
P034 – SERVICE ENTRY AND EXIT POLICY & PROCEDURES

1. Scope

This Policy applies to all participants, employees or volunteers of District 360. It also extends to all personnel officially acting on behalf of District 360.

2. Purpose

The purpose of this document is to define District 360's policy and work instructions on 'Entry and Exit' criteria as well as outline the processes for service participants. This Work Instruction is aligned to the relevant Service Agreement and should be applied and considered in conjunction with it. While applicable across the entirety of District 360, the Policy and Work Instructions is specifically more relevant to the disability services arm of the organisation.

3. Definition

Entry	Is the process through which a service user enters a specific support or service arrangement with District 360.
Exit	The point, at which a service user leaves District 360, no longer requires District 360 disability support services or transfers to another external service provider.
Stakeholder	Encompasses (but is not limited to) participants, family members, carer, advocates, guardians or external service providers.

4. Entry Criteria

People who are provided supports and services by District 360 must:

- have disability / in-ability in the form of an intellectual, physical, neurological, ABI, psychiatric and/or sensory impairment, or a combination of such impairments
- have disability /in-ability that is permanent or likely to be permanent
- have disability or in-ability that results in a significantly reduced capacity in one or more activities of daily living such as communication, mobility, decision making, shopping, cleaning, personal care, social skills
- have disability /in-ability that is assessed and classed as 'complex care needs'
- have identified or confirmed eligibility to receive community support services via funding:
 - by the National Disability Insurance Scheme (NDIS)
 - sourced privately

A potential service user must be identified through the entry procedure to be eligible to receive supports and services.

Previous acceptance to District 360 does not entitle the service user automatic access or to the same service/supports at a later time.

5. Entry Procedure

To access the services of District 360 a service user or a family member/advocate or representative 2nd or 3rd party must first make a request for service and be determined as eligible to receive support.

Requests for service can be made to District 360 in the following methods:

- in-person
- phone
- electronically
- or via their support coordinator, LAC or NDIA

From the initial contact the service user's eligibility will be determined and arrangements negotiated for the service user, their family members/carers and other significant people from their support network to meet with District 360 staff. This may take place at the service user's home / place of residence, or other community venue suitable to the service user and their stakeholders

- District 360 service manager will assess the information provided by the service user and provide a recommendation to the management regarding the suitability of the service user's needs and request for supports and services.
- If the management team deems the service has the appropriate resources and can effectively support the service user to meet their goals and needs, the Director will approve the request for access.
- The service user will be officially notified of their acceptance to District 360 in writing or via email.
- If the service user and/or their family/carer accepts the offer of supports and service by District 360 a transition-to-services will commence.
- Where a service user is transferring from another service provider, District 360 will seek consent from the service user and/or their family/carer to contact other providers to discuss support requirements, schedules, plans, and service user centred goals.

6. Transitioning-to-Services

Once a service user has accepted supports and services from District 360 the transition-to-services process will commence.

The aim of a transition-to-services process and period is to minimise the impact of change that is occurring for the service user and to allow time for the creation of a customised and personalised support schedule that meets the service user's goals, needs and requirements in a service user centred way (refer to P001_ Person-centred Support Policy)

Steps to transition to service

- The Support Planner / Local Area Coordinator /Support Coordinator / Service Manager (as is applicable) will coordinate a transition of supports and services meeting with the service user and/or relevant stakeholders including the family/carer to develop a transition pathway. District 360 may be represented, by the appropriate role player, on this occasion/s.

- The transition period /pathway will stipulate a start and end date.
- The end date of the transition period will be utilised as a point of reference to review the arrangement for the purpose of;
 - confirmation of continuance onto a permanent arrangement
 - extension of transition pathway
 - review of support service package specifications
 - cessation and exit from arrangement
- District 360 will implement service user centred processes and adopt staff matching principles to ensure the organisation develops an understanding of the service user's strengths, likes and dislikes. This will inform the development of highly customised and personalised support schedules, service user risk profiles and support budget.
- The transition pathway should clearly identify the timeframe for the induction and transition and any review schedules that have been agreed upon and who is responsible to manage steps included in the transition.
- The transition places the service user and/or their family/carer and other members of the support network at the centre.
- The transition pathway is designed to assist the service user and/or their family/carer to build capacity to have as much control over the planning, implementation and review of the service user's support plans, supports and services as is permissible and possible (all within the confines of a safe service package).
- An information file for the service user will be developed ensuring this information is kept private and confidential.

