

## 31. Transition or Exit Policy and Procedure

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### Purpose

Australian Quality Care's Transition or 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 transition to, or exit from, services.

### Scope

This policy applies to all participants receiving supports and services from Australian Quality Care. The purpose of this policy is to define a transition or exit process for participants, family and advocate/s, where applicable. The policy provides direction for Australian Quality Care's Staff when considering the exit of a participant from the organisation or working with other providers during the transition to the organisation.

### Policy

Australian Quality Care is committed to providing participants with information and support through the process of transition into, or exiting from, the organisation's services:

- All participants are provided with the necessary information and explanation in the appropriate communication formats concerning their transition into, or exit from, the service.
- Participants are provided with information and support through the process of transition into, or exit from, the organisation's service.
- Participant transition strategies and exit planning will be documented in the participant support plan where required
- The participant entry and exit process for programs are transparent; the organisation adopts fair and non-discriminatory practices when a participant chooses or is required to leave the service.
- To collaborate with other providers for a planned transition to, or from, our service.
- Staff must document, communicate and effectively manage transitions and exits to benefit participants.
- With each transition, risk assessments are to be undertaken, documented and acknowledged.
- Australian Quality Care delegated Staff member/s must identify processes for the participant and ensure application and review.

- Australian Quality Care will record the following information:
  - If a participant's goals have been met
  - If a participant chooses to leave or cease the services
  - If a participant wishes to transfer to another service provider
  - If the participant moves location and cannot access the service
  - If the participant no longer is eligible for services.

## Definition

Terminology	Definition
<b>Transition</b>	Is preparing for and supporting the participant to enter or exit the service or referral from another service or to another service or program where appropriate.
<b>Exit (or discharge)</b>	Is the process through which participants transition out of the services of Australian Quality Care. The exit process occurs when the participant has reached their goals outlined in the participants support plan. For some participants there may be a period of transition to exit or some form of continuing care.

## Procedure

Australian Quality Care will implement a collaborative approach when undertaking all decision-making processing, regarding transition and exit, to allow for an informed approach. This approach must be recorded in the support plan and include the:

- Reasons for the transition
- Details of the provider transitioning to/from
- Outline of collaborative communication
- Summary of communication methods and details of information provided to relevant parties
- Feedback received from participant, family, advocates and stakeholders
- Transition time frames
- Transition process incorporating details of the process, application and communication process relevant to the participant
- Identification of risks to the participant and risk management strategies

- Review of the process and adjustments made, as required.

All participants must be advised how and when a process of transition or exit can occur at the time of development of their Service Agreement and Support Plan.



## Service agreement

As per the Service Agreement, a minimum notice of no less than fourteen (14) days, or a more extended period, is required to enable the participant, family and advocate or Australian Quality Care to have adequate time to nominate an alternative registered provider to deliver support services.

Australian Quality Care will give notice of intent to withdraw/terminate services to a participant as per their Service Agreement, which states no less than fourteen (14) days' notice, or longer, as required.

## Transition or exit plan

- A transition or exit plan will be developed at the time of entry to the service.
- The transition or exit plan is discussed during the participant's reviews.
- The participant will be informed of any risks involved with transitioning into, or exiting from, the service.
- The plan will include a seamless time frame, offer flexibility and provide reliable support from the other service provider.

- The plan will support participants to transition into our service, exit to other services or cease services, as required.

## Interviews

An entry interview is part of the transition plan; participants wishing to make a complaint regarding their transition into the service will be provided with details on the complaint process.

An exit interview is part of the exit plan; participants wishing to make a complaint regarding their exit will be provided with details on the complaint process.

## Risks

Risks associated with the transition or exit process are identified during the planning stage, documented in the participant's plan and responded to immediately. This risk assessment will be held in the support plan.

Australian Quality Care will aim to minimise the impact of change that is occurring for the participant by creating a transition support schedule that meets the participant's goals, needs and requirements appropriately.

## Related Documents

- Code of Ethics and Conduct Form
- Complaints and Feedback Form
- Participant Support Plan
- Service Agreement

## References

- [NDIS Act 2013](#)
- [NDIS Practice Standards and Quality Indicators 2020 – Version 3](#)
- [Privacy Act 1988](#)