

Withdrawal of Services

Easy Read

1. We can withdraw your supports for the following reasons:

	<p>You do not do what it says in the Service Agreement</p>
	<p>Your behaviour may hurt other people (like our staff or other participants)</p>
	<p>You do not pay us the agreed amount of money for your services</p>
	<p>You do not tell us how your needs have changed which might affect the supports we provide</p>
	<p>You do not change your environment to make it safe for our staff to work in (Work Health and Safety)</p>
	<p>You do not comply with our policies</p>

2. You can ask to withdraw the supports we provide you for the following reasons:

	<p>We do not do what it says in the Service Agreement</p>
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	<p>You are unhappy with the quality of the service we provide (see Complaints)</p>
	<p>You are moving to a new community</p>
	<p>Your needs change and you no longer need the supports we provide</p>
	<p>Your needs change and you need MORE supports which we do not provide</p>

3. The withdrawal from supports process:	
	<p>One of us must give the other 14 days' notice before the withdrawal</p>
	<p>We will inform the NDIS of your withdrawal from our service</p>
	<p>If you want, we will help you to look for another provider</p>
	<p>We will never leave you without support during the withdrawal process</p>

	<p>We will inform you of any risks related to moving services</p>
	<p>We will talk to other providers to help you move to a different service (with your consent)</p>

Participant/ advocate name:	
Signature:	
Date:	

Staff name:	
Role:	
Signature:	
Date:	