

EXIT FROM SERVICES

POLICY

A client has a right to exit from Riverlink Interchange Incorporated (Riverlink) services at any time.

Riverlink will only initiate a termination of respite services to a Carer when:

- 1) The client moves outside the geographical area.
- 2) The client's age exceeds the service eligibility.
- 3) The needs of the client change and are outside the scope of the service
- 4) The client moves into long term residential care.
- 5) Riverlink is unable to provide a service safely due to Work Health and Safety legislation and/or Duty of Care requirements.
- 6) Riverlink is unable to continue to provide service due to resource constraints.
- 7) The client is not reallocated to Riverlink through RIAP.
- 8) The client is deceased.

PROCEDURES

- 1) The Service Coordinator will contact the client to discuss the following:
 - a) The reason/s why Riverlink is considering exiting the client
 - b) The client's current needs, issues or concerns regarding the exit decision
 - c) The client's right to appeal the decision.
 - d) The need for any transitional plan arrangements.
 - e) The need for information and/or referral to other services.
 - f) The circumstances in which a reapplication for services could be made.
 - g) Feedback from the client about the services they received from Riverlink.
- 2) The clients file will be updated with a file note recording the outcome of discussions with the client and any follow-up actions taken.

- 3) Riverlink staff will use the exiting steps outlined in the Client Exit Checklist (CP, IF or NS) to archive records and documentation.
- 4) Clients will be informed of any decision by Riverlink to terminate services in writing, except in the case of the death of a client.
- 5) A copy of the letter will be placed in the client's electronic file.

The Service Coordinator will make the necessary termination arrangements e.g. staffing, referrals.

The Carer's file will be archived for two years.

Termination due to age ineligibility

For participants who turn 65 and are ineligible for Flexible Respite, twelve months prior to the client's birthday which triggers ineligibility the Service Coordinator will:

- 1) Inform the Carer.
- 2) Initiate a review of the current service plan to incorporate any transitional needs.

Transitional arrangements may include:

- 1) An introduction into an alternative respite program offered by Riverlink.
- 2) Referral and follow-up to other services.

Suspension of Services

Services may be suspended if continuation of service will breach Work Health and Safety legislation or Duty of Care requirements.

Immediately such a suspension is foreshadowed, the Service Coordinator will organise for a risk assessment to be undertaken. This should include identification of any possible strategies which could be put in place to enable services to recommence. At this time, a review of the Service Plan should also be undertaken.

Where the strategies are agreed with the client and will satisfy Work Health and Safety legislation and Duty of Care requirements, services can recommence under the revised Service Plan (Ref:1.10).

Where no agreed strategies exist or where all possible strategies have failed to prevent the breaches occurring, the Service Coordinator will initiate formal exit procedures.

Resource limitations of Riverlink may also trigger a suspension in services.

Related Forms:

Hazard & Risk Reporting form

Exit Letter proformas

Client Exit Checklists (CP, IF and NS)

Related Policies:

1.10 Hazard and Risk

1.11 Quality & Workplace Health and Safety

2.05 Service Access

2.16 Service Plan

2.22 Duty of Care

Relevant Standards:

NSW Disability Service Standards:

Standard 6; Service Management

National Standards For Disability Service Standards 2013:

Standard 6; Service Management

Children's Standards in Action:

Standard 9; Family Relationships

Legislation:

Disability Services Act (NSW) 1993

NSW Anti-Discrimination Act 1977

Ray Palmer

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Executive Officer

Date : *23/02/2015*
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