TRANSISTION OR EXIT

POLICY AND PROCEDURE

POLICY

A formal transition policy and procedure is developed to ensure safety, dignity, continuity of care, and legal compliance when transferring support services.

Key Elements:

- Complies with NDIS Quality and Safeguards Commission standards  
- Includes child-safe practices  
- Respects the rights of the participant and their family  
- Clear definition of temporary vs. permanent transition

PROCEDURE

A step-by-step action plan is followed when a transition is required.

* A. Trigger Events for Transition

- Participant/family request  
- Change in support needs or location  
- Risk issues or complaints  
- Temporary emergency (e.g. family crisis or safety concern)  
- Capacity issues or exit of current provider

* B. Pre-Transition Planning

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| Action | Responsibility | Notes |
| Confirm reason for transition | Key Worker/Coordinator | Get written confirmation from family or guardian |
| Assess participant’s current needs | Coordinator/family | Include health, behavior, cultural needs |
| Communicate with receiving provider | Bestlife Manager/ Coordinator | Must be NDIS registered and child-safe compliant |
| Create Transition Plan | Manager/Family or Coordinator | Include timeline, services to be transferred, support people |
| Risk Assessment | Manager | Especially for temporary transitions |

* C. During Transition

|  |  |  |
| --- | --- | --- |
| Action | Responsibility | Notes |
| Transfer records with consent | Bestlife Administration | Consent form signed by guardian |
| Provide handover documentation | Support Team Lead | Include reports, care plan, incident history |
| Engage child and family in the process | Support Worker / Child Advocate | Ensure child is informed appropriately |
| Monitor child’s emotional well-being | Psychologist / Caseworker | Temporary transitions may need extra monitoring |

* D. Post-Transition Follow-up

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| Action | Responsibility | Notes |
| Confirm service commencement | Bestlife Administration | Verify start date and services with new provider |
| Check in with family (2-week & 4-week follow-up) | Coordinator / Key Worker | Document concerns and adjust plan if needed |
| Log outcome in participant’s file | Bestlife Administration | Record process, decisions, and any incidents |

REVIEW

A yearly review of transition cases is conducted to improve processes and identify service gaps.  
  
Review Includes:  
- Debrief with staff involved in transition  
- Feedback from families and receiving provider  
- Identification of risks or communication issues  
- Action plan for process improvements

Tool Used:

COMMUNICATED

Policies and procedures are clearly communicated to all stakeholders.

* A. Internal Communication

- Staff are trained in transition procedures   
- Updates shared in team meetings   
- Quick-access guides stored on company website

* B. Family & Participant Communication

- Family given a Transition Information Sheet  
- Participant supported with child-friendly explanation  
- Consent forms and timelines explained clearly  
- Opportunity to ask questions and provide input

Special Notes for Temporary Transitions

- Reinstatement to original provider should be part of the transition plan  
- Temporary provider receives abbreviated support plan but full risk alerts  
- Regular check-ins during temporary care  
- A re-evaluation is conducted before returning to the original provider

Approvals:

|  |  |
| --- | --- |
| Prepared by: | Date: |
| Reviewed by: | Date: |
| Approved by: | Date: |