

Adelaide Quality Care

Policy 3

Participant Transition or Exit Policy

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Participant Transition or Exit Policy

PURPOSE AND SCOPE

Adelaide Quality Care's Transition or Exit policy complies with the National Disability Insurance Scheme Act 2013 which promotes access, inclusion and choice for people with disability.

This policy applies to all participants receiving supports and services from Adelaide Quality Care. The purpose of this policy is to define a Transition or Exit process for participants, his or her nominee (where applicable). The policy provides direction for Adelaide Quality Care's staff when considering the exit of a participant from the organisation.

POLICY

Adelaide Quality Care is committed to providing participants with information and support through the process of transition or exit from the organisation's services.

- All participants are provided with the necessary information and explanation inappropriate communication formats in relation to their transition or exit from the service.
- Participants are provided with information and support through the process of transition or exit from the organisation's service.
- Participant transition strategies and exit planning will be documented in the participant's service agreement and support plan.
- The participant exit process for programs is clear and the organisation adopts fair and non- discriminatory processes when a participant chooses to or is required to leave the service.

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

PROCEDURE

Adelaide Quality Care will;

- Undertake a collaborative approach when undertaking all decision-making processing regarding transition and exit to allow for an informed approach.
- Ensure it is explained to all participants at the time of development of their individual service agreement and support plan, how and when a process of transition or exit will occur.
- A transition or exit plan will be developed at the time of entry to the service.
- As per the Service Agreement, a minimum notice of no less than 14 days or a longer period, as is adequate to enable the participant, his or her nominee, or Adelaide Quality Care, to nominate an alternative Registered Provider to deliver those support services.
- Ensure the issue of Transition or Exit is discussed in participant service reviews.
- Ensure that the participant is aware of any risks involved with transitioning or exit the service
- Ensure that Transition or Exit is timely, seamless and offers flexible and reliable support linked to other services.
- Support participants to transition to other services or cease services as needed.
- Adelaide Quality Care will give notice of intent to withdraw/terminate services to a participant in accordance with the Service Agreement which states no less than 14 days' notice or longer as required.
- 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 process of complaint.
- Once a participant has accepted a support Transition, Adelaide Quality Care, will aim to minimise the impact of change that is occurring for the participant and to create a support schedule that meets the participant's goals, needs and requirements in a person-centred way.

RELATED DOCUMENTS

- Service Agreement
- Participant Support Plan
- Progress Notes

- Compliments and Complaint/Feedback Form
- Code of Conduct policy

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018
- Privacy and Confidentiality Act (1988)
- NSW Anti-Discrimination Act