

## Policy and Procedures Manual

### 18.2 Service Transition and Exit Policy and Procedure

<b>Procedures number:</b>	<b>18.2</b>	<b>Version:</b>	<b>1.0</b>
<b>Drafted by:</b>	MG	<b>Endorsed by Board on:</b>	<b>February 2022</b>
<b>Responsible person:</b>	<b>CSM and CEO</b>	<b>Scheduled review date:</b>	<b>January 2023</b>

#### **PURPOSE**

The purpose of this policy is to clarify the service exit process for IIE participants and families, and staff. Interchange Inner East( IIE)’s Participant 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.

Participants may exit from Interchange Inner East ( IIE) of their own choice or under certain circumstances by the decision of IIE. . Should a participant leave Interchange services, the aim is to offer the participant a safe, planned and coordinated transition onto a new provider.

IIE recognises we will not be able to meet the needs of all people. If we are unable to offer a service to a potential participant, we will offer information and provide referral advice regarding other services that might be able to assist them

#### **SCOPE**

This policy applies to all existing and potential IIE participants and their family members/carers currently receiving support and services.

#### **POLICY AND PROCEDURE**

##### **Service Exit**

When a participant leaves Interchange, regardless of the reason, Interchange can assist them and their family (and/or other supporters) to find alternatives by providing information and/or facilitating referral to an alternate service provider.

A planned transition to a new provider is facilitated in collaboration with the participant when possible, and this is documented, communicated, and effectively managed. Participant/family will also be provided with an opportunity to provide feedback on services and supports required to transition out to other services. This feedback will form part of IIE’s commitment to continuous improvements of its processors and procedures.

##### **IIE initiated exit**

Suppose the participant/family or any of their support network seriously breaches the safety of Interchange employees or is deemed unsuitable for providing services. In that case, the Chief Executive Officer or General Services Manager will undertake an IIE initiated exit only after a full consideration of the circumstances and after consultation with the participant, and, if the participant so wishes, an independent Advocate. If the participant is to be exited from services by IIE, they will be

- Advised in writing intent to withdraw/terminate services
- Provided with the reason(s) for exit; and
- the date at which services will cease.
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The participant will be entitled to use the Interchange Feedback and Complaints avenues to have the decision reviewed by the Chief Executive Officer.

#### Exit Plan

- As per the Service Agreement, a minimum notice period of no less than fourteen (14) days or longer is required:
- Will allow the participant/family/guardian/advocate or IIE to have adequate time to nominate an alternate registered provider.
- It will be discussed during the participant's reviews.
- Will offer flexibility and provide reliable support, where possible, until the participant transition to the new service provider
- Inform the Participant/family or their nominated person of any risks associated with moving services
- Obtain feedback using the IIE service exit survey
- Report any inherent risks of not receiving critical services to the NDIS commission through the Corporate Service Manager.

#### Dormant/Inactive Participants :

IIE will exit the Participants/families who have not accessed our services for over six months, despite best efforts by IIE to reach out to them for services. The steps mentioned above will be followed in an IIE initiated exit.

#### 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)