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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 |
|  | * sending us an email |
|  | * 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 |
|  | * needs; and |
|  | * 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 |
|  | * your family and/or guardians |
|  | * 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) |
|  | * transferring to a different service provider |
|  | * 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 |
|  | * there are problems with paying for services |
|  | * 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 |
|  | * your family and/or guardians |
|  | * your advocate |
|  | * other service providers that are helping you. |