

Summary

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

As a provider of NDIS funded Disability Supports, LWB is obligated to ensure:

- a planned individualised transition to a provider or the community is facilitated in collaboration with each person and their support network, and the plan is documented, communicated, and effectively managed
- any risks associated with transition are identified, documented and responded to.

Transition for clients 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
- ✓ exiting is due to a natural completion of service – e.g., Support Coordination.

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.

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 clients 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 LWB clients, 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 continuation 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 operational exit process must be completed to ensure people are removed from LWB systems, person data/reporting remains accurate, and individuals 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 an individual has exited, 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 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, clients can provide feedback directly to LWB via the [national feedback and complaints process](#).