



## Service Access, Transition and Exit Policy and Procedure

### Purpose and Scope

Soul Services WA is established for the purpose of empowering people living with a disability to live their best life

Services are designed to support participants achieve their individual goals and aspirations through person-centered Support Coordination services.

This policy applies to all Soul Services WA staff, participants and stakeholders who have requested, or currently receiving support and service.

### AIM

The aim of this policy is to clarify the service entry, transition and exit process for Soul Services WA participants who are access funding through the National Disability Insurance Scheme (NDIS).

The purpose of defining access, transition and exit is to enable people with a disability and their families to have clarity in respect to the services delivery process. This policy sets out the circumstances and conditions under which participants may access, transition or exit services with Soul Services WA. The policy has been framed around eligibility criteria outlined in the Disability Services Act (1993) and Standard 1 of the Disability Services Standards (1993).

The policy provides direction for Soul Services WA's staff on service access and exit processes.

Soul Services WA promotes the full and equal enjoyment of all human rights and fundamental freedoms by all people with disability, and respect for their inherent dignity.

Soul Services WA is committed to ensuring that all participants retain maximum control over their own lives by having primary involvement in, and influence over, decisions that affect them.

### DEFINITIONS

- **Disability Service Standards:** The benchmark by which the rights of people with a disability are upheld.
- **Entry:** Is the process through which a participant enters services.
- **Transition:** the point where a participant be admitted or discharged from hospital
- **Exit:** The point at which a participant exit services, no longer requires services or transfers to another external service provider.
- **Stakeholder:** Encompasses (but is not limited to) participants, family member, representatives, carer, advocates, guardians or external service provider.
- **Service Agreement:** The Service Agreement is a written agreement that documents how and when the participants' support will be delivered in accordance with their NDIS plan and funding.

## **POLICY**

Soul Services WA strives to promote the health, wellbeing and safety for all participants receiving supports and services

Soul Services WA adopts a non-discriminatory access process that respects age, gender, race, religion, sexual preferences and disability consistent with human rights and other applicable legislation

Soul Services WA acknowledges all people have the right to accurate, clear and transparent information about gaining access to and exiting Soul Services WAs services to inform their decision making

Information is not limited to one mode or type and can be changes to suit individual needs and preferences (e.g. translated material; easy read using pictorial format)

Services are provided in a flexible, responsive and individual centered way to meet everyone's individual support needs and goals

Soul Services WA staff will assess all participants requesting supports and services, in accordance with services required and Soul Services WA's capacity to accept service referral.

Soul Services WA acknowledges that each participant has the right to refuse a service or to leave Soul Services WA at any time they choose. Soul Services WA further acknowledges that it may discontinue a service after consultation with the participant and or stakeholders and other important members of their support network if the service is no longer sustainable or appropriate for the participant.

Soul Services WA is committed to working with and referring to other community services or Service Providers to meet any unmet needs.

Exit procedures will be fair, transparent, follow due process and uphold the rights of the participants.

Exit procedures will protect the safety and the integrity of Soul Services WA services, staff and participants. Soul Services WA will assist participants when they exit the service and provide them with sufficient information to ensure a smooth transition from services.

Soul Services WA values feedback from people who use its service and will provide access to Complaints processes or Exit Interviews to help inform and improve service access for others.

## **PROCEDURE**

The following procedures enable Soul Services WA to meet its policy objective of ensuring that, within the constraints of available funding and resources, participants requiring services provided by Soul Services WA are accepted for services and that services are withdrawn at the participants' initiative or when Soul Services WA's duty of care responsibilities to its participants or staff are demonstrably compromised.

### **Entry Criteria**

Participant who are provided supports and services by Soul Services WA must have a disability which is:

- a) is permanent or likely to be permanent.
- b) Meet NDIS requirements

### **Entry procedure**

To access the services of Soul Services WA a participant with disability or a stakeholder must first make a request for service.

Requests for service can be made in the following ways:

- a) Phone or email request
- b) A general enquiry via the Soul Services WA website
- c) Local area coordinators, support coordinators or other providers
- d) Information sessions or expos
- e) NDIS provider portal

Participant/Stakeholder will be contacted by Soul Services WA's staff to discuss services and request documentation to be forwarded including NDIS plan and reports etc

After initial contact a meeting will be arranged to take place via phone, tele-conference, zoom, the participants home, school, or other community venue suitable to the participant and their stakeholders.

At the meeting Soul Services WA staff will discuss support, Services Agreements, and request relevant documentation. Participants will be provided with a Welcome Pack and according to their individual requirements.

If a participant is not accepted into services, the participant will be provided with information about other services available that will meet their requirements.

### **Request for Services**

When a participant transfers from another service provider, Soul Services WA will seek consent from the participant and or key stakeholders to contact other providers, NDIA or other services to enable a smooth transition of services.

Soul Services WA will:

- a) Determine if Soul Services WA is able to provide services identified in their NDIS Plan and funding available.
- b) Assist in the development of a transition, meet with participant to establish services required
- c) Initiate the process to undertake documentation including a Service Agreement and Consents

- d) Initiate a referral to another suitable providers if unable to accept the referral

## **Exit Criteria**

Participants may exit Soul Services WA services for a number of reasons or circumstances including:

- Relocation to an area outside area of service delivery
- Dissatisfaction with services
- Where the service is no longer able to meet the person's needs or assist in achieving chosen goals
- Transfer to another service provider
- Funding change
- No successful contact between the participant and Soul Services WA over a period of 3 months
- Continued nonpayment of invoices for services delivered
- The death of a person using the service

## **Exit Procedures - Participant Initiated**

Soul Services WA acknowledges that exiting a service provider can be a daunting, stressful and anxious process for participants using the service as well as their family members and carers.

