

Entry and Exit

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Introduction

This policy aims to remove barriers that participants may face trying to access our services and provides guidance on handling participant entries and exits from our services. This policy helps:

- Promote consistent practices
- Allow for the diverse and individual needs of participants
- Consider the health and safety of our workers.

Our services are available to people with disability who are eligible for the NDIS. When a participant requests access to our services, this starts the entry process. During entry, participants are informally assessed in regard to the service being requested, and/or their perceived needs based on their circumstances.

The entry process can vary between participants, however, it requires consideration of the person's needs, abilities, goals, risks, any previous or current supports, and their level of funding. This process must be done in a manner that is fair and transparent. Following the assessment, a decision is made on whether Therapeutic Link can provide the services that meet the person's assessed need and when.

When participants leave our services, this is referred to as exiting and can happen for several reasons, such as:

- If they relocate to an area outside our area of service delivery
- When our support schedule and service are no longer able to meet the participant's needs or assist in achieving chosen goals
- If they transfer to another service provider
- If they are a lack of available resources or funding
- In the event of the death of a participant using our services
- If the participant is unwilling to meet the reasonable conditions outlined in their Service Agreement, affecting the effective delivery of services and/or the health and safety of the participant or anyone else
- If there are changes in the participant's condition resulting in support needs above what we can deliver

- If the participant and/or family member/carer engage in behaviour that is unacceptable towards Therapeutic Link Team Members, such as violence, abuse, aggression, theft or property damage
- If continued non-payment of service delivery fees are incurred from supports and services provided.

Applicability

When

- Applies when participants enquire about our services, enter into a service agreement, or exit from our services.

Who

- Applies to all employees including key management personnel, full-time workers, part-time workers, casual workers, contractors, and volunteers.

Documents relevant to this policy

- Participants Referral Form
- Exit from Service Form
- Onboarding Process

Regulations relevant to this policy

- NDIS (Quality Indicators) Guidelines 2018 (Cth)
- National Disability Insurance Scheme Act 2013 (Cth)

Our commitment to ensuring service accessibility

As part of our commitment to ensure service accessibility, we will:

- Ensure non-discriminatory access for all participants enquiring or requesting access to our services
- Maximum accessibility to our services for all NDIS participants who need our services
- Proactively communicate information about our supports and services as part of broader community engagement activities
- Identify and reduce barriers and provide equitable access for all NDIS participants who need our services
- Regularly review the accessibility of our services and take action to improve access whenever possible
- Ensure the advertised contact phone number is accessible during business hours and has an active voicemail
- Ensure the advertised contact email account is working and check at least daily
- Ensure all enquiries by participants are responded to in a timely manner
- Provide accurate information about gaining access to and exiting from our services to assist participant decision making
- Make all reasonable adjustments to accommodate participant cultural/language needs and those of family, significant others, and advocates
- Try our best to monitor the diversity of the people accessing our services to ensure we reach the whole community, particularly those groups known to experience additional barriers i.e., because of gender, culture or ethnicity
- Provide participants with all options we are aware of in the community that could benefit them and expand their choices in any aspect of their life.

Entry to services

- Entry and access to our services is provided on the basis of relative need and availability of resources
- Each participant requesting access to services is informally assessed before they commence the onboarding process to commence services
- Each participant requesting access should be provided with a timely response regarding their request

- A more involved onboarding process and intake assessment may be necessary when more information is required to assist in deciding a participant's request to access services. This will be completed by an experienced member of our clinical team who will support the formal intake process required.
- Notification regarding the acceptance of a referral and the estimated start time for work to commence must be clearly communicated to the participant and/or important stakeholders
- In the situation that Therapeutic Link is not best positioned to accept and service request, this must also be clearly communicated to the participant and/or important stakeholders, along with reasoning as to why this decision was made.

Exit from services

- Participants have the right to leave our services at any time they choose
- Participants are supported to investigate more appropriate services if they are likely to enable positive outcomes
- Participants are required to provide four weeks' notice of their intention to exit our services
- Our exit process must be fair and transparent and uphold the rights of the participants
- If a participant is leaving due to dissatisfaction with our services, they are encouraged and supported to raise a complaint about their dissatisfaction
- We will understand, accept and learn from a participant or family's decision to exit our service
- We will support participants with an exit plan, if they are amenable, after we become aware that the participant would like to exit our services
- Participants are offered the opportunity of an exit interview
- Participants are provided information on how they can re-enter our services.

Withdrawal of services

- We will properly assess matters that lead to the withdrawal of services, that are initiated by Therapeutic Link, and provide affected participants with reasons for the withdrawal of services e.g., shortage of resources.
- We will not withdraw services for a participant solely on the dignity of risk choice made by the participant.
- If we withdraw services for a participant, we will support the participant to find services from another provider.