

Client Transition or Exit from the Service

Headway Gippsland is committed to providing clients with information and support through the process of transition or exit from the organisation's services.

Headway Gippsland 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 the organisation's services
- 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:

Is the process through which clients transition out of the services of Headway Gippsland. The exit process generally occurs when the client requests to exit services or where Headway Gippsland choose to cease services. 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 Headway Gippsland include: 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.

Procedures

The organisation Headway Gippsland 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

Developing a transition or exit plan

The transition/exit process should be included in a client's service agreement.

If you are exiting services for plan management, we will assist you by asking if you have another provider in mind or if you need assistance in finding a new provider, we will ask you some follow up questions to give us any guidance on things we may be able to do better next time, or why you would like to exit our services.

If you are wanting to exit our Support Coordination team, we will assist you by helping find a new provider, or assist the new provider, but giving over all relevant information required, and assisting the new provider with remaining funding, we will also ask for some feedback to better our services in the future.

If you are wanting to leave our 1:1 program or our Social Support Program, we will conduct an exit interview and make sure you are not without supports by assisting to get you a new provider if you haven't already sourced this yourself.

If we are unable to assist you at the time you require, we will provide you with some other providers who you may be able to get in contact with.

In determining the most appropriate support options with the client the organisation will consider cultural and language requirements, existing family and carer support, whether the person is of Aboriginal or Torres Strait Island background, the person's mental health, the age of the client, current risks to client.

Support

If you are needing extra assistance with getting all relevant information Headway Gippsland can assist by speaking with your nominee or guardian, we can seek assistance from an interpreter.

Headway Gippsland 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.

Exit and transition

Prior to a client transitioning or exiting a service of Headway Gippsland an exit interview will be conducted to ensure all appropriate formal and informal supports are in place, this is conducted by Intake, and then will be placed on your client file.