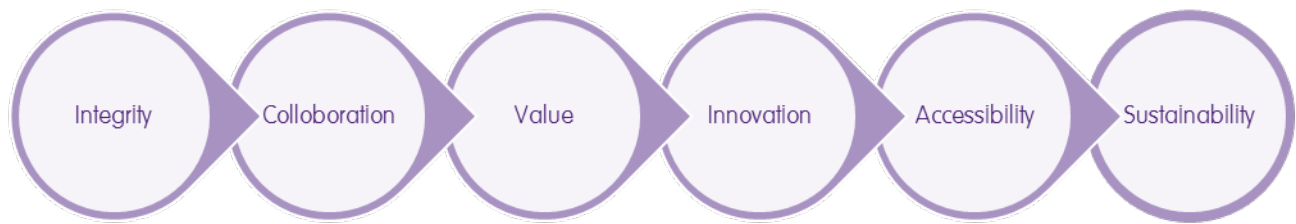


HCA Customer Entry and Exit Procedures



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability are the values that underpin all of our services and relationships.

Entry Procedure

To access the services of HCA a customer or a family member/advocate must first make a request for service and be determined as eligible to receive support.

Requests for service can be made in the following ways:

- Phone or email request
- On-site visit to HCA
- A general enquiry via the Contacts page through the HCA website www.healthcareaustralia.com.au

From the initial contact the customer's eligibility will be determined and a Customer Referral Form sent out to be completed. Arrangements will be made for the customer, their family members/carers and other significant people from their support network to meet with the Support Coordinator. This may take place at the customer's home, school, or other community venue suitable to the customer and their stakeholders.

- The Support Coordinator will assess the information provided by the customer and if it is deemed HCA has the appropriate resources and can effectively support the customer to meet their goals and needs, supports will be arranged.
- The Support Coordinator will approve the request for access.
- The customer will be notified of their acceptance to HCA and the customer and/or their family/carer will receive a Client Information Folder.
- If the customer and/or their family/carer accepts the offer of supports and service by HCA a transition will commence.
- Where a customer is transitioning from another service provider, HCA will seek consent from the Customer and/or their family/carer to contact other providers e.g. NDIA or other service to discuss or obtain support requirements, schedules, plans, and customer centred goals to assist in development of a transition.

Where a customer is transitioning or transferring with an NDIS Support Plan HCA will:

- Determine if it is able to provide services specific to the customers approved "Cluster of Support/s". HCA will seek consent from the customer and/or their family/carer to contact NDIA to discuss the plan and person's goals to assist in the development of a transition.
- Consult with the customer and their family/carer to obtain the person's NDIS Participant No, date of birth and obtain the customers NDIS Support Plan or portion of the plan related to supports that HCA has been engaged to provide.
- Once the customer and or their family/carer and HCA have agreed on the request for service, the NDIS Transition Manager will initiate the required service.

- HCA staff will develop a Service Agreement with the customer based on the supports identified and person's needs, using the information obtained from the customer/their family/carer and other members of their support network at the initial meeting.

Transition Procedure

1. Once a customer has agreed on the HCA supports and services a transition process will commence. The aim of a transition is to minimise the impact of change that is occurring for the customer and to create a support plan that meets the customers goals, needs and requirements in a person centred way.
2. HCA, and if applicable, the NDIS Transition Manager will coordinate the transition of supports and services, meeting with the customer and/or relevant stakeholders including the family/carer to develop a transition pathway.
3. HCA will implement person centred processes and adopt staff matching principles to ensure the organisation develops an understanding of the customer's strengths, likes and dislikes. This will aid in the development of Individual Support Plan and provide information for development of support budget.
4. The transition places the customer and/or their family/carer and other members of the support network at the centre. The transition pathway is designed to assist the customer and/or their family/carer to build capacity to have as much control over the planning, implementation and review of the customer plans, supports and services.
5. A Client Information File for the customer will be developed ensuring this information is kept private and confidential.

