

Participant Access, Transition and Exit Policy and Procedure



PURPOSE

All About Care Australia (AACCA)'s Participant Access, Transition and Exit Policy and Procedure complies with the *National Disability Insurance Scheme Act 2013*, which promotes access, inclusion and choice for people with disabilities. This policy aims to define the processes required to assist and support participants in accessing, transitioning to, or exiting from services.

SCOPE

This policy applies to all participants receiving supports and services from AACCA. This policy aims to define the access, transition or exit process for participants, family and advocate/s, where applicable. The policy directs AACCA's staff when considering the access, transition or exit of a participant from the organisation.

POLICY

AACCA is committed to providing participants with information and support through the process of accessing, transitioning or exiting from a specific stream of support or the organisation overall:

- All participants are provided with the necessary information and explanation in the appropriate communication formats concerning their access, transition to or exit from the service.
- Participant access and transition strategies and exit planning will be prioritised for participants that are receiving services that meet their individual needs and align with their NDIS plan and available funding.
- The participant entry and exit process for service streams are transparent; the organisation adopts fair and non-discriminatory practices aligned to the NDIS Standards.
- To collaborate with other providers for a planned transition to or from our service as applicable.

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DEFINITION

Terminology	Definition
Access and Transition	<p>Preparing for and supporting the participant to enter or exit a particular service stream, including referral from another service, or to another service, where appropriate e.g. Support Coordination.</p> <p>AACA service streams prioritise support to children and young adults and it is possible that in the future, exit from AACA's service streams will be required due to the chronological age of a participant.</p>
Exit	<p>The process through which participants leave or cease to participate in specific streams of service of AACA. Participants may be required to exit from AACA supports due to changes in their NDIS plan and funding arrangements or failure to meet compliance expectations for AACA's NDIS registration as a registered Disability services provider.</p>

PROCEDURE

Upon the request of a participant or their representative AACA will implement a collaborative approach when undertaking all decision-making processes, regarding access, transition and exit, to allow for an informed approach for the participant, advocate or family.

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RELATED DOCUMENTS

- Participant Feedback and Complaints Register
- Feedback and Complaints Management Form
- Participant Handbook
- Service Agreement
- Support Plan

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018
- NDIS Scheme Act 2013
- Privacy and Confidentiality Act (1988)