



POLICIES AND PROCEDURES

CONTENTS

Purpose	3
Scope.....	3
Definitions	3
Principles.....	4
Policy Detail.....	5
Exit Framework.....	7
Where the person’s consent to exit is not given	8
Exit Interview.....	9
Files and Documentation.....	9
Diversity	10
Quality assurance mechanisms	10
Communication	10
Policy Governance.....	11

Purpose

The purpose of this policy is to provide guidance to **CNHC** in the service Access and exit process for CNHC Customers.

The policy provides direction for CNHC staff when considering the referral or request for supports and services to the organisation, or considering the exit of a person from the organisation. Where CNHC may not be resourced to provide a potential or existing customer the necessary and required supports CNHC will assist them to obtain services elsewhere.

CNHC is obliged to provide potential and existing customer and their family members/carers with clear and concise information about services we provide, any access criteria and any waiting times for supports to commence or be implemented in a transparent process and to ensure an appropriate exit from the organisation where applicable.

Scope

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

Definitions

It is not the intent of this policy to label a person, but it is recognised that this can be an unintended consequence of being determined eligible for disability services. The purpose of defining access and exit is to enable people with a disability to access supports and services, and to ensure that services are directed towards the intended target group. CNHC promotes the full and equal enjoyment of all human rights and fundamental freedoms by all people with disability, and respect for their inherent dignity.

- **Access:** Is the process through which a person enters into a specific support or service arrangement with CNHC.
- **Exit:** The point, at which a person leaves CNHC, no longer requires CNHC support or transfers to another external service provider.
- **Stakeholder:** encompasses (but is not limited to) customers, family member, carer, advocates, guardians or external service provider.
- **Disability Service Standards:** The benchmark by which the rights of people with a disability are upheld.

Principles

- CNHC strives to promote the health, wellbeing, safety and security for all people receiving supports and services;
- Entry and access to services will be provided on the basis of relative need and availability of resources;
- CNHC adopts a non-discriminatory access process that respects age, gender, race, religion, sexual preferences and disability consistent with human rights and other applicable legislation;
- CNHC acknowledges all people have the right to accurate, clear and transparent information about gaining access to and exiting CNHC's services to inform their decision making;
- Information is not limited to one mode or type and can be changed to suit individual needs and preferences (e.g. translated material; easy read using pictorial format);
- Services are provided in a flexible, responsive and person centred way to meet each person's individual support needs and goals;
- CNHC staff will assess all customers requesting supports and services, and where limitations of resources, knowledge or skills exist, manage waiting lists for services according to the participant's level of need.
- CNHC acknowledges that each person has the right to refuse a service or to leave CNHC at any time they choose. CNHC further acknowledges that it may discontinue a service after consultation with the person, their family and other important members of their support network if the service is no longer sustainable or appropriate for the person;
- CNHC is committed to working with and referring to other community services or organisations to meet the multiple needs of people; Exit procedures will be fair, transparent, follow due process and uphold the rights of the customers.
- Exit procedures will protect the safety and the integrity of CNHC staff, customers, programs and services. CNHC assists people when they exit the service and provides them with sufficient information on how to re-enter the service if/and/or when required
- CNHC values feedback from people who use its service and will provide access to Complaints and Compliments processes to help inform and improve service access for others.

Policy Detail

5.1 Access Framework

People who are provided supports and services by CNHC must have a disability which:

- a. Is in the form of an intellectual, physical, neurological, ABI, psychiatric and/or sensory impairment, or a combination of such impairments;
- b. Is permanent or likely to be permanent; and
- c. 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;
- d. Is assessed to be eligible for individualised funding.

OR

- e. The person must be eligible for services and have a funding source through 'My Aged Care'.

OR

- f. The person has private funding and meets criteria for disability r aged care funding

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

Previous acceptance to CNHC does not entitle the person automatic access or to the same service/supports at another time.

5.2 Access procedure

- a) To access the services of CNHC a person or a family member/advocate must first make a request for service and be determined as eligible to receive support.
- b) Requests for service can be made in the following ways:
 - Phone or email request
 - On-site visit to CNHC or a visit to person seeking services and stakeholders
- c) From the initial contact the person's eligibility will be determined and arrangements negotiated for the person, their family members/carers and other significant

people from their support network to meet with CNHC staff. This may take place at the person's home, school, or other community venue suitable to the person and their stakeholders.

- d) A person will be assumed eligible for services if they are in receipt of funding from a government body such as the NDIS or 'My Aged Care'.
- e) CNHC staff will assess the information provided by the person and undertake an assessment of the person's request relative to the service available through CNHC. If the organisation has the appropriate resources and can effectively support the person to meet their goals and needs, the request will be viewed as a referral and staff will move to the intake process.
- f) The person will be notified of their acceptance to CNHC and will receive a referral form for completion. On completion of the referral form, individualised support plan, consent forms and assessments, the person will be forwarded a service agreement from CNHC.
- g) A completed service agreement and service booking or other appropriate funding arrangement must be in place prior to commencement of service delivery.
- h) All customers will be provided with a 'Welcome Pack' including CNHC commitment to the rights of people with disability and commitment to child safety. The pack will also include information on how to provide feedback for adults and children and their families.
- i) If the person and/or their family/carer accepts the offer of supports and service by CNHC a staff will be matched to requirements and a roster developed. CNHC customers are able to provide feedback on workers allocated to their roster and request changes at any time.
- j) Where a person is transferring from another service provider, CNHC will seek consent from the person and/or their family/carer to contact other providers to discuss or obtain support requirements, schedules, plans, and person centred goals to assist in development of a transition and will;
 - Consult with the person and their family/carer to obtain the person's relevant information to develop an Individual Support Plan.
 - CNHC staff will develop a Service Agreement with the person based on the supports identified and person's need. A support budget will also be formulated and discussed with the customer.