Soul Services WA will ensure that an exit will be conducted in a professional, planned and collaborative manner. Exit planning is an integral part of the exit process and is conducted in close consultation with the participant, and or stakeholders from the participants support network. This procedure applies to the people we support who choose to commence receiving support from another service provider.

Soul Services WA will undertake the following for participants seeking to exit services:

- Soul Service WA's staff will contact participants to discuss reasons for exit from services, discuss any areas of concern, provide information about complaints process, discuss opportunities to improve services.
- Participants seeking to exiting services are requested to do so via a written confirmation as outlined in the service agreement.
- If a person, with their support network, decides to exit Soul Services WA, they will be supported by Soul Services WA to explore alternative services accordingly.
- Participants are provided information about or introduction to other service providers if required, community agencies organisations, who can offer supports and services required to support participants/representatives to experience a smooth transition of services.

## **Transition Planning:**

Depending on the participant and the type of support they require, exit planning will assist in a smooth transition. For example, a support coordinator handover document includes participant details including current providers, funding, and key contact details for reference by the new

provider's staff. It will also include existing key supports the participant accesses within the community.

### Sharing of information

Where the person has consented to share relevant information, key support documents can be shared with the new service provider to ensure continuation of support. Where the participant does not consent for information to be shared, the participant should be provided with a copy of their key support documents if requested.

- In instances where a participant is not engaging in the exit transition process, Soul Services will advise the NDIS e.g. Wanslea or the participant LAC that the participant has disengaged from services and will need support and assistance and advise that Soul Services WA will provide a handover to the incoming support coordinator.

Soul Services WA will:

- Encourages and support participants to exit its service to enable positive outcomes and opportunities for participants.
- Where possible undertake an exit interview with participants/ stakeholders to evaluate best practice and continuous improvement.
- Record feedback in the continuous improvement data base.
- Handover provided to new provider if advised by participant

### **Exit Procedures - Provider Initiated**

Where Soul Services WA is seeking to exit a participant the exit will be actioned after discussion and consultation with the participant and or their stakeholders where possible and following strategies implemented.

Soul Services WA may implement a exit under the following circumstances:

- The participant is unwillingness to work towards agreed goals and thus affecting the safe delivery of a service of the participant and the health and safety of the staff
- Changes in the participants' condition results in the support they require exceeding the skills and expertise Soul Services WA can deliver
- Soul Services WA has had no success in contacting the participant over a 3 month period.
- Soul Services WA's duty of care responsibilities to its participants or staff are severely compromised and reasonable efforts to rectify the problem have been made and shown to have failed.
- The participant and or their stakeholders engages in behaviour which is unacceptable to Soul Services WA such as violence, abuse, aggression, theft or property damage.
- Continue non-payment if service delivery fees incurred during support and services provided by Soul Services WA.

Soul Services will:

- Provide participants wishing to make a complaint information on the complaints process.

- Where possible initiate an exit interview with participants/ stakeholders if they are willing to provide feedback to evaluate best practice and continuous improvement.
- Record feedback in the continuous improvement data base.
- Support participants/representatives to source other providers to ensure a smooth transition of service if required.
- Handover provided to new provider if advised by participant

In instances where a participant is not engaging in the exit transition process, Soul Services will advise the NDIS e.g. Wanslea or the participant LAC that the participant has disengaged from services and will need support and assistance and advise that Soul Services WA will provide a handover to the incoming support coordinator.

**Files and Documentation** - Upon exit all documentation and information developed and implemented by Soul Services WA will remain the property of the service. All information in relation to the participant will be retained, secured and stored within the client management system and archived.

### **Transitions of care between home and hospital**

Soul Services WA will ensure that transitions of care between home and hospital will be undertaken managed so as to mitigate any risk of harm to the participant and to ensure they are accessing services required by:

- Managing risks to participants by ensuring transitions between their home and the hospital are planned and coordinated in line with the NDIS Practice Standards
- Ensuring clear communication and coordination between the person with disability, their support network, health professionals and providers. Clear communication and coordination will ensure that critical information about the participant's health needs, potential risks and current health care are not lost during transitions of care.

### **Supporting Hospital Admissions:**

Where required Soul Services WA will :

- Support participants understand information about their health eg communicating information verbally, Easy Read or visual prompts and provided in a person's preferred language
- Keeping the participant's health related documentation, such as medication and support plans, accurate and up-to-date in a format that can be readily communicated to hospital staff
- With the participant's consent, including family, supporters and workers who know the person well in the process.

### **Supporting Hospital to Home:**

- Work with hospital staff to ensure changes to the participant's care or medication are understood.
- Providers can request written information about follow-up care to avoid miscommunication with the consent of the participant.
- engage with hospital staff to ascertain if new equipment is require or if support staff will need additional training

- Liaise with hospital staff, the participant, and support network to prevent delays in participants being discharged from hospital and reduce risk to participants following discharge.
- Access Documentation and information from the hospital including Discharge summary, Care Plan, Medication Summary, equipment to be hired or purchased
- Access services such as Patient Advocacy Services may help to assist in advocating and coordinating care both in hospital and during transitions between hospital and home.

## **RESPONSIBILITIES**

Employee - All Staff are to be familiar with the requirements of the policy, and have the skills and knowledge and ability to meet the requirements. Employees are required to comply with the requirements if this policy

### **Related Documents:**

- Service Agreement
- Exit Letter and Exit Interview
- Support Coordination Handover Form
- Support Coordination Process