POLICY AND PROCEDURE

Support Worker Late Cancellation Policy

What to do if you cannot attend a rostered shift, or need to leave a shift early.

APPLIES TO	DOCUMENT TYPE
All Axis Supports support workers (employees and contractors), ACT and NSW	Policy and procedure

VERSION	EFFECTIVE	NEXT REVIEW
2.0	October 2026	October 2027

1 Purpose

This policy sets out what a support worker must do when they cannot attend a rostered shift, or need to leave a shift early, because of unforeseen or emergency circumstances. It keeps participants safe, keeps their supports going, and makes sure the worker, the participant and the office communicate clearly.

2 Policy statement

Axis Supports is committed to the safety and wellbeing of participants and workers. Participants rely on their supports, and a late cancellation or early finish can affect their health, safety and routine. Workers must give as much notice as possible and must never leave a participant at risk.

3 Procedure

3.1 If you cannot attend a rostered shift

1. Check your roster to see whether any other shifts are affected.
2. Phone the office as soon as you know, and **no later than 2 hours before the shift starts**. Speak to Scheduling during business hours, or the on-call coordinator outside business hours.
3. Tell us which shift or shifts you cannot attend, the participant's name and the start time.
4. A text message, email or app message on its own is not enough. You must speak to someone.
5. Scheduling will arrange a replacement worker and let the participant know about the change.

3.2 If you need to leave a shift early

1. Only leave a shift early in an emergency.
2. Before you leave, make sure the participant is safe and well enough to be left.
3. Phone the office (as in 3.1) and tell us why you need to leave and what time.
4. Explain the change to the participant in a way they understand.

3.3 Safety concerns

- If you think leaving early may put the participant's safety or wellbeing at risk, tell the office straight away. Stay with the participant until the office tells you what to do, unless your own safety is at

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immediate risk.

- The office will decide the next steps. This may include sending another worker, contacting the participant's emergency contact or contacting emergency services.
- In an emergency, call **000** first, then the office.
- If an incident has happened, complete an Incident Report Form and follow the Incident Management Policy.

3.4 Recording

- Scheduling records every worker cancellation in the cancellation log.
- If you leave a shift early, record in your shift notes the reason, the time you left, what you told the participant, who you spoke to at the office and any actions taken. Submit these notes as part of your shift report.

3.5 Participant preferences

Wherever possible, respect the participant's preferences about changes to their supports. Scheduling will try to meet reasonable requests while making sure the participant's care needs are met.

4 Not following this policy

Not following this policy may lead to disciplinary action, up to and including termination of employment or engagement, depending on how serious and how frequent the breach is.

5 Contacts

> **Office: 1300 696 888**. During business hours ask for Scheduling. Outside business hours, contact the on-call coordinator.
>
> Canberra office: Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911, admin@axissupports.com.au
> Sydney office: Shop 1, 5 George Street, North Strathfield NSW 2137, adminnsw@axissupports.com.au

This policy is reviewed regularly and may be updated at any time. Workers must read and follow the current version, available from the office.

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Document control

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Effective date	October 2026
Next review	October 2027
Document owner	Director
Approved by	Director
Related documents	Participant Not Home Procedure; Incident Report Form; Incident Management Policy; Staff Handbook
Legislation and standards	NDIS Code of Conduct; NDIS Practice Standards (Core Module) (continuity of supports; human resource management)
Version history	v1.0 (2023 to 2024) original issue. v2.0 (October 2026) full review: updated contacts, both office addresses, current NDIS Commission information, Axis Supports branding.

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