

 Community Living & Respite Services	Policy No.	SP S2	**	
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	Authorised By		Reviewed by the Senior Managers and approved by the CEO	

Service Exit

Policy

It is the policy of Community Living & Respite Services (CLRS) to provide clients with a non-discriminatory and fair process when they choose to, or are required to, leave the service.

CLRS will provide assistance to clients to understand the process for leaving the service.

Procedure

At service entry clients will be informed of the service exit policy and how to initiate exit procedures.

Clients are fully informed, supported and involved in making the decision to exit the service. All efforts are made and opportunities explored before the decision to exit is carried through.

Clients are made aware on exiting the service that they can request to return to the service at any time, and that they will be reassessed according to the CLRS *Service Entry Policy* without fear of discrimination.

When the client decides to exit the service an opportunity to discuss their level of satisfaction will be provided in an exit survey. Clients will be asked if they would like to provide feedback through survey monkey, have a hard copy posted in the mail, or to complete the survey over the telephone.

Types of Exit

Type 1. A Client may at any time choose to discontinue services at any time.

When a client thinks about exiting CLRS services or ceases to regularly use services the Intake and Planning Coordinator will make telephone contact to discuss the decision to not have services as per the *Inactive Client and Client Exit Procedure*.

Where CLRS is no longer able to meet the needs of the client or where another service is identified as more likely to provide a positive outcome for the client, and the client agrees to exit the service, CLRS will provide support to achieve a smooth transition.

Clients with Individual Service Packages are required to provide four weeks' notice of intention to exit, in writing to the CEO as per Funded Supports Agreement or DHHS guidelines.

For Children in Out of Home Care who exit the service refer to the *Supporting Transition Policy*.

Type 2. Where the client's consent to exit is not given, CLRS will account for the reason for the exit.

CLRS may begin service exit processes with a client under the following circumstances.

- An inability or unwillingness over a period of time to work towards agreed goals
- Other clients, staff or the client involved are at risk of harm
- Financial requirements are neither negotiated or met
- Severe incompatibility with other client is displayed
- Dramatic health changes require significantly increased levels of care

Service exit should only be an option after strategies have been implemented to meet irreconcilable differences. Where a client is funded by a government organisation, such as NDIA, ADHC, DHHS, this organisation is to be contacted and requested to be involved in transition process.

Withdrawal of services by CLRS to a client will be made only after discussion and consultation with the individual, his/her advocates, family/carer, immediate support staff, Team Leader, Services Manager, Service Development Manager, CEO and Board.

Exit Process

CLRS will endeavour to assist any client exiting the service to obtain information regarding alternative services available in the community.

A service exit report will be completed for people leaving the service. This will include a summary of the person's progress, medical, dental and psychological information obtained from the time of commencement, and goals for the next placement, if applicable. This report will be filed with the client's records and if permission received, a copy will be provided to the referring agency.

If the client was a resident of an accommodation service, all possessions of the person will be documented and a copy will be entered in the client's personal records. A clothing and chattels checklist may need to be sent to the new agency.

Medical services, Pharmacy, Centrelink, day placement, and other relevant services should be informed that CLRS is no longer providing support, where applicable.

In some situations, with the consent of the client, a case meeting may need to be arranged.

All items that belong to CLRS must be returned including property keys.

Files

All notes/reports/letters generated by the organisation remain the property of the CLRS. Other documentation held on behalf of the client, will be returned to the client at point of exit.

All medical or other reports from other bodies are the property of the client. CLRS retains the right to keep copies.

All information collected will be archived as per the *Archiving and Retention of Records Policy*.

Monitoring and Evaluation

Clients will be asked if they would like to provide feedback online thorough survey monkey, have a hard copy posted in the mail, or to complete the survey over the telephone when they exit the service. Exit surveys will be reviewed annually.

Policy	Procedure	Form
<i>Service Entry Policy</i>	<i>Inactive Client and Client Exit Procedure</i>	
<i>Supporting Transition Policy</i>		
<i>Archiving and Retention of Records Policy</i>		