

Interchange Policy & Procedure Manual

Policy 2.2 Exiting Services

DATE OF BOARD ENDORSEMENT	JANUARY 2008
LAST REVIEW DATE	AUGUST 2014
NEXT REVIEW DATE	AUGUST 2016
CURRENT VERSION	V1.1

Reference Documents

- National Standards for Disability Services (Standard 5)
 - Interchange Policy 2.10
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Policy Statement

Generally, Interchange makes a long term commitment to its customers, and its services are not time limited. Customers may exit from Interchange of their own choice, or upon the recommendation of the Chief Executive Officer.

Exit from Interchange could occur for a number of reasons, including that the customer:

- ✓ Chooses to move to another service provider;
 - ✓ Moves out of the area that Interchange services;
 - ✓ Develops a medical condition or a disability that cannot be safely managed with the staffing and resources available to the organisation, or that precludes participation in the activities that Interchange is able to offer;
 - ✓ Demonstrates a significant and ongoing resistance to participating in the activities that they and their family have identified in their Individual Service Plan;
 - ✓ Displays serious inappropriate behaviour that places themselves and/or other customers and staff at risk of injury or other harm.
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Procedures

- When a customer leaves Interchange, regardless of the reason, we will assist them and their family to pursue alternatives by providing information and, where appropriate, facilitating referral to another service that can help the customer to achieve their goals and aspirations.
- The Chief Executive Officer will make a recommendation for an Interchange initiated service exit only after a full consideration of the circumstances and after consultation with the customer, and, if the customer so wishes, an independent advocate.
- The customer will be advised in writing, and provided with reasons, if a decision is made that service to the customer should cease.
- A customer who exits as a result of an Interchange initiated action is entitled to use the Grievance Procedure to have the decision reviewed by the Chief Executive Officer and a mutually agreed independent person.