

Service Exit Policy

A Scope

- (i) This policy applies to participants exiting from any Interaction service whether at the individual's or Interaction's initiative.

B Purpose

- (i) To ensure the rights of a person exiting a service are respected and met in a fair and non-discriminatory manner.

C Policy

- (i) Interaction will strive to promote security of supports for all people receiving a service.
- (ii) Access to supports required by the participant will not be withdrawn or denied solely on the basis of a dignity of risk choice that has been made by the participant.
- (iii) Where services are provided for a limited duration, the duration of service will be defined in the Service Agreement and Schedule of Supports between Interaction and the participant.
- (iv) Each participant or their delegate has a right to refuse, suspend or discontinue their services at any time they choose.
- (v) Interaction may cease to provide supports after consultation with the participant and their support network if the supports are no longer appropriate for the person; the participant's needs exceed those outlined in their NDIS Plan; or the safety and wellbeing of staff or other participants are impacted.
- (vi) Interaction may cease to provide supports due to funding constraints or if conditions within the Service Agreement are breached.

D Definitions and Acronyms

Definitions and acronyms relevant to this policy may be found in the ***Glossary or Acronyms*** document in the Policies Document Library.

E Implementation

- (i) The Service Agreement between Interaction and a participant will include conditions relating to service exit. This information will be consistent with this policy and staff will ensure the participant and/or their delegate are made aware of and/or understand service exit conditions.

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- (ii) As part of the service exit process, staff are to support the participant and/or their delegate to understand under what circumstances supports can be withdrawn. Staff will respect the right of a participant, or their delegate to decide they no longer wish to receive support from Interaction.
- (iii) Should either Interaction or the participant or their delegate wish to end services, they must give notice as per the Service Agreement. If either Interaction or the participant or their delegate seriously breaches the Service Agreement the requirement of notice may be waived.
- (iv) All claiming related to services must be completed prior to formal service exit.
- (v) If a participant or their delegate decides they no longer wish to receive support from Interaction, staff will take all reasonable steps to ensure that the decision is an informed choice, and not the result of an underlying issue or concern. Where a court order is in place, staff will contact the participant's support network to discuss further and follow any relevant legal processes.
- (vi) Where a participant is at risk of being exited from Interaction through a breach of their Service Agreement, staff will ensure that every opportunity and all practical support is provided to enable the participant to remain with the service.
- (vii) Where a participant's access to support is at risk, they will be encouraged to access advocacy services.
- (viii) Staff will only initiate a participant's exit from services where clear attempts have been made to remediate any issues or concerns with the participant and their support network. Any issues and actions taken to resolve them must be documented.

Transition Planning

- (i) A planned transition to or from Interaction will be facilitated and effectively managed in collaboration with each participant where possible. The transition and any associated correspondence will be documented in the participant's file and communicated to relevant parties with the participant's consent.
- (ii) The level of transition planning involvement will be relative to a number of factors, including:
 - The participant's consent for staff involvement; and
 - The complexity of the service delivery.
- (iii) Risks associated with each transition to or from Interaction will be identified, documented and responded to, including risks associated with temporary transitions from Interaction necessitated by the need to respond to a risk to the participant, such as a health care risk requiring hospitalisation. Communication and co-ordination between services and the participant's support network helps ensure that critical

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information about the participant's health needs, potential risks and current health care are not lost during transitions of care.

- (iv) The line manager will ensure processes for transitioning a participant to or from Interaction's services are developed (such as a checklist), applied, reviewed and communicated to the participant, and shared with the participant's consent, to other relevant parties.

F Relevant Legislation and Standards

- (i) Carers (Recognition) Act (2010)
- (ii) Children and Young Persons (Care and Protection) Act 1998
- (iii) Disability Discrimination Act (1992)
- (iv) National Disability Insurance Scheme Act (2013)
- (v) NDIS Practice Standards and Quality Indicators (2021)
- (vi) NSW Anti-Discrimination Act (1977)
- (vii) NSW Community Services (Complaints, Reviews and Monitoring) Act (1993)

G Interaction Forms

- (i) Schedule of Support
- (ii) Service Agreement

H Related Policies

- (i) Advocacy Policy
- (ii) Anti-Discrimination Policy
- (iii) Complaints, Feedback and Compliments Policy
- (iv) Conflict of Interest Policy
- (v) Service Access Policy

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