

CLIENT EXIT FROM SERVICE

PURPOSE:

This policy relates to any client who exits Breakaway Toowoomba Inc. Breakaway Toowoomba Inc supports the clients' decision to exit the service at any time they desire. Some reasons for exiting the service include:

- Client relocates to an area outside Toowoomba and the South West Region of Queensland
- Client receives an individual package or other funding more appropriate to their needs
- Client leaves the service for other personal reasons
- Client has been inappropriately placed in the service
- Limited funding which restricts the resources available for respite support
- Client is deceased

SCOPE:

- Reasons for exit from service
- Transitional phase and / or development of alternative strategies

POLICY:

Breakaway Toowoomba Inc. aims to assist families / advocates to exit the service

PROCEDURE:

1. When required the Facilitators / Support Supervisor will support the client / carer / advocate exiting the service to access information they may need in terms, options for alternative support.
2. Exit interview – within the fortnight
3. Grievance procedure
4. Upon written request a profile of support provided can be constructed to follow client / carer / advocate to new service provider.
5. Should the client / carer / advocate wish to re-access the support services of Breakaway Toowoomba the current assessment and priority rating processes will apply.

Related Documents:

Reviewed: 09th April 2008

Review Date: April 2009

P:\Policies for review\2007\Sept 07\#CLIENT EXIT FROM SERVICE.doc

Approved:.....

Grievance Procedure
Exit Interview Form
Equity in Respite Access Policy
Client Confidentiality & Privacy Policy

Approved (Facilitators) *David Bod* Date *23-06-08*

Approved (Chairperson) *Paula Dennis* Date *23-06-08*