

PROCEDURE

SERVICE ACCESS ENTRY AND EXIT

1. Purpose

The purpose of this procedure is to define EPIC Support Services' entry and exit processes for service participants, including those people provided funding through the National Disability Insurance Scheme (NDIS). This Procedure is aligned with Entry and Exit Policy and should be read in conjunction with it.

2. Definitions

- **Entry:** Is the process through which a person enters into a specific support or service arrangement with EPIC Support Services' services.
- **Exit:** The point, at which a person leaves EPIC Support Services' services, no longer requires EPIC Support Services' services or transfers to another external service provider.
- **Stakeholder:** encompasses (but is not limited to) participants, family members, carers, advocates, guardians or external service provider.
- **Disability Service Standards:** The benchmark by which the rights of people with a disability are upheld.

3. Procedure

3.1 Entry Criteria

People who are provided supports and services by EPIC Support Services must have a disability which:

- Is in the form of an intellectual, physical, neurological, ABI, psychiatric and/or sensory impairment, or a combination of such impairments
- Is permanent or likely to be permanent
- Results in a significantly reduced capacity in one or more activities of daily living such as communication, mobility, decision making personal care, decision making or social skills
- Is assessed to have between moderate and exceptional needs
- Identifies eligibility or receipt of a DHHS-funded support package, or assessed as eligible to receive support funding through the National Disability Insurance Scheme
- Be 16 years of age at time of request for service.

3.2 Entry Procedure

1. To access the services of EPIC Support Services a person or a family member/advocate must first make a request for service and be determined as eligible to receive support.
2. Requests for service can be made by phone or email, on-site at EPIC Support Services, or via the EPIC Support Services website www.highyieldhealthcare.com.au
3. From the initial contact the person's eligibility will be determined and arrangements negotiated for the person, their family members/carers/guardian and other significant people from their support network to meet with EPIC Support Services staff. This may take place at the person's home, or other community venue suitable to the person and their stakeholders.
4. EPIC Support Services staff will assess the information provided by the person and provide a recommendation to the Operations Manager in regards to the suitability of the person's needs and request for supports and services. If the Operations Manager deems the service has the appropriate resources and can effectively support the person to meet their goals and needs, the Operations Manager will approve the request for access.
5. The person will be notified of their acceptance to EPIC Support Services in writing.
6. If the person and/or their family/carer/guardian accepts the offer of supports and service by EPIC Support Services, a transition will commence
7. Where a person is transferring from another service provider, EPIC Support Services will seek consent from the person and/or their family/carer/guardian to contact other providers to discuss support requirements, schedules, plans, and person centred goals.
8. **Transitioning to EPIC Support Services:**
Once a person has accepted supports and services from EPIC Support Services, a transition process 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 way:
 - The Support Planner, and if applicable the NDIS Transition Manager, will coordinate the transition of supports and services meeting with the person and/or relevant stakeholders including the family/carer/guardian to develop a transition pathway.
 - EPIC Support Services 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, participant risk profiles and support budget.
 - The transition pathway should clearly identify the timeframe for the induction and transition and any review schedules that have been agreed upon as well as who is responsible to manage steps included in the transition.
 - The transition places the person and/or their family/carer/guardian and other members of the support network at the centre. The transition pathway is designed to assist the person and/or their family/carer/guardian to build capacity to have as much control over the planning, implementation and review of the person's support plans, supports and services.
 - A detailed information file for the person will be developed ensuring this information is kept private and confidential.

A potential person must be identified through the entry procedure to be eligible to receive EPIC Support Services supports and services.

Previous acceptance to EPIC Support Services does not entitle the person automatic access or to previous service/supports they were receiving.

3.3 Exit Criteria

A person may leave EPIC Support Services' services for a number of reasons:

1. Relocation to an area outside of EPIC Support Service's area of service delivery.
2. Where the support schedule and service is no longer able to meet the person's needs or assist in achieving person-centred goals.
3. Transfer to another service provider.
4. Lack of available resources, or funding.
5. The death of a person using the service.
6. 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 EPIC Support Services staff.
7. Changes in the person's condition results in the support they require exceeds the skills and expertise EPIC Support Services staff can deliver.
8. There has been no contact between the person and EPIC Support Services for a period of 3 months.
9. The person and/or family member/carer/guardian engages in behaviour which is unacceptable to EPIC Support Services such as violence, abuse, aggression, theft or property damage.
10. Continued non-payment of service delivery fees incurred during support and services provided by EPIC Support Services.

The service exit will only be actioned after discussion and consultation with the person, their family/carer/guardian and other important stakeholders, and strategies have been implemented to meet irreconcilable differences. Where a person is receiving funding by a government department, the department will be contacted and requested to be involved in the transition.

3.4 Exit Procedure

EPIC Support Services goal is to ensure that all service exits are made in a professional, planned and collaborative manner to minimise stress to individuals and their families/carers/guardians. EPIC Support Services actively encourages and supports a person to exit its service if a less restrictive alternative or an option that is likely to enable positive outcomes and inclusive opportunities is identified as a preferred option by the person.

1. Prior to exiting, individuals are to be provided guidance and support to investigate other options or models of support from EPIC Support Services and consider re-entry to the service in the future should their needs or circumstances change.
2. **Exit planning:**

EPIC Support Services will undertake exit planning with the individual and their family/carer/guardian and other stakeholders including:

- information about referral processes
 - supported introduction to other service providers
 - community organisations which can offer supports and services they require
3. The person, subject to consent, their family/carer/guardian and other stakeholders are involved in developing the exit plan. The exit plan will be made available to the person and any other stakeholders with the person's consent
 4. **Exit interview:**
As part of the exit strategy the person and their family/carer/guardian will be offered the opportunity to participate in an exit interview. The goal of the interview is to enable EPIC Support Services to use information from the interview as part of an evaluation and feedback processes to improve EPIC Support Services' services and their delivery.
 5. **Files and Documentation:**
Upon exit all documentation and information developed and implemented by EPIC Support Services will remain the property of EPIC Support Services. Any documentation provided by other service providers and included in the person's file that has been used to facilitate the person's support will be returned to the person and/or their family/carer/guardian. EPIC Support Services will retain copies of these documents.
 6. **Notice period:**
Where a person has a DHHS or NDIS-funded support package and has entered into an agreement with EPIC Support Services to provide services, they are required to provide four weeks' notice of intention to exit.

4. Cultural Diversity

Staff 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.

RELATED DOCUMENTS

Entry and Exit Policy

Privacy and Confidentiality Policy

Participation and Inclusion Policy and Procedure

RELEVANT LEGISLATION OR STANDARDS

National Disability Service Standards

National Disability Insurance Scheme Act (2013)

Disability Services Act 2006 (Vic)

Disability Discrimination Act

Racial Discrimination Act

RELEVANT LEGISLATION OR STANDARDS
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Equal Opportunity Act 2010 (Vic)

United Nations' Convention on the Rights of Persons with Disabilities (2006)
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Living Life My Way Framework (ADHC).
