

# EXIT POLICY

## INTRODUCTION

Although every effort is made to meet a person's needs and preferences, for a variety of reasons it may not be possible for NOSS to continue support for some clients or workcrew members. Under those circumstances, the following guidelines apply.

## GUIDELINES

1. Should a person choose to exit the service then as much notice as possible should be given.
2. NOSS reserves the right to withdraw services if:
  - (a) there are significant changes to funding;
  - (b) the person no longer meets entry criteria;
  - (c) there are significant changes in the health or behaviour of the person which prohibits safe service delivery;
  - (d) the level of support required exceeds expectations and NOSS does not have the capacity or resources to meet increased support needs.
  - (e) the person is continually unhappy or unwilling to participate.
  - (f) a crew member fails to comply with the conditions set out in the Workcrew Manual or NOSS Policies
3. All possible avenues will be explored to resolve any concerns prior to any final decision (by either party) to terminate service.
4. If community access service is withdrawn, NOSS will inform the client and their advocate (if appropriate) in writing, detailing the reason.
5. If a crew member leaves the workcrew, Bluegum will:
  - . arrange an exit interview with the crew member and advocate (if appropriate)
  - . complete an Exit form
  - . remove the crew member from FOFMS (if Commonwealth funded crew member).
  - . notify the Gateway (if State funded crew member)
  - . inform the crew member of alternative services.
6. In the event of an unresolved dispute regarding the withdrawal of service the crew member may refer the matter to the Board of Governance in accordance with the NOSS Complaints Policy.