**SERVICE ACCESS and EXITS POLICY**

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| Policy Number |  |
| Effective From | **SEPTEMBER 2020** |

**1.AIM**

The aim of this policy is to clarify the service entry and exit processes for FLINTWOOD participants.

The purpose of defining access and exit is to enable people with a disability to access supports and services, and to ensure that services are directed towards the intended target group. FLINTWOOD promotes the full and equal enjoyment of all human rights and fundamental freedoms by all people with disability, and respect for their inherent dignity.

Where FLINTWOOD may not be resourced to provide a potential or existing participant the necessary and required supports FLINTWOOD will assist them with information to find services elsewhere.

**2. SCOPE**

This policy applies to all existing and potential staff of FLINTWOOD, to Participants including the young persons and their family members/ Carers who have requested or are currently receiving supports and services.

**3. DEFINITIONS**

**Assistance to access community, social and recreational activities:** Provision of supports to enable a Participant to engage in community programs and/or activities. Supports may be provided in a Centre or in open communities, and support may be required at standard or complex / higher intensity levels dependent on support needs of the environment and the participant.

**Assistance with self-care activities:** Personal care supports relate to assistance with daily personal activities including assistance with, or supervision of, personal tasks of daily life. These kinds of supports include:

* personal hygiene, including showering, bathing, oral hygiene, dressing and
* grooming
* toileting, bladder and bowel management and menstrual care
* eating and drinking
* attending appointments
* use of aids and appliances, hearing and communication devices
* mobility and transferring such as moving in and out of bed, on or off the toilet
* application of splints and basic first aid

**Assistance in shared living – Supported independent living:** incorporates assistance with and / or supervising tasks of a daily life in a shared living environment, which is either temporary or ongoing, with a focus on developing the skills of each Participant to live as autonomously as possible.

**Disability Service Standards:** The benchmark by which the rights of people with a disability are upheld.

**Entry:** Is the process through which an individual enters a specific support or service arrangement with FLINTWOOD.

**Exit:** The point, at which an individual leaves FLINTWOOD, no longer requires FLINTWOOD support or transfers to another external service provider.

**Group Based community, social and recreational activities:** Provision of supports to enable a Participant to engage in community programs and/or activities in a group based setting. (Anything that exceeds a 1:1 support)

**Stakeholder:** encompasses (but is not limited to) participants, family member, Carer, advocates, guardians (personal / legal / financial affairs) , or external service provider.

**Service Agreement:** Most NDIS supports will be delivered by Service Providers such as FLINTWOOD. Service Providers are people or businesses of the Participant’s choice. FLINTWOOD will offer the Participant a written agreement about supports and services. This is called a Service Agreement. (Refer Service Agreement Policy). Service Agreements should be simple and should negotiate with the participant about how and when the Participant’s supports will be delivered.

**Short Term Accommodation: STA** is short-term accommodation, which is **NDIS** speak for respite accommodation – this allows both the carer and the person they care for to take a break. **STA** is support provided for a limited period of time, typically delivered in a group-based facility.

**Voluntary Out of Home Care (VOOHC):** A child or young person under the age of 18 is in VOOHC when:

* their parent has arranged with an organisation to provide or arrange care for them and
* they stay at a place other than their usual home overnight for one or more nights and
* they are cared for by someone other than a parent or relative.
* Voluntary out-of-home care includes overnight centre-based respite, host family care, residential placements and camps that provide respite or address challenging behaviour.

**4.POLICY**

4.1 FLINTWOOD acknowledges all people have the right to accurate, clear and transparent information about gaining access to and exiting from FLINTWOOD’s services. Easy Read documents can be made accessible as requested.

4.2 This Policy provides direction for FLINTWOOD when considering the referral or request for services following an intake process, also the direction for managing exit processes if a Participant chooses to exit from the organisation.

4.3 Entry and access to services will be provided on the basis of relative need, availability of resources and the management of waiting lists for services according to the Participant’s level of requirement.

