



# SERVICE CESSATION INFORMATION SHEET

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## INTRODUCTION

MSWA is committed to providing high-quality support and services to our clients. MSWA respects that clients have a right to choice and control, and to make decisions and engage in activities of their choosing. As an organisation, MSWA will always work with clients and their nominated representatives to ensure that decisions are respected, and activities and services can be delivered in a manner that respects an individual's choice, whilst ensuring that MSWA's duty of care to both our clients and our workforce can be met.

MSWA will never cease services based solely on a client's decision to enact their right to engage in activities that may involve an element of risk to themselves. However, if that decision or behaviour impacts the safety of MSWA staff, or if it contravenes laws and legislation, it will not be tolerated.

If such behaviours or decisions are identified, MSWA will actively work with the client and their nominated representatives to eliminate any risk and attempt to seek a suitable resolution. In extreme situations, if a resolution cannot be met, MSWA may need to consider pausing or ceasing services to ensure safety standards are adhered to.

This information sheet outlines potential safety or behavioural concerns that could result in the pausing or cessation of services.

## SAFETY CONCERNS

### 1. Violence or Aggression:

- Any form of physical violence or aggressive behaviour towards staff or other clients is strictly prohibited.
- Verbal threats or intimidation will not be tolerated.

### 2. Unsafe Living Conditions:

- Living environments that pose a significant health or safety risk to staff (e.g., presence of hazardous materials, severe cleanliness issues, dangerous pets, or animals) may lead to a review of services.

### 3. Illegal Activities:

- Engagement in illegal activities in the presence of staff, including but not limited to drug use or possession, can result in immediate suspension of services.
- Allowing non-client individual involvement in illegal activities in presence of MSWA staff is also prohibited.

### 4. Weapons:

- The presence or use of weapons in the home or during service provision is strictly forbidden.

## BEHAVIOURAL CONCERNS

### 1. Harassment or Discrimination:

- Harassment, discrimination, or inappropriate behaviour towards staff or other clients based on race, gender, sexual orientation, religion, or any other protected characteristic is unacceptable.

### 2. Non-Compliance with Care Plans:

- Consistent refusal to follow agreed-upon care plans or interventions can disrupt service provision and may lead to service cessation if it raises staff safety concerns or exposes staff to unreasonable risk.

### 3. False Information:

- Providing false information or withholding critical information that impacts service delivery which leads to client or staff safety concerns may lead to service review.

### 4. Financial Exploitation:

- Attempts to exploit staff financially, including soliciting loans or gifts, are prohibited.

## PROCEDURES FOR ADDRESSING CONCERNS

### 1. Incident Reporting:

- Any incidents of concern will be documented in the MSWA Incident Management System and reviewed by MSWA management.
- Clients will be informed of the concern and given an opportunity to respond and address area of concern.

### 2. Review and Intervention:

- A thorough review will be conducted to assess the situation including but not limited to Clinical Assessments, Case Conferences and One-to-one Discussions.
- Intervention strategies may be implemented, such as mediation, Share Rights Plans, Shared Risk Plans, Behaviour Support Plans and/or adjustments to the care plan.
- If appropriate MSWA will cover the costs of these Assessments to ensure client plans are not impacted

### 3. Service Suspension or Cessation:

- If safety or behavioural concerns persist, MSWA may suspend or cease services.
- Clients will receive 30-days written notice of any decisions to suspend or cease services, including the reasons and any relevant documentation.
- MSWA will continue to provide services to Clients during the written notice period.
- MSWA will inform all support people (family, Support Coordinators, LAC) to ensure support during transition period.

### 4. Appeals Process:

- Clients have the right to appeal decisions related to the cessation of services.
- Appeals must be submitted in writing within 14 days of receiving the notice of cessation.
- An independent review will be conducted, and a final decision will be communicated in writing.

## CONTACT INFORMATION

For any questions or concerns regarding this information sheet or to discuss specific situations, please contact your MSWA Client Liaison Coordinator directly or reach out to our support team at:

- **Phone:**
- **Email:**

Alternatively, any concerns can be raised via MSWAs formal complaint process. Our feedback process ensures that all feedback is heard, understood and managed in a fair manner. Feedback can be lodged anonymously if preferred. Our Complaint Liaison Coordinator can be contacted on the below details:

- **Address:** Locked Bag 2, Bentley DC, WA, 6983
- **Phone:** 6454 3173
- **Email:** feedback@mswa.org.au

We appreciate your cooperation and understanding in maintaining a safe and respectful environment for everyone involved.

By ensuring adherence to these guidelines, we can work together to provide a safe, supportive, and effective service experience for all MSWA clients and staff. Thank you for your attention to these important matters. Further information regarding your Rights and Responsibilities can be found in the MSWA Rights and Responsibilities Brochure.

## ACKNOWLEDGMENT

Please sign the attached acknowledgment form to indicate that you have read and understood the information provided in this sheet.

Acknowledgement	
<b>Client Name:</b>	
<b>Signature:</b>	<b>Date Signed:</b>
<b>Representative Name (If required):</b>	
<b>Signature:</b>	<b>Date Signed:</b>
<b>MSWA Representative Name:</b>	
<b>Signature:</b>	<b>Date Signed</b>
<b>Date Uploaded to Lumary:</b>	