



# SERVICE EXIT POLICY & PROCEDURES

## 1. STATEMENT OF PURPOSE

The following policy and procedures have been developed and will be implemented to meet the requirements of:

National Disability Insurance Scheme Act 2013

- Other legislative or related provisions e.g., Victorian Privacy Act, Victorian Freedom of information Act 1982. Victorian Disability Act 2006 Etc.

In particular, the policy seeks to meet the following requirements:

- “Each person is assisted to access the supports and services they need to live the life they choose”.
- “Service providers make information available about their services”.
- “Service providers have clearly defined processes to access services”.
- “Service providers work with other organisations to increase each person’s support options”.

## 2. EXIT POLICY AND PROCEDURES

### 2.1 EXIT POLICY

Axess Ability recognises that everyone has a right to refuse or to leave a service at any time they choose, and to request a further service at any time after leaving a service, without fear of discrimination.

Axess Ability also has the right to cease to provide a service, after consultation with the individual and their advocate/guardian, if the service is no longer appropriate for the individual.

**Exit Request by Individual** refers to a process by which the individual (or their representative) may make a free choice to leave services provided by Axess Ability.

**Exit Request by Service** refers to a process by which Axess Ability, following due diligence and action, have failed to resolve serious service issues with the individual (or their representative) and may be required to provide notice to the individual to exit the service.

**Re-entry to Service** refers to placing the individual on the current waiting lists and then determining their priority for access to a vacancy when it arises. Review of Service refers to the legal obligations under the Occupational Health and Safety (OHS) Act and Duty of Care obligations to other individuals receiving a service. Access Ability may be required to review an individual's service when the individual seriously injures another consumer, staff member, or has high-risk behaviour placing others at significant risk.

## **EXIT PROTOCOL**

Individuals who use the service provided by Access Ability are fully informed and involved with support or representation in deciding to exit the service. In consultation with the individual, identified key worker, person responsible and relevant others, all efforts will be made, and opportunities explored (within available resources) to maintain the person in the service before a decision is made to exit.

If Access Ability is no longer able to meet the needs of the person with the disability or where another service can provide a more positive outcome and the person with the disability agrees to exit the service, Access Ability will then make all effort to locate a more appropriate service and achieve a smooth transition. Referral will only be made with the consent of the service user.

Where consent to exit is not given by the person with a disability, or the parents, carers, guardians or advocates, Access Ability shall fully account for the reason(s) for the exit recommendation.

The person with the disability, their parents, carers, guardians, or advocates are made aware on exiting the service that they can request to return to the service again at any time, and that their request will be assessed according to Access Ability service entry policy which is based on clear criteria and the principle of non-discrimination.

On exiting, the person with a disability, their parents, carers, guardians, or advocates is given the opportunity to discuss his/her level of dissatisfaction with Access Ability.

## **PROCEDURE WHERE A CLIENT CHOOSES TO LEAVE ACCESS ABILITY**

The following steps shall apply:

Client and or family, guardian or advocate approaches the Partner's to inform him or her of their wish to leave the Service. The Partner's shall have a discussion with the client (and chosen advocate if requested) to establish i. That the client is making an informed decision. ii. The client's reasons for wishing to leave. iii. That there are no unresolved grievances.

If the client wants to proceed an Application for Exit should be lodged in writing.

Upon receipt of this application the conditions of the Service Agreement shall apply, including one month's notice which shall also serve as a cooling off period. The Partner's will support the client in the transition to another service.

During this one-month period the Partner's shall be responsible for advising the client of suitable alternative Services.

Written consent from client, family or advocate must be obtained prior to the transfer of any client information. As per the service user contract the placement may be held open for three months. The client has one option available to them for this three-month period: Placement is not held open. If the client leaves and re-enters the service, the existing service user contract is amended where necessary or a new contract is completed.

