

## **Summary**

Life Without Barriers (LWB) acknowledges that exit and transition can be a daunting and stressful time for the people we support and their family members. LWB is committed to supporting people through this process in a professional and planned way. This procedure applies to people we support who exit LWB services, including those who choose to receive supports from another service provider.

**NOTE:** If the exit is due to the death of a person we support, staff should refer to the [When a Person We Support Dies – Policy Guideline](#) and the [When a Person We Support Dies – Procedure](#) for guidance.

## **When a Person Exits LWB Services**

When a person we support is exiting LWB services, or moving between LWB services (e.g., house of location), staff must complete the [Exit or Relocation Notification](#) **as soon as they become aware of** the (planned or unplanned) exit. This will ensure that all relevant teams are notified of the exit.

Staff should also complete all of the tasks detailed in the [NDIS LWB 802 Exit – Operational Checklist](#).

**NOTE:** If the Exit is due to the death of a person we support, staff should refer to the [When a Person We Support Dies – Policy Guideline](#) and follow the [When a Person We Support Dies – Procedure](#).

## **Transition for people exiting LWB services**

When a person we support is considering exiting LWB services or transitioning to another provider, LWB staff should meet with the person and members of their support network to discuss the reasons they are considering exiting LWB. Staff should try to gain an understanding of any issues that they may be able to assist with or make changes to improve.

LWB staff can assist the person to explore whether:

- reshaping supports could allow the person to continue with LWB
- increased personal capacity would better suit a decreased level of service
- alternative services or activities are available

During this process, the person should be supported in a way that enables them to exercise their right to have choice and control about their supports and services, and how they wish for these to be delivered. If a person, with their support network, decides to exit LWB, they should be supported by LWB to explore alternative services accordingly.

## Information Handover

It is vital to a safe transition that LWB ensure all of the person's relevant information is current and captured in the following mandatory documents [NDIS LWB 5001 Client Profile](#), [NDIS LWB 5101 Individual Support Plan \(LS\)](#) or [NDIS LWB 5201 Individual Support Plan \(SSL\)](#) and any individualised plans such as Health Support Plans, Positive Behaviour Support Plan, Transferring, Repositioning and Mobility (TRAM) Plan, Communication Plan, etc.

This information is to be collated by LWB and discussed with the incoming service provider (or family / Guardian / Authorised Decision Maker) as part of a Transition Planning Meeting.

To assist this process, the optional [NDIS LWB 803 Exit - Client Transition - Plan](#) can be used.

### Checklist for the person's information and personal possessions

| Documentation to be provided to a client exiting LWB: (as relevant)                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Client Profile</li><li>• Individual Support Plan</li><li>• Medication Chart</li><li>• Medication Support Plan</li><li>• Nutrition &amp; Swallowing Risk Checklist</li><li>• Mealtime Management Plan</li><li>• Transferring, Repositioning and Mobility Plan</li><li>• Positive Behaviour Support Plan</li><li>• Financial Guardianship or other legal Orders</li></ul> |
| <ul style="list-style-type: none"><li>• Personal Care Plan</li><li>• Oral Health Plan</li><li>• Budget Plan</li><li>• Epilepsy Management Plan</li><li>• Diabetes Management Plan</li><li>• Asthma Management Plan</li><li>• Allergy Support Plan</li><li>• HIDPA support Plan(s)</li><li>• Allied Health Assessments</li></ul>                                                                                 |
| Possessions to be transferred with the person exiting LWB: (as relevant)                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"><li>• Aids and equipment</li><li>• Health Support equipment</li><li>• Personal Belongings</li><li>• Pet(s) &amp; equipment</li></ul>                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"><li>• Medications</li><li>• Webster Packs</li><li>• Furniture / Art / Decorations</li><li>• Leisure equipment</li></ul>                                                                                                                                                                                                                                                       |

## Transition Planning

### Developing a Transition Plan for the Person

Depending on the person and the type of supports they require, planning will assist in a smooth transition. For example, the transition plan may record details about the service, house, location, other people in the person's network (including housemates), and contact

details for reference by the new provider's staff. It should also include existing key supports the person uses within the community.

### **Additional Support Requirements and Modifications**

The new provider should be given all relevant information promptly, to ensure arrangements are made in advance of the person commencing service, e.g., modifications to a bedroom, access, the vehicle, arrival of equipment, safeguarding, health, behaviour support, and staff training requirements.

### **Introduction to the Local Community**

Introducing the person to their new community, including housemates, other clients, staff, and the local community, is an important stage of the transition process and depends on the needs of the person and the support available. This could be undertaken over several visits. Ideally, and if possible, LWB will work with the new provider to ensure this occurs.

### **Maintaining Relationships, Friendships, and Community Connections**

Where possible and relevant, there should be a process for farewelling other people we support, staff, service providers (if the move affects service delivery), neighbours (where they have an established relationship), and the local community (if moving to a different community).

Established friendships and connections should be supported to continue after the person departs such as through the organisation of email, virtual meetings, phone contact and visits.

### **Change of Address**

It is important that the person's change of address is notified to other service providers who will need to contact the person in the future. Other service providers may include the NDIS, Centrelink, health professionals, Behaviour Support Professionals, and banks etc.

### **Sharing of Information**

Where the person has consented to share relevant information, key support documents can be shared with the new service provider to ensure continuity of support. Where the person does not consent for information to be shared, the person should be provided with a copy of their key support documents.

## **Exiting the Person from LWB Operational Systems**

The actions outlined in the [NDIS LWB 802 Exit – Operational Checklist](#) must be completed to ensure people are removed from LWB systems, person data/reporting remains accurate, and people are not charged for services they no longer receive. LWB will manage a person's information in line with our [Privacy and Confidentiality Policy Guideline](#).

## **Feedback**

After a person has exited LWB services, staff are to send the person the [NDIS LWB 804 Exit – Client Feedback Form](#) (or the [NDIS LWB 805 Exit – Client Feedback Form Easy English](#)) for the person and/or their family to complete, should they wish to do so. These forms can be completed anonymously and returned to the Disability and Mental Health Staff Support Centre (DSSC). The DSSC will escalate feedback locally, as required, and collate it at a national level. LWB will use the feedback at a national level to inform future service delivery and identify policy and practice needs.

Alternatively, feedback can be provided directly to LWB via the [National Feedback and Complaints Process](#).