



Cancellation Policy

1. Introduction

GOCSA is committed to providing safe, reliable, and person-centred aged care services that uphold the rights, preferences, and dignity of older people.

This policy explains how GOCSA manages

- service cancellations,
- temporary suspensions, and
- permanent cessation of funded Support at Home services.

All decisions are person-centred, transparent, and communicated in a timely and respectful way to clients and their chosen supporters.

2. Legislative Framework

This policy is guided by the requirements of:

- **Aged Care Act 2024 (Cth)** – including cessation notification obligations (ss 14920–14940)
- **Aged Care Rules 2025 (Cth)** – including requirements for late cancellations and no-shows
- **Strengthened Aged Care Quality Standards (2025)** – with focus on communication, risk management, service continuity, and safe care

3. Policy Purpose

The purpose of this policy is to:

- Ensure cancellation, suspension, and cessation decisions comply with aged care legislation
- Minimise disruption to client care and safeguard wellbeing
- Provide clarity on the responsibilities of both GOCSA and clients
- Support fair, consistent, and accountable decision-making when services need to change
- Maintain accurate documentation for continuity of care and regulatory compliance



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4. Policy Statement

Where possible, GOCSA will make every effort to maintain regular and consistent service delivery to its clients. However, if we need to reschedule, cancel, or if we are running late for an appointment, we will provide as much notice as possible to minimise interruption and ensure continuity of services.

GOCSA will support clients' rights to change, reschedule, or cease the services. In some circumstances, GOCSA can also reschedule, terminate or cease services to clients. Please refer to section 8 for details.

GOCSA will:

- Manage reschedules, cancellations, suspensions, termination and cessation of services in a consistent, fair, and trauma-informed manner
- Ensure risk is assessed and appropriate risk mitigation strategies are negotiated when cancellations, suspensions, or service cessation occur.
- Provide clear explanations, involving the client (or their registered supporters) as a partner, when services change due to cancellations, suspensions, or cessations.
- Uphold the rights of clients while balancing safety and organisational duty of care.
- Only cease services where permitted under the Aged Care Act 2024 and notify the Department as required.
- Monitor patterns of cancellations or no-shows to identify risks, unmet needs, or service barriers.

This policy should be read alongside the **Service Agreement, Feedback and Complaints Policy, Incident Management Policy, and Financial Hardship Policy.**

5. Scope

This policy applies to **all GOCSA staff, volunteers, students, and contractors** involved in service delivery, client care, administration, or scheduling, as well as clients receiving services from GOCSA.



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It covers GOCSA-initiated cancellations, suspensions, or cessation, as well as Client-initiated changes (rescheduling, cancellation or cessation).

Issues related to complaints, fee disputes, or hardship matters are handled in accordance with the relevant policies.

6. Responsibilities (Summary)

Chief Operating Officer / Chief Experience Officer

- Joint decision-makers for full suspension or cessation
- Ensure compliance and monitor organisational and systemic risks

Finance Manager

- Monitor unpaid fees and document attempts to resolve issues
- Recommend suspension when arrears present a service risk
- Approve or decline fee waivers

Community Care Services Manager / Care Partners / Coordinators

- Monitor repeated cancellations or no-shows
- Assess impacts on safety, well-being, or care outcomes
- Communicate concerns with clients and escalate where needed

Rostering Team

- Record cancellations and assist in rescheduling services

Support Workers/Contractors/Volunteers

- Report all issues related to no-shows or clients not responding to scheduled services to the supervisors.
- Report any incidents of clients' inappropriate behaviour to the supervisors.



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7. Key Definitions

Cancellation: A scheduled service is withdrawn or altered by the client or GOCSA.

Late Cancellation: Less than 24 hours' notice; may incur a fee unless due to illness, hospitalisation, emergency, or compassionate grounds.

No-Show: The client is not present or unavailable when the worker arrives, without prior notice.

Suspension: A temporary pause of all services due to risk, safety concerns, emergency, or unresolved arrears.

Cessation: The permanent ending of funded aged care services with GOCSA.

8. Procedures

8.1 Cancellations

Client-Initiated Cancellations, changes, reschedules

- Clients are asked to provide at least 24 hours' notice for changes, reschedules or cancellations.
- Late cancellations or no-shows may incur a full-service fee, unless the circumstances relate to:
 - Illness
 - Hospital admission
 - Emergency events
 - Compassionate or unavoidable reasons
- The Finance Manager reviews requests for fee waivers.
- Frequent cancellations or no-shows will trigger a Support Plan Review with the client/their registered supporter(s) to understand unmet needs, discuss risks and barriers to service access, and make necessary amendments to best meet clients' needs.



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GOCSA-Initiated Cancellations

- GOCSA will provide 24 hours' notice where possible.
- Clients will not be charged for GOCSA-initiated cancellations.
- Where feasible, alternative arrangements or rescheduling options will be offered and negotiated with the client and/or registered representative(s).

8.2 Suspension of Services

Service suspension may be required when:

- There are immediate safety risks to clients, workers, or others present
- Significant unpaid fees remain after attempts to resolve issues
- Environmental or behavioural risks prevent safe and effective service delivery
- Emergency or disaster events prevent safe access to services

Suspension Process

1. Concerns or risks are documented and investigated
2. A formal risk assessment is completed
3. The Finance Manager or Community Care Services Manager recommends suspension
4. GOCSA provides a **written notice** outlining:
 - Reasons for suspension
 - Any steps the client can take to resume services
 - Available supports, advocacy options, and complaint pathways
5. Suspension is monitored daily or as required until resolved

During critical incidents, emergencies, or large-scale operational disruptions, GOCSA will notify clients as promptly as possible and prioritise services according to need.



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8.3 Cessation of Services

Permanent cessation of services may occur when:

- The client's needs can no longer be safely or appropriately met
- The client's care needs change, and other services are more suitable
- Staff have been intentionally harmed, threatened, or placed at significant risk
- Fees remain unpaid, and no agreement for repayment or hardship support exists
- The client relocates or requests to end services
- The client chooses another provider under the Support at Home Program

Cessation Process GOCSA initiated

1. GOCSA provides **14 days' written notice** stating:
 - The reason for cessation
 - The date services will end
 - The client's rights to feedback, advocacy, and complaint
2. If circumstances change before the cessation date, GOCSA may review or withdraw the decision
3. When cessation is confirmed, GOCSA completes the required **Support at Home cessation notification** to the Department
4. Clients receive information about alternative providers, transition arrangements, and continuity of care

Cessation Process client-initiated

A client may change providers for various reasons, including the need for services that GOCSA cannot provide or relocating to a different area (e.g., after an interstate move).

When a client switches to a new provider, they should notify GOCSA as early as possible that they no longer wish to receive services and agree on an exit date.

Functional Area:

Community Care Services [Aged Care]



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They should also inform GOCSA of the new provider, as this will facilitate information sharing and ensure the continuation of appropriate care.

When determining the exit date, GOCSA and the client should consider the client's circumstances, the terms of the service agreement, and Support at Home's legislative requirements. The agreed exit date should be recorded in the participant's care notes.

If a client moves into permanent residential aged care or passes away, GOCSA has 60 days to update the My Aged Care Service and Support Portal to reflect the client's record and claims.