

Policy: 3.2	Client Transition or Exit from the Service
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Policy Statement:

ODEEP is committed to providing families with information and support through the process of exit from ODEEP.

ODEEP will ensure:

- All clients are provided with the necessary information and explanation in appropriate communication formats in relation to their transition or exit from the service.
- Clients are provided with information and support through the process of transition or exit from the organisation’s services.
- Client transition strategies and exit planning will be documented in the client’s individual service plan.
- The client exit process for services is clear and that the organisation adopts fair and non-discriminatory processes when a client chooses to or is required to leave the service. This will occur in a planned and organised manner in order that a smooth transition is made to the new setting.

Responsibilities and delegations	
This policy applies to	ODEEP families who wish to transition or exit ODEEP services and supports.
Specific responsibilities	This policy is developed by the CEO and reviewed by ODEEP staff and Board of Directors. It is communicated and implemented by the CEO and staff.
Policy approval	ODEEP CEO

Policy context – this policy relates to:	
Standards	NDIS Practice Standards and Quality Indicators 2018
Legislation	NDIS Act 2013
Organisation policies	1.2 Decision Making and Choice Policy 1.6 Privacy Policy 1.7 Advocacy and Information Policy 2.3 Record Management Policy 2.4 Feedback and Complaints Policy 3.3 Individual Outcomes, Service Planning and Co-ordination Policy 4.2 Family Centred Practice Policy 4.3 Client Participation and Social Inclusion Policy
Forms, record keeping, other documents	ODEEP Family Charter Feedback Brochure and Client User Forms Transition Plans CRMS System Mission, vision and value statement

Procedures

Definitions:

Transition: Transition is preparing for and supporting the client to exit the service or referral to another service or program where appropriate.

Exit: Exit (or discharge) is the process through which clients transition out of the services and programs offered by ODEEP.

The circumstances which will lead to an exit from a service provided by ODEEP include:

- their children no longer meet the eligibility criteria.
- they may choose to access a different ECI service.
- the client goals are met.
- the client chooses to leave the program or ceases the services.
- the client wishes to transfer to another service provider.

Procedures for planning and coordinating the exit of a family from ODEEP:

- Each family exiting ODEEP is treated in a fair and non-discriminatory way.
- Prior to a Key Worker exiting a family, the child's need's will be reviewed by the team and an exit plan discussed with the Practice Manager.
- Transition plans, where appropriate, will be developed and should be included in the family's IFSP where possible.
- Families are provided with the necessary information about the transition and explanations are given in ways which they can understand, including in writing, verbally and visually.
- Where a family exits ODEEP to attend another ECI service, ODEEP staff offer to meet with the new service and the family to coordinate the transition and to share information and reports.
- All families who exit ODEEP for any reason are offered a final written report outlining the services and supports they have received from ODEEP, the names and disciplines of the staff involved and where possible the goals and outcomes. Families are encouraged to share a copy of this report with the referring party where appropriate.
- Families may also request a copy of their family file at or after the point of exit. The Key Worker ensures that any reports marked "not to be released to a third party", and staff working notes (located in the echidna), are removed from the file.
- Client consent will be sought prior to involving other professionals in the development of a transition or exit plan, or where transfer of information is required.
- Where possible the ODEEP Practice Manager will contact the family to gather and document feedback about their experiences at ODEEP in order to improve the services. Families will be reminded of the feedback and complaints processes should they wish to use them.
- The keyworker will also be responsible for following-up all outstanding ODEEP resources that have been lent to the family or the ECEC that the child attends.
- Once a family has exited their child from ODEEP and all relevant reports have been distributed, the child's hard copy file is closed, sealed and archived off the premises with a file management company until the child is 25 or re-enrols at ODEEP. The child is also exited and made inactive from the Echidna CRM program, which can be accessed at any point in time.

Record of policy development		
Version	Date approved	Date for review
Version 1	August 2020	August 2021
Version 2	November 2021	November 2022
Version 3	November 2022	November 2023