

SD - Support Coordination - Ending Participant Services

Upon Advice Participant Would Like to End Services

1. Discuss with Support Coordination Manager and advise reasons why.
2. Support Coordination Manager or Senior Support Coordinator will contact participant to ensure they have had the opportunity to provide feedback on the services they received from Headway and follow up on any concerns.
3. Support Coordination Manager has discretion to waive exit time of notice period in Service Agreement if appropriate.
4. Support Coordination Manager or Senior Support Coordinator will then discuss with the Support Coordinator to ensure clarity on exit date and progression of the next steps.
5. Clear Journal note to be completed outlining reasons for closure and steps undertaken, including handover to new SC if requested/relevant.
6. Email intake who will then close funding on PRODA for support coordination

INTAKE to complete following steps on PRODA

PRODA

1. Service Booking
 - End Date PRODA booking for SC
 - Open Support Coordination Service Booking
 - Select 'update end date' in bottom right hand corner of screen
 - Next screen – change 'end date of service booking'
 - Enter reason for change
 - In "Accrual for pending payment requests", add 0 (zero)
 - Click box to advise discussed with participant
 - Select submit

Other

2. Finally
 - Email Support Coordination Manager to confirm the above has been completed, include participant name (first and last) in subject.