



Service Entry, Transition and Exit Policy

(Simple English)

Purpose

This policy ensures participants can enter, transition within, and exit Soaring Sparrows services in a clear, fair, and person-centred way.

It helps participants make informed choices, protects their rights, and maintains continuity of support in line with NDIS Practice Standards.

Scope

This policy applies to all participants, potential participants, staff, contractors, and management of Soaring Sparrows.

Definitions

- **Access / Service Entry:** How a participant enquires about, applies for, and is assessed to receive services.
- **Transition:** Moving a participant between services or changing supports while keeping care continuous.
- **Exit:** When a participant stops receiving services.
- **Service Agreement:** A document that outlines supports, rights, responsibilities, and funding arrangements.
- **Consent:** Permission to collect, use, or share personal or health information.
- **Risk Register:** A record of risks, how they are managed, and monitored.
- **Splose:** Software to record participant details, support plans, and service interactions.
- **Transition Plan:** A plan to ensure a smooth and safe transition between services or providers.
- **Accommodation Transition Plan:** A plan for participants moving between housing providers.
- **Authorisation to Release Information:** A form allowing Soaring Sparrows to share participant information with another provider.
- **Continuity of Support:** Making sure participants continue to receive appropriate support without interruption.

- **Feedback / Complaints Process:** A way for participants or families to raise concerns or suggestions.

Policy Statement

Soaring Sparrows is committed to:

- Providing fair and equitable access to services.
- Supporting participants to transition between providers or exit services with respect.
- Making entry, transition, and exit processes clear and documented.
- Working with participants, families, advocates, and other providers to maintain continuity of care.

Responsibilities

Director/Management:

- Oversee entry, transition, and exit processes.
- Approve participant service access and all exits.
- Ensure compliance with legislation and NDIS Practice Standards.
- Maintain accurate records of service access, transitions, and exits.

Staff/Contractors:

- Give clear and accessible information to participants.
- Support participants with access, transitions, and exits.
- Update participant records in Splose.
- Identify and report risks to management, including recording in the Risk Register.

Participants:

- Provide accurate information during the access process.
- Actively participate in planning for supports, transitions, or exits.
- Provide feedback to improve services.

Procedures

1. Service Entry

- **Enquiry & Information:** Participants receive clear information about services, eligibility, and costs.

- **Application:** Participants can apply verbally, in writing, or via referral.
- **Assessment:** Staff discuss eligibility, capacity, and suitability of services.
- **Decision & Agreement:** If both parties agree, a Service Agreement is signed. If declined, participants are offered information about other options.
- **Orientation:** New participants are introduced to Soaring Sparrows, their rights, responsibilities, and key policies.

2. Transition

- Transitions may occur when participants change providers, services, residence, or require additional supports.
- A **Transition Plan** is developed with the participant to keep preferences central.
 - For support coordination, a handover appointment occurs, and an Authorisation to Release Information is completed. Documented in Splose.
 - For housing moves, an **Accommodation Transition Plan** is created in Splose.
 - Other provider transitions are participant-led.
- With consent, relevant information is shared with new providers.
- Risks are recorded in the Risk Register.
- Interim supports are arranged to maintain continuity.

3. Exit

- Participants may exit at any time or due to mutual agreement, eligibility changes, or service capacity.
- A Transition/Exit Form is completed with the participant and saved to OneDrive.
- All records are updated in Splose and archived according to the Control of Records Procedure.
- Participants are invited to provide feedback through the Complaints and Feedback Process.
- The Director signs off on all exits.

Related Legislation

- NDIS Act 2013 (Cth)
- NDIS Practice Standards

- Privacy Act 1988 (Cth)
- Work Health and Safety Act 2012 (SA)

Other Relevant Documents

- Participant Rights and Responsibilities Policy
- Privacy and Confidentiality Policy
- Complaints and Feedback Policy
- Human Rights and Freedom from Abuse Policy
- Risk Management Policy and Risk Register
- Control of Records Procedure
- Transition/Exit Checklist

Review

This policy will be reviewed every two years or earlier if:

- Legislation or NDIS Practice Standards change.
- Feedback indicates improvements are needed.
- An audit or incident identifies a gap.