

POLICY STATEMENT

Title:	ENTRY AND EXIT POLICY UPCS
Policy No.:	UPCS 0001
Date of approval:	23 January 2008
Date of operation:	30 January 2008
Date to be reviewed:	30 January 2009
DSQ Service Standards:	1.1, 1.2, 1.3,1.4, 1.5, 4.1, 4.2,

The Entry and Exit Policy and Guidelines outline the processes to be followed when a client enters or leaves services provided by UPCS. When accepting or relinquishing recurrent funding from DSQ, UPCS must advise DSQ in writing of their intention to hold or relinquish funds for the service user.

The Entry / Exit Policy and Guidelines apply to:

- Private Clients of UPCS,
- Government funded clients (DSQ / HACC) and
- Brokered services to UPCS

1. ENTRY / EXIT TO SERVICES PROVIDED BY UPCS

This Section outlines the principles and guidelines that should be followed when a client applies to enter or exit UPCS services provided.

Policy Principles

- Entry and access to services will be provided on the basis of relative needs and availability of resources.
- People with a permanent disability are eligible to apply for services delivered by UPCS, and also disabilities attributed to age, these disabilities include: Intellectual, Psychiatric, Cognitive, Neurological, Sensory, or Physical impairment.
- UPCS adopts and applies non-discriminatory eligibility criteria and entry rules with respect to age, gender, race, culture, religion, sexual preferences and disability consistent with funding obligations and applicable legislation¹.
- Clients must have access to the UPCS complaints and grievance process.
- UPCS staff will assess all clients requiring services and where limitations of resources exist, manage waiting lists for services according to clients' level of needs.
- The client has a right to refuse or accept a service. UPCS will ensure that clients who refuse or have been refused service are not disadvantaged from accessing services in the future.

¹ Commonwealth Discrimination ACT 1992 / Anti Discrimination Act 1991 QLD / Disability Discrimination ACT 1992 / Disability Services Act 2006

- The client has the right to have a support person, advocate or family member present at any or all stages of the process. and
- No matter the reason for exiting UPCS services no client will be disadvantage or Discriminated against if re-applying for services from UPCS in the future.

2. ENTRY TO UPCS SERVICES

To access a supported service, a client and or their representative must first make a request for service and be determined eligible against the UPCS eligibility criteria²; once eligibility has been determined the following procedure is implemented:

3. ENTRY PROCEDURE

Determine the clients' priority of need by use of the clients' needs assessment tool.³
If UPCS is unable to provide services refer to another agency.⁴

Determine the clients funding criteria i.e. Private, Government Funded, or a Brokered client and the duration of this service.

Determine if the client is a new or existing client.

New Client:

- Provide a quote for services including business terms and conditions.
- Develop a service agreement for the client based on individual needs using the information gained from the Client needs assessment tool.
- Once UPCS accepts the clients request for services, a UPCS coordinator will arrange a meeting with the client to conduct a client assessment to develop their individual care plan⁵ / individual personal plan⁶ / daily tasks / in consultation with the client, advocate or family member.⁷
- UPCS administration staff members will enter the client details in to the computer network system and allocate recourses as required, ensuring they maintain the electronic and hard copies of client files.

Existing Client:

- If UPCS has not conducted services within the past six months, review clients' needs and eligibility, update care plan / individual personal plan / daily tasks and computer network systems.
- UPCS administration staff members are to enter the client details in to the computer network system and allocate recourses as required, ensuring they maintain the electronic and hard copies of client files.

² UPCS Eligibility Criteria 3.2 UPCS Client Manual

³ Client needs assessment tool (Appendix I).

