



Service Access & Exit Policy & Procedures PP2

Service Access Policy statement

Grow Support Inc. (GROW) recognises that all participants have the right to non-discriminatory and equitable access to a service, in line with the stated and funded purpose of our organisations goals.

This process is undertaken on the basis of relative need and available resources.

GROW celebrates and respects the cultural and linguistic diversity and ensures its services are accessible by all identifiable groups in the target population within our region of operations.

This policy provides direction to our staff to enable them to consistently implement entry for service access processes that are fair, equitable and non-discriminatory.

Scope

This policy relates to all levels of management and staff of GROW, and they are required to consider and address compliance with these procedures, work instructions and forms.

This policy outlines the participation and involvement of participants and advocates in decision making on key service delivery processes such as individual goal planning and support needs. This policy covers relevant decision making participants rights and responsibilities and the expressed wishes of the participant receiving support. Entry into our service is dependent on our capacity to meet the support needs of the potential participant with available resources. .

Service Access Policy

This section of the document contains the scope of the relevant policy, principles, definitions, linked policies and relevant legislation and service standards.

GROW is committed to providing quality services to enhance the lives of participants and maximise their opportunities for positive life outcomes, in line with their Service Agreement and Support Plan.

We acknowledge that some services may refer a participant to GROW. GROW will apply this policy to these referrals and this is supported by ensuring all levels of management and staff understand, comply with, and apply the intent of this policy.

GROW monitors this process on an ongoing basis by applying a defined service entry criteria consistent with the stated service model. This maintains a consistent approach to how we determine service priority on the basis of relative need. and the available resources to support the participants individual needs.



Service Access & Exit Policy & Procedures PP2

Service Access Procedures

This section of the document contains the scope of the relevant procedure, the allocated roles and responsibilities, detailed actions to be undertaken, timelines and specifies the relevant forms and other documents to be used.

The Operations Manager ensures that our documented entry and exit policies and processes are implemented in a fair, equitable and consistently applied manner.

This includes:

- making entry and exit information available to those who use our service in appropriate formats and in a timely manner.
- ensuring that entry procedures as defined by agreements for the service are made available in appropriate formats to the needs of both current and potential participants who may use our service.
- where GROW is unable to provide a service, where possible information about or referral to alternative service options are provided.
- information about GROW and its services are made accessible to all identifiable groups within the regions we operate and considers their cultural and language needs

The Operations Manager undertakes the assessment of each potential participant's support needs at service entry to identify the level of support required prior to entry. This assessment process will ensure the safety and well-being of each participant supported by GROW staff.

Prior to service entry the Operations Manager completes and documents a basic risk assessment that encourages and supports the involvement of the potential participant and their family or advocate.

The Operations Manager also includes in the service entry process all opportunities, to maximise the engagement of the participant in the decision-making process, providing an outline of our complaints and feedback policy and procedure. A key part of this process is supporting the participant's right to provide feedback or complain and have resolved complaints about service delivery without fear of repercussions. This information is made available in appropriate format to suit the needs of the potential participants who may use the service.



Service Access & Exit Policy & Procedures PP2

The Operations Manager is responsible for the review of processes and systems as part of annual reviews. This will include where possible input from participants using our services helping to ensure that all staff are meeting policy and procedure expectations

Key Contact

For further information and support about implementing this Policy & Procedure please contact the Operations Manager.

Relevant documents

- Referral Register R2
- Participant Referral Form C14
- Initial Intake Form CC1
- Participant Orientation Checklist C10

Relevant legislation and standards

- Practice Standard 3 Provision of Supports
- Practice Standard 1 Rights & Responsibilities

Service Agreements Policy Statement

Grow Support Inc. (GROW) works with participants to develop and implement a Service Agreement that is individually designed to meet their personal circumstances and needs.

A Service Agreement is a written agreement between GROW and a participant which defines their terms of the supports to be provided. Our service agreement, process must ensure that each participants understands what supports are being provided, the cost of the supports, responsibilities of GROW, their responsibilities, how long the agreement goes for and how it can be changed and how they make use of a dispute resolution process if required.

There are some services that GROW provides that do not require a Participant Service Agreement. The Operations Manager provides oversight on which supports provided by GROW requires an agreement to be in place prior to commencing participant support activities.

