



TRANSITION AND SERVICE EXIT

Policy Code: 1124	TRANSITION AND SERVICE EXIT
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POLICY PURPOSE AND SCOPE

The purpose of the policy is to guide staff in the way in which they manage a participant's exit, entry or cyclic exit and entry when associated with health or medical issues.

This policy applies to all participants receiving supports and all staff supporting or facilitating the processes within this policy.

Definitions

Word	Definition
Entry	Entry to a service, is the time at which a 'participant' first starts the formal engagement with a service provider.
Exit	Exit (or discharge) is the process through which participants transition out of a service. Depending on the circumstances, the exit process may occur when the participant has reached their goals outlined in the participant individual service plan. Other participants may require ongoing services and may wish to stay with one provider or move around.
Transition	For some participants there may be a period of transition to exit or some form of continuing care.

POLICY

CASS Disability Services is committed to providing participants with information and support throughout any transition, for example:

- Entering the service
- Exiting the service
- Re-entering the service.

NDIS participants may move around until they find the right fit for themselves. Even once a participant finds a 'right fit', small or large changes may take place and the participant could decide to move again.



In the spirit of choice and control, it is a participant's right to move where they choose. However, this does leave a provider at times with a responsibility to ensure that:

- We do our best to ensure that the new provider has all of the key information they will need to be able to continue services for the participant;
- We do our best to ensure, as the NEW provider, that we are doing our best as a provider to preserve continuity of care during the exit, entry or transition;
- Maintaining excellent customer service through-out the entire process; and
- Ensuring a non-discriminatory process is upheld throughout the exit or transition process.

Case Example:

Hunter Supports was providing support coordination and support work for John Smith. John's Aunty who is an experienced NDIS auditor and veteran in the social and health services sector was not impressed with the way her nephews supports and NDIS money were being managed. In her view there were no support records on file, she was not able to see any progress against goals and in 18 months it seemed like the support work was more of a baby-sitting service than a skill building (as per the goals) opportunity for her nephew.

*John's Aunty ended the agreement and found another support coordination to manage the supports for John. John's Aunty requested Hunter Supports provide a transition plan (as she was aware the organisation had a transition template as she had supplied this template to the service some 1 year ago.) Hunter Supports refused and sent multiple emails, with multiple pieces of information. Much of the content in the emails was confusing and not on point. **(This is often the case when a provider is offended by a participant's decision to end the service).***

John's Aunty was annoyed as Hunter Supports had spent all the support coordination budget except for just enough for a plan review. But that plan review was not due for 5 months.

The impact of being refused a Transition Plan was:

- A new support coordinator had to read multiple confusing emails, speak at length to the family and use funding from a support plan that had limited funds. In fact, John's Aunty had to pay out of her own pocket as almost half of the remaining plan funds in support coordination were spent by Hunter Supports writing multiple emails and arguing with John's Aunty about sending a transition plan.
- So much more effort was required by all parties except from the Exiting provider who chose to breach the practice standard.
- Subsequently, John's Aunty made a complaint about Hunter Supports, to the NDIS Commission.

Note: A transition plan is the right of every participant Entering or Exiting from a service and it is a risk strategy to ensure that all the needed information is transferred in 1 document not multiple hard to read and nonsensical emails.



PROCEDURE

Transition Plan – Exiting our service

When a participant is terminating our services the Coordinator (or their delegate) will:

- Complete a Termination Acknowledgement Form.
- Where a risk is noted within the Participant Transition Plan a CASS Disability Services staff member (Coordinator or management) will also complete a Participant Risk Management Strategy/Plan.

Transition Plan – Entering our service from another NDIS Provider

When a participant is entering as a transfer from another provider, the Coordinator (or their delegate) will:

- Make contact with the Exiting provider and request a transition plan.
- Where a risk is noted within the Participant Transition Plan a CASS Disability Services staff member (Coordinator or management) will also complete a Participant Risk Management Strategy/Plan.

Note: If the provider refuses to provide a transition plan, (insert organisation name) will attempt to create one by speaking over the phone with representative from the Exiting service provider.

Temporary Transitions – Hospital / Rehabilitation / Respite

Transition planning is not just for people leaving a service permanently. It is very important to create a transition plan for anyone with complex needs, risks, health concerns or where there are no family or friends to support the person.

Note:

- *Transitioning from one service to another can be the catalyst for deterioration in their condition whether that be physical, psychiatric or spiritual in nature.*
- *All actions must be recorded in the participant's file.*

Risk Management

The elements CASS Disability Services will be aware of during a participant exit or transition are:

- That risks are managed appropriately to ensure that no harm will come to the participant throughout the exit or transition process;
- That collaboration with new service providers and any relevant stakeholders, is undertaken where the participant gives their consent to do so; and
- That the participant and family or carer understand the process.

Collaboration

Where collaboration with external providers occurs, a record must be created and stored in the participant file.



Monitoring of participant transitions

- The effective management of a participant transition will be monitored by the Senior Executive Officer / Executive Officer (or their delegate) to ensure each consenting participant has a plan in place.
- The only exception will be where the participant has refused to have a transition plan put in place.

Withdrawing services

On an occasion where CASS Disability Services is withdrawing services, CASS Disability Services will give notice of intent to withdraw/terminate services to a participant in accordance with the CASS Disability Services Service Agreement.

Customer feedback

- At the completion of the exit or transition process, a participant will be sent a feedback form. The information and will be reviewed by the Senior Executive Officer / Executive Officer (or their delegate) in line with the Compliments and Complaints Policy.
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Documents related to this policy	
Related Policies	<ul style="list-style-type: none"> • Compliments and Complaints Policy • Participant Risk Management
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> • Termination Acknowledge Form • Complaint or Feedback Form (Complaint & Registration/Complaint Report Form) • Participant Transition Plan

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	1 June 2014	HAS & DS Committee	31 May 2017
Version 2	29 May 2017	HAS & DS Committee	28 May 2020
Version 3	November 2020	HAS & DS Committee	November 2023