



Easy Read – Withdrawal of Services

When can you ask to withdraw services?

When can we (National 360) withdraw services?

You can ask to withdraw the supports for the following reasons:



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



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



You are **unhappy** with the services we provide and **do not want to continue** after the **complaints resolution** process (See Complaints and Feedback Easy Read Document)



Any other time you **want** to **cancel** the supports

We can withdraw your supports for the following reasons:



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



Your **behaviour hurts** other **people** (like our staff or other participants)



You do not change your **environment** to make it **safe for our staff to work in** and you do not agree to **alternative arrangements**



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

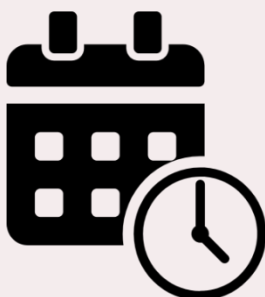


We are unable to make contact with you. You do not respond to our phone calls, emails or text messages requesting a contact



When trying to contact you, if we have your consent (via consent form), we may seek assistance from your other supports like support worker, support coordinator to help us contact you

The withdrawal from supports process



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

You can contact us on:

Phone: 1300 340 440

Email: info@national360.com.au



During the **notice period** you may **choose** to **continue** with the scheduled **appointment** or **cancel** giving the **cancellation notice (48 hrs)**



If requested, **your therapist** can provide a **discharge summary**



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



You will receive a **confirmation** email to advise you of **withdrawal of services** and **case closure**