

EASY READ

Leaving Kameleon Group's Services

This document explains our Service Exit Policy and Procedure in an easy to understand way. It also explains your choice and control as a participant.

How to use this guide

Some words are hard words. We explain what they mean.

You can ask for help to read this guide.

You can ask for this guide in a different format, like a different language or with a support person.

What is this guide about?

This guide explains what happens if you want to stop using Kameleon Group's services. It also explains what happens if Kameleon Group needs to stop supporting you.

- How to tell us you want to leave
- What happens if we need to end your support
- Your right to choice and control
- What happens to your paperwork
- Who you can talk to if you are unhappy

You can leave at any time

You have the right to stop using Kameleon Group's services whenever you want.

- You do not have to give a reason.
- Leaving will not stop you from coming back to Kameleon Group in the future.
- You will not get in trouble for leaving.

Telling us you want to leave

If you want to stop your services, please tell us at least 2 weeks before you want to finish.

- This is called “giving notice”.

- If you give less than 2 weeks' notice, you may need to pay for support that was already booked in that time.
- You can tell us in the way that is easiest for you — for example, by talking, email, or with help from a support person.

What happens after you tell us

We will talk with you about why you are leaving.

We will ask if there is anything we could have done better.

We will tell you how to come back to our service if you change your mind.

We will send you all your documents and files.

When Kameleon Group may end your support

It is rare for us to end a person's support. We only do this in these situations:

- A staff member or the participant could be hurt, and the risk cannot be made safe.
- Payments for support are not being made.
- A person's health or behaviour changes a lot and they need a different type of support that we do not provide.
- Too many appointments are cancelled without good reason.

We will talk to you first

Before we end anyone's support, we will:

- Talk with you and the people who support you.
- Try to fix the problem together.
- Only end support if the problem cannot be fixed.
- Offer help to find an advocate or interpreter if you need one.

Your choice and control

Choice and control means you get to make decisions about your own life and your own supports.

- You get to choose the supports you want, when this is possible.
- You get to say no to a support if you do not want it.
- You can take safe risks in your own life. This is called “dignity of risk”.

- You can have a support person, family member or advocate help you make decisions, if you want.

Getting help to decide

Some people like extra help to make choices. This is okay.

- You can ask a family member, friend, or support person to help you.
- You can use an advocate. An advocate speaks up for you and helps make sure people listen to what you want.
- If you already have a guardian or someone who makes decisions for you, we will work with them too.
- We will give you information in a way that is easy for you to understand, like Easy Read, or with an interpreter.

Remember

This is your choice.

You can change your mind.

You can ask questions at any time.

You will not lose your supports just because you made a choice that involves some risk.

Getting your papers and files

When you leave Kameleon Group, we will make sure you get your paperwork.

- Any documents from other services that are in your file will be given back to you.
- We will keep a copy for our records.
- We will keep your information safe and private.

If you don't agree with our decision

If Kameleon Group ends your support and you do not agree, you can appeal. This means you can ask us to look at the decision again.

- Write to the Clinical Director in your state to ask for an appeal.
- The Executive Team will make the final decision.
- If your appeal is successful, your supports will continue.

- If your appeal is not successful, we will explain why in writing.

If you are still unhappy, you can use our Feedback and Complaints process. We can help you find an advocate or interpreter to support you through this.

Who can help you

Who	How they can help
Your Kameleon Group practitioner	Talk to you about your supports and any changes.
The Intake Team	Help with transitions and finding new supports.
An advocate	Speak up for you and help you be heard.
Clinical Director	Handle appeals about ending support.

Contact Kameleon Group

If you have any questions about this guide, please contact your Kameleon Group practitioner or the Intake Team.

We are happy to explain anything in this guide in a different way if you need us to.

1300 10 10 69 | www.kameleongroup.com.au | intake@kameleongroup.com.au