



## POLICY – NDIS PARTICIPANT TRANSITION OR EXIT

ID No: FBC-18-827

Version: 1.0

- Applies to:
- Applicable Standards:
- Applicable Legislation:
- All staff working with NDIS Participants
  - NDIS Quality and Safeguarding Framework
  - National Disability Insurance Scheme (2018)
  - Disability Services Act 2011 (Tas)

### General

Family Based Care Tasmania (FBC) is committed to assisting and supporting participants to transition to, or exit from, our services. FBC strives to promote the health, wellbeing, safety, and rights of participants, including their right to refuse a service or to leave a service at any time they choose.

A participant may leave FBC for a number of reasons including:

- relocation to somewhere outside FBC's service delivery area;
- the supports or services no longer meet the person's needs or assist in achieving their chosen goals;
- transfer to another service provider; or
- lack of available resources.

FBC is committed to working with, and referring to, other community services or service providers to meet any unmet needs of the participant (with their consent).

When a participant chooses to leave our service, FBC:

- assists them with the process and provides information, including how to re-enter our service, using the language, mode of communication, and terms they are most likely to understand;
- collaborates with other providers for a planned transition from our service;
- undertakes a risk assessment to ensure the health and safety of the participant;
- ensures that the exit procedure is fair, transparent, follows due process, and upholds the rights of participants; and
- encourages their feedback and provides access to the Complaints/Compliments process.

### Exit Process

FBC acknowledges that exiting a service provider may be a daunting, stressful, and anxious process for people using the service as well as their family members and carers.

Consequently, FBC makes every effort to ensure that an exit occurs in a professional, planned, and collaborative manner, consulting with the participant and their support network throughout the process. As appropriate to their circumstances, the participant is given information about referral processes or supported introduction to other service providers.

In accordance with FBC's Service Agreement, all participants are required to provide a minimum of fourteen (14) days written notice of intention to exit, by email or by letter. In turn, FBC must provide a minimum of fourteen (14) days written notice of intention to terminate the agreement, by email or letter to the participant.

The participant reserves the right to re-access FBC services within a period of 3 months after formally exiting, without having to follow formal access processes, provided the necessary service resources are available. Following expiration of the 3 month cooling off period, the person's place within the service is formally terminated and a new referral / intake assessment is to be undertaken if the person requests services in the future.

Where the participant consent to exit is not given as part of the entry process, the participant is informed of their rights and responsibilities contained in the service agreement document.

### Discontinuation of Services

FBC may discontinue a service after consultation with the participant, their family, and other significant members of their support network, if the service is no longer sustainable or appropriate for the individual.

FBC may also implement a participant's exit under the following circumstances:

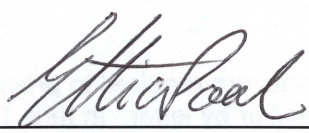
- an inability or unwillingness on the part of the participant over a period to work towards agreed goals;
- the participant is unwilling to meet the reasonable conditions required in their support plan, thus adversely affecting the safe delivery of a service to the participant and the health and safety of the staff;
- staff or the participant themselves are at risk of harm;
- FBC no longer has the capacity to continue the services;
- there has been no contact between the participant and FBC for a period of over 3 months; or
- the participant and/or family member/carer engages in behaviour which is unacceptable to FBC such as violence, abuse, aggression, theft, or property damage.

The exit will only be actioned after discussion and consultation with the participant, their family/carer, and other significant stakeholders, and strategies have been implemented to meet irreconcilable differences.

Determination and communication of the exit will be made by the Executive Manager Enhanced Supports Team or the My Home Care Tasmania Executive Manager.

Participants wishing to make a complaint regarding their exit will be provided with details on the complaint process.

Upon exit, all documentation and information developed and implemented by FBC shall remain the property of the service. Relevant reports may be released to a new service provider with the participant's permission. All information in relation to the participant will be retained, secured, and stored in accordance with FBC's Information and Asset Security Policy and related Privacy Policies.

Authorised by: 

Date: 21/11/23

President of the Board