

AmeCare

Working with you on the canvas of your life




Access and Exit of Service Policy

Policy and Procedure

Version 1.8

<h2>Document Control</h2>

1.8	Updated policy, updated definitions, added SSR standards, updated procedure, added responsibilities, review, related legislation	03.04.2018	02.08.2024	02.08.2025
1.7	Updated definitions and wording in processes	03.04.2018	23.06.2023	23.06.2024
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ROLE	NAME AND POSITION	SIGNATURE	DATE
Document Author:	Yanie Drysdale - General Manager		03.04.2018
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Access and Exit of Service

Policy

AmeCare is dedicated to providing people with a high standard of service aimed at meeting individual need and promoting a sense of dignity, purpose and safety.

The purpose of this policy is to provide clear and transparent information in relation to service entry and exit processes for AmeCare participants, including those people funded through the National Disability Insurance Scheme (NDIS).

AmeCare's access to services is non-discriminatory and respects age, gender, race, religion, sexual preferences and disability consistent with human rights and other applicable legislation. This is to ensure equity and fairness is applied to all service users.

Information about AmeCare's services is also available in easy-to-read format.

AmeCare is committed to working with other service providers and community supports to share information and establish relevant networks to ensure participants are exercising choice and control and are receiving the supports they need to maintain their quality of life.

Potential and existing participants and their family members/carers are provided with clear and transparent information about access to services, capacity for appropriate service delivery and waiting times for supports to commence or be implemented and transparent processes to ensure the participant receives a supported and appropriate exit from the organisation.

This policy applies to all existing and potential AmeCare participants and their family members/carers who have requested, or currently receiving supports and services.

Definitions

Entry-Is the process through which a person enters into a specific support or service arrangement with AmeCare

Exit-The point, at which a person leaves AmeCare, no longer requires AmeCare's support or transfers to another external service provider.

Social Service Standards - The Social Services Standards came into effect on 1st July 2023, and are a consistent set of obligations that social service providers in Victoria must meet.

Service providers need to demonstrate they provide safe social services by meeting the service requirements of the six Standards.

- Standard 1: Safe service delivery – Social services are safely provided based on assessed needs.
- Standard 2: Service user agency and dignity – Social services are person-centred, and respect and uphold service user rights and agency.
- Standard 3: Safe service environments – Social services are provided in a safe, secure and fit-for-purpose environment.
- Standard 4: Feedback and complaints – Service users are supported to share feedback, complaints or concerns about service safety.
- Standard 5: Accountable organisational governance – Effective governance and organisational systems support safe social service delivery.
- Standard 6: Safe workforce – Social services are delivered by a workforce with the knowledge, capability and support to provide safe social services with care and skill.

Advocate- A formally appointed person or someone nominated by the participant who is not associated with services or financial incentives who will assist a person with a mental health condition or disability to make an informed decision.

Guardian -A person who has the legal rights and responsibilities of making decisions on another person behalf. A guardian can be public (Office of the Public Advocate) or a private guardian (a family member or friend). A guardian must be appointed by the Victorian Civil and Administrative Tribunal (VCAT).

Next of Kin - refers to a person's closest living blood relative

Consent - Informed consent means a person has all the information available to them to make a decision. A person must also understand risks and consequences that might be associated. Examples of understanding for the purposes of consent include:

- The information presented
- the purpose or purposes of collecting the information
- who will have access to what parts of the information
- who the information will be passed on to
- whether providing the information is voluntary or required by law
- the consequences of giving or refusing consent.

Eligibility - Eligibility relies on an individual having NDIS funding to access services delivered by a NDIS service provider. A potential person must be identified through the entry procedure to be eligible to receive supports and services from AmeCare. Should a person be a return participant to AmeCare services, previous acceptance to AmeCare does not entitle the person automatic access or to the same service/support at a later time.

Capacity - A person who has capacity is able to make informed decisions about things that affect their daily life, such as:

- where to live
- what to buy
- what support or services they need
- when to go to the doctor
- matters that have legal consequences, including making a will, getting married, entering into a contract, having medical treatment.

When a person has capacity to make a particular decision, they are able to do all of the following:

- understand the facts involved
- understand the main choices
- weigh up the consequences of the choices
- understand how the consequences affect them
- communicate their decision.

