

18.1 Participant Access, Transition and Exit Policy and Procedure

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Responsible person:	EO	Scheduled review date:	June 2021

PURPOSE

Interchange IE's Participant Access, Transition and Exit Policy and Procedure complies with the *National Disability Insurance Scheme Act 2013*, which promotes access, inclusion and choice for people with disabilities. The purpose of this policy is to define the processes required to assist and support participants to access, transition to, or exit from, services.

SCOPE

This policy applies to all participants receiving supports and services from Interchange IE. The purpose of this policy is to define the access, transition or exit process for participants, family and advocate/s, where applicable. The policy provides direction for Interchange IE's staff when considering the access, transition or exit of a participant from the organization.

POLICY

Interchange IE is committed to providing participants with information and support through the process of accessing, transitioning or exiting from a specific stream of support or the organization overall:

- All participants are provided with the necessary information and explanation in the appropriate communication formats concerning their access, transition to or exit from the service.
- Participant access and transition strategies and exit planning will be prioritized for participants that are receiving services that meet their individual needs and align to their NDIS plan and available funding.
- The participant entry and exit process for service streams are transparent; the organisation adopts fair and non-discriminatory practices aligned to the NDIS Standards.
- To collaborate with other providers for a planned transition to, or from, our service as applicable.

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Terminology	Definition
Access and Transition	<p>Preparing for and supporting the participant to enter or exit a particular service stream, including referral from another service, or to another service, where appropriate e.g. Support Coordination.</p> <p>Interchange IE service streams prioritise support to children and young adults and it is possible that in the future, exit from Interchange IE’s service streams will be required due to the chronological age of a participant.</p>
Exit	<p>The process through which participants leave or cease to participate in specific streams of service of Interchange IE.</p> <p>Participants may be required to exit from Interchange IE supports due to changes in their NDIS plan and funding arrangements or failure to meet compliance expectations for Interchange IE’s NDIS registration as a registered Disability services provider.</p>

PROCEDURE

Upon the request of a participant or their representative Interchange IE will implement a collaborative approach when undertaking all decision-making processes, regarding access, transition and exit, to allow for an informed approach for the participant, advocate or family.

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RELATED DOCUMENTS

- Complaints Register
- Participant Assessment
- Service Agreement
- Support Plan

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018
- NDIS Scheme Act 2013
- Privacy and Confidentiality Act (1988)