



WITHDRAWAL OR TERMINATION OF SERVICES POLICY

1. PURPOSE

Lift Up Voices acknowledges that all people with disability have the choice and control to change service providers, or have more than one 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.

2. DEFINITION

Withdrawal – the act of removing something

Termination – the act of ending or stopping something permanently

Programs of Support – structured time-limited programs (up to 12 weeks) delivered to a group of participants with similar goals. Programs of Support require written agreement from the participant or nominee and include a fixed two-week notice period if the participant chooses to withdraw. The usual cancellation policy does not apply.

3. POLICY STATEMENTS

- Lift Up Voices is a Registered Provider of Supports under the National Disability Insurance Scheme (NDIS).
- Withdrawal or Termination of an Individual Service Agreement is not the same as short-term cancellation of a service. Cancellation refers to a temporary or one-off change, while withdrawal or termination is considered permanent.
- In Programs of Support, participants are not required to individually cancel each session. Instead, a two-week notice period applies if they wish to withdraw early.

4. PROCEDURES

4.1 Withdrawal or Termination of Services by a Participant

- Participants have the right to terminate their Individual Service Agreement at any time.
- Lift Up Voices will, where possible, seek feedback from the participant to understand the reason for withdrawal to help inform continuous improvement.

4.2 Withdrawal or Termination of Services by the Provider

Lift Up Voices may terminate a Service Agreement if:

- The participant or their nominee fails to comply with their obligations in the agreement or with organisational policies.
- Workplace health and safety is compromised.

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- There has been a breakdown in communication that cannot be resolved.
- Payments for support have not been received.

When termination occurs, Lift Up Voices will:

- Report the change to the NDIA if required.
- Ensure that all claims for services provided up until termination are submitted.

5. EXIT PROCEDURES

5.1 Lift Up Voices supports a planned and respectful exit process.

5.2 Participants will be supported to explore other options and informed of how to re-access services in the future.

5.3 Re-access within three months does not require a new intake consultation if capacity allows.

5.4 After the three-month cooling-off period, re-entry will require a new consultation.

6. PROGRAMS OF SUPPORT

- Participants enrolled in a Program of Support agree to a set timeframe and goal-based sessions.
- A two-week withdrawal notice is required if exiting early.
- Standard cancellation policies do not apply to these programs once a participant has agreed to the Program of Support terms.

7. DELEGATIONS

6.1 Directors

- Ensure all staff understand and apply this policy.
- Communicate with participants exiting the service.
- Notify the NDIA of service withdrawal or termination if required

6.2 All Staff

- Alert Directors to issues that may lead to withdrawal or termination.

6.3 Administrative Assistant / Bookkeeper

- Ensure any outstanding service claims are submitted to the NDIA or plan manager.

7. REVIEW

This policy will be reviewed annually or earlier if changes occur to legislation, policy or funding arrangements.

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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

Participant Service Agreement & Support Plans

Client Consent & Media Consent Forms (built into SA)

Complaints Register

RELEVANT LEGISLATION OR STANDARDS

Disability Discrimination Act

National Disability Insurance Scheme Act (2013)

NDIS Practice Standards and Quality Indicators (2021)

NDIS Quality and Safeguarding Framework

NDIS Amendment (Getting the NDIS Back on Track No.1) Act 2024

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

Work Health and Safety Act 2012 (SA)

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