

Easy Read - Entry and Exit Policy

About this Form

This policy talks about entering and exiting our service.



Entering our service

When you enter our service, we will chat with you in the way you prefer (phone, in person, email).



We will learn more about your goals and support needs.



You can choose to have a support person with you.



We will complete paperwork with you, in the format that works best. You can have your nominee sign if you prefer.



We might talk to your previous service provider if you want us to.



Exiting from our service

You can leave our service at any time. Your choice and control is important.



You can tell us, and give us 2 weeks notice if possible.



We can help you find a new support provider if you want us to.



We will offer to do a handover to your new provider. This is your choice.

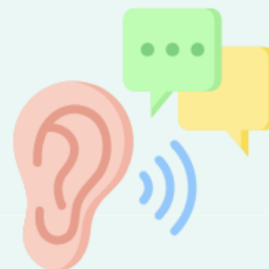


If we need to stop your service

Sometimes, we need to stop people's services.



If we need to do this, we will tell you why.



We will give you 2 weeks notice.



We will help you find a new service provider.



Short breaks

You may need to take a short break from our service. For example, if you go to the hospital.



If this happens, we will make plans with them to keep you safe until you return.



Keeping you safe

Changes can be hard and stressful.



We will help keep you safe by updating your risk assessment.



We will work with other people supporting you.



If we think you are in danger, we have a 'duty of care'.



This means we might have to tell someone else about a safety concern, even if you did not consent.



Complaints and feedback

You can give us feedback on our entry and exit process at any time.



Need help?

If you want our help, tell us.



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