



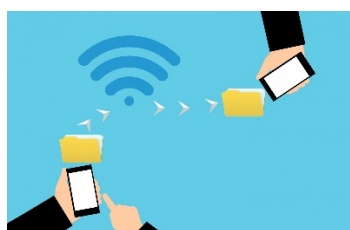
Easy read – Stopping services



Starting services with us.



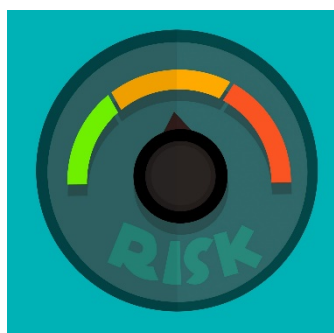
When you are referred to us we will ask you to do a referral form.



After we have your referral form we may ask you to send us reports from your allied health team.



If we do **not** feel like we can give you a good service we will give you a list of other options.



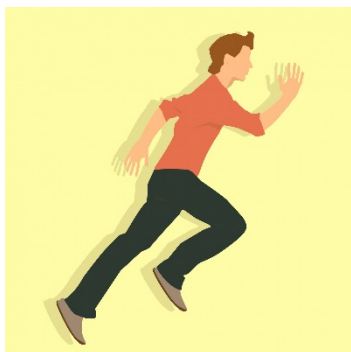
Before we refer you to someone else we think about the risks that may happen if we move your service.



We will meet you in person or over the phone to let you decide if you think we are the right fit for you.



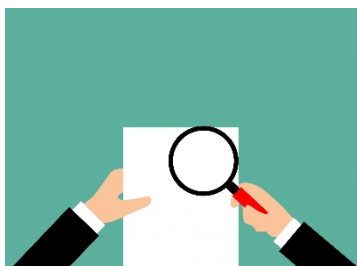
All referral information is **not** told to anyone without your approval.



Urgent needs may make your referral quicker than others.



If everyone is happy to move forward after the meeting a service agreement will be put in place.



When you sign up with us we make sure to do regular reviews of your services to make sure you are getting everything you need from us.



If you decide that you no longer need our help we need 14 days' notice to cancel all services.

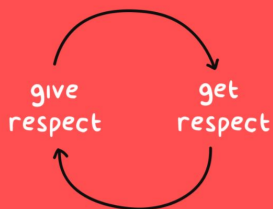
Stopping services.



We will **not** work with you while you have drugs or alcohol in your body.



We may need to limit services or stop them if your behaviour is a risk to our staff.



We deserve respect the same as you.



If we are worried about the services your getting we may have to report the provider.



A meeting with everyone will be created within 7 days.

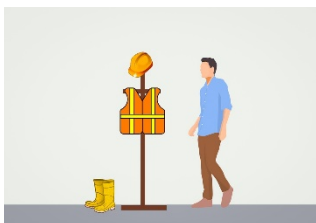


You are allowed to stop services and ask to continue later.

Why would we stop services?



Staff may stop services after speaking to everyone if we think we are at risk.



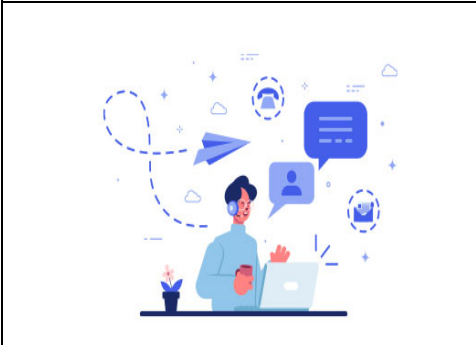
Safety is important to us.



We will try to fix the issue by talking to you.



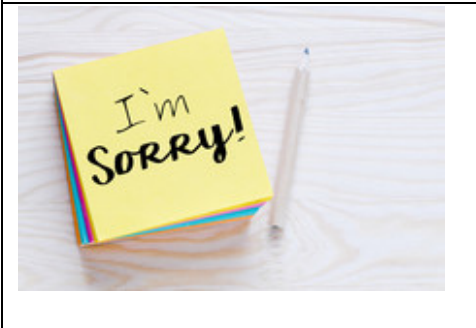
If we stop services for safety reasons you can join us again if you agree to reduce the risk to our staff.



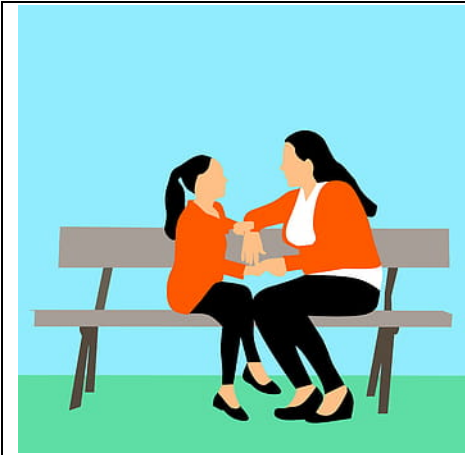
If you disagree we will give you the director contact information to speak with them.



We will create a meeting to talk about why we are stopping services.



If we do something wrong we will apologise to you.



We will try to meet you in person to talk about what went wrong.