4.4 FLINTWOOD acknowledges that each Participant has the right to refuse a service or to leave FLINTWOOD if the supports are no longer suitable for the individual. At this stage, FLINTWOOD is committed to working with and referring to other community services or Service Providers to meet any unmet needs and ensuring the rights of the individual are upheld by following a due and fair process.

4.5 FLINTWOOD strives to provide flexible services, which cater to all participants’ individual support needs and goals. FLINTWOOD adopts a non-discriminatory access process that respects age, gender, race, religion, sexual preference, culture, and disability and is consistent with human rights and other applicable legislation.

4.6 FLINTWOOD staff will assess all participants requesting supports and services, and where limitations of resources, knowledge or skills exist FLINTWOOD will make its best efforts to cater for the need of resources and relevant training of employees to best support the participant.

4.7 FLINTWOOD values feedback from people who use its service and will provide access to Complaints and Compliments processes to help inform and improve service access for others

**5. PROCEDURE**

**Entry Criteria**

5.1 People who are provided supports and services by FLINTWOOD must have a disability which is:

1. is permanent or likely to be permanent.
2. be 18 years of age at time of request for service / 16 years of age for short term accommodation. A potential individual must be identified through the entry procedure to be eligible to receive supports and services.

**Entry procedure**

5.2 To access the services of FLINTWOOD person with disability or a family member/ Carer/ advocate must first make a request for service and be determined as eligible to receive support.

5.3 Requests for service can be made in the following ways:

1. Phone or email request
2. On-site visit to FLINTWOOD
3. A general enquiry via the Contacts page through the FLINTWOOD website www.flintwood.org.au or FLINTWOOD facebook <https://www.facebook.com/flintwooddisability/>
4. Intake forms such as ‘application form’ and ‘Support Me Part 1’ document will need to be completed to assess level of support need, interests and goals

5.4. From the initial contact the applicant’s eligibility will be determined by an Intake process and arrangements negotiated for the applicant, their family members/ Carers and other significant people from their support network to meet with the appropriate Service Manager.

5.5 This may take place at the applicant’s home, school, or other community venue suitable to the applicant and their supporters.

5.6 The Service Manager, General Manager through the Intake process will assess the information provided by the applicant and provide a recommendation to the CEO regarding the suitability of the applicant’s needs and request for supports and services.

5.7 If the General Manager deems the service has the appropriate resources and can effectively support the applicant to meet their goals and needs, the General Manager will forward to the CEO for final approval.

5.8 The plicant will be notified of their acceptance to FLINTWOOD in writing from the Service Manager. The applicant and/ or their family/carer will receive a Service Introduction pack with any outstanding paperwork which may need to be completed.

5.9 If the applicant and/or their family/ Carer accepts the offer of supports and service by FLINTWOOD a Service Agreement and Schedule of Supports must be signed, and a transition will commence.

5.10 Where a applicant is transitioning from school or is transferring from another service provider, FLINTWOOD will seek consent from the applicant and/or their family/ Carer to contact other providers e.g. school, NDIA or other services to discuss or obtain support requirements, schedules, plans, and person centred goals to assist in development of a transition.

5.11 Where a an applicant is transitioning or transferring with an NDIS Support Plan, FLINTWOOD will:

1. consult with the applicant and their family/carer to obtain their NDIS Participant Number, date of birth and request the applicant’s NDIS Support Plan (or portion of the plan related to supports that FLINTWOOD has been engaged to provide).
2. have a meeting to clarify what services the applicant is looking for
3. Determine if FLINTWOOD can provide services specific to the applicant’s short term / medium term and long term goals as identified in their Support Plan (if shared).
4. FLINTWOOD will seek consent from the applicant and/or their family/carer to contact NDIA and other relevant stakeholders such as support coordinators to discuss the plan and the applicant’s goals to assist in the development of a transition (If necessary)
5. Once the applicant and or their family/carer accepts the request for service, the Service Manager will initiate the required service and complete a Service Agreement and Schedule of supports.

**Transition Process**

5.12 Once an applicant has been offered a placement with FLINTWOOD, the transition process should commence. The aim of transition is to minimise the impact of any adverse changes on the applicant. This can be achieved by creating an environment as similar as possible to the one the applicant is currently attending.

