

# Service Transition and Exit Policy and Procedure



## PURPOSE

This policy aims to clarify the service exit process for All About Care Australia (AACCA) participants, families, and staff. AACCA's Participant 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.

Participants may exit from AACCA of their own choice or under certain circumstances by the decision of AACCA. Should a participant leave AACCA services, the aim is to offer the participant a safe, planned and coordinated transition to a new provider. AACCA 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 regarding other services that might be able to assist them.

## SCOPE

This policy applies to all existing and potential AACCA participants and their family members/carers currently receiving support and services.

## POLICY AND PROCEDURE

### Service Exit

When a participant leaves AACCA, regardless of the reason, AACCA can assist them and their family (and/or other supporters) in finding alternatives 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. Participants/families 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 AACCA's commitment to continuous improvements of its processes and procedures.

### AACCA initiated exit

Suppose the participant/family or any of their support network seriously breaches the safety of AACCA employees or is deemed unsuitable for providing services. In that case, the Services Manager will undertake an AACCA-initiated exit only after a full consideration of the circumstances and after consultation with the participant, and, if the participant so wishes, an independent Advocate. If the participant is to be exited from services by AACCA, they will be

- Advised in writing intent to withdraw/terminate services
- Provided with the reason(s) for exit; and
- The date at which services will cease.

The participant will be entitled to use the AACCA Feedback and Complaints avenues to have the decision reviewed by the director.

### Exit Plan

- As per the Service Agreement, a minimum notice period of no less than four (4) weeks or longer is required:

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- Will allow the participant/family/guardian/advocate or AACCA to have adequate time to nominate an alternate registered provider.
- It will be discussed during the participant's reviews.
- Will offer flexibility and provide reliable support, where possible, until the participant transition to the new service provider.
- Inform the Participant/family or their nominated person of any risks associated with moving services.
- Obtain feedback using the AACCA feedback form.
- Report any inherent risks of not receiving critical services to the NDIS commission through the Service Manager.

## Dormant/Inactive Participants:

AACCA will exit the Participants/families who have not accessed our services for over six months, despite best efforts by AACCA to reach out to them for services. The steps mentioned above will be followed in an AACCA-initiated exit.

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## RELATED DOCUMENTS

Complaints Register  
Participant Feedback  
Service Agreement  
Participant Handbook  
Support Plan

## REFERENCES

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