



Service Exit Policy

Policy Type	Service Delivery
Version	4.0
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Date for Next Review	July 2028
Person/Body Responsible	Leadership Team
Approved By	Chief Executive Officer

Purpose

The purpose of this policy is to clarify the participant exit process for Mental Health Foundation ACT (MHF) programs and to ensure that the organisation adopts fair and non-discriminatory processes when a participant chooses to or is required to leave the service. The policy will ensure compliance of MHF programs with the *National Standards for Mental Health Services 2010*.

This *Service Exit Policy* will ensure that MHF staff responsible for exit processes are provided with effective guidance to safely and helpfully support participant exit and re-enter under various circumstances.

Definitions

Exit – the process through which a participant transitions out of an MHF program.

Policy

Exit planning is a process used to prepare a participant for transition away from a MHF program or service. Exit planning commences at the time the participant enters the service, and should be incorporated in the *Recovery Support Plan*. MHF assists participants, carers and other stakeholders to understand the processes for leaving the service.



MHF programs should follow a planned and collaborative exit process, enabling a smooth sustainable transition. Exit planning is integral to a successful transition, should be conducted in close consultation with the participant, and where appropriate carers, family, and other relevant stakeholders.

Exit processes will be fair, transparent, non-discriminatory and uphold the rights of the participant. Exit procedures will protect the safety and integrity of MHF staff, participants, and programs.

MHF *Service Exit Procedures* detail the steps to be taken in transitioning participants out of MHF programs, ensuring that they are both safe and effective. These procedures include processes for:

- Evaluating risks to participant safety,
- Development and implementation of an exit plan, and
- Informing the participant of criteria for service re-entry.

Records of participants that have exited MHF services will be appropriately archived according to the MHF *Management of Organisational Records* policy.

References

Australian Government *National Standards for Mental Health Services 2010*

Mental Health Foundation *Service Exit and Re-Entry Procedures*
ACT

National Disability Insurance Scheme *Terms of Business For Registered Providers, March 2017*

Document History				
Author	Version	Amendment	Owner	Date of Effect
Policy Manager	1.0	Document Created	EO	20/5/2013
Corporate Support Manager	2.0	Document reviewed against NDIS Terms of Business for Service Providers. Added exit options; 1. for consumer choosing to change to another service provider. 2. Consumer breaches service funding agreement conditions 3. MHF Unable to recuperate cost of services MHF to notify NDIA of involuntary exit if continuity of services is in jeopardy.	EO	15/8/2014
Corporate Services Manager	3.0	Document reviewed for changes against reference documents, including the NDIS Terms of Business for Registered Providers. Made minor layout/presentation and grammatical changes. 'Consumer' changed to 'participant'.	EO	19/1/2018
Corporate Services Manager	4.0	Updated to incorporate new logo and branding. Moved list of situations where participant exits MHF programs to Procedures. Reviewed and updated references.	CEO	August 2023