

Core Module Manual

Full Care Lifetime

SERVICE EXIT AND TRANSITION POLICY AND PROCEDURE

The purpose of this policy and procedure is to demonstrate Full Care Lifetime's commitment to transparent and service exit procedures that respect the rights of participants and support the transition to service providers when required.

POLICY

Full Care Lifetime understands the right of service users to exit from the service and transfer to other service providers. Full Care Lifetime understands that participants have the right to terminate their service provision with Full Care Lifetime.

We will ensure exit procedures are fair, transparent and respect the rights of the participants.

PROCEDURES

- All participants have the right to terminate their service provision at any time.
- Full Care Lifetime will provide exiting participants with an Exit Interview and will outline reasons for service termination (if applicable) and also obtain feedback.
- Full Care Lifetime will track service exit and referral information on the participant management system.
- Full Care Lifetime collaborates with participants or their representatives whenever collaboration can be facilitated, ensuring a smooth exit or transition process.
- Developing Exit or Transition Plans: Working with participants to create a structured plan that aligns with their goals and support needs.
- Ensuring Continuity of Care: Assisting in coordinating ongoing support to prevent service disruptions during the transition.
- Coordinating Alternative Support Options: Helping participants access mainstream, community, or alternative disability services when exiting the NDIS.
- Documenting Feedback : Engaging with participants and representatives to address concerns or disagreements regarding exit or transition decisions and documenting the same.
- Informing Participant regarding risks during Service Changes: Providing clarity, guidance, reassurance and documenting risks to participants about the impact of changes on their support services.
- If required, participants will be provided with information and support to access a representative of their choice to help them with access the service.
- Full Care Lifetime will inform participants of their rights and responsibilities.
- If a participant is asked to leave the service, information regarding the reason for being asked to leave will be provided to the participant and their representative.
- Full Care Lifetime will only terminate participant service, when the participant cannot be cared for with the resources available to Full Care Lifetime or the participant's condition changes to the extent that the participant no longer needs home care.
- On cessation of service, the participant will be informed of their rights in writing to future service provision and information regarding advocacy.
- Participants who have their services terminated by Full Care Lifetime have the right to appeal.
- Appeals should be directed in writing to the Management Team and a final decision will be made by the Director.
- Participants who successfully appeal will be supported to continue accessing Company's services.
- Participants who are not successful in their appeal will be provided advice in writing to this effect.

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- If a person is unhappy with outcome of their appeal, they will be directed to Full Care Lifetime's Complaints and Feedback process.
- Full Care Lifetime will work with participants and their representative to identify alternative services and referrals could best meet their needs.
- An Exit Plan will be agreed with the participant and with their informed consent.
- The Plan will contain identified timeframes outlining actions and those responsible to implement the actions.
- Participants who have chosen to exit the service have the right to re-access services within a 30 day period of exiting, without having to follow formal access processes, provided the necessary service resources are available.

Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery process.