Exit Procedures

A customer may leave HCA for a number of reasons or circumstances including:

- Relocation to an area outside HCA's area of service delivery;
- Where the support plan 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 customer is unwilling to meet the reasonable conditions required in their support plan and thus affecting the safe delivery of a service to the customer 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 HCA staff can deliver;
- There has been no contact between the person and HCA for a period of 3 months;
- The person and/or family member/carer engages in behaviour which is unacceptable to HCA such as violence, abuse, aggression, theft or property damage;
- Continued non-payment of service delivery fees incurred during support and services delivered by HCA

Exit Procedures:

HCA acknowledges that exiting a service provider can be a daunting, stressful and anxious process for customers using the service as well as their family members and carers. HCA 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 customer, and where appropriate the family, carer and any other important people from the person's support network.

As appropriate to their circumstances, the customer is 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 HCA.

- HCA actively encourages and supports a customers exit to its service if a least restrictive alternative, or one that is likely to enable more positive outcomes and inclusive opportunities, is identified and preferred by the customer.
- Prior to exiting HCA customers are provided guidance and support to:
 - Investigate other options or models of support from HCA;
 - Explore the consequences of their decision to exit the service
 - Consider re-entry to the service in the future should their needs or circumstances change;

The customer, 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 customer and with the customers informed consent (where possible), any other stakeholders.

Where a customer has chosen to exit the service and receives an Individual Funding Package, through The Department of Human Services, they are required to provide four (4) weeks' notice of intention to exit, in writing to the Operations Manager or General Manager of HCA.

Where a customer has an NDIS support package and has entered into an agreement with HCA to provide supports and services, they are required to provide four (4) weeks' notice of intention to exit, in writing to the Operations Manager or General Manger of HCA.

Where the customers consent to exit is not given as part of the entry 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 customer. HCA may implement a customer'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 customer themselves are at risk of harm;
- Financial requirements are not being met;
- Dramatic health changes require significantly increased levels of care or service model not provided by HCA

The service exit will only be actioned after discussion and consultation with the customer, their family/carer and other important stakeholders, and strategies have been implemented to meet irreconcilable differences.

Where a customer is receiving funding by a government department (e.g. DHHS, NDIA) this organisation will be contacted and requested to be involved in the transition. Customers wishing to make a complaint regarding their exit are provided with details on the process of complaints.

Policy Principles

Exit Interview

As part of the exit strategy the customer and their family/carer will be offered the opportunity to participate in an exit interview and Client Exit Survey. HCA 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.

HCA will use information from the interview and Client Exit Survey as part of an evaluation and feedback processes to improve HCA's services and identify any training requirements for staff of the service.

Files and Documentation

Upon exit all documentation and information developed and implemented by HCA will remain the property of the service. Any documentation provided by other service providers and included in the customers file that has been used

to facilitate the customer's support will be returned to the person and/or their family/carer. HCA will retain copies of these documents.

All information in relation to the customer will be retained, secured and stored in accordance with HCA's Privacy and Confidentiality Policy.

Cultural Diversity

Staff are to ensure that services are provided with sensitivity too and with 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 Islanders, their families and communities.

Communication

Communication about this policy should be implemented in a way that suits each customer with regard to 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 HCA
- Communicated to HCA staff through professional development opportunities;
- Accessible through HCA's internal intranet and website.

Related Documents

Additional information is available through the following documents:

- Client Referral Form
- HCA Information Folder
- Privacy Consent Form
- Service Agreement
- Individual Support Plan
- Complaints Policy and Procedure
- Privacy, Dignity and Confidentiality policy
- Client Exit Form
- Client Exit Survey
- National Disability Service Standards
- Disability Services Act
- Disability Discrimination Act
- Racial Discrimination Act
- Anti-Discrimination Act
- National Disability Insurance Scheme Act (2013)
- United Nations' Convention on the Rights of Persons with Disabilities 2006

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 5 – Service Access