### **CIRCUMSTANCES WHERE AXESS ABILITY MAY REQUEST THAT A CLIENT LEAVES THE SERVICE**

Axess Ability may request that a client leaves the service in the following circumstances:

- The terms of the Service Agreement have been repeatedly breached.
- Repeated and documented attempts to change a client's inappropriate behaviour are unsuccessful.
- The client's behaviour creates risk of serious physical, mental or sexual abuse or is significantly detrimental to the quality of life and daily routine of other clients in the Service.
- Variations to the contract with the funding body precipitate changes to Axess Ability client base.
- The level of ongoing support required by the client increases beyond that which the Service currently provides and attempts to secure additional resources have been unsuccessful.
- The client no longer satisfies eligibility and / or entry selection criteria as set out in Service Entry Policy in this Manual.
- Significant changes in the health, behaviour, or functional skills of the client prevent the Service meeting the client's ongoing needs.
- A more appropriate or less restrictive alternative service is considered necessary in the best interests of the client.

### **PROCEDURE WHERE AXESS ABILITY REQUESTS THAT A CLIENT LEAVES THE SERVICE**

If any of the above circumstances occur: The incident or circumstances must be documented and raised with the Partner's.

After analysis and investigation, the Partner's shall make a report about the incident / circumstances and follow-up to their satisfaction that all avenues have been explored i.e., independent third person etc that the client leaves the service. The Partner's shall inform the client and their person responsible that the placement is at risk. At this time the appropriate funding body shall be notified and advice on suitable intervention sought. A management meeting shall be called, and the parties shall decide on a suitable Action Plan / Intervention Strategy. This Action Plan / Intervention Strategy shall include an agreed timeframe and shall constitute a first warning or notice. The Partner's shall ensure that all reasonable steps for appropriate intervention strategies and counselling are implemented.

If there is no significant improvement in circumstances, another Management meeting shall be called and a second warning issued, together with notification that further breaches within the timeframe stated shall lead to suspension or termination. At this time the appropriate funding body shall be notified and updated on the current situation and further advice on suitable intervention sought.

Where repeated incidents of inappropriate behaviour have continued and documented Intervention Strategies have failed with two previous warnings being issued, the Partner's shall make recommendations for exit or suspension of the client.

If the client is asked to leave the Service, Axxess Ability will support him/her to find a more appropriate service.

Axxess Ability provides written reasons for a decision to ask a client to leave the service.

In special circumstances of genuine financial difficulty where the client is unable to meet the Axxess Ability fees this matter shall be referred to the Partner's.

Where a decision is deemed unfair, an appeal may be made through the Complaints Policy and Procedure by the client / advocate.

**EXCEPTIONAL CIRCUMSTANCES** There may be extreme circumstances in which immediate suspension of a client is considered necessary. These may include:

- i) Violent physical abuse.
- ii) Sexual assault.
- iii) any behaviour which places clients or staff at serious risk.

Immediate informing of emergency services e.g., police, ambulance. Partner's to be notified as soon as possible. Partners to arrange for family / guardian / advocate or significant others i.e., Police/Ambulance to attend the Service as soon as possible to support the client during investigation process.

Documentation of incident at the earliest opportunity by staff / client involved and / or witnesses.

Partners to notify N.D.I.S and confirm appropriate action steps.

The Partner's shall decide if immediate suspension is required.

If immediate suspension occurs, the Partners will review the ongoing support needs of the client, and to determine the most appropriate plan of action.

## REFERENCES

Forms	EE0003Access Waiting List EE0004Referral Form Entry/Exit
References & Work Instructions	Exit Flowchart at Axess Ability Request Exit Flowchart at Client Request
Relevant Policies	EE0001Service Entry Policy & Procedures EE0005Request For Service & Referrals Policy
Relevant Standards	Access and Engagement National Disability Insurance Scheme Act 2013 NDIS Provider registration and practice standards rules 2018 NDIS Quality Indicators Guidelines 2018  QIP Standards:
Contact Person	Nigel Head (Owner/Partner) – 0481056715 Michelle Scarlett (Owner/Partner) – 0481066538

## APPROVAL AND REVISION HISTORY

FORM No	Approved/Amended/Rescinded	Date	Name	Position
EE0002	Approved	25/10/17	Keith Rose	Committee President
EE0002	Amended	10/11/21	Nigel Head	Partner