



Withdrawal of Services

We can withdraw your supports for the following reasons:



You do not do what it says in the Service Agreement.



Your behaviour may hurt other people (like our staff or other participants).



You do not pay us the agreed amount of money for your services.



You do not tell us how your needs have changed which might affect the supports we provide.



You do not change your environment to make it safe for our staff to work in (Work Health and Safety).



You do not comply with our policies.

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



We do not do what it says in the Service Agreement.



You are unhappy with the quality of the service we provide (see Complaints).



You are moving to a new community.



Your needs change and you no longer need the supports we provide.



Your needs change and you need MORE supports which we do not provide.

The withdrawal from supports process:



One of us must give the other 14 days' notice before the withdrawal.



We will inform the NDIS of your withdrawal from our service.



If you want, we will help you to look for another provider.



We will never leave you without support during the withdrawal process.

We will not withdraw or deny you support based solely on your dignity or risk choice.



We will inform you of any risks related to moving services.



We will talk to other providers to help you move to a different service (with your consent)