

SQS 10

The service unit ensures that service users have clear and accurate information about how to enter and leave the service.

- 10.1 The service unit has policies and procedures in relation to entering and leaving the service and they are accessible to service users, staff or other interested parties.
- 10.2 The entry policy is non-discriminatory and clearly identifies the target group for service delivery and the criteria for determining priority for entry.
- 10.3 Where an applicant is refused entry to a service, the service unit provides the applicant with reasons for the decision and, where appropriate, refers the applicant to an alternative service unit.

A. INTRODUCTION TO SQS 10 - ENTRY AND EXIT

SQS 10 deals with entry to and exit from your service. The standard requires that a service unit has a policy which deals with entry and exit, and that service users have access to the information in the policy. The standard also requires that the policy is implemented and that your service unit takes the necessary actions to ensure that the policy is carried out.

The purposes of having policies and procedures which deal with entry and exit are:

- to ensure that service users and their families are informed about what to expect during the intake phase and when and how exit might be undertaken
- to ensure that staff understand their roles and responsibilities with regard to entry and exit
- to ensure that the other key parties, such as professionals referring people to your service unit have a clear understanding about the policies and procedures relating to entry and exit and their roles and responsibilities for referral and information provision

B. ESSENTIAL REQUIREMENTS FOR MEETING SQS 10

To meet SQS 10, your service unit will need to fulfill the following requirements:

- Having documented policy and procedures on entry and exit specifying the criteria for entering and leaving your service.
- The above policy and procedures are accessible to service users, staff and other interested parties.
- The entry policy should be non-discriminatory and clearly specify:
 - the unit's target group; and
 - the unit's criteria for determining priorities for entry.
- Having established mechanisms that where an applicant is refused entry to the service, the unit provides the applicant with reasons for the decision and, where appropriate, refers the applicant to an alternative service unit.

To meet SQS 10, your service unit will also need to take the necessary actions to implement the above policy, procedures and mechanisms.

C. RESOURCES TO ASSIST YOUR SERVICE UNIT TO MEET SQS 10

This section of the handbook provides information to assist you implement SQS 10.

A set of sample policy and procedures relating to service units which receive referrals exclusively from a centralised referral system has been prepared.

You can use these sample policy and procedures in a number of ways:

- (i) Firstly, you may adopt these policy and procedures by inserting your service unit's name in the relevant places. If you do this, you will need to make sure that the policy and procedures are totally relevant to your organisation.
- (ii) Secondly, you may amend these policy and procedures to suit your particular service type. You may wish to add additional statements, or you may wish to change the wording to make the policy and procedures more suitable for your service unit.
- (iii) Thirdly, you may use the policy and procedures as a benchmark to check your own policy and procedures against them. In this way you can make sure that the policy and procedures you have already written contain all the information required to meet the standard.

Sample Policy for a service unit which receives referrals from a centralised referral system

ENTRY AND EXIT POLICY FOR [INSERT NAME OF SERVICE UNIT]

1. Purpose of policy

The purpose of this policy and the associated procedures is threefold:

- (i) advise prospective service users and their families, referring agencies and staff about the approach of [insert name of service unit] to intake of prospective service users
- (ii) provide guidance to staff involved in the intake process about the procedures that they should follow
- (iii) advise service users and their families and staff about the steps that [insert name of service unit] will take when a service user leaves your service

2. Philosophy

The philosophy underpinning the policy and procedures include:

- (i) referrals are accepted only from the Central Referral System for Disabled Adults (CRSDA) [example only]
- (ii) acceptance of service users is on a non-discriminatory basis, providing they meet the eligibility criteria
- (iii) information will be provided to prospective service users about entry and exit decisions made by your service unit

3. How prospective service users access your service

The [insert name of service unit] will accept referrals only from the CRSDA. Referrals should be submitted on the appropriate CRSDA forms and be accompanied by the relevant information as specified in the CRSDA Manual of Procedures. Referrals made from other sources will not be accepted, and the referrers will be directed to the CRSDA.

4. Eligibility criteria

The [insert name of service unit] provides services for people who satisfy the following eligibility criteria:

- people aged between 16 and 65 years [example only]
- people who have an intellectual disability [example only]
- people who do not have a significant physical disability [example only]

All referrals will be screened against the eligibility criteria. Where a prospective service user does not appear to meet the eligibility criteria, the agency will provide information to the referrer about alternative service which may better meet the service user's needs.

