

PoI_128	<h2 style="margin: 0;">Access to and Transition or Exit of Services</h2>
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Life Choice is committed to delivering services and activities that respond to the needs and strengths of our participants, their families and their communities.

We want those who seek to use our service to be confident that their needs and issues have been understood, and that decisions we make about the allocation of our resources are consistent and fair.

Life Choice will work within its available resources while endeavouring to optimise access for people to services and activities.

Life Choice is committed to maximising access to the organisation’s services for everyone within our agreed target participant group and to ensuring equity of access across eligible service users.

This policy will also define the process required to assist and support participants to transition to, or exit from, services.

<b>Record of policy development</b>		
Version	Date approved	Date for review
2020/2	August 2022	August 2024

<b>Responsibilities and delegations</b>	
This policy applies to	All staff and participants receiving supports and services from Life Choice
Policy approval	Quality & Risk Committee

<b>Policy context</b> – this policy relates to:	
Standards	<ul style="list-style-type: none"> <li>• <a href="#"><u>NDIS Practice Standards and Quality Indicators 2018</u></a></li> </ul>
Legislation	<ul style="list-style-type: none"> <li>• <a href="#"><u>NDIS Scheme Act 2013</u></a></li> <li>• <a href="#"><u>Privacy and Confidentiality Act (1988)</u></a> <ul style="list-style-type: none"> <li>• <a href="#"><u>Disability Inclusion Act and Regulations 2014</u></a></li> </ul> </li> <li>• <a href="#"><u>Equal Opportunity Act 2010</u></a> <ul style="list-style-type: none"> <li>• <a href="#"><u>Privacy Act</u></a></li> </ul> </li> <li>• <a href="#"><u>Work Health and Safety Act 2011</u></a></li> </ul>
References	<a href="#"><u>National Disability Services</u></a> <a href="#"><u>National Disability Insurance Scheme</u></a> <a href="#"><u>Yooralla</u></a>

	<u>Qcross</u>
Organisation policies	Risk Management Policy Code of Ethics and Conduct Policy Complaints Management Service Agreement with Participants Policy Service Information policy
Forms, record keeping, other documents	<ul style="list-style-type: none"> <li>• Complaints and Feedback Form</li> <li>• Participant Service Plan Audit</li> <li>• Participant Support Plan</li> <li>• Service Agreement</li> </ul> Life Choice risk assessments Easy Read documents Participant Intake Form

**Definitions:**

**Transition**

- 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.

**Exit**

- Is the process through which participant transitions out of the services of Life Choice. 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.

**Procedures**

Access to our services is based on a non-discriminatory, inclusive basis, and with consideration to the best interests and human rights of people seeking services. Life Choice does not discriminate based on sex, gender identity, age, race, sexuality, religion, ability, or other identifiers.

Eligibility criteria for our NDIS services requires the participant to currently hold an NDIS plan that lists access to our registration groups. Life Choice will inform the participant of the eligibility criteria to access our support services and associated costs for each service.

Life Choice will determine if the participant requires our Easy Read documents which outlines details on the participant's rights, their voice in the development of their service agreement, how to make a complaint and how we will maintain their privacy. An interpreter will be provided if required by the participant.

Assessment will be undertaken to ensure that our organisation can supply the participant's services in the manner that the participant requires.

**Assessment principles**

The assessment process promotes independence, including the following principles:

- Determining the participant's abilities and difficulties

- Setting expectations to create a balance between the participant's abilities and their need for support
- Acknowledgement of the participant's support needs and their ability to foster independence and goals in the Service Agreement.

Assessment tools used are validated or considered 'best practice'. The assessor understands and applies the principles of flexibility, validity and relevance to the assessment process.

### **Undertaking assessments**

Assessment interview time is negotiated with the participant, family and advocate. The designated staff members are to:

- Invite the participant's representative/advocate to be present, if required or desired
- Identify any special needs, e.g. provision of an interpreter or information in the participant's first language will be sourced
- Provide the Easy Read documents, if required

During the assessment process, Staff will inform the participant of their rights and responsibilities regarding:

- Collection and use of personal information
- Privacy and confidentiality considerations
- Opt-out options from data collection
- Complaints and feedback process
- Advocacy options
- Information-sharing requirements of the organisation.

