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**Entry and exit policy**

**Easy English Version**

**Prepared by Centro ASSIST**

**Version 1.0**

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# Entry and exit policy

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|  | **About this document**Our services are available to people eligible for the NDIS.  |
|  | We will always make sure that entering and exiting our services is as easy as possible.  |

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|  | This document will tell you about: * how we will help you decide if our services are right for you
* how we will help you get started with our services
* when services might need to finish
* how we will help you switch from our service to another service.
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|  | **Contacting us**The first step to getting access to our services is contacting us.You can contact us by:  |

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|  | * calling us
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|  | * sending us an email
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|  | * letting us know in person.
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|  | A member of our team will reply to you and let you know what happens next. This marks the beginning of **service entry**.  |
|  | We will always respond to you as quickly as possible. |

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|  | **Entry assessment**We want to make sure that the services we offer suit your: |

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|  | * goals
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|  | * needs; and
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|  | * preferences.
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|  | This is called **assessment.** |

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|  | We will meet discuss your goals, needs and preferences with: |

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|  | * you
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|  | * your family and/or guardians
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|  | * your advocate
 |
|  | * other service providers that are helping you.
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|  | When assessing if you can enter into our service, we will think about: * if you are eligible for the NDIS
* if we have the right physical resources to help you (e.g. rooms and spaces, tools and equipment, transport options.)
* if we have workers that can help you effectively
* if there are other services in the area that could help you better.
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|  | **How we will help you get started**We will provide written confirmation that you have been accepted for our services. |
|  | We will give you a clear timeline for entry, including the date your services will start. |
|  | We will have meetings with you and other people that help to support you. |
|  | The goal of these meetings will be to come up with a service agreement. |
|  | Our goal is to have a service agreement that fully meets your goals, needs and preferences. |

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|  | You have full choice about what services you get from us and how they are provided. |
|  | We will make sure to give the time and help you need to make decisions. |
|  | We will also let you know about any additional services available in your area. |

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|  | **Choosing to exit**If you want to stop receiving services from us, you can let us know at any time. This is called **exiting**. |
|  | Some reasons why you may choose to exit include:  |

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|  | * moving to a different area (too far away to reach us)
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|  | * transferring to a different service provider
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|  | * changes in your health.
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|  | If your choice to exit is linked with an incident or complaint, we will make sure to help you resolve this (please see Incident management and Feedback and complaint easy reads). |
|  | You can change your mind about exiting. We will give you plenty of time to make a final decision. |
|  | If you decide to exit, we will give you a clear timeline for exiting, including the date your services will finish. |

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|  | **Why you might have to exit**We might ask you to exit our services. |
|  | Some reasons why we might ask you to leave our services include: |

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|  | * your goals have changed and we cannot help you with your new goals
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|  | * there are problems with paying for services
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|  | * we no longer have the resources (e.g. workers or facilities) to provide the help you need
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|  | * we are shutting down.
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|  | We will ask you to exit in person and in writing. |
|  | We will always give you reasons why you are being asked to exit. |
|  | We will give you a clear timeline for exiting, including the date your services will finish. |
|  | We will give you plenty of notice before stopping services. |
|  | We will always help you to find a new service provider after you exit and help you to create a transition plan. |

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|  | **Transition plans**When you enter or exit a service, we will create a transition plan.  |
|  | A transition plan is made to make sure changing service providers is as easy as possible. |
|  | We will make sure the transition plan is suited to your goals, needs and preferences. |
|  | We will make sure to help you with any risks that might come from changing providers. |

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|  | We will meet discuss your transition with: |

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|  | * you
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|  | * your family and/or guardians
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|  | * your advocate
 |
|  | * other service providers that are helping you.
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