







# Withdrawal of Services




## Easy Read




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

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

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

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

<b>3. The withdrawal from supports process:</b>	
	<p><b>One of us must give the other 14 days' notice before the withdrawal</b></p>
	<p><b>We will inform the NDIS of your withdrawal from our service</b></p>
	<p><b>If you want, we will help you to look for another provider</b></p>

	<p><b>We will never leave you without support during the withdrawal process</b></p>
	<p><b>We will inform you of any risks related to moving services</b></p>
	<p><b>We will talk to other providers to help you move to a different service (with your consent)</b></p>