- k) A customer record will be created for all CNHC customers in ProSims ensuring information is kept private and confidential.

Also see New customer intake process flowchart.

Exit Framework

6.1 Exit Criteria

A person may leave CNHC Australia for several reasons or circumstances including:

- Relocation to an area outside CNHC's area of 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 service agreement or 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 CNHC staff can deliver;
- There has been no contact between the person and CNHC Australia for a period of 3 months;
- The person and/or family member/carer engages in behaviour which is unacceptable to CNHC such as violence, abuse, aggression, theft or property damage;
- Continued non-payment of service delivery fees incurred during support and services provided by CNHC.

6.2 Exit Procedures

- CNHC acknowledges that exiting a service provider can be a daunting, stressful and anxious process for people using the service as well as their family members and carers. CNHC ensures that an exit occurs in a professional, planned and collaborative manner.
- Exit planning is an integral part of the exit process and is conducted in close consultation with the person, and where appropriate the family, carer and any other important people from the person's support network.

- As appropriate to their circumstances, the participant may be given information about, referral processes or supported introduction to other service providers, community agencies organisations, which can offer supports and services they require after they have exited CNHC.
- CNHC actively encourages and supports a person to exit its service if a least restrictive alternative or one that is likely to enable positive outcomes and inclusive opportunities is identified and preferred by the person. Prior to exiting CNHC people are provided guidance and support to:
 - Investigate other options or models of support from CNHC;
 - Explore the consequences of their decision to exit the service;
 - Consider return to the service in the future should their needs or circumstances change;
- The person, subject to consent, their family or carer/s and other stakeholders are involved in developing the exit plan. The exit plan is made available to the person and with the person's informed consent (where possible), any other stakeholders. The exit plan has identified timeframes outlining actions and those responsible to implement the actions.
- Where a person has chosen to exit the service and receive an Individual Funding Package, are required to provide CNHC four (4) weeks' notice of intention to exit, or as otherwise agreed in their individual service agreement.
- The participant reserves the right to re-access service, within a period of 3 months after formally exiting the service, without having to follow formal access processes

Where the person's consent to exit is not given

6.1 As part of the Access process customers 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. CNHC may implement a person's exit under the following circumstances:

- An inability or unwillingness over a period of time to work towards agreed goals;
- Other people using the service, staff or the person themselves are at risk of harm;
- Financial requirements are not being met;
- Severe incompatibility with other person's using the service is displayed;

- Dramatic health changes require significantly increased levels of care or service model not provided by the service.
- 6.2 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.
- 6.3 Where a person is receiving funding by a government department this organisation will be contacted and requested to be involved in the transition. Determination and communication of the exit will be made by the Office Manager after consultation with the General Manager.
- 6.4 Customers wishing to make a complaint regarding their exit are provided with details on the process of complaint.

Exit Interview

- 7.1 As part of the exit strategy the person and their family/carer will be offered the opportunity to participate in an exit interview. CNHC acknowledges that engaging in such an interview may be a difficult process and it is the choice and decision of the person and/or their family/carer to engage in an exit interview.
- 7.2 CNHC will use information from the interview as part of an evaluation and feedback processes to improve CNHC services and identify any training requirements for staff of the service.

Files and Documentation

- 8.1 Upon exit all documentation and information developed and implemented by CNHC will remain the property of the service. 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 stored securely on the person's electronic file.
- 8.2 All information in relation to the person will be retained, secured and stored within the services Information Management Policy.

Diversity

- 9.1 CNHC respects the rights of Aboriginal and Torres Strait Islander people, their families and communities. Staff are to ensure service delivery is respectful of the needs of the community.
- 9.2 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.
- 9.3 Staff are to be considerate of the needs of and respect the decisions and choices of all communities including choices related to lifestyle and sexuality.

Quality assurance mechanisms

- 10.1 Supports provided by CNHC are underpinned by a quality framework that ensures consistency and a high level of quality care and support for customers, their families and carers. CNHC acknowledges that it will be required to undertake third party verification of their performance against the HSQF.
- 10.2 CNHC's adopted Standards Policy framework must be informed by human rights principles, refer to nationally consistent standards, clear accreditation mechanisms, sound compliance and monitoring systems, and information readily available to customers, families and carers to inform them of minimum quality expectations.

Communication

- 11.1 Communication about this policy should be implemented in a way that suits each person about their cultural background e.g. use of an interpreter or easy to read documents.

This policy will be:

- communicated to the key internal and external stakeholders of CNHC;
- communicated to CNHC staff through professional development opportunities;
- accessible through CNHC's internal intranet and Website.

Policy Governance

Management Team	Provides policy, oversight and review
General Manager	Is responsible for maintaining this policy, its related procedures and associated documents.
Manager	Is responsible, and will be held accountable for the following: <ul style="list-style-type: none">• 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
Staff and Contractors	Comply with policies and procedures