

## **Policy Statement**

ASCT client's transition/exit from ASCT will be conducted in a manner that ensures reduction of avoidable stress for the client and facilitates continuity of care or service delivery while ensuring ASCT meets its funding requirements.

## **Policy Protocol**

ASCT will minimise stress to the client during the exit/transition process by:

- Ensuring ASCT investigates all other options prior to exiting/transitioning the Client and that these options have been discussed with the client
- Ensuring the client understands why it is necessary to exit/transition them to another service
- Ensuring the client participates in all discussions regarding the exit/transition
- Ensuring flexibility of service during the exiting/transitioning process.

## **Related Procedures**

- [PRO 3.02-2](#) Client Rights and Responsibilities
- [PRO 3.05-3](#) Reassessment and Care Plan Review
- [PRO 3.05-5](#) Case Management
- [PRO 3.08-1](#) Exiting Clients
- [PRO 3.14-1](#) Duty of Care & Dignity of Risk

## **Relevant Standard**

### **Commonwealth Home Care Standards**

2. Appropriate Access & Service Delivery
3. Client's Rights & Responsibilities

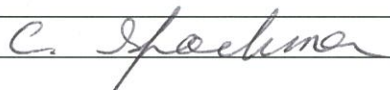
### **Disability Service Standards**

1. Rights
2. Participation & Inclusion
3. Individual Outcomes
4. Feedback and Complaints
5. Service Access

**Access Sydney Community Transport  
Section 3 Service Delivery  
Policy 3.08 Client Exit**

## Policy History

POLICY REVIEW		
Version	Date Approved	Key Amendments
1	24/04/2015	Nil
2.	20/03/2017	Loaded on to QC
3.	15/09/2017	Reviewed by the Board and adopted by via circular motion.

APPROVED BY	
Board	Chairperson: Chris Spackman
Signature: 	Date: 15/09/2017