



DOWN SOUTH THERAPY

Service Access and Exit Policy

Version 1.0
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1.1. Purpose

The purpose of this policy is to set out the circumstances and conditions under which a customer can access and exit services provided by Down South Therapy (DST).

1.2. Scope

This policy relates to all Down South Therapy activities and applies to all employees, contractors, students, advocates, Directors and others who may act on behalf of Down South Therapy.

Service access is about how a person can receive services based on the service they seek, their eligibility for that service, relative need and available resources. It also states the circumstances in which they can exit from the service.

1.3. Access to Services

Down South Therapy provides services through a range of funding programs, and will operate in compliance with the access and eligibility requirements for each of those programs.

Down South Therapy is committed to ensuring access to services and supports are fair, equitable and transparent and that processes are applied consistently.

Access to services and supports may be dependent on a range of factors, including location, an individual's identified needs, funding and the resource capacity of the service. Information on eligibility, services and supports are readily made available to potential customers and agencies. Where services cannot be provided the individual is supported to access alternative services or agencies.

Down South Therapy is committed to supporting individuals to understand criteria and processes regarding access to, and use of, our services.

Down South Therapy will conduct regularly reviews to identify and respond to any potential barriers to access.

Down South Therapy recognises the right of customers to transfer to an alternative service.

Down South Therapy reserves the right to withdraw services in situations where its duty of care responsibilities, to either its customers or staff, is demonstrably compromised.

Where a service cannot be provided due to a lack of capacity, Down South Therapy will maintain a waiting list for eligible customers. Down South Therapy shall serve individuals from the waiting list as funds or places become available on a first-come, first serve basis unless Down South Therapy has determined the person:

- a) Requires immediate services as part of a crisis intervention program;
- b) Unless a person is the best fit based on compatibility for that service for both the individual wanting to access the service and others already accessing it.

Down South Therapy will provide opportunities for customers to provide feedback on entry and exit procedures and their experience of accessing our services.

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1.4. Exits from Service

A client may leave Down South Therapy could occur for a number of reasons, including:

- No longer requires the service or is no longer eligible for the service due to changed circumstances;
- Moves to an area outside of Down South Therapy service areas
- Transfers to another service provider;
- Where the support schedule and service is no longer able to meet the person's needs or assist in achieving chosen goals,
- Lack of available resources, or funding,
- The death of a person using the service;
- The person and/or family member/carer engages in behaviour which is unacceptable to Down South Therapy such as violence, abuse, aggression, theft or property damage;
- Continued non-payment of service delivery fees incurred during support and services provided by Down South Therapy.

Down South Therapy will ensure that an exit occurs in a professional, planned and collaborative manner.

Where a person has a government support package and has entered into an agreement with Down South Therapy to provide supports and services they are required to provide four (4) weeks' notice of intention to exit, in writing to the Operations Manager. If Down South Therapy is holding any individualised funding on behalf of a client who is transferring to another services provider, Down South Therapy will work with the funding organisation and release funding to provide a seamless transition.

On exiting the service, all clients are invited to complete a customer feedback form and/or discuss their level of satisfaction with the service in an exit interview