5. Exit

A service user may voluntarily cease involvement with your service at any time. Onward referral will be provided, if required.

A service user may be asked to leave your service under the following circumstances:

- the service user no longer meets the eligibility criteria
- the service user's behaviour puts other service users and/or staff at risk
- the type of services provided no longer satisfy the service user's needs

Prior to making the decision to stop providing service to a service user, the [insert name of service unit] will undertake all reasonable actions to modify the program, or implement a behaviour management program which will enable your service to continue.

6. Information

The [insert name of service unit] will provide information to each service user and/or their families about voluntary and involuntary exit from your service.

Sample Procedures for a service which receives referrals from a centralised referral system

ENTRY AND EXIT PROCEDURES FOR [INSERT NAME OF SERVICE UNIT]

Entry to a service involves three phases, firstly, the referral, where information about the service user is first presented to your service unit. Secondly, screening, where a service unit does a preliminary check to make sure the prospective service user meets your service's eligibility criteria. Finally, intake, at which point staff from your service unit interact with the prospective service user to obtain information and determine commencement date. These phases are described in more detail below:

Referral

- referrals will be handled by [insert relevant position title]
- the [insert relevant position title] will ensure the referral is complete and in the appropriate format (i.e. CRSDA form 6)
- the [insert relevant position title] will obtain additional information or request information to be provided in the relevant format

Screening

- the [insert relevant position title] will review the referral information and undertake a preliminary screening to ensure the prospective service user matches your service's eligibility criteria
 - ❖ if the prospective service user does not appear to meet the eligibility criteria, the [insert relevant position title] will contact CRSDA staff and the referrer to confirm that the service user meets the eligibility criteria
 - ❖ if it is confirmed that the service user does not meet the eligibility criteria, the [insert relevant position title] will submit the relevant form (CRSDA form 9) to advise of ineligibility

Intake

- the [insert relevant position title] will contact the service user and/or his/her family to arrange an intake interview
- the [insert relevant position title] will determine whether the service user still requires your service and whether there are any factors which may impede the service user taking up your service (e.g. hospitalisation or other commitments)
- the [insert relevant position title] will obtain basic personal details
- the [insert relevant position title] will establish a service users' record containing information from the intake interview and all referral documents
- the service user and/or his/her family will be given information about your service
- the [insert relevant position title] will advise the prospective service user and/or his/her family in writing about when he/she can commence receiving your service

Exit from the service

Voluntary exit

A service user may cease involvement with your service unit at any time. The service user in the first instance will advise his/her direct case worker of his/her intent to voluntarily withdraw from your service unit. The procedures to follow are provided below:

- the direct case worker will advise his/her supervisor [insert relevant position title] that a service user wishes to cease involvement with your service unit
- the supervisor [insert relevant position title] will ask the service user or his/her family if he/she wishes to have an exit interview
- the supervisor [insert relevant position title] will conduct the exit interview
- the supervisor [insert relevant position title] will arrange onward referral if required
- notes from the exit interview will be placed on the service user's file

Involuntary exit

There are a number of circumstances which may precipitate requesting a service user to leave a service. The procedures to follow in specific circumstances are provided below:

Service user no longer meets eligibility criteria

- the [insert relevant position] should inform a service user that he/she no longer meets the eligibility criteria in writing, providing 3 months' notice of service cessation
- the [insert relevant position] should conduct a case conference to discuss service exit and possible onward referral
- the [insert relevant position] should arrange onward referral

The service user's behaviour puts other service users and/or staff at risk

- the [insert relevant position] will inform the service user and/or family that the service user's behaviour threatens the safety of other service users and staff and that your service unit intends to request the service user to leave your service
- the [insert relevant position] will conduct a case conference with all relevant parties to plan strategies and associated timelines to prevent the service user's exit
- the service unit will implement the strategies developed in the case conference to prevent the service user's exit
- if the strategies appear to be unsuccessful, a further case conference with all relevant parties will be conducted to plan onward referral, exit arrangements and service cessation date

The type of services provided no longer satisfies the service user's need

- the [insert relevant position] will inform the service user and/or his/her family that the service user's needs are no longer met by your service and that your service unit intends to request the service user to leave your service
- the [insert relevant position] will conduct a case conference with all relevant parties to plan strategies and associated timelines to prevent the service user's exit or to make alternative exit arrangements as appropriate

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