



2.9 WITHDRAWAL OR TERMINATION OF SERVICES POLICY

Wagtail Therapy
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Policy Statement

Wagtail Therapy 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.

Scope

This policy relates to all Wagtail Therapy activities and applies to all employees, contractors and others who may act on behalf of Wagtail Therapy.

Procedure

Withdrawal or Termination of Services by a Participant

- Wagtail Therapy 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 with a minimum of 14 days written notice to Wagtail Therapy.
- As part of our commitment to quality service delivery and continuous improvement, Wagtail Therapy will endeavour to ascertain the reason for the termination of services by the Participant.

Withdrawal or Termination of Services by the Provider

- The Service Agreement may be cancelled by Wagtail Therapy 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 Wagtail Therapy
 - 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
- Under the National Disability Insurance Scheme Terms of Business for Registered Providers, withdrawal or termination of services must be no less than 14 days.
- Upon termination of the Individual Service Agreement by either party, Wagtail Therapy 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

Exit Procedure for Withdrawal, Termination or Transfer

- Wagtail Therapy 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. Wagtail Therapy ensures that an exit occurs in a professional, planned and collaborative manner.
- Prior to exiting Wagtail Therapy, people are provided guidance and support to investigate other options or models of support from Wagtail Therapy, 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.
- Risks associated with each transition from the provider are identified, documented, and responded



to, including risks associated with temporary transitions from the provider to respond to a risk to the participant, such as a health care risk requiring hospitalisation

- A planned transition from Wagtail Therapy is facilitated in collaboration with the new provider, if applicable. This transition will be individual to the needs of the individual.
- Where a person has an NDIS support package and has entered into an agreement with Wagtail Therapy to provide supports and services, they are required to provide two (2) weeks' notice of intention to exit, in writing to the Director.
- 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.
- 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.

Responsibilities

Director

- Ensure as far as practicable that all 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.
- Gather data on 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.
- 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.

Employees

- 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.

Review

This Policy will be reviewed on an annual basis. However, if at any time where change is identified as being needed through legislative changes or service requirements, the Policy will be amended accordingly. This Policy will still remain in force after its review period if not reviewed, or until changed or withdrawn.