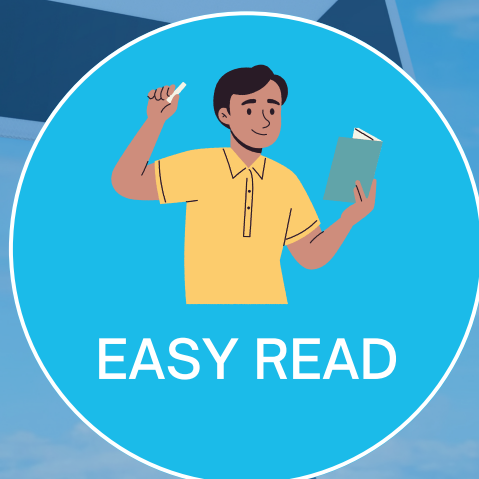# SERVICE EXIT POLICY

Easy Read Guide

EASY READ

RIGHT TO SERVICE

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

HOW INTERACTION WILL HELP YOU

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

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 you can access and exit Interaction's services, and they will respect your right to stop services
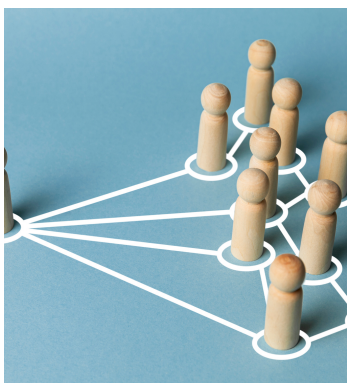
HOW TO EXIT

If you don't want to work with Interaction anymore you need to give us 1 month's 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

WHAT IF YOU ARE EXITED BY US?

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 have exited from a service, Interaction will give 4 weeks notice and will claim all owed funding from the NDIS before exiting you

If you are exited from a service, staff will:
- Let you know why
- Give other options to help you
- Let you know how Interaction can help you in the future