Service Entry, Transition and Exit Policy

Why we have this policy 🧱

😊 We want participants to join, move within, and leave our services in a safe and fair way 🛡️ .

📋 We help participants make choices, protect their rights, and keep support continuous 🧩 .

Who this is for

👩‍💼 Staff, contractors, and management 👨‍💻

👩‍🦽 Participants and potential participants 👥

What the words mean (Definitions)

🧱 **Access / Service Entry** – How a participant enquires, applies, and is assessed for services.

🔄 **Transition** – Moving a participant between services or changing their supports while keeping care continuous.

❌ **Exit** – When a participant stops receiving services.

📝 **Service Agreement** – A document showing what supports are provided, rights, and funding.

✔️ **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 used to record participant details, support plans, and service interactions.

📋 **Transition Plan** – A plan for a smooth and safe move between services or providers.

🏠 **Accommodation Transition Plan** – A plan for participants moving between housing providers.

📄 **Authorisation to Release Information** – Permission to share participant

information with others.

🔄 **Continuity of Support** – Making sure participants keep getting support without interruptions.

💬 **Feedback / Complaints Process** – Ways participants and families can give feedback or raise issues.

Our main ideas

✔️ Fair and equal access to services 🌈

🤝 Support participants to move or leave services with respect ❤️

📝 Entry, transition, and exit processes are clear and documented 📄

👥 Work with participants, families, and other providers to keep support continuous 🧩

Responsibilities

Director / Management:

📝 Oversee entry, transition, and exit processes

✔️ Approve access and exits

⚖️ Follow legislation and NDIS Practice Standards

📂 Keep accurate records

Staff / Contractors:

📣 Give clear information to participants

🧩 Help participants with entry, transition, and exit

💻 Update participant records in Splose

⚠️ Report risks to management and record in Risk Register

Participants:

📝 Give correct information during entry

🤝 Take part in planning for their support, transitions, or exits

💬 Give feedback to improve services

How we do it

1. Service Entry

📢 **Enquiry & Information:** Give participants and representatives clear information about services, eligibility, and costs

✍️ **Application:** Apply verbally, in writing, or via referral

🔍 **Assessment:** Check eligibility, capacity, and fit with services

📝 **Decision & Agreement:** If both agree, a Service Agreement is signed. If not, participants are given other options respectfully

👋 **Orientation:** Introduce new participants to Soaring Sparrows, their rights, responsibilities, and key policies

2. Transition

🔄 **When transitions happen:** Changing providers, services, residence, or support levels

📝 **Transition Plan:** Developed with the participant and keeps their preferences central

📄 **Support Coordination handover:** Use Authorisation to Release Information and document in Splose

🏠 **Accommodation transitions:** Create an Accommodation Transition Plan in Splose

👥 **Other providers:** Participant-led transitions

✔️ **Consent:** Share relevant information with new providers

⚠️ **Risks:** Record in Risk Register

🛎️ **Interim supports:** Arrange to keep support continuous

3. Exit

❌ Participants may leave at any time or by mutual agreement

📝 Complete Transition/Exit Form and save to OneDrive

💻 Update and archive records in Splose

💬 Invite feedback through Complaints and Feedback process

✔️ Director signs off on all exits

✅ This is your Easy Read guide to **Service Entry, Transition and Exit**.

If you want the full policy, please ask us.