5.13 The Service Manager will coordinate the transition to any of the following programs:

Assistance with self-care activities

Assistance to access community, social and recreational activities

Group Based community, social and recreational activities

Assistance in shared living

Supported independent living

5.14 The length of a transition will depend on the Participant and how well they adapt to the new environment and what service is being provided e.g. Assistance in shared living may need more of a transition than Group Based, Community, Social and Recreational activities.

5.15 The Service Manager is to gather relevant information on the applicant and establish the applicant’s personal folder and enter all relevant information into CIMS (Client Information Management System). An assessment of the applicant’s skills will be undertaken and establish the applicant’s individual needs on a deeper level.

5.16 The transition plan is based on the applicant’s individual needs.

5.17. Where possible the Service Manager will spend time with the applicant in their current environment. The aim of this is to learn about the applicant’s routine and ways of working with them. This valuable information can then be shared with staff.

**Transport**

5.18 Transport can be provided in the majority of Flintwood programs. There is a cost attached to this and transport will have to be managed on an individual basis to ensure the logistics of travel, vehicle availability, pick-ups and drop offs (if applicable) are possible. If an applicant is transitioning into a Shared living arrangement transport costs should be clearly outlined in a service agreement.

**Short Term Accommodation**

5.19 Assistance in Shared Living is a service provided by FLINTWOOD and incorporates assistance with and / or supervising tasks of a daily life in a shared living environment, which is either temporary or ongoing, with a focus on developing the skills of each Participant to live as autonomously as possible.

5.20 Participants may book into ‘Short term accommodation and assistance’ for as little or if they choose to, depending on what funding has been allocated to them from the NDIS in their Support Plan.

5.21 There is no set timeframe to book in services, so it is important to book the service(s) the Participant requires as soon as possible to ensure there is available beds.

5.22 It is possible to access short term accommodation on Public Holidays, however the cost per night will be greater in accordance with the NDIA price guide and due to having to pay Public Holiday rates to the employees.

5.23 FLINTWOOD recognises that there may be a need for an Emergency bed in Short term accommodation. For this reason, FLINTWOOD has one emergency bed which will be kept for this purpose.

**Assistance in Shared Living – Supported Independent Living**

5.24 Assistance in Shared Living is a service provided by FLINTWOOD and incorporates assistance with and / or supervising tasks of a daily life in a shared living environment, which is either temporary or ongoing, with a focus on developing the skills of each Participant to live as autonomously as possible.

5.25 The support is provided to each person living in the shared arrangement in accordance with their need.

5.26 The funding provided by the NDIS does not include the cost of rent, board and lodging or any other day to day usual living expenses such as food and activities.

5.27 A waiting list is kept on FLINTWOOD’s internal Management drive which can be accessed at any time. The Management Team have the authority to add to the database anytime an applicant’s accommodation requests.

5.28 If there is no vacancy or FLINTWOOD cannot cater for the support needs of the applicant , the applicant or their support person will be notified by the General Manager why they have not been successful.

5.29 The Wait List will be reviewed on a 3 month basis by the Senior Management team.

5.30 When a vacancy occurs, either within an established Supported Independent Living (SIL) or a new SIL, the General Manager will arrange a meeting with the Participant(s) and all relevant stakeholders. Compatibility tools will need to be completed to ensure the right “fit” is met and a positive transition occurs for all involved .

5.31 The Service Manager / General Manager will work closely with the Participant and the NDIA to ensure adequate funding has been allocated.

5.32 A transition will occur which will be tailored or specific to the Participant.

5.33 All relevant documentation will need to be completed by the Service Manager, participants and /or the Person Responsible for the Participant.

