Health and Safety considerations are ignored
- Communication has broken down between the Parties and/or
- Payment for support and/or expenses has not been received as per the Individual Service Agreement
- Upon termination of the Individual Service Agreement by either party, Lift Up Voices will take steps to ensure:
 - The cancellation of services has been reported to the National Disability Insurance Agency
 - All support and services that has been provided under the terms of the Service Agreement have been claimed

5. EXIT PROCEDURES

5.1 Lift Up Voices acknowledges that exiting a service can be a daunting, stressful and anxious process for people using the service as well as their family members and carers. Lift Up Voices ensures that an exit occurs in a professional, planned and collaborative manner.

5.2 Prior to exiting Lift Up Voices, people are provided guidance and support to investigate other options or models of support from Lift Up Voices (including online delivery), explore the consequences of their decision to exit the service and consider re-entry to the service in the future should their needs or circumstances change.

5.3 In the event of a temporary transition, the participant reserves the right to re-access the service, within a period of three (3) months after formally exiting the service, without having to follow formal access processes, provided the necessary service and support resources are available.

5.4 Following expiration of the three month cooling off period, the person's place within the service is formally terminated and a new 1:1 consultation needs to be undertaken if the person requests service at some point in the future.

5. DELEGATIONS

5.1 Directors

- Ensure as far as practicable that all Head Coaches, Assistant Coaches, support workers and other staff personnel have followed the relevant Policy and Procedures.
- Liaise with the Participants and/or their Nominee who have indicated that they wish to withdraw service or terminate their Individual Service Agreement.
- Report to the Directors with relevant statistical/operational information that relates to the withdrawal or termination of support and any financial implications that may have on the service.
- Notify the NDIA of any impending withdrawal of service or termination of an Individual Service Agreement prior to its date of expiry.

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5.2 Head Coaches and Assistant Coaches

- Inform the Director/s of any information that may relate to, or result in the withdrawal or termination of services by either a Participant and/or their Nominee.
- Inform the Director/s of any situation that may lead to the withdrawal or termination of service by the Provider.

5.3 Administrative Assistant/Bookkeeper

- Ensure as far as practical that any outstanding claims for service that has been delivered have been submitted to the NDIA and/or the Participant's Plan Manager for payment.

6. REVIEW

This policy will be reviewed on a yearly basis with participants, their families and staff of Lift Up Voices. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

RELATED POLICIES

Code of Conduct Policy

Compliments, Complaints and Feedback Policy

Participation and Integration Policy

Privacy and Confidentiality Policy

Quality Assurance Policy

Service Access Policy

Service Delivery Policy

SUPPORTING DOCUMENTS

Client Consent Form

Complaints Register

Talent Release Form

RELEVANT LEGISLATION OR STANDARDS

Disability Discrimination Act

National Disability Insurance Scheme Act (2013)

NDIS Practice Standards and Quality Indicators (2020)

National Standards for Disability Services, Standard 1: Rights

National Standards for Disability Services, Standard 5: Service Access

United Nations' Convention on the Rights of Persons with Disabilities (2006)

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