



Service Exit and Re-Entry Procedures

Related Policy	Service Exit Policy
Procedure Type	Service Planning and Delivery
Version	3.0
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Date for Next Review	July 2028
Person/Body Responsible	Leadership Team
Approved By	Chief Executive Officer

1. Risk Management

Mental Health Foundation ACT (MHF) staff involved in exit planning must assess participant safety at each step of the transition from MHF services. Where possible, plans should be adjusted to manage unnecessary risks to safety and identified risks that cannot be controlled must be reported to the Program Manager.

Participants who continue to disregard their responsibilities to program requirements and their individual recovery plan, or who threaten the safety of staff, other participants, or delivery of supports will be exited from the program.

2. Exit Planning

Exit planning is a process used to prepare a participant to transition from MHF programs.

Exit planning should be co-designed and included in service intake and assessment processes and should be incorporated in the recovery support plan.

MHF staff will assist participants, carers and other stakeholders to understand the processes involved for leaving the service.

As appropriate to their circumstances and needs, the participant will be given information about other organisations which can offer necessary support after they have exited MHF services. MHF will facilitate referral or supported introduction to these services if the participant provides consent to do so.

Participants, their carers and other relevant stakeholders should be provided with information enabling them to identify early warning signs of a relapse.

Exit plans should include:

- Information about symptoms of pending relapse,
- A relapse management plan,
- Information about accessible crisis services, and
- Advice on how they may re-enter the MHF program.

3. Service Exit

The following situations may lead to a participant exiting from MHF programs:

- The participant has achieved, or is working towards achieving, the goals stated in the individualised recovery plan,
- Participant's treatment and support needs would be best met by another service,
- The participant informs MHF staff that they no longer need its services,
- The participant informs MHF staff that they wish to transition to another service provider,
- There has been no contact between the participant and MHF over a period of 3 months (or a different negotiated time),
- The participant engages in behaviour which is unacceptable to MHF such as violence, abuse, aggression, theft,
- The participant no longer meets eligibility criteria,
- The participant continues to disregard their responsibilities to program requirements and their individual recovery plan,

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- The participant breaches the conditions within the service funding agreement, or
 - MHF are unable to recuperate the cost of services delivered.

3.1. Completion of the Program

Participants who successfully complete MHF programs will be acknowledged and celebrated upon their successful transition to independence or other support services.

3.2. Early Exit by Participant Choice

In the event of a participant wishing to withdraw from the program/service, even though MHF considers that ongoing support is required, every effort will be made to persuade the participant to accept some form of service or referral to another service. However, if refused, the right of the participant to choose will be upheld.

If participants choose to receive services from another organisation, efforts will be made to locate a service that is better able to meet their needs.

Staff will provide appropriate information, with the permission of the participant, to the new service to ensure optimal support. This may include meeting with the participant, to ensure the participant fully understands the implications of their decision.

For a period of 4 weeks after formally exiting from the service, the participant reserves the right to return to MHF and receive a service, without having to go through full assessment processes, provided resources are available. Following this timeframe, the participant file is closed, and a new referral/intake assessment will need to be undertaken if the participant requires service at some point in the future.

3.3. Exit by Voluntary Transfer

Some participants will decide to leave MHF, in order to obtain support at an alternative organisation.

Where the participant provides consent, the MHF staff member allocated to support the participant may meet with the new service provider to provide referral information and finalise the process for transfer.

Staff will continue to follow up with the participant and liaise with the new service provider for a period of up to 4 weeks to facilitate a smooth transition.

3.4. Involuntary Participant Exit

The decision to institute involuntary exit procedures for unacceptable behaviour must be approved by the Chief Executive Officer (CEO).

As part of entry into the MHF programs, participants are informed of their rights and their responsibilities for receiving the specified services and support. Information about the reasons for involuntary exit must be explained to the participant and their inclusion in exit planning is encouraged.

Appropriate referrals to other appropriate services may be required, if the participant provides consent. The participant may need to continue receiving limited support services, within available resources, for a period agreed by the Program Manager or as directed by the CEO until other arrangements can be made. This provision applies for participants with co-occurring mental health conditions and participants with high risk factors for self-harming behaviour.

MHF will notify the National Disability Insurance Agency where a participant will be involuntarily exited from the program and an appropriate transition plan cannot be negotiated with the participant.

4. Exit Interview

Wherever possible, the service exit process should include an exit interview, providing a forum for program evaluation and feedback from the participant's perspective.

5. Post Exit Follow-up

Some exit plans may contain formal or informal follow up procedures by MHF staff following exit from the usual program supports to prevent relapse and ensure an effective transition is achieved.

6. Re-entry

Some participants who leave MHF programs may need to re-enter at some future stage. The process for re-entry to the organisation will be made as simple and as streamlined as possible.

Re-entry strategies include:

- Review previous records on re-entry – participants will need to update their history if re-entry is after more than 4 weeks following the participant's exit from the program.
- Identify the triggers for re-entry, consulting other relevant stakeholders where the participant provides consent,
- Review the previous treatment plan to identify what worked and what did not, and
- If possible and appropriate allocating the same MHF staff member to the participant.

7. Participant Complaints and feedback

Participants exiting MHF programs should be provided with an opportunity to provide the organisation with feedback to inform our continuous quality improvement processes.

Participants who wish to lodge an appeal or complaint regarding their exit should be provided with details on the process under the MHF *Participant and Carer Feedback Policy*.

Document History				
Author	Version	Amendment	Owner	Date of Effect
Policy Manager	0.2	Document Created	EO	
Corporate Services Manager	2.0	Reviewed in line with NDIS Terms of Business for Registered Providers. 'Consumer' changed to 'participant' throughout. EO changed to CEO. Amended the Re-entry time period to 4 weeks or more, in line with the time period set out further above in the document. Minor editorial changes made.	CEO	16/11/2020
Corporate Services Manager	3.0	Renamed from Service Exit Policy. Updated to incorporate new logo and branding guidelines. Moved paragraph on complaint/appeal to end under its own heading. Moved list of situations where participant exits MHF programs from Service Exit Policy to Procedures. Removed 'participant moves out of the program service area' as a reason for cancellation of services. Minor grammatical and presentation changes made.	CEO	August 2023