CCA community connections australia

Leaving our Service

There are many reasons people leave our service. Leaving CCA services is some times called exiting the service or transferring to another service. When you leave our service it will be planned and organised.

How do I leave CCA?

- We need you to contact us and tell us that you would like to leave our service and go somewhere else. It would be helpful to us if you or another person could write to us and tell us that you would like to leave. You may also choose to use your support coordinator to do this
- If you would like to, you can tell us why you would like to change services.
- You can tell us where you would like to go

Will I be in any trouble if I ask to leave?

No you will not. CCA supports your right to choose which service will help you.

Can CCA help me find another Service?

Yes we can. We will help you with the following things:

- We will provide information to you and your family or advocate or guardian about other services that we think may best suit your needs. This information will be given to you in a variety of different ways.
- We will make sure that you are aware of your rights and responsibilities and that you have made your decision based on you having learned all about the new service and what it will do for you. This will be done before you start at the new service.
- With your permission we can contact the new service and make enquiries on your behalf. If you allow us, we can transfer information about you, such as your Individual Service Plan with your goals and current activities. This will make it easier for you, and for the new service to get to know you. We will support you with a transition plan if you require additional support to ensure your needs are met.

What happens next?

- We will make sure that you are happy with your choice of a new service and that when you leave us the changeover to a new service provider goes smoothly and easily for you
- We will make sure that you have services to help you between the time when you leave us and start up with your new service
- We will send you a letter to confirm that you are leaving us and the date that you will finish up with us
- We will tell the government funding body about the date you will be leaving us.

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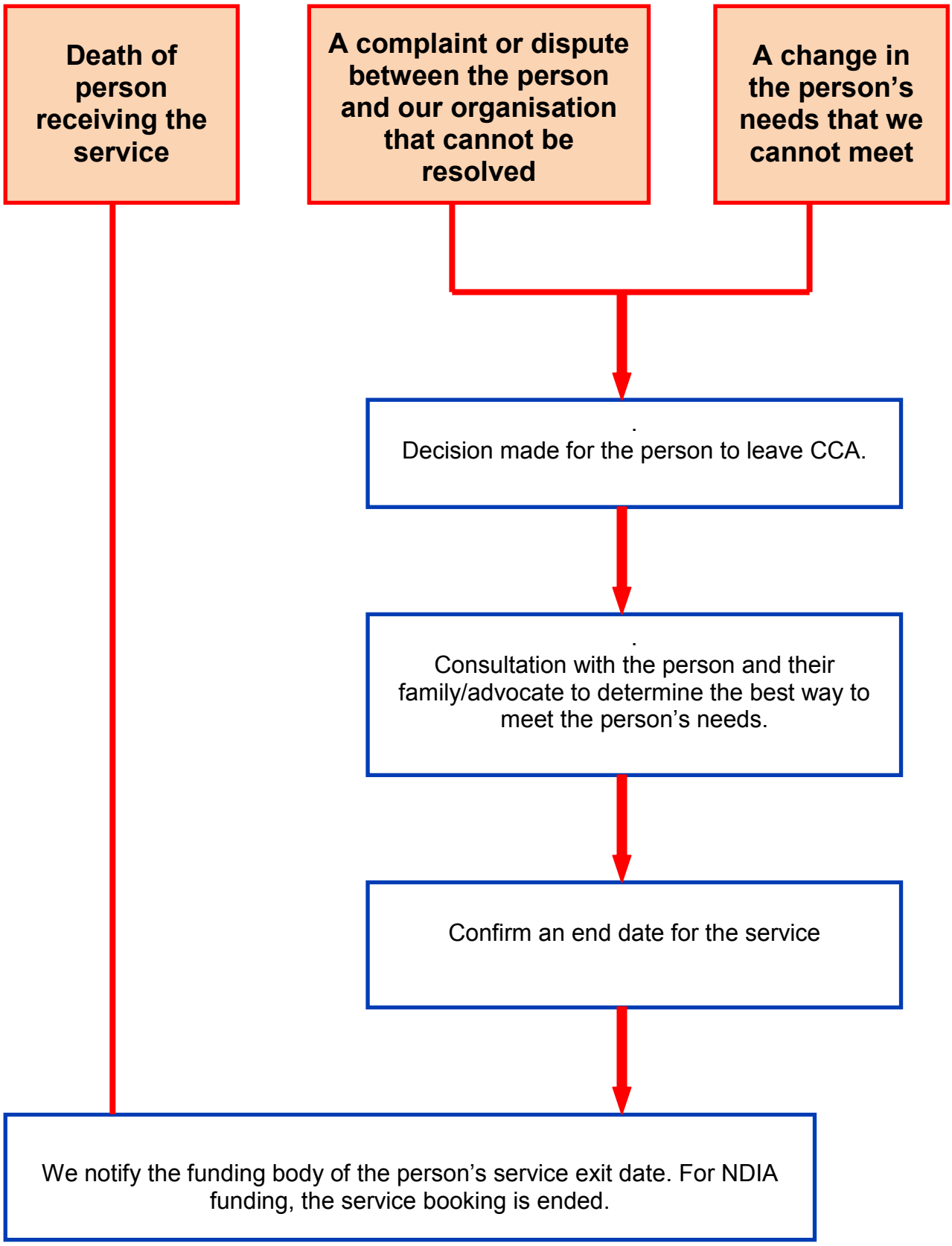
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