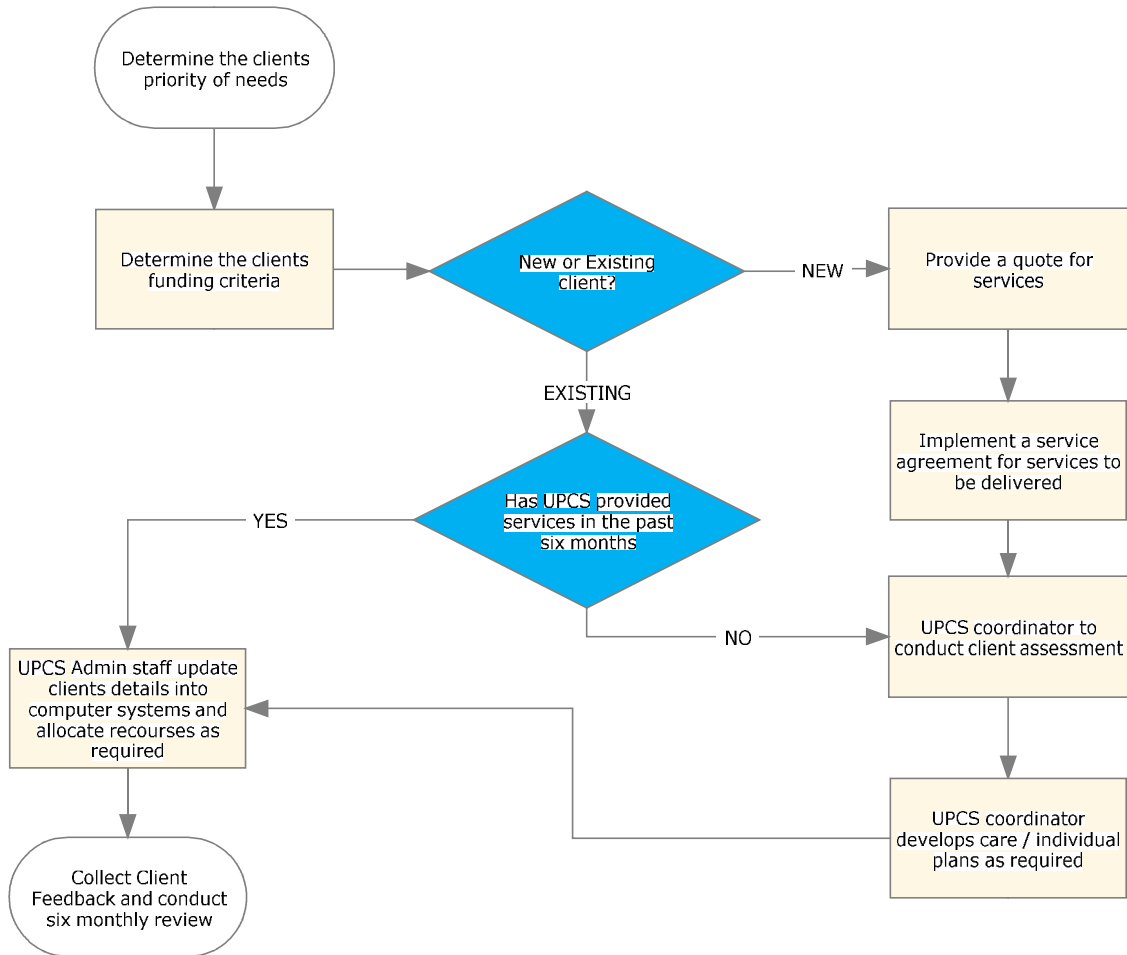
⁴ Referrals Register (Appendix II)

⁵ UPCS Care Plan (Appendix III)

⁶ UPCS Individual Personal Plan (Appendix IV)

⁷ UPCS Client Assessment Pack including the Assessment Information Checklist

Entry Procedure



3.1 ASSESSMENT TOOLS

In assessing clients UPCS uses a range of tools to develop, implement and monitor Individual Care and Personalised Plans, the following tools are available and can be used:

