

# Customer transition or exit from the service policy and procedure

## Purpose and Scope

Access4u is committed to providing customers with information and support through the process of transition or exit from the organisation's services.

Access4u will ensure:

- all customers are provided with the necessary information and explanation in appropriate communication formats in relation to their transition/ exit from the service
- customers are provided with information and support through the process of transition or exit from the organisation's services/ program.
- customer transition strategies and exit planning will be documented in the customer's individual service plan.
- the customer exit process for programs is clear and that the organisation adopts fair and non-discriminatory processes when a customer chooses to or is required to leave the service.

## Responsibilities and delegations

This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	<p><b>The Board</b> – Responsible for ensuring effective governance mechanisms are in place.</p> <p><b>The CEO and Managers</b> – Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations. Ensure objectives of the policy are achieved.</p> <p><b>Staff</b> – Responsible for adherence to this and related policies, procedures and forms that support this policy.</p>
Policy approval	CEO

## Policy context – this policy relates to:

Standards	National Disability Insurance Scheme Quality and Safety Framework
Legislation	<p>National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018</p> <p>National Disability Insurance Scheme Act 2013</p> <p>Disability Discrimination Act (DDA) 1992</p> <p>The Disability Services Act SA 1993</p> <p>The Disability Act 2006</p>
Contractual obligations	NDIS Code of Conduct
Organisation policies and procedures	<p><a href="#">A4U Policy and procedure Support Coordination</a></p> <p><a href="#">A4u Policy Participants Feedback and Complaints Management</a></p> <p><a href="#">A4u Policy Code Of Ethics and Conduct</a></p> <p><a href="#">A4u Policy Privacy and Confidentiality</a></p> <p><a href="#">A4U Policy Access to Services</a></p>
Forms, record keeping, other documents	<a href="#">Template Client Exit Survey</a>

## Definitions

**Transition** is preparing for and supporting the customer to exit the service or referral to another service or program where appropriate.

**Exit** (or discharge) is the process through which customers transition out of the services/programs of Access4u. The exit process generally occurs when the customer has reached their goals outlined in the customer individual service plan. For some customers there may be a period of transition to exit or some form of continuing care.

The circumstances which will lead to an exit from a service provided by Access4u include: customer goals have been met; customer chooses to leave; or cease the services; or customer wishes to transfer to another service provider; or the customer is no longer eligible for services.

When a customer exits from the service any necessary continuing care to enable handover will be provided.

## Procedure

Access4u will:

- ensure that staff explain to all customers at the time of the development of their individual service plan how and when the process of transition and exit will occur
- ensure that the issue of transition and exit is discussed in customer service reviews
- ensure that transition and exit is timely, seamless and offers flexible and reliable support linked to other services.
- support customers to transition to other services or cease services as needed
- employ service planning and management staff that have the necessary skills and experience to undertake the role and provide them with regular structured supervision and staff development
- Give the customer / nominee the opportunity to provide feedback on Access4u's services.

## Developing a transition or exit plan

The transition/exit process should be included in a customer's service plan. The plan should include the key steps for the customer's transition/exit from the service or program care e.g. customer achieving their own goals

The Support Coordinator or key worker will undertake regular monitoring of the customer's progress against customer goals, using the following strategies:

- feedback from allied health professionals and community workers,
- feedback from other services,
- customer conferences and
- the customer themselves.

## Support

Support strategies to assist and enable customers to be actively involved in the process of transition and exit, include specific assistance to customers who may experience cultural or language barriers, using accredited interpreters where required, or involvement of a larger group of extended family members identified by the customer.

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Access4u staff involved in customer transition and exit processes will be provided with on-going support and professional development to assist them to undertake their duties effectively.

## Support options

As a customer nears transition/ exit the Support Coordinator/ Disability Service Manager will ensure there are discussions with them about options for support following transition or exit or if appropriate the ability to again access the services of Access4u.

In determining the most appropriate support options with the customer Access4u will consider cultural and language requirements, existing family and carer support, whether the person is of Aboriginal or Torres Strait Island background, the person's mental health, the age of the customer, current risks to customer.

## Involving other professionals

Other professionals will be involved in the transition process for customers with complex care needs or a mental health issue. A registered nurse/ psychologist / or allied health professionals who have been working with the customer will have input into the transition plan.

Client consent will be sought prior to involving any other professionals in the development of a transition or exit plan.

## Exit and transition

Prior to a customer transitioning or exiting a service of Access4u an exit review will be conducted to ensure all appropriate formal and informal supports are in place.