
CLIENT ENTRY & EXIT POLICY 1.2.2A

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Policy Statement

This policy aims to remove barriers that people may encounter when trying to access our services and provides guidance on handling individual entries and exits from our client care and support services. This policy will:

- Promote consistent practice
- Allow for the diverse and individual needs for all
- Consider the safety and wellbeing for all
- Ensure health and safety is considered for all staff and associates within this organisation
- Allow for dignity of risk with those who use services

Scope

This policy applies to employees (including staff, volunteers and contractors) who have contact with any Alzheimer's WA clients, family representatives, and other stakeholders. The policy context in which this policy relates to:

Policy context	
Standards	<ul style="list-style-type: none"> • Aged Care Quality Standards • NDIS Terms of Business • NDIS Code of Conduct • NDIS Practice Standards • UN Convention on the Rights of Persons with Disabilities
Organisation policies	<ul style="list-style-type: none"> • Complaints Management • Delegations of Authority Policy • Access and Equity Policy
Forms, record keeping, other documents	<ul style="list-style-type: none"> • New Client Intake Form • New Client Onboarding Flowchart • Feedback and Complaints Form • Complaints Register

Definitions

Dignity of Risk	A participant of the NDIS is allowed to make decisions and choices of what they can or cannot do
My Aged Care	My Aged Care is the access point Australian Government-funded aged care services
Person/Client	A participant by definition within the NDIS or someone with a disability engaging with services at Alzheimer's WA
Support Network	The family, friends, guardians, decision-makers or other representatives of a person with disability, wanting to access our services
NDIS	National Disability Insurance Scheme
ACQSC	Aged Care Quality and Safety Commission
Our / We / Us	Alzheimer's WA Ltd
Employees	Staff, volunteers and contractors

Our Commitment

We commit to each and every individual, including a person, their support network and other stakeholders who engage with us; whether for information and knowledge sharing, through to the delivery of our services, to:

- Non-discriminatory access for all with full access always being made available.
- Communicate in a respectful and dignified manner, that is sensitive to the cultural and language of the communities where we operate. This includes where a person does not communicate through spoken word or where English is not their first language.
- Offer information about our services and supports in a transparent and easily-understood way.
- Collaborate with you.
- Respect your privacy and personal data ensuring confidentiality.
- Allow for your informed choices with respect to risks that are acknowledged and accepted as part of your services. We refer to this as dignity of risk.
- Innovate and improve ways to overcome and remove barriers of access for all with regular testing and reviews of our own ability to access services, and of other's ability to access our services.
- Deal with you honestly, including acknowledging if our services are not suitable to your needs and provide reasonable assistance to you to find a suitable provider.
- Be responsive by ensuring contact details are on all materials and publications and that a '48 hour' response to enquiries is achieved.

Entry Policy

Our services are available to people with disability who are eligible for the NDIS, My Aged Care programs as well as those who wish to pay privately on a user basis. The entry process begins when a person and/or their support network requests to access our services. As well as giving you information about our services, we will, through conversation with you, gain an understanding of your support needs, and preferences for how you want your supports to be provided. We will consider things like:

- Who you are as a person, your strengths and preferences, what you enjoy/don't enjoy doing,
- Your abilities and your goals.
- Who else is important to you in your life, including family, friends, partner, guardian/s and other community connections.
- Your care and supports that you may need support with.
- Any risks or concerns you have or want us to know about.
- What supports you want from us and how you would like them delivered.
- The formal and informal supports you currently have or have had before.
- What funding you have and how you want to use it.

We do this to ensure fairness, consistency and transparency between us and to make sure we understand your needs and how we could meet them.

Following consideration of this information, we will determine if we can reasonably provide the care and supports you require.

Advising you about entry into our services will be provided to you promptly, in clear, easy to understand communication.

This may also include a refusal of a request to access. When this happens, we will explain the reasons for this and suggest alternative providers for your consideration.

Exit Policy

Everyone has the right to leave our services at any time they choose. Exit from services applies regardless of whether a person leaves of their own choosing, or if we decide to withdraw services. The exit from services offers the opportunity to investigate the reasons for leaving; identify alternative services for the person and create an exit plan with an option to have an exit interview in their last week. Information obtained from the exit interview will be used as feedback to improve services and identify any training requirements.

People may leave our services for different reasons, including but not limited to:

- Moving away from our area of service reach and delivery;
- Our support schedule and services no longer meet the needs or adequately assist the person to achieve their chosen goals;
- Desire to move to another service provider;
- A shortage of resources being readily available which may include funding;
- The death of a person using the service;

- Disagreement about the reasonable conditions required in their support or care plan and thus affecting the safe delivery of services, including the health and safety for all involved;
- Changes in the person's condition or support needs, resulting in requirements exceeding what staff can safely deliver;
- The person and/or family member/carer behaves in an unacceptable way towards us, including violence, abuse, aggression, theft or property damage. This *generally excludes* where Positive Behaviour Supports is required to assist a person manage their challenging behaviours, unless safety is seriously compromised or likely to be seriously compromised on an ongoing basis.
- Where continued non-payment of service delivery fees is incurred during care and support services.

We request 4 weeks' notice of any intention to leave our services or supports. At any time, services can be re-commenced, subject to the entry policy.

If there is dissatisfaction as a result of the service or support, we strongly encourage this feedback to be raised and provided to feedback@alzheimerswa.org.au

More Information

In extreme circumstances, we may decide to withdraw a person from our services without their consent. Where ever possible, this would still only occur in consultation with a person and their support network.

Examples of this may include:

- Where a person is unwilling, over time, to work towards agreed plans, goals and positive outcomes;
- Where the person, or others, including the person's family/ representatives, staff, contractors or members of the community, are at risk of harm due to the circumstances in which the support is provided;
- Financial obligations are not being met;
- If there are changes in the condition of the individual resulting in care or support needs above what can be delivered;
- *And* where the above issues cannot be reasonably resolved.

The exit from services applies where any service or support is withdrawn, including that we will support the person to find services from alternative sources. Exit processes will be fair, transparent, and uphold the rights of the individuals.

A withdrawal of service and support will not be solely related to any dignity of risk choices and generally excludes where Positive Behaviour Support plans are in place.

All withdrawal of services and supports will be assessed with information and reasons why the course of action was taken.

Legislation

Key legislation, regulations and other requirements include but are not limited to:

- NDIS Practice
- National Disability Insurance Scheme Quality and Safeguarding Framework
- Disability Services Act 2006
- Privacy Act 1988
- Charter of Aged Care Rights 2019
- Equal Opportunity Act 1984
- User Rights Principles 2014

Related Documents

- 1.2.2b Access and Equity Policy and procedure
- 1.2.3 Access to Services Policy
- 1.2.3b Client Assessment and Review
- 1.7.2 Rights and Responsibilities

Resources

- NDIS Quality and Safeguards Commission
- NDIS Practice Standards
- Aged Care Quality and Safety Commission
- ACQSC Standards

Revision History			
Date of Review	Summary of Revision	Revision Number	Revised By
Aug 21	Newly created document	1.0.0	Joan Paul
Sept 21	Reformatted and Legislation, Related Docs and Resources added.	2.0.0	Di Yeates