Scope



Service Access & Exit Policy & Procedures PP2

This document applies to process of developing, implementing and reviewing Participant Service Agreements. The GROW Operations Manager undertakes the Participant Service Agreement process,

Service Agreements Policy

This policy provides staff and participants with information on the purpose of participant service agreements, how they are developed and reviewed.

The Operations Manager works with each participant to explain what they can expect from GROW, develop and documenting the supports that best suit their individual needs.

GROW follows and implements the NDIS Service Standards and our own Policies & Procedures in everything we do.

At all points of the service agreement process we discuss decisions with participants and where required their advocate / family members about how Supports are provided to meet their needs, how and when this agreement will be reviewed.

During this process we will treat participants with courtesy and respect, set expectations on around their responsibilities and provide information on how they provide feedback or raise any concerns with the supports being provided.

The Operations Manager will keep clear records on the supports provided to participants, any discussions or meetings and supporting documents.

Service Agreements Procedures

This section of the document contains the relevant procedures, the allocated roles and responsibilities, detailed actions to be undertaken, timelines and specifies the relevant forms and other documents to be used.

The Operations Manager will develop and document a schedule of supports detailing:

- how participant supports are to be provided
- types of support to be provided
- cost of participants supports and total value of services to be provided

The schedule of supports will be updated to reflect any changes of support.

The Service Agreement will have sections outlining:

- The purpose of the Service Agreement & key terms /definitions
- Start and end date of the Service Agreement

Service Access & Exit Policy & Procedures PP2

- Parties of the agreement & their contact details
- Signatures and dates from all agreement parties
- Rights and responsibilities of both the participant and GROW
- Termination of service or Service Agreement process
- Support service bookings, including consent for the creation of service bookings
- The participant complaints, grievances and conflict resolution process
- Service Agreement cancellations, including temporary service breaks
- Payment terms, including identifying how the provider will receive payment for supports delivered & GST exemption.
- The processes regarding how the participant authorises what supports are provided.
- Privacy, indemnities and risks

The participant and or their advocate / family member will be provided a copy of their agreement signed by the participant and the Operations Manager. Where this is not practicable, or the participant or their advocate / family member chooses not to have an agreement, a record is made within their file of the circumstances under which the participant did not receive a copy of their agreement.

The Operations Manager will communicate pricing updates and associated processes with the participant and or advocates / family members being notified by letter of any changes to pricing. GROW will ensure any changes in pricing are communicated to participants allowing a minimum of 14 days notice.

Where GROW delivers supported independent living supports to participants in specialist disability accommodation the Operations Manager will document the arrangements for each participant. . The documented arrangements will outline the party or parties responsible and their roles where required for the following matters:

- How GROW will work with participants when they have concerns about the dwelling to develop and implement strategies to address identified issues
- How GROW manages potential conflicts involving participants and or staff
- The Operations Manager will continue to monitor changes to each participants circumstances or support needs How these changes are to be communicated, actioned and documented
- When participants are in a shared living model the Operations Manager will oversee how vacancies will be filled, taking into account each participant's right to have their needs, preferences and situation taken into account
- The Operations Manager will monitor and document behaviours of concern which may put tenancies at risk. Identified risks and strategies to minimise or



Service Access & Exit Policy & Procedures PP2

eliminate these risks will be documented with clearly defined actions, responsibilities and timelines will be implemented and reviewed as needed until tenancy is secure.

A copy of this information will be provided to the participant and or their advocate / family member.

The participant's records including all Service Agreements will be held on file for 5 years.

Relevant documentation

- Service Agreement Template

Relevant and Standard

- Practice Standard 3. Provision of Supports

Service Exit Policy Statement

Grow Support Inc. (GROW) understands that the purpose of defining the service exit process is to enable participants to exit our service as required, and to ensure that the participant is supported during this process.

The GROW Exit Policy and procures and related documents provides direction for GROW management & staff considering the exit of a participant from GROW.

Exit procedures will be fair, transparent, follow due process, uphold the rights of participants and protect the safety and integrity of GROW staff, participants, programs and services.

Scope

Participants have the right to terminate their service provision and any time, and this decision will not prejudice future access to the service.

