

## Memorandum

To: All OPERATIONS STAFF Members

Re: Inquiry form permanent service cancellation

Date: 16<sup>th</sup> April 2024

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To enhance our understanding of client exits and related service impacts, moving forward each coordinator is expected to complete the [Inquiry form permanent service cancellation](#) for each client who exits services. This information is crucial for improving our processes at SSF.

### Process for Completing the Client Exit Form:

1. **Initiation:** Whenever a client or agency requests a permanent cancellation of services, immediately fill out the Client Exit Form.
2. **Reasons for Cancellation:** Include the specific reason for the client's cancellation in the form. Possible reasons for cancellations include, but are not limited to, the examples below:
  - Deceased
  - Change of providers
  - Cancellation due to service provision failure
  - Moving into a nursing home
  - Relocating overseas
  - Other (please request additional information from the agency if necessary)

It is essential that we accurately capture details regarding each client's departure. Please follow the steps outlined above to fill out the [Inquiry form permanent service cancellation](#) for each client who exited our services.

If you have any questions or concerns in relation to this matter, please contact the OAC Governance on [OAC-GOVERNANCE@ssfservices.com.au](mailto:GOVERNANCE@ssfservices.com.au).

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**SCAN TO REGISTER YOUR ACKNOWLEDGEMENT AND UNDERSTANDING**

