

Withdrawal of Services

Easy Read

This document tells you when your supports with Axis Supports can stop, and what will happen if they do.

1. We can stop your supports if:



You do not do what it says in your Service Agreement



Your behaviour may hurt other people, like our staff or other participants



You do not pay us the amount we agreed for your services



You do not tell us that your needs have changed, and this changes the supports we can give you



Your home is not safe for our staff to work in, and it is not fixed. This is called Work Health and Safety



You do not follow our policies. Policies are our rules

2. You can stop your supports with us if:



We do not do what it says in your Service Agreement



You are not happy with our service. You can also make a complaint



You are moving to a new area



Your needs change and you do not need our supports any more



Your needs change and you need more supports than we can give

It is your choice. You can choose to leave our service and use a different provider.

3. When supports stop



You or we must give 14 days' notice before the supports stop



We will tell the NDIS that you are leaving our service



If you want, we will help you find another provider



We will never leave you without support while your supports are ending



We will tell you about any risks of changing services



If you say yes, we will talk to your new provider to help you move

4. Talk to us



Call us on **1300 696 888**



Email us

Canberra: admin@axissupports.com.au

Sydney: adminnsw@axissupports.com.au

Visit us

Canberra office

Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911



Sydney office

Shop 1, 5 George Street, North Strathfield NSW 2137

Our website is axissupports.com.au

If you are not happy, you can make a complaint to us. You can also contact the NDIS Commission on **1800 035 544**.

You can ask someone you trust, like a family member, friend or advocate, to help you.

Signatures

We have talked about this document together.

Participant or advocate
name

Signature

Date

Staff name

Role

Signature

Date