

Service Entry & Exit

Record of Policy Development

Version	Date approved	Date of last review	Date for next review
2.1	January 2008	July 2020	April 2022

Responsibilities and Delegations:

This policy applies to:	Board, CEO, Executive Team, Human Resources, Staff, Volunteers, Students, any individuals acting for and on behalf of Interchange (herein referred to as 'Personnel') and customers.
Policy Approval	Policy Committee

Policy Context – this policy relates to:

Standards	<ul style="list-style-type: none"> ● National Standards for Disability Services (Standard 5)
Legislation	<ul style="list-style-type: none"> ● National Disability Insurance Scheme Act 2013 ● Disability Services Act 1993 (WA)
Contractual obligations	<ul style="list-style-type: none"> ● NDIS ● Department of Communities ● Department of Health
Organisation policies	<ul style="list-style-type: none"> ● Customer Service Charter ● Advocacy ● Feedback & Complaints ● Occupational Health and Safety
Forms, record keeping, other documents	<ul style="list-style-type: none"> ● Customer Needs Assessment Form ● NDIS Service Agreement ● Customer Support Guide ● Risk Assessment ● Customer Individual Plan ('iPlan') ● Exit Interview Work Instructions ● Continuous Improvement Register

Policy

Interchange services are open to all people with disability, regardless of race, sex, religion, sexuality, marital status, or political belief. We recognise that the effectiveness of any access policy depends upon the organisational and individual decision-making processes and the “hands on” practices of personnel and the capability of our staff and services. We insist on a positive and non-prejudicial environment and atmosphere in all our contacts and activities.

Access to Interchange services is based on an assessment to determine the extent to which the potential customer's needs can be addressed by the services provided by Interchange, and their need for services relative to others. This assessment will be conducted by a Community Engager and is formalised through a signed *NDIS Service Agreement*.

We recognise that for some people there are barriers to access to services, including people from culturally and linguistically diverse backgrounds, Indigenous people, and people who have behaviours of concern or complex support needs. Interchange is committed to addressing these issues to the best of our ability with the resources available to us. Interchange recognises we will not be able to meet the needs of all people. If we are unable to offer a service to a potential customer, we will offer information and provide referral advice regarding other services that might be able to assist them.

Whilst customer funding is renewable and reviewable, generally Interchange makes a long-term commitment to its customers. Customers may exit from Interchange of their own choice, or under certain circumstances by the decision of Interchange. Should a customer leave Interchange services the aim is for the customer to experience a safe, planned and coordinated transition to a new provider.

Procedure

Service Entry

- Potential customers have an initial meeting with an Interchange Community Engager. The purpose of this meeting is to determine:
 - ✓ The customer's goals and aspirations, and the extent to which these can be met through the services Interchange is able to provide.
 - ✓ Any special requirements that must be considered if Interchange is to provide a service, and the extent to which Interchange can meet those needs.
 - ✓ The customer's funding package relative to the costs of providing services to meet the customer's needs and expectations.
- If the customer and the Community Engager agree that Interchange will provide a service, this will be confirmed to the customer in writing by way of a mutually signed *NDIS Service Agreement*.
- All new customers will be provided with a *Customer Support Guide* containing information about Interchange and the services we provide, arrangements in place to deal with emergencies and how to provide feedback or make a complaint.
- The *Customer Needs Assessment Form* and the *Service Agreement* will be the starting point for the development of an Interchange *Customer Individual Plan* ('iPlan').
- The Community Engager will undertake a *Risk Assessment* for all customers to identify how staff can be guided to provide safe and responsive services. To provide safe services the customer may be required to provide documentation from therapist or clinical specialists to guide Interchange 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 customer expected.

Service Exit

- When a customer leaves Interchange, regardless of the reason, Interchange can assist them and their family (and/or other supporters) to find alternatives by providing information and/or facilitating referral to an alternate service provider.
- A planned transition to a new provider is facilitated in collaboration with the customer when possible, and this is documented, communicated and effectively managed.
- To assist with learning and continuous improvement all customers will be contacted by a Community Engager within two (2) weeks of the date of exit to undertake an *Exit Interview*.
- The Executive Manager People & Culture will undertake an Interchange initiated exit only after a full consideration of the circumstances and after consultation with the customer, and, if the customer so wishes, an independent Advocate. If the customer is to be exited from services by Interchange, they will be
 - ✓ Advised in writing;
 - ✓ Provided with reason(s) for exit; and
 - ✓ the date at which services will cease.
- If the customer, or other supporter(s), seriously breaches the safety of Interchange employees the notice period will be waived. A customer who exits as a result of an Interchange initiated action is entitled to use the *Interchange Feedback and Complaints Policy* to have the decision reviewed by the Chief Executive Officer.