GROW will collaborate with other services to enhance exit/transition planning to meet people's needs where appropriate.

Where GROW may not have the capacity to provide a potential or existing participant the necessary and required supports GROW will assist them with information to find suitable services elsewhere.

GROW has a clearly defined exit process through which a participant leaves a specific GROW support or service arrangement with GROW.



Service Access & Exit Policy & Procedures PP2

The GROW Operations Manager clearly documents the exit process, at which point, a participant leaves GROW, no longer requires GROW support or transfers to another external service provider.

Service Exit Policy

This section of the document contains the scope of the relevant policy, principles, definitions, linked policies and relevant legislation and service standards.

The GROW participant has the right to exit from our service at any time giving the required notice period as stated within the approved support plan.

The ceasing of GROW support services to the participant will be implemented by GROW should the participant:

- Relocate outside our area of operation
- The participant requests a end to their service support
- A change of the participants needs are assessed are outside the scope of GROW's ability to deliver.
- GROW is unable to provide the required support services safely due to work health and safety legislation and/or duty of care requirements.
- A lack of resources within GROW results in GROW not being able to meet the participants support needs as outlined in the agreed support plan.

Service Exit Procedures

This section of the document contains the scope of the relevant procedure, the allocated roles and responsibilities, detailed actions to be undertaken, timelines and specifies the relevant forms and other documents to be used.

Service Exit Steps

Participant service exit is identified by GROW or participant notifies their intention to terminate support services. With the consent of the participant, where possible the participants' advocate and or family members will be involved in exit planning and follow-up arrangements to ensure continuity of care.

Service Access & Exit Policy & Procedures PP2

The Operations Manager will contact the participant and /or advocate to discuss the exit process. This discussion will include why the exit process is being undertaken, timeframes and processes. The Operation Manager will confirm the participant's needs and concerns about the exit and how they will be supported during the process. Any discussions or information supplied to the participant as part of this process will take into account their communications needs and may include easy read documents or other suitable communications.

If this is a decision to exit the participant is taken by GROW, information is provided to the participant and or advocate on why this decision has been made and how they can appeal this decision if they wish to undertake this option.

The Operations Manager will complete the Participant Exit Checklist C21 and the Transition Plan C16 to guide the process and assess risks to participant exiting. This plan includes a table that contains any identified issues or risks and strategies to minimise these issues or risks.

If no risks are identified the Operations Manager will support the participant to undertake the Participant Exit Survey C12.

The Operations Manager will provide advice & support, send relevant referrals to other service providers, identify and record any ongoing follow-up issues, actions and timelines within the Transition Plan C16. Information will be provided relating to returning to GROW as a participant at a later date if required. This information will also be provided to the nominated advocate, family members and other service providers that may be involved in follow-up.

If transition risks are identified during this process the Operations Manager will work with the participant to respond to and minimise these risks so that they can be managed throughout the exit process.

All participants will be invited to complete a Participant Exit Survey C12 upon exiting GROW and will be offered the opportunity to have an informal interview with the Operations Manager. Prior to the participant's exit from GROW the participant and family members or advocate if nominated by the participant will review the outcomes of the service and support provided. The Operations Manger will take this opportunity to inform the participant of ongoing follow-up arrangements or tasks related to the transition.

Feedback secured through this process from the participant and /or their advocate about the support services provided by GROW will be used as part of the organisation's continuous improvement planning.

The Operations Manager will complete the Participant Exit Checklist C21 during this process to ensure a standardised process for all participants. The participant file is

Service Access & Exit Policy & Procedures PP2

updated with the relevant documents and a file note including the exit process discussions and what follow-up actions are required, allocated responsibilities and associated timelines. Once all actions are finalised the non active participant file are securely stored for future reference if required.

The participants file will be held for 5 years.

Relevant documentation

- Participant Transition Plan C16
- Participant Exit Checklist C21
- Participant Exit Survey C12

Relevant and Standard

- Practice Standard 3. Provision of Supports

Key Contact

For further information and support about implementing this Policy & Procedure please contact the Operations Manager.

Approvals

Date of approval: 8th April 2021

Date of review: April 2022

Signature of Operations Manager:

