

9.17	CLIENT TRANSITION OR EXIT FROM THE SERVICE
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Applies to: Staff
Specific responsibility: Staff

Version: 1
Date approved: 5.8.14
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to providing clients with information and support through the process of transition or exit from the organisation's services.

HECIS will ensure:

- all clients are provided with the necessary information and explanation in appropriate communication formats in relation to their transition to school/exit from the service
- clients are provided with information and support through the process of transition or exit from HECIS programs
- client transition strategies and exit planning will be documented in the client's individual service plan.
- the client exit process for programs is clear and that the organisation adopts fair and non-discriminatory processes when a client chooses to or is required to leave the service.

Definitions

Transition is preparing for and supporting the client to move onto primary school/exit the service or referral to another service or program where appropriate.

Exit (or discharge) is the process through which clients transition out of the programs of HECIS. The exit process generally occurs when the client is required to:

- move onto primary school
- is no longer eligible for support under HECIS funding arrangements
- has reached their goals outlined in the client individual service plan

The circumstances which will lead to an exit from a service provided by HECIS include:

- The child is no longer eligible for support under HECIS funding, including no longer living within or attending a child care service within the Hawkesbury LGA.
- The child has reached their goals outlined in the client's individual service plan
- The child's NDIS Individual plan/Service Agreement ceases or expires
- The child turns 7 years and is no longer eligible for NDIS provider supports from HECIS
- The client/family chooses to leave the service or cease services by HECIS
- The client/family wishes to transfer to other agency/professional.

PROCEDURES

HECIS will:

- ensure that staff explain to all clients at the time of the development of their individual service plan how and when the process of transition and exit will occur
- ensure that the issue of transition and exit is discussed in client service reviews
- ensure that transition and exit is timely, seamless and offers flexible and reliable support linked to other services.
- support clients to transition to other services or cease services as needed

Developing a transition or exit plan

The transition/exit process should be included in a client's Individual Education plan. The plan should include referrals to other agencies/professionals to obtain necessary reports/diagnosis documentation as required for an application to Dept. of Education or other education support agencies to continue the child's education and development.

The HECIS Educator managing the child's case will undertake regular monitoring of the client's progress against client goals and seek feedback from the client family, child care centre workers, and other agencies/professionals involved in the child's care and support.

Support

Staff involved in client transition and exit processes will be provided with on-going support and professional development to assist them to undertake their duties effectively.

Support options

As a client nears transition/ exit the HECIS Educator will ensure there are discussions with them about options for support following transition or exit.

In determining the most appropriate support options with the client the organisation will consider the child's needs regarding:

- suitability to enter mainstream schooling
- eligibility for funding to the child support in mainstream schooling
- eligibility to apply for inclusion in a Multi Cat./Support unit
- eligibility to apply for inclusion in a school/unit for children with high support needs.

Involving other professionals

Where appropriate the client families will be referred to and supported to access other services providers/professionals to assist with the transition to school/exit from HECIS.

Client consent will be sought prior to involving any other professionals in the development of a transition or exit plan.

Exit and transition

Prior to a client transitioning or exiting a service of HECIS an exit review will be conducted to ensure all appropriate formal and informal supports are in place.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	Individual Education Plan

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	4.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	6.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

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