

ASSOCIATION FOR THE BLIND OF WA (INC.)

SERVICE COMPLETION AND EXIT POLICY AND PROCEDURE

POLICY

1.0 INTRODUCTION

Many of the services provided by the Association are episodic in nature and offered for a time-limited period – rather than on a continuous basis. This service model reflects the requirements of its clients who may need a specific period of intervention to assist them in gaining skills, learning techniques or acquiring equipment that will contribute to their independent living. Once a period of intervention has reached its conclusion and an individual's needs have been met, many clients will not re-engage with the Association until a further need for service is manifested. This is a normal service delivery pattern and our processes and documentation reflect this.

However, there are occasions when a client will cease accessing the Association's services before the service provided has reached its programmed conclusion.

This policy acknowledges and describes the two different circumstances in which our clients disengage from our services. It applies to all of the Association's service delivery programs and activities.

2.0 STATEMENT

In certain circumstances, a person receiving services from the Association will disengage from the organisation and cease to receive service.

Such an exit might occur:

- 2.1 As a natural consequence of service completion. The client has completed his/her particular service intervention; met the service objectives and does not seek another period of service; or
- 2.2 As an exit from the service, (which has not concluded) because the
 - 2.2.1 client and Association staff either together or separately make the decision that the service being provided to the client is no longer beneficial, appropriate or viable; or
 - 2.2.2 client's behaviour compromises the Duty of Care of other clients and/or staff.

Chris Whitelock
A/Chief Executive Officer

13/11/2007
Effective Date

First Adopted 01/09/2003 Reviewed: 2005

PROCEDURE

1.0 INTRODUCTION

The following procedures are to be implemented to ensure that any clients' disengagement from the Association is managed appropriately.

2.0 SERVICE COMPLETION

When a service has reached its natural conclusion, the objectives have been met, and no further services are sought, the Service Coordinator will officially close the record of the client's service event on the Client Management System and, where necessary, formally document the outcome of the service in an attached note.

3.0 EXIT

When a decision to discontinue an incomplete service is made by either the client and/or the Association, the Service Coordinator will officially close the record of the client's service event on the Client Management System and formally document the reasons for the discontinuation in an attached note.

The additional steps may also apply -

3.1 Interview

Where necessary, an exit interview with the relevant Manager or Director, as appropriate, will be offered to discuss the reasons for disengagement from the service.

3.2 Advice re: alternative service options

Where appropriate, information and advice regarding any suitable, alternative services will be offered to the client.

4.0 RECORDS

All relevant records and information about the client will be archived as appropriate, according to internal policy and external requirements.

If requested by the client all relevant records and information will be made available.

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