



INTERACTION
Empowering People

Service Exit Policy

Everyone has the right to fair and equal access to services



Interaction will follow the rules if they need to stop providing services to you



Interaction will let you know if the service is only for a limited time



You have the right to refuse or stop services at any time



You have the right to ask for more services without feeling worried



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Interaction may talk to you about stopping services if you no longer fit the program criteria or there is a better option for you



Interaction may stop services if they don't receive enough funding



Staff must tell you how can access and exit Interaction's services



Staff will let you know how to remain with Interaction



Staff will respect your right to stop services



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If you don't want to work with Interaction anymore you need to give us 1 months notice



Staff will make sure if you stop services it isn't because you are upset with Interaction



If the court says you have to work with Interaction and you don't want to, we will make sure it isn't because you are upset with Interaction



Staff will help you find other services that may help you better than Interaction can



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Interaction Disability Services Ltd Policy
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Version 2

If you are at risk of being exited because you don't want to work with Interaction, we would like you to help us understand why



Staff will encourage you to have an advocate



If you are exited from a service, Interaction will give 4 weeks notice



Interaction will claim all owed funding from the NDIS before exiting you



If you are exited from a service, staff will:

- Let you know why



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- Give other options to help you



- Let you know how Interaction might help you in the future



If you are transferring to another service, it is OK to ask staff to have a chat with them about how best to help you



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