



## ***Withdrawal of Services***

May 2009

TADNSW reserves the right to withdraw services in the following limited circumstances:

### Custom Designed Aids

The Custom Designed Aids service may not accept new requests from clients where there is:

- an unresolved complaint without an agreed process to work toward resolution
- a bad debt without a negotiated arrangement for payment
- a pattern of client behaviour likely to preclude the delivery of a quality service.

### Computer Support Service

The Computer Support Service will support clients for the term of their service agreement and this support will cease when:

- the computer support service agreement has expired.
- the client has unpaid, overdue or outstanding fees, without a negotiated agreement for payment
- there is a pattern of client behaviour likely to preclude the delivery of a quality service
- in the opinion of service staff we are unable to adequately support you.

### Complaints

Any client, carer or referrer who believes that their service has been withdrawn inappropriately has recourse through the procedures established in the Client Complaints policy.

### Related Policies:

Access and Equity Policy

Client Complaints

Access to Services

Signed

Chief Executive Officer

Effective Date:

20 May 2009

Approved:

Executive Committee 20 May 2009

Date for Review

May 2011