5.34 In the event of a Participant’s death, a minimum of 3 months grieving time will be allocated.

**Exit Criteria**

5.34 A Participant may leave FLINTWOOD for several reasons or circumstances including:

* 1. Relocation to an area outside FLINTWOOD’s area of service delivery
	2. Where the support schedule and service is no longer able to meet the person’s needs or assist in achieving chosen goals
	3. Transfer to another service provider
	4. Lack of available resources
	5. The death of a person using the service
	6. 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 the staff
	7. Changes in the Participants condition results in the support they require exceeds the skills and expertise FLINTWOOD can deliver
	8. The Participant and/or family member/ Carer engages in behaviour which is unacceptable to FLINTWOOD such as violence, abuse, aggression, theft or property damage.
	9. Continued non-payment of service delivery fees incurred during support and services provided by FLINTWOOD.
	10. According to the Participant’s choice, with appropriate notice as agreed in the Service Agreement.

**Exit Procedures**

5.35 FLINTWOOD acknowledges that exiting a service provider can be a daunting, stressful, and anxious process for people using the service as well as their family members and Carers.

5.36 FLINTWOOD ensures that an exit occurs 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 where appropriate the family, Carer and any other important stakeholders from the Participant’s support network. As appropriate to their circumstances, the participant is given information about, referral processes or supported introduction to other service providers, community agencies organisations, which can offer supports and services they require after they have exited FLINTWOOD.

5.37 FLINTWOOD actively encourages and supports a person 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.

5.38 Prior to exiting FLINTWOOD Participants are provided guidance and support to:

Investigate other options or models of support from FLINTWOOD

Explore the consequences of their decision to exit the service

Consider re-entry to the service in the future should their needs or

circumstances change

the person, subject to consent, their family or Carer/s and other

stakeholders are involved in developing the exit process.

5.39 As per FLINTWOOD’s Service Agreement all Participants are required to provide four (4) weeks’ notice of intention to exit, in writing to the Service Manager.

5.40 The Participant reserves the right to re-access service, within a period of 3 months after formally exiting the service, without having to follow formal access processes, provided the necessary service resources are available. Following expiration of the three-month cooling off period the Participant’s place within the service is formally terminated and a new referral/ intake assessment will be required if the Participant requests further services at some point in the future.

5.41 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. Information regarding the reasons for being asked to leave the service will be provided and explained to the participant. FLINTWOOD may implement a person’s exit under the following circumstances:

* an inability or unwillingness over a period to work towards agreed goals
* The participant causes risk of harm to other people using the service, employees, or themself
* financial requirements are not being met
* severe incompatibility with other people using the service is displayed
* service model not provided by the service

5.42 The service exit will only be actioned after discussion and consultation with the Participant, their family/person responsible and other important stakeholders, and strategies have been implemented to meet irreconcilable differences.

5.43 Determination and communication of the exit will be made by the General Manager after consultation with the CEO. Participants wishing to make a complaint regarding their exit are provided with details on the process of complaint. The complaint system will be followed and if necessary, investigations will be undertaken.

5.44 Files and Documentation Upon exit: All documentation and information developed and implemented by FLINTWOOD will remain the property of the service. All information in relation to the person will be retained, secured, and stored according to FLINTWOOD’s Participant Documentation Management Policy.

5.45 Participant Movement form’ must be completed by the Service Manager and forwarded to Admin to ensure all paperwork and finances are finalised.

**6.RESPONSIBILITIES**

**Employee**

Complying with the requirements of this policy.

**Service Manager**

Ensuring employees are familiar with the requirements of the policy, and have sufficient skills, knowledge, training and ability to meet the requirements

Monitor staff compliance with the requirements of the policy

Ensure training and information is provided to staff to carry out this policy

Manage all entry and exits efficiently

**General Manager**

Ensuring the policy is effectively implemented across the service

Monitor Service Manager compliance with the requirements of the policy

Ensure training and information is provided to staff to carry out this policy

Support the Service Manager to manage entry and exits accordingly

**Human Resources Manager**

Supporting the Management Team to ensure all staff are trained and adhere to this policy

**CEO**

Maintaining this policy and its related procedures

**7.CHANGE HISTORY**

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| **Version** | **Release Date** | **Author** | **Change Details** |
| 1 | April 2017 | Kay McPartland | Standard 5 replaced to reflect NDIS updates |
| 2 | JULY 2020 | Ashleigh Saunders  | Formatting and updates amended  |
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