



## Individual Transition or Exit Procedure

This document is controlled within the SharePoint Document Management System.

Please refer to the electronic version on SharePoint to confirm you have the latest version.

	Title	Name	Date
<b>Owner:</b>	Network Manager Operational	Gavin Pitman	January 2022

Revision	Date	Amended By	Details of Amendment
	January 2022	Gavin Pitman	Initial document
1.0	February 2022	Gavin Pitman	Update in response to NDIS Q&S

**TABLE OF CONTENTS**

<b>1. PURPOSE.....</b>	<b>3</b>
<b>2. SCOPE.....</b>	<b>3</b>
<b>3. DEFINITIONS .....</b>	<b>3</b>
<b>4. PRINCIPLES .....</b>	<b>3</b>
<b>5. PROCEDURE .....</b>	<b>3</b>
<b>6. REVIEW .....</b>	<b>5</b>

### 1. Purpose

The purpose of this document is to outline the procedure for supporting an individual to transition (in or out) or exit from Valued Lives supports and services.

### 2. Scope

This procedure applies to all employees, volunteers and contractors engaged by Valued Lives (collectively referred to as 'Workers') and is applicable to individuals and/or their family member/representative accessing Valued Lives supports and services.

### 3. Definitions

**Transition:** is preparing for and supporting the individual to exit or enter Valued Lives supports and services or referral to/from another service or program, where appropriate.

**Exit:** is the process through which individuals transition out of Valued Lives supports and services. The exit process generally occurs when the individual has reached their goals outlined in their individual plan. For some individuals there may be a period of transition to exit or some form of continuing support during the transition process (e.g., referral to an alternative provider, referral to an advocacy service, peer support, etc).

The circumstances which will lead to an exit from Valued Lives supports and services may include:

- Individual's goals have been met
- Individual chooses to leave Valued Lives
- Individual chooses to cease accessing supports and services from Valued Lives
- Individual wishes to transfer to another provider
- Individual is no longer eligible for services.

### 4. Principles

Valued Lives is committed to providing individuals with information and support through the process of transition or exit from supports and services.

Valued Lives will ensure:

- All individuals are provided with the necessary information and explanation in appropriate communication formats in relation to their transition or exit from/to Valued Lives supports and services
- Individuals are provided with information and support through the process of transition or exit from Valued Lives supports and services
- Individual transition strategies and exit planning is documented in the individual's record in the Valued Lives record management system (i.e., Brevity)
- The individual transition or exit process is clear
- Fair and non-discriminatory processes will be adopted when an individual chooses to or is required to leave the service.

### 5. Procedure

Valued Lives will:

- Ensure that Workers explain to all individuals at the time of the development of their

individual Service Agreement how and when the process of transition and exit will occur

- Ensure that the issue of transition and exit is discussed in individual Service Agreement reviews
- Ensure that transition and exit is timely, seamless and offers flexible and reliable support linked to other services, where required
- Identify, document and respond to risks associated with each transition to or from Valued Lives supports and services, including risks associated with temporary transitions from Valued Lives to respond to a risk to the individual (e.g., a health care risk requiring hospitalisation)
- Support individuals to transition to or from other services or cease services as needed.

### **Developing a transition or exit plan**

The transition or exit process is outlined in an individual's service agreement and individual plan which identifies key steps for the individual's transition or exit from Valued Lives supports and services.

Valued Lives undertakes regular monitoring of the individual's progress towards achieving their goals and obtains consent from the individual to seek feedback from key stakeholders including family members, allied health professionals and other services accessed. The individual's goals are reviewed at least annually, in-line with the NDIS plan review, or earlier due to changed circumstances.

### **Support**

Valued Lives will actively involve the individual in the process of transition or exit and will assist the individual to access support from others including extended family members, representatives, advocates and interpreters, where requested.

Where the individual supported by Valued Lives chooses to transition to another provider and requests that a Valued Lives Worker also transitions with them to the new provider, Valued Lives will discuss this with the individual and Worker.

Where the individual supported by another provider chooses to transition to Valued Lives and requests that a Worker also transitions with them, Valued Lives will discuss this with the individual and Worker.

### **Support options**

As an individual nears transition or exit, Valued Lives will discuss options for support following transition or exit, or if appropriate the ability to again access supports and services from Valued Lives.

In determining the most appropriate support options with the individual, Valued Lives will consider a range of factors specific to the individual including their existing family/informal supports, culture, language, age, risks, etc.

### **Transition or Exit Review**

Prior to an individual transitioning or exiting Valued Lives supports and services a review will be conducted to ensure all appropriate informal and formal supports are in place for the individual.

### **6. Review**

This procedure will be reviewed annually or as required due to significant changes.

Jane Forward  
Chief Executive Officer  
January 2022