The assessment is designed to address the participant's health, privacy, dignity, quality of life and independence needs. Information is recorded in the participant's records for future reflection.

### **Recording assessment information**

The assessment is documented in a participant's file and in the participant's management system. The interview and write-up times must be recorded against the participant in the management system.

### **Referrals and Access**

Life Choice recognises that some people may experience barriers when accessing or trying to access our services. We plan our services, activities, facilities and premises to maximise physical and cultural accessibility for our participants.

We promote our organisation by producing information in a range of formats suitable for our target group. We distribute and present this information widely in ways and places that will reach those most in need of our service. (e.g. website, leaflets and local networks)

We also have the following in place to support reducing barriers:

- easy read documents and interpreter services to assist with communication
- seek advice from relevant community groups or members
- consult with service users and/or their advocates, other agencies and staff in safe and accessible locations
- review relevant literature and practice experience
- compare the profile of service users with local population data and past service records on an annual basis to identify and groups who are underrepresented

Referrals to our organisation are to be sent to the NDIS Coordinator for processing.

Provided appropriate consent is obtained (if required), we will work with other organisations to support participants accessing our services, such as if they are transitioning from another service to ours, or liaising with the department.

Certain participant groups are excluded from our service.

- Exclusions are negotiated with the department, or other funding bodies.
- Participants are ineligible for a service if they do not meet our eligibility criteria or they are excluded from our service.
- Potential participants who are deemed to be ineligible for a service can appeal this decision.
- People who are ineligible for a service with our organisation will be assisted to gain access to a more appropriate service.

If we are unable to provide services to a person, due to ineligibility or capacity, we will refer them to another appropriate service.

### **Ensuring physical and cultural access**

Life Choice will ensure the following:

- our premises are easily located and easily accessible by car or public transport
- our premises and facilities are physically accessible to people with limited mobility or disability
- our opening hours provide access to the full range of service users
- our services are provided in as flexible manner as possible to meet the needs of individuals
- we maintain effective messaging systems for service users to contact the organisation
- participant/visitor areas are kept clean, comfortable and welcoming
- The cultural and language needs of people within the target group/s are identified and accommodated
- Interpreters are available for any person requiring this assistance

### **Monitoring access strategies**

- The Leadership Team will be responsible for reviewing the effectiveness of physical and cultural access strategies as part of annual service evaluations.

## Transition or Exit plan

Life Choice 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 support and the necessary information and explanation in the appropriate communication formats concerning their transition into, or exit from, the service.
- 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.
- Participant transition strategies and exit planning will be documented in the participants file.
- 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.
- Life Choice delegated staff member/s must identify processes for the participant and ensure application and review.

Life Choice 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.

Life Choice 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.

- Risks associated with the transition or exit process are identified during the planning stage, documented in the participant's plan and responded to immediately.
- 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.

## Service Exit

Life Choice 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.

## Withdrawal of services

Life Choice will not withdraw or deny supports based solely on the dignity of risk made by the participant. Our organisation may withdraw supports if:

- The participant fails to do what is required of them, under the terms of their service agreement
- The participant fails to comply with the policies and procedures of Life Choice
- The participant fails to communicate and provide information about changes to support needs.
- Workplace health and safety considerations are ignored
- Communication has broken down between the Life Choice and the participant, family or advocate
- Payment for support or expenses has not been received as per the Service Agreement.

Under the National Disability Insurance Scheme Terms of Business for Registered Providers, withdrawal or termination of services must be no less than fourteen (14) days.

Life Choice will, on request and as appropriate to our services, assist people exiting our services to move to services where their current needs will be best met. We will actively work with other organisations or services to achieve meeting the needs of participants, such as to assist them to transition to another service, or working with the department.

Upon termination of the service agreement, by either party, Life Choice will take steps to ensure:

- Cancellation of the service has been reported to the National Disability Insurance Agency
- Services that have been provided under the terms of the service agreement have been claimed
- Alternative support solutions are in place for the safety and wellbeing of the participant.

## Complaints and Appeals

If a participant has a general complaint about our service access or exit process, refer to our Complaints and Feedback Management policy.

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*End of document*

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