

**Transition or Exit Policy and Procedure**

**Purpose**

This policy and procedure complies with the NDIS Act 2013 which promotes access, inclusion, and choice for people with disabilities. This policy defines the processes required to assist and support participants to transition to or exit from the organisations services.

**Scope**

This applies to all CAPS participants.

**Policy**

CAPS aims to provide participants with all the support and information they will need in their transition to or exit from CAPS services, such as:

* Providing participants with information in formats that are appropriates for their communication needs
* Providing information and support throughout the entire process
* Documenting plans and strategies in the participants support plan and services agreement
* Providing full transparency
* Providing fair and non-discriminatory practices when a participant exits the service
* Collaboration with the other involved providers
* Ensuring that staff document and manage transitions and exits with full communication and in the interest of the participant
* Completing risk assessments for transitions
* Ensure that all staff are aware of their duties in the participant’s transition
* Keep records that shows if the participant has:
	+ Met their goals
	+ Chosen to leave the services
	+ Transferred or wishes to transfer to another provider
	+ Moved location and cannot access the services
	+ Is no longer eligible for the services

**Definitions**

Transition: Preparing for and supporting the participant to enter or exit the service or referral from another service or to another services or program where appropriate.

Exit: The process through which participants transition out of services. The exit process occurs when the participant no longer requires the services. Some participants may need a period of transition to exit or some form of continuing care.

**Procedure**

CAPS will work in collaboration with all parties throughout the transition or exit process to allow for an informed approach. Information will be recorded in the participants support plan and will include:

* 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

Participants will be informed of how the process will happen and when it will occur.

Service Agreement

As stated in the Service Agreement, a minimum notice of 14 days is required in the agreement is being exited.

CAPS will provide no less than 14 days’ notice of intent to withdraw/terminate services, as per the Service Agreement.

Transition or exit process

Intake:

* Risk assessment completed
* Risks or staying with or leaving services are outlined

Withdrawal:

* Review of support plan and services
* Explain the potential risks of leaving or staying to the participant
* Contact new provider

Communication plan

* Develop a communication plan with the new provider
* Discuss transition strategies

Transition

* Communicate with the participant and inform them of the process
* Implement strategies for transition

Transition or exit plan

* A plan is developed when the participant has entered the service
* The plan is discussed during participants reviews
* Participant is to be fully informed of the risks involved with the transition or exit
* The plan will include time frames, offer flexibility, and provide reliable support in collaboration with the other service provider
* The plan will support with participant as much as possible

Interviews

An entry interview will take place so that the participant is able to discuss any aspect of the service of the transition that they wish to. If a participant wishes to make a complaint about the transition then they will be provided with the appropriate documentation.

An exit interview occurs to allow the participant to discuss any issues they had with the service, questions or requests regarding their exit plan, or anything else regarding their services. If the participant wishes to make a complaint, they will be provided with the appropriate documentation.

Risks

Risks will be identified in the planning stage of the process and will be documented in the participants plan and responded to efficiently. Risk assessments will be documented in the participants support plan.

The impact of changes effecting the participants will be minimized. This will be done by creating a support schedule and support plan that meet the participant’s goals, needs and requirements.