



Entry and Exit Policies & Procedures

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ENTRY & EXIT

Scope

When

- Applies when client enquire about our services, enter into a service agreement, or exit from our services.

Who

- Applies to all employees including key management personnel, full time employees, part time employees, casual employees, contractors, and volunteers

Purpose

This policy aims to remove barriers that clients may face trying to access our services and provides guidance on handling client entries and exits from our services. This policy helps:

- Promote consistent practices
- Allow for the diverse and individual needs of clients
- Consider the safety and well-being of clients
- Consider the health and safety of our employees

Our services are available to people with disability who are eligible for the NDIS. When a client requests access to our services, this starts the entry process. During entry, clients are informally assessed. This can vary between clients but generally this is where 123 Support Services consider client needs, abilities, goals, risks, any previous or current supports, and their level of funding. This process must be done in a manner which is fair, consistent, and transparent. Following the assessment, a decision is made on whether to provide the client access to supports. When clients leave our services, this is referred to as exiting and can happen for a number of reasons such as:

- If they relocate to an area outside our area of service delivery
- When our support schedule and service is no longer able to meet the clients' needs or assist in achieving chosen goals
- If they transfer to another service provider
- If there is a lack of available resources or funding
- In the event of the death of a client using our services
- If the client is unwilling to meet the reasonable conditions required in their support plan affecting the safe delivery of services and the health and safety of the staff
- If there are changes in the client's condition resulting in support needs above what 123 Support Services can deliver
- If the client and/or family member/carer engages in behaviour which is unacceptable towards us, such as violence, abuse, aggression, theft, or property damage
- If there is continued non-payment of service delivery fees incurred from supports and services provided

Our commitment to ensure service accessibility

- Non-discriminatory access for all clients enquiring or requesting access to our services
- Maximum accessibility to our services for all NDIS clients who need our services
- Proactively communicate information about our supports and services as part of broader community engagement activities
- Identify and reduce barriers and provide equal access for all NDIS clients who need our services
- Regularly review the accessibility of our services and take action to improve access whenever possible
- Ensure advertised contact phone number is accessible during business hours and has active voicemail
- Ensure advertised contact email account is working and checked at least daily
- Ensure all enquires by clients are responded to in a timely manner
- Provide accurate information about gaining access to and exiting from our services to assist client decision making
- Make all reasonable adjustments to accommodate client cultural/language needs and those of family, significant others, advocates
- Monitor the diversity of the people accessing our services to ensure 123 Support Services reach the whole community particularly those groups known to experience additional barriers i.e., because of gender, culture, or ethnicity
- Provide clients with all options 123 Support Services are aware of in the community that could benefit them and expand their choices in any aspect of their life

Entry to services

- Entry and access to our services is provided on the basis of relative need and availability of resources
- Each client requesting access to services is informally assessed before they commence services
- Each client requesting access should be provided a timely response regarding their request
- A formal assessment may be necessary when more information is required to assist in deciding a clients request to access services
- Written notification must clearly communicate one of the following:
 - Acceptance of a request for access to our services
 - Refusal of a request to access of services based on the applicant not being priority
 - Refusal of a request for access of services based on the applicant not being eligible for the NDIS
 - Request for additional information (such as when a formal assessment is required)

Exit from services

- Clients have the right to leave our services at any time they choose
- Clients are supported to investigate more appropriate services if they are likely to enable positive outcomes
- Clients are required to provide four weeks' notice of their intention to exit our services
- Our exit process is fair and transparent and upholds the rights of clients
- If a client is leaving due to dissatisfaction with the service, they are encouraged and supported to raise a complaint about their dissatisfaction
- 123 Support Services will understand, accept, and learn from a client or family's decision to exit our service
- 123 Support Services will support clients with an exit plan after 123 Support Services become aware of a client who will exit our services

- Clients are offered the opportunity of an exit interview
- Clients are provided information on how they can re-enter our services

Transition plans

When clients enter the service or exit the service:

- Consult with the client, family/carer/supporter, and key employees to develop a transition plan taking into account the clients' needs and preferences including cultural needs, values, and beliefs
- Develop a risk management plan to manage any identified risks that need to be managed
- Review the transition plan regularly during the transition to ensure that there are no unplanned circumstances or unmanaged risks
- Following the transition, follow up with the client and their family/carer/supporter for feedback

A detailed Transition Checklist is followed when setting up Intake of a New Client NDIA Contract.

Exit from services without consent

- 123 Support Services may implement an exit process for a client without their consent under the following circumstances:
 - A client inability or unwillingness over a period of time to work towards agreed goals
 - Other clients, employees, or the client themselves are at risk of harm
 - Financial requirements not being met
 - If there are changes in the client's condition resulting in support needs above what 123 Support Services can deliver

Withdrawal of services

- 123 Support Services will properly assess matters that lead to withdrawal of services and provide affected clients reasons for the withdrawal of services e.g., shortage of resources
- If 123 Support Services withdraw services for a client, 123 Support Services will support the client to find services from another provider

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Administration Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.