Procedure

Entry to Service

1. AmeCare will strive to accommodate all enquiries and referrals about entering the service.
2. AmeCare can receive referrals in the following ways:
 - Telephone - (03) 8418 3307
 - Email - admin@amecare.com.au
 - Website - www.amecare.com.au
 - Online referral form available through AmeCare's website www.amecare.com.au
3. Referrals for requests for service/s from AmeCare's services can be made by anyone in the community including:
 - The person who AmeCare will be providing service to
 - Family / Carers
 - Advocates
 - Hospital Social Workers
 - Mental Health Case Managers
 - Support Co-Ordinators
 - GP's
 - Psychiatrists
 - Youth services
4. In all instances, unless an online referral has already been completed, all potential participants will be asked to lodge a referral through our Website using JotForm.
5. AmeCare will send out an information for any participant accessing services for 1:1 support, in-home support, support coordination, skill development, behaviour support or accommodation.
6. The referral form will identify capacity of participant, contacts, advocates, guardians, NDIS funding eligibility and participants needs and will have an attached risk assessment.
7. If diminished capacity or consent is identified, AmeCare will contact a nominated person, guardian or offer advocacy services to assist participant to understand service requirements.

8. Once a referral form has been received, within 5 working days, an AmeCare's Intake delegate will contact the participant or support person identified directly and schedule a meet and greet. This may take place at the person's home or any other venue suitable to the person and their supports and/or other stakeholders.
9. If the referral is for AmeCare's accommodation services a 'walkthrough' will be offered at the site for participants, their supports and/or other stakeholders.
10. The meet and greet will be with an AmeCare intake delegate and this is where the participant's information, goals, needs, desires and wants will be discussed and identified.
11. If the AmeCare intake delegate deems the service has the appropriate resources and can effectively support the person to meet their goals and needs, the AmeCare manager will approve the request for access and the person and/or family/carer will be advised accordingly of their acceptance.
12. A draft service agreement or arrangement will also be drawn up including hours of support, weekly/monthly schedule, and goals. It will then be sent to the participant, support coordinator, service provider or other nominated service for further discussion before accepting AmeCare's service.
13. Once the person and/or their family/carer accepts the offer of supports and service by AmeCare a transition will commence.
14. Where AmeCare may not be resourced to provide a potential or existing participant the necessary and required supports AmeCare will assist them to obtain services elsewhere.

Transition

1. Once a person has accepted supports and services from AmeCare the transition will commence. The aim of a transition is to minimise the impact of change that is occurring for the person and to create a support schedule that meets the person's goals, needs and requirements in a person-centred manner.
2. An AmeCare transition delegate will coordinate the transition of supports and services meeting the persons and/or relevant stakeholders including the family/carer to develop a transition pathway.

3. During the transition, the timeframe will be clearly identified for the induction and any review schedules that have been agreed upon and who is responsible to manage steps included in the transition.
4. The transition is designed to assist the person and/or their family/carer to build capacity to have as much control over the planning, implementation and review of the person's support plans, supports and services.
5. A client profile and information file will be created by AmeCare. AmeCare will ensure this information is kept private and confidential. The file will be kept on site (where relevant) and accessible through Brevity.
6. AmeCare will implement person centred processes and adopt staff matching principles to ensure the organisation develops an understanding of the person's strengths, likes and dislikes. This will inform the development of personalised support schedules, client profiles and risk assessments.
7. Any behavior support strategies identified will form part of the transition and will be implemented if/where required as part of the transition pathway.

Exit

1. AmeCare understands that a participant may wish to end services for a number of reasons or circumstances including:
 - ☑ Relocation to an area outside of AmeCare's service delivery;
 - ☑ Where the support schedule and service is no longer able to meet the person's needs or assist in achieving chosen goals;
 - ☑ Transfer to another service provider;
 - ☑ Lack of available resources, or funding;
 - ☑ The death of a person using the service;
 - ☑ The person is unwilling to meet the reasonable conditions required in their support plan and thus affecting the safe delivery of a service to the participant and the health and safety of the staff;
 - ☑ Changes in the person's condition results in the support they require exceeds the skills and expertise AmeCare staff can deliver;
 - ☑ There has been no contact between the person and AmeCare for a period of 3 months;
 - ☑ The person and/or family member/carer engages in behaviour which is unacceptable to AmeCare such as violence, abuse, aggression, theft or property damage;
 - ☑ Continued non-payment of service delivery fees, in excess of 14 days, incurred during support and services provided by AmeCare