- UPCS Client Profile
- UPCS General Authorisation
- UPCS Current Medications
- UPCS Request to disclose personal client information
- UPCS Client Confidentiality Agreement
- UPCS Care Needs Assessment Tool
- UPCS Development Tool for Individual Plan
- UPCS Accessibility and Safety of Premises Checklist
- UPCS Hazard Risk Assessment
- Meeting Notes

RESPONSIBILITIES:

Staff / Client Coordinator is responsible to conduct the initial assessment using the above tools to gather information to develop and implement the following documentation:

- UPCS Personalised Care Plan,
 - Client focused personalised care plan used in conjunction with daily activities, daily routines and daily duties lists.
- UPCS Individual Personalised Plan,
 - This plan is used for long and short term client goals, is not focused on personal care.
- Medication Charts⁸,
- UPCS Client Hygiene records⁹,
- UPCS Seizure Chart¹⁰,
- UPCS Daily Activities List, and
- UPCS Daily Routine List.

⁸ See UPCS Medication policy HR Manual

⁹ Annex V to this policy

¹⁰ Annex VI to this policy

4. EXITING UPCS SERVICES

A client may leave UPCS services due to a number of reasons:

- Relocation to an area outside of the geographical catchment
- A client may no longer wish services and support offered by UPCS
- Alternative support arrangements have been made
- Lack of available resources, or funding
- Client's health issues have changed and UPCS is unable to continue to provide support
- The death of a client
- The client is unwilling to meet reasonable conditions required in their support plan thus affecting the safe delivery of a service to the consumer and the health and safety of staff.¹¹

UPCS will ensure the withdrawal of support from any client is conducted in a planned and monitored way, with the client's consent:

- UPCS will support any referral to another agency which may be required.
- UPCS will plan withdrawal with other agencies involved in providing ongoing services to the client.
- Clients have the right to contact UPCS if their circumstances have changed to have their assessment reviewed.

5. EXITING PROCEDURE

Determine the reason for why the client is exiting UPCS services.

Change of funding requirement:

- Determine if services delivered were short or long term.
 - Short term services follow up with a phone survey.
 - Long term services follow up with exit survey¹².
- Review feedback and implement continual improvement strategies.
- Archive client files for six months, stored within the administration office, after six months archived off site for a maximum of ten years.

