

Bethany Care Ltd

Service Exit

Policy & Procedure 44

Document Review Details	
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Reviewed by	Brian Lynch (Quality Assurance)
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Amendment History	DCR185b, Updated to C to replace ALSP with Individual Support

Service Exit Procedure

1. Object & Field of Application

1.1 This document details the process and procedure Bethany Care Ltd uses to ensure its exit procedures are fair, equitable and consistently applied.

2. Legislation

2.1 N/A.

3. Individualised Support

3.1 Exit request initiated by the client, family or their representative. This could take the form of verbal notification.

3.2 An exit interview time will be arranged to discuss the client's changing needs with the Assistant Manager.

3.3 Interviews may take place over the telephone if a face to face meeting is not possible.

3.4 If, following discussions at the exit interview, the client / family / advocate wishes to continue their planned withdrawal, Bethany Care would advise the notice period. The Personalised Support Plan completed by the client / family / advocate clearly states that **12 weeks notice** must be received. This stipulation is required to enable smooth transition via Disability Services Queensland processes.

- In instances where the withdrawal is a result of Bethany's incapacity to deliver support in accordance with the Disability Services Queensland Adult Lifestyle Support Plan, the period of notice required will be subject to review. This may mean a shorter notice period than the usual 12-week requirement.

3.5 The client / family / advocate to then record their verbal notification in writing within 7 days and forward copies to both the organization and Disability Services Queensland PO Box 8338, Gold Coast Mail Centre Q 9726.

3.6 Bethany Care will calculate the balance of funds remaining in the individual funding package up until the final date of service delivery (which may be in the future), less costs and advise the client / family / advocate and Disability Services (DS) of same. A hardcopy of the calculation will be remitted to the parties within 14 days of receiving notification.

3.7 Bethany Care will continue to liaise with the Community Resource Officer at DS Bundall to facilitate the transition of the client to another agency or the rescinding of the balance of funding back to central Grants Administration in Brisbane. (Neville Bonner building, 3rd Fl, 75 William St, Brisbane Q 4000)

3.8 The client / family / advocate will be directed to communicate directly with DS.

4. Flexible Respite – NRG Tuesdays & Thursdays

- 4.1 Exit request initiated by the client, family or their representative. This could take the form of verbal notification and should include exit reasons.
- 4.2 If deemed appropriate, the will arrange an exit interview in an effort to address any client concerns or issues.
- 4.3 Interviews may take place over the telephone if a face to face meeting is not possible.
- 4.4 Bethany will advise the relevant notice period. Participants for this program are usually paid in advance of access. In this instance, no refunds will be paid where less than 2 weeks notice is given.
- In instances where the withdrawal is a result of Bethany's incapacity to deliver support, the period of notice required will be subject to review. This may mean a shortened notice period at the discretion of the Service Manager.
- 4.5 Bethany will calculate any appropriate refund amounts and advise the client / family / advocate. A hardcopy of the calculation will be given if required.
- 4.6 The client will be referred to another suitable service if appropriate.

END