2. In limited circumstances, AmeCare may also end services with a participant under the following circumstances:
 - ☑ Carrying out an illegal activity while being supported by AmeCare
 - ☑ Not having paid the Service Payment or the Accommodation Payment and do not pay these amounts within 14 days of receiving an overdue notice.
 - ☑ Ceasing to be a Participant in the NDIS
 - ☑ The Accommodation Provider terminates your access to the home;
 - ☑ AmeCare is unable to support you to remain in the service without serious risk of harm to yourself, other participants, or staff or;
 - ☑ A breach of the Service Provider's workplace health and safety obligations
 - ☑ The person and/or family member/carer engages in behaviour which is unacceptable to AmeCare such as:
 - Violence
 - Abuse
 - Aggression
 - Theft
 - Property damage
3. If a participant leaves the service, AmeCare requires, 7 clear days' notice of ending service agreement or 28 days' notice for accommodation services.
4. AmeCare requires all participants to sign 'Notice to End Agreement Form'.
5. AmeCare actively encourages and supports a person to exit its service in a least restrictive manner and will support the person's choice and control to access alternate options of service/s that may be preferred by the person.
6. Where the person chooses to exit AmeCare, we will ensure to inform their care team which may include but will not be limited to family, friends, NOK, support coordinator, case manager, key workers and any other relevant person.
7. The person, their family or carer/s and other stakeholders are encouraged to be involved in the development of an exit plan. The exit action plan will outline timeframes, actions that need to occur before the person exits and who will be responsible to implement the actions.
8. Where applicable and relevant, we will link the person in with appropriate services as needed and provide a thorough and documented handover.
9. AmeCare will offer all participants, families, carers, advocates and NOK an exit interview which may include gathering of feedback about service delivery and supports.
10. AmeCare will archive all information for 7 years. After 7 years documents will be destroyed. (Please see 'Destruction of personal information' policy)

Where the person's consent to exit is not given

As part of the entry process participants are informed of their rights and responsibilities contained in the service agreement document.

Information regarding the reasons for being asked to leave the service will be provided and explained to the participant.

These reasons will be included in the exit plan if required.

- AmeCare may implement a person's exit under the following circumstances:
- An inability or unwillingness over a period of time to work towards agreed goals;
- The person using AmeCare's services, others involved with the person or staff supporting the person are at risk of harm;
- Financial requirements are not being met as per the signed service agreement
- Severe incompatibility with other person's using the service is displayed (particularly within AmeCare's accommodation services)
- Health changes requiring significantly increased levels of care or a service model not being able to be adequately provided by AmeCare.

In these instances, the service exit will only be actioned after discussion and consultation with the person, their family/carer and other important stakeholders, and strategies have been implemented to meet irreconcilable differences.

Determination and communication of the exit will be made by the AmeCare Manager after consultation with the CEO.

Participants wishing to make a complaint regarding their exit are provided with details on the process of complaint.

Additional

1. Employees are to ensure that services are provided with sensitivity to and an awareness of the cultural beliefs and practices of people from culturally and linguistically diverse backgrounds. This is inclusive of the awareness of needs of Aboriginal and Torres Strait Islander people, their families and communities. Where required, AmeCare will translate all service agreements and documents to people who identify as having English as a secondary language.
2. Supports provided by AmeCare must be underpinned by a quality framework that ensures consistency and a high level of quality care and support for participants, their families and carers. AmeCare acknowledges that it will be required to undertake third party verification of their performance against the National Disability Standards.

Responsibilities

The Director is responsible for maintaining this policy, its related procedures and associated documents.

The AmeCare Manager is responsible, and will be held accountable for the following:

- Ensuring the policy is effectively implemented across the service;
- Monitor staff compliance with the requirements of the policy
- Ensure training and information is provided to staff to carry out this policy

Team Leaders and Site Managers are responsible and will be held accountable for the following:

- Ensuring staff are familiar with the requirements of the policy, and have sufficient skills, knowledge and ability to meet the requirements.

All Staff will be held accountable for the following:

- Complying with the requirements of this policy.

Review

This policy will be reviewed yearly with participants, their families, stakeholders and staff of AmeCare.

This policy is not intended to be a static document and AmeCare will make a commitment to its ongoing development and implementation in order to provide evidence as to the planning and review principles, guidelines and procedural direction as per the nationally recognised Standards Framework of the National Disability Agreement (NDA) and National Disability Insurance Scheme.

Related AmeCare policies and documents

- Quality and Continuous Improvement
- Privacy & Confidentiality
- Choice and Control
- Individual service delivery and expectations
- Feedback and Complaints
- Referral Form
- Risk Assessment
- Client Profiles
- Service Agreements
- Aboriginal and Torres Strait Islander Policy
- CALD Policy
- Zero Tolerance Policy
- Rights & Responsibilities
- Participant Documentation Management Policy

Related Legislation

- National Disability Insurance Scheme (2013)
- National Disability Service Standards
- Disability Services and Inclusion Act 2023
- Disability Act 2006
- Disability Discrimination Act 1992
- Equal Opportunity Act 2010
- United Nations' Convention on the Rights of persons with Disabilities 2006
- Occupational Health and Safety Act 2004