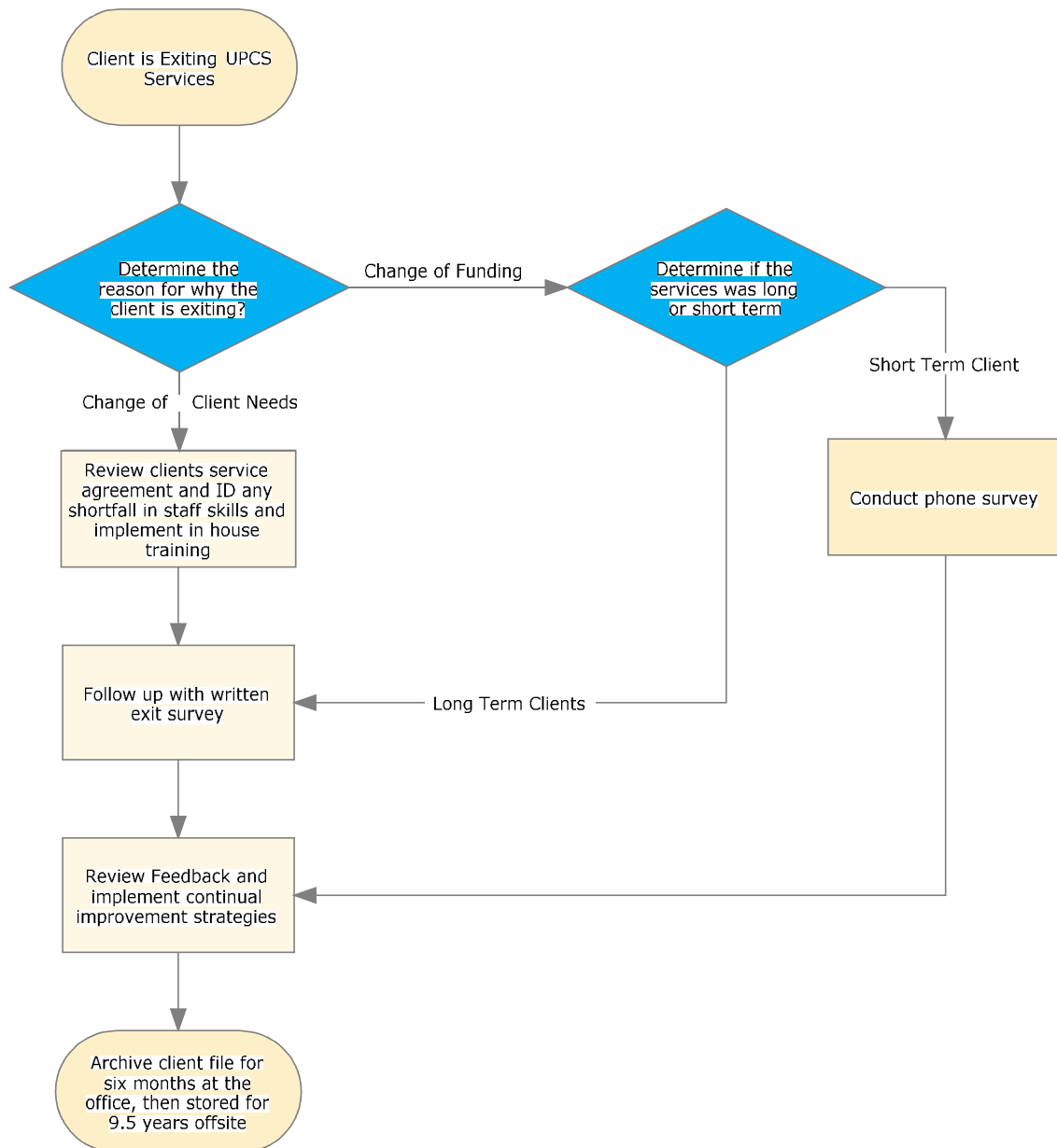
Change of client needs:

- Review client's service agreement and identify any training requirements for UPCS staff members.
- Follow up with written exit survey.⁶
- Review feedback and implement continual improvement strategies.
- Archive client files for six months, stored within the administration office, after six months archived off site for a maximum of ten years.

¹¹ Client's rights and responsibilities

¹² UPCS Exit Survey (Appendix VII)

Exit Procedure



6. REFUSAL OF SERVICE

If UPCS refuses service then the following will apply:

- The person will be advised immediately and the reasons will be given in writing why the services will not be provided. This letter is to contain the complaints and appeals procedure.
- Information will be provided to the client on other available services and if appropriate referral is to be arranged.
- Clients who have been refused services may reapply for a re-assessment if there has been a change in their circumstances or condition.
- Each request for services is assessed on the current waiting list and eligibility priorities.

Basis of refusal:

- The clients need for service is not established, eligibility criteria is low.
- Inappropriate referral, the service is not provided by UPCS.
- Lack of funding availability. and
- The service required is out of the range of services provided by UPCS.

7. MANAGEMENT OF WAITING LIST

UPCS staff will assess all clients requiring services and where limitations of resources exist, will manage the waiting list for services according to the clients' level of needs, eligibility and risk:

- The client will be advised that they are on a waiting list for services.
- They will be notified by phone or in writing of their progress towards receiving a service on a monthly basis.
- Clients will be advised of alternative options such as assistances in paying privately for services until a cost free service becomes available.
- Information will be provided for other alternative services available in the community, and a referral will be made if appropriate. and
- The waiting list will be reviewed at regular case conferences and reprioritised according to the level of need or risk.

