



Cancellation of Support (by Client) Policy

Introduction

At Launnie Care Services, we are committed to providing person-centered care that respects the unique needs, preferences, and values of each participant. Our approach focuses on empowering individuals to make informed decisions about their care and support, while promoting dignity, autonomy, and independence. This policy outlines our dedication to person-centered care and the principles that guide our interactions with participants.

Purpose

This policy outlines the procedures for NDIS participants to cancel their scheduled support worker shifts provided by Launnie Care Services. It aims to ensure a respectful and efficient cancellation process while adhering to NDIS Practice Standards and relevant legislation.

Scope

This policy applies to all employees, contractors, volunteers, and affiliates of Launnie Care Services involved in the provision of care and support to participants. It encompasses all aspects of care delivery, including but not limited to personal care, medical assistance, social activities, and emotional support.

Key Principles

- 1. Right to Manage Supports:** Participants have the right to manage their NDIS supports, including scheduling and cancelling shifts.
- 2. Right to Information:** Participants have the right to receive clear information about their rights and cancellation procedures.
- 3. Right to Respect:** Participants have the right to be treated with respect and dignity throughout the cancellation process.
- 4. Participant Choice and Control:** This policy upholds the participant's right to manage their own supports, including the ability to schedule and cancel shifts.
- 5. Open and Transparent Communication:** Clear and concise information about the cancellation process will be provided to all participants.
- 6. Fairness and Equity:** Cancellation policies and procedures will be applied fairly and equitably to all participants.
- 7. Compliance with NDIS Standards:** This policy will be developed and implemented in accordance with NDIS Practice Standards, including the NDIS Code of Conduct and the NDIS Pricing Arrangements and Price Limits.



Responsibilities

All Staff and Employees

Employees:

- Provide participants with clear information about their right to cancel shifts and the cancellation procedures.
- Treat all participants with respect and dignity throughout the cancellation process.
- Respond promptly and professionally to participant requests and concerns.
- Document all cancellations and communication with participants.

Management:

- Ensure all employees are aware of and adhere to this policy.
- Regularly review and update the policy to reflect changes in NDIS legislation and best practice.
- Investigate and address any participant complaints related to the cancellation process.

Implementation

- This policy will be communicated to all participants upon service commencement and made available on Launnie Care Services website.
- Cancellation for Short Term Accommodation, Community Access and Respite will be same as NDIS Cancellation policies.
- Cancellation for Supported Independent Living will be as per the Launnie Care Services Service Agreement which would have been discussed and agreed upon by both parties at the time service begins.
- Staff training will be conducted to ensure all employees understand and can implement this policy effectively.
- Information about cancellation procedures will be included in participant support plans and service agreements.

Compliance and Accountability

Launnie Care Services will ensure compliance with this policy and all relevant NDIS Practice Standards. Any breaches of this policy will be investigated and addressed in accordance with company internal procedures. Participants have the right to raise



concerns or make complaints about the cancellation process Launnie Care Services Administration officer or the NDIS Quality and Safeguards Commission.



Conclusion

At Launnie Care Services, person-centered care is at the heart of everything we do. We are committed to empowering participants, honouring their choices, and promoting their well-being through individualized care and support. By embracing the principles outlined in this policy, we uphold our commitment to excellence and ensure that each participant receives the compassionate and personalized care they deserve.

For any questions or further clarification on this Cancellation of Support (by Client) Policy , please contact your supervisor or the Quality Assurance Manager.

Acknowledgement

I, _____, have read, understood, and agree to abide by the Launnie Care Services Cancellation of Support (by Client) Policy..

Signature: _____

Date: _____

