

26. Service Transition and Exit Policy and Procedure

Purpose

The purpose of this policy is to clarify the service exit process for Quality SC participants and families, and staff. Quality SC's Participant Transition and Exit Policy and Procedure complies with the National Disability Insurance Scheme Act 2013 and updates to the Act, which promote access, inclusion and choice for people with disabilities. Participants may exit from Quality SC of their own choice or under certain circumstances by the decision of Quality SC. Should a participant leave Quality SC services, the aim is to offer the participant a safe, planned and coordinated transition onto a new provider. Quality SC recognises we will not be able to meet the needs of all people. If we are unable to offer a service to a potential participant, we will offer information and provide referral advice (where possible) regarding other services that might be able to assist them.

Scope

This policy applies to all existing and potential Quality SC participants and their family members/carers.

Policy and Procedure

Service Exit

When a participant leaves Quality SC, regardless of the reason, Quality SC can assist them and their family (and/or other supports) to find alternative support coordination assistance by providing information and/or facilitating referral to an alternate service provider.

A planned transition to a new provider is facilitated in collaboration with the participant when possible, and this is documented, communicated, and effectively managed. The participant/family will also be provided with an opportunity to provide feedback on services and supports required to transition out to other services. This feedback will form part of Quality SC's commitment to continuous improvements of its processes and procedures.

Quality SC Initiated Exit

Should a participant/family or any of their support network seriously breach the safety or have ongoing lack of respect of Quality SC employees or is deemed unsuitable for providing services then a referral to another provider can be offered. In some instances, Quality SC will offer a short-term service of Support Coordination to specifically assist an NDIS participant to be discharged from hospital to new accommodation.

If an unplanned exit from Quality SC occurs, then the participant will be -

- Advised in writing regarding the intent to withdraw/terminate services
- Provided with the reason(s) for exit; and
- Notified of the date at which services will cease.
- Be advised of when remaining support coordination funding will be available to a new provider.

The participant is entitled to use the Quality SC Complaints procedure.

Exit Plan

- As per the Service Agreement, a usual notice period of 7 days is expected, but this can be shortened at the request of either party.
- Quality SC will allow the participant/family/guardian/advocate or Quality SC to have adequate time to nominate an alternate support coordination provider.
- Will offer flexibility and provide reliable support, where possible, until the participant transitions to the new service provider
- Inform the Participant/family or their nominated person of any risks associated with moving services.
- Report any inherent risks of not receiving critical services to the NDIS as appropriate.

Dormant/Inactive Participants :

In the unlikely instance where a participant/family has not accessed our services for over six months, despite best efforts by Quality SC to reach out to them for services, then the steps mentioned above will be followed in a Quality SC initiated exit. The participants LAC or NDIS planner will also be advised.

Related Documents

- Complaints Procedure
- Quality SC Service Agreement

References

- NDIS Scheme Act 2013
- Privacy and Confidentiality Act (1988)

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