



<b>Policy Name:</b>	<b>Exit-Transition From Service Policy</b>	<b>Policy Number:</b>	<b>ELP-003</b>
Date Approved:	13 <sup>th</sup> December, 2017	Approved By:	Management Committee
Date Issued:	14 <sup>th</sup> December, 2017	Review Date:	13 <sup>th</sup> December, 2020

**1. Aim**

The purpose of this policy is to outline Early Links’ approach to exiting and transitioning children/Young People from the service. Early Links aims to ensure a consistent, accessible and fair approach for all children/ Young People exiting or transitioning from the service.

Our procedures in managing the exit or transition from our service are in line with the Early Links Philosophy and are guided by the principles of:

- Transparency
- Integrity
- Collaboration
- Inclusion
- Flexibility
- Strength Based Approach
- Adherence to funding body requirements.

**2. Scope**

This policy applies to families who are currently enrolled in an Early Links service and all Early Links staff.

**3. Policy**

Early Links believes all children/Young People deserve the right to be supported in an environment that best meets their needs and maximises their developmental opportunities.

Early Links believes in the rights of families on waiting lists to access services as soon as a placement is available or when a currently enrolled family no longer require the service.

Early Links will support the transition of children/Young People from Early Links services to other services that better meet the changing needs of children/Young People and respond to the demand for services by following respectful, transparent and fair procedures.

**3.1 Criteria for exit or transition from Early Links services**

3.1.1 There are five primary reasons that a child/Young Person will be exited or transitioned from Early Links service:

1. The family chooses to leave an Early Links service.

2. The family moves outside of the Maitland, Cessnock, Singleton, Muswellbrook, Dungog or Upper Hunter Local Government Areas.
3. The child/Young Person turns 12 years of age, or transitions to high school.
4. The child/ Young Person enters Kindergarten or another Early Childhood Intervention Program (ECIP) and no longer needs support from Early Links.
5. The child's progress indicates no further Early Childhood Intervention involvement is necessary.

Where a child's progress indicates no further Early Childhood Intervention involvement is necessary, this will be supported with evidence from appropriate assessments/goal attainment. This process will involve discussions with families and other relevant parties.

Families living outside the nominated service areas or with children/Young People over the age of 12 years are welcome to apply to the General Manager for an exemption from this criteria if they believe Early Links is the most appropriate agency to support their child/Young Person.

3.1.2 Additional criteria - exit from the Early Links service may also be initiated by Early Links for the following reasons:

- the family has missed 3 consecutive appointments without notification;
- Contact with the family has been lost (3 phone calls will be made and a letter sent).

When this occurs, a letter notifying the family of intention to proceed with exit and information regarding the re-entry process will be sent to the family. A copy of this letter will be sent to the referring agency, if relevant, and a copy retained on the child's file. A child's exit from the service will be documented in their file.

### **3.2 Re-Entry to an Early Links service**

Families whose children/Young People have exited from an Early Links service can apply to re-enter at any time. Referrals for re-entry will be assessed in accordance with the criteria in the Intake and Referral Policy and with equal consideration to other children/Young People on the waiting list.

Re-entry can be initiated by telephoning Early Links or the staff member originally assigned to the child/Young Person.

### **3.3 Early Links staff support for the transition/exit process**

Early Links staff work closely with families, schools, other early intervention services, and early childhood education and care services to promote a successful transition process.

Wherever possible, and with the consent of the family, Early Links staff will share relevant information with the service provider that the child is transitioning to.

### **3.4 Appeal of Early Links decision**

Families have the right to appeal a decision to transition/exit a placement for an Early Links service. Appeals will be considered by the General Manager with involvement from the relevant staff member and the Management Committee where required.

## 4. References

### Disability Service Standards

Standard 5 - Service Access	
Practice Requirement 1	Service providers make information available about their services
Practice Requirement 2	Service providers have clearly defined processes to access services
Practice Requirement 3	Service providers work with other organisations to increase each person's support options

### Persons Responsible

All families who have children/Young People being referred to the ECIP service are responsible for:

- Being aware of policy content.
- Being willing to undertake relevant assessments to ensure your child/Young Person is provided with appropriate levels of support.

Early Links staff are responsible for:

- Undertaking relevant assessments with children and families.
- Advising families in writing when details of their exit has been initiated by Early Links.
- Working closely with families, schools and other services to support transition.

General Manager is responsible for:

- Ensuring this policy is implemented, upheld and reviewed.
- Responding to any appeals in consultation with the funding body where appropriate.

Management Committee is responsible for:

- Approval of this policy.

## 5. Definitions

**Early Links** – all Early Links Incorporated services and programs.

**Management Committee** – the governing body of Early Links, comprised of elected or appointed members who jointly oversee the activities and legal responsibilities of the organisation.

**General Manager** – refers to the General Manager who is responsible for supervising Early Links staff members.

**Program Manager** – refers to the Program Manager who is responsible for supervising Early Links staff members.

**Operations Manager** – refers to the Operations Manager who is responsible for supervising Early Links staff members.

**Staff** – refers to employees and volunteers of the organisation.

**Client** – any person for whom Early Links provides a service.

**Family** – refers to the parents/caregivers of the children who are clients of the organisation.

**Visitor** – any person who is visiting Early Links who is not a staff member, client or family.

**Document review history**

<b>Date</b>	<b>Section</b>	<b>Change</b>
November 2017	3, All	Updated age to 12, updated Service Manager to General Manager

This document must be read in conjunction with the Policies and Procedures that it supports

Intake and Referral Policy	ELP-002
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