



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

St 5b	CLIENT TRANSITION OR EXIT FROM THE SERVICE
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Applies to:
Specific responsibility:

Version:
Date approved: 5 Aug 2014

Policy context: This policy relates to	
Standards or other external requirements	NDIS Practice Standards
Legislation or other requirements	Disability Services Act
Contractual obligations	National Disability Insurance Agency

POLICY STATEMENT

Jumbunna is committed to providing clients with information and support through the process of transition or exit from Jumbunna's programs.

Jumbunna will ensure:

- all clients are provided with the necessary information and explanation in appropriate communication formats in relation to their transition/ exit from the service
- clients are provided with information and support through the process of transition or exit from Jumbunna's program
- client transition strategies and exit planning will be documented in the client's individual service plan.
- the client exit process for programs is clear and that the organisation adopts fair and non-discriminatory processes when a client chooses to or is required to leave the service.

Definitions

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

Exit (or discharge) is the process through which clients' transition out of the programs of Jumbunna. The exit process generally occurs when the client has reached their goals outlined in the client individual service plan. For some clients there may be a period of transition to exit or some form of continuing care.

The circumstances which will lead to an exit from a service provided by Jumbunna include: client goals have been met; client chooses to leave; or cease the services; or client wishes to transfer to another service provider; or the client is no longer eligible for services.

After a client exits from the service the following may be some continuing care will be provided as a follow up support:

- Outreach
- Transition to School follow up in the new year
- Phone support

- Equipment loan
- HWCA and Better Start for School age children
- National Disability Insurance Scheme

PROCEDURES

Jumbunna will:

- ensure that staff explain to all clients at the time of the development of their individual service plan how and when the process of transition and exit will occur
- ensure that the issue of transition and exit is discussed in client service reviews
- ensure that transition and exit is timely, seamless and offers flexible and reliable support linked to other services.
- support clients to transition to other services or cease services as needed
- employ service planning and management staff that have the necessary skills and experience to undertake the role and provide them with regular structured supervision and staff development

Developing a Transition or Exit Plan

The transition/exit process should be included in a client's Individual Education Plan and/or transition to school timeline.

The Family Service Coordinator (FSC) will undertake regular monitoring of the client's progress against client goals and seek feedback from all relevant stakeholders.

Support

Jumbunna will use a range of strategies (such as IFSP, support groups) to ensure families are actively involved in the transition/exit of their children.

Jumbunna staff involved in client transition and exit processes will be provided with on-going support and professional development to assist them to undertake their duties effectively.

Support Options

As a client nears transition/exit the FSC will ensure there are discussions with them about options for support following transition or exit or if appropriate the ability to again access the services of Jumbunna.

In determining the most appropriate support options with the client the organisation will consider all cultural and language requirements, existing family and carer support, the person's mental health, the age of the client, current risks to client.

Involving other Professionals

Client consent will be sought prior to involving any other professionals in the development of a transition or exit plan.

Exit and Transition

Prior to a client transitioning or exiting a service of Jumbunna an exit review will be conducted to ensure all appropriate formal and informal supports are in place.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Policy Name:	Client Transition or Exit from the Service	Policy Number:	
Date Approved:	24 August 2023	Approved By:	Board of Management
Date Issued:	31 August 2023	Review Date:	30 June 2025
Version 1.5	This version of the policy was approved 24 August 2023 and replaces the version approved 28 July 2022.		