7. Exit Criteria

A service user may leave District 360 for a number of reasons:

- Relocation to an area outside District 360's area of service delivery.
- Where the support schedule and service are no longer able to meet the service user's needs or assist in achieving service user-centred goals.
- Transfer to another service provider.
- Lack of available resources, or funding.
- Evident incompatibility with District 360's clinical or operational structures or organs of service.
- The death of a service user using the service
- The service user is unwilling to meet the reasonable conditions required in their support plan and thus affecting the safe delivery of a service to the participant and the health and safety of District 360 staff.
- Changes in the service user's condition results in the support they require exceeds the skills and expertise District 360 staff can deliver.
- There has been no contact between the service user and District 360 for a period of 3 months
- The service user and/or family member/carer engages in behaviour, which is unacceptable to District 360 such as violence, abuse, aggression, theft, usage of drugs or property damage.
- Continued non-payment of service delivery fees incurred during support and services provided by District 360.

The service exit will only be actioned after:

- discussion and consultation with the service user, their family/carer and other important stakeholders.
- strategies have been implemented but failed to meet irreconcilable differences.

Where a service user is receiving funding by a government department this organisation will be contacted and requested to be involved in this process.

8. Exit Procedure

One of District 360's goal is to ensure all service exits are made in a professional, planned and collaborative manner to minimise stress to individuals and their families/carers.

District 360 actively encourages and supports a service user to exit its service if a least restrictive alternative or one that is likely to enable positive outcomes and inclusive opportunities is identified and preferred by the service user.

Prior to exiting, individuals are to be provided guidance and support to investigate other options or models of support from or within District 360, its subsidiaries or sister agencies and consider re-entry to the service in the future should their needs or circumstances change.

Exit planning

District 360 will undertake exit planning with the individual and their family/carer and other stakeholders including:

- information about referral processes
- supported introduction to other service providers, community agencies organisations which can offer supports and services they require

The service user, subject to consent, their family or carer/s and other stakeholders are involved in developing the exit plan. The exit plan will be made available to the service user and any other stakeholders with the service user's consent

Exit interview

As part of the exit strategy the service user and/or their family, carer, guardian, advocate or official representative will be offered the opportunity to participate in an exit interview. The goal of the interview is to enable District 360 to use information from the interview as part of an evaluation and feedback processes to improve District 360.

This interview may take any one of the following formats:

- electronic (email, online etc.)
- face to face
- telephone
- paper form

9. Files and Documentation

Entry

Upon entry all private and confidential documentation will be filed in a safe and secure place with not accessible to public.

Exit

Upon exit all documentation and information developed and implemented by District 360 will remain the property of the organisation. Any documentation provided by other service providers and included in the service user's file that has been used to facilitate the service user's support will be returned to the service user and/or their family/carer. District 360 will retain copies of these documents.

10. Notice Period

Where a service user has a Disability Services or NDIS-funded support package and has entered into an agreement with District 360 to provide services, it remains a legal requirement that a provision of four (4) weeks' notice of intention to exit is exchanged.

11. Other relevant policies and forms

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including;

- Safeguarding Policy
- Privacy and Confidentiality Policy
- Individual Needs Policy
- Participant Decision Making and Choice Policy
- Participant Participation Social Inclusion Policy

Related forms;

- F014_Individual Intake Environment Assessment
- F013_Participant Service Feedback and Complaints Form

12. Relevant Legislations and Standards;

- Disability Services Act 1993
- National Standards for Disability Services
- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- NDIS Practice Standards
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017

13. More information

If you have a query about this policy or need more information, please contact the management team at info@district360.com.au

14. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
Approval Date	14 April 2021

Last updated Date	21 April 2023
Next Review Date*	21 April 2024
Last amended	<ul style="list-style-type: none"> - Changed company logo. - Updated company trading name from District 360 Supports to District 360. - Updated name of intake form.

** Unless otherwise indicated, this procedure will still apply beyond the review date.*

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