

National 360

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 or services we provide.



You are **unhappy** with the services we provide and **do not want to continue** after the **complaint 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 **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 Client Support Team on:

Phone: 1300 340 440

Email:

client.support@national360.com.au



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



If requested, **your clinician** 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**.