

---

# 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 participant enters a specific support or service arrangement with District 360.
Exit	The point, at which a participant 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 participant must be identified through the entry procedure to be eligible to receive supports and services.

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

## 5. Entry Procedure

- Potential participant have an initial meeting with District 360 Intake officer.
  - The purpose of this meeting is to complete the Participant Intake form and to determine
    - The customer's goals and aspirations, and the extent to which these can be met through the services District 360 is able to provide.
    - Any special requirements that must be considered if District 360 is to provide a service, and the extent to which District 360 can meet those needs.
    - The customer's funding package relative to the costs of providing services to meet the participant's needs and expectations.
  - If the participant and the Intake officer agree that District 360 will provide a service, this will be confirmed to the participant in writing by way of a mutually signed NDIS Service Agreement.
  - All new participants will be provided with a Participant Guide containing information about District 360 and the services we provide, arrangements in place to deal with emergencies and how to provide feedback or make a complaint.
  - The Participant Intake Form and the Service Agreement will be the starting point for the development of a District 360 Participant Support Plan (previously Individual Support Plan - ISP).
  - As part of the Participant Intake form the Intake Officer will undertake a Risk Assessment for all participants to identify how staff can be guided to provide safe and responsive services. To provide safe services the participants may be required to provide documentation from therapist or clinical specialists to guide District 360 staff for areas such as, but not limited to, epilepsy, dysphagia, challenging behaviour and medication.
  - A review will be conducted at regular intervals after commencement of service to ensure that services are being delivered in the manner that the participant expected.

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

- In-person at our office
  - U19 / 153 Kensington Street, East Perth WA
  - 209 / 9-11 Claremont Street, South Yarra VIC
- Phone – 1800 411 818
- Electronically
- Of home visit on request

## 6. Transitioning-to-Services

Once the participant 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 participant and to allow time for the creation of a customised and personalised support schedule that meets the participant's goals, needs and requirements in a person centred approach (refer to P001\_ Person-centred Support Policy)

## 7. Exit Criteria

A participant may leave or be exited by 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 participant's needs or assist in achieving participant-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 participant using the service
- The participant 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 participant'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 participant and District 360 for a period of 3 months
- The participant 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 participant, their family/carer and other important stakeholders.
- strategies have been implemented but failed to meet irreconcilable differences.
- Cancellation of services can only be executed by the participant, guardian or plan nominee.

Where a participant 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 participant 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 participant.

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 participant, 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 participant and any other stakeholders with the participant's consent

## **Exit interview**

Periodically, District 360 may carry out exit interviews with participants to enhance our services. As part of the exit strategy, participants and/or their family members, caregivers, guardians, advocates, or official representatives will have the chance to take part in an exit interview. The purpose of these interviews is to allow District 360 to utilize the insights gained for evaluation and feedback, contributing to the enhancement of our services.

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.

Forms and documents required;

### **Support Coordination**

- NDIS plan
- SC Intake form
- Service Agreement
- Privacy and Confidentiality form
- NDIS consent form

### **Service Delivery**

- NDIS plan (if provided by participant)
- Participant Intake Form
- Service Agreement
- Participant Support Plan

### **Events, Programs and Respite**

- NDIS plan (if provided by participant)
- Respite Intake Form
- Service Agreement
- Program Itinerary

## **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 participant's file that has been used to facilitate the participant's support will be returned to the participant and/or their family/carer. District 360 will retain copies of these documents.

If the participant has exited and is requesting their reports to be sent on to a new provider, please complete D360S\_F086 – Consent to share reports and then send the nominated email the reports.

## **10. Notice Period**

Where a participant has 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 14 days 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
- F086 – Consent to share reports

## **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](mailto:info@district360.com.au)

### 14. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Coco Johnston
Approval Date	14 April 2021
Last updated Date	07 March 2024
Next Review Date*	07 March 2025
Last amended	- Added process and form for exit if participant are requesting reports to be sent to new provider.

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

Printed versions of this document are not controlled. Please refer to the D360 Policy Library for the latest version.