



Good Lives for
Older People

Ceasing Services – Information

If ACH Group intends to stop providing you with care or services, we are required under the *Aged Care Rules 2025* section 149-40 to give you written notice at least 14 days in advance.

When we may cease providing services

ACH Group may decide to stop providing your care or services if:

- you no longer wish to receive services from ACH Group;
- you move out of the service area or into permanent residential aged care;
- your assessed care needs change and ACH Group is no longer the most appropriate provider to safely meet those needs;
- your behaviour or actions create a serious risk to the health, safety or wellbeing of you, our workers, or others, and all reasonable steps to manage that risk have been unsuccessful;
- you repeatedly fail to pay agreed fees or charges, and reasonable attempts to resolve the matter have not been successful;
- the program or funding under which your services are delivered ends or changes, and we are no longer funded or authorised to provide the service; or
- ACH Group is otherwise required by law, or directed by a regulatory authority, to stop providing services.

Notice requirements

If ACH Group intends to cease providing you care or services, we must give you written notice at least 14 days in advance.

Your written notice will include:

1. The decision that ACH Group will cease providing your care or services;
2. The reasons for this decision;
3. The date on which your services will stop; and
4. Information about your rights, including how you can make a complaint, request a review, or appeal the decision through the Aged Care Quality and Safety Commission or Health, Disability and Ageing Australia.

ACH Group will always work with you to support a safe and appropriate transition of your care and, where possible, help you access alternative service options. For more information, please see here: <https://www.myagedcare.gov.au/media/283278>

**Leaders in aged care
since 1952**

Aged Care & Housing Group Inc.
ABN 99 437 071 895

22 Henley Beach Road
Mile End SA 5031

PO Box 646, Torrensville Plaza
Torrensville SA 5031

P 1300 22 44 77

ach@ach.org.au
achgroup.org.au