

## Service Exit Policy

<b>Approving Authority:</b>	Managing Director
<b>Approval Date:</b>	13/10/2021
<b>Policy Owner:</b>	General Manager – Service Delivery
<b>Next Scheduled Review:</b>	19/10/2024
<b>Document Location:</b>	TP Connect – Controlled Document Hub
<b>Description:</b>	This policy sets out the principles, objectives and responsibilities for Therapy Pro’s exit of clients from the Service.

### Related Documents

- *Service Review Policy and Procedure;*
- *Service Review Procedure;*
- *Client feedback Policy, Procedure and Form;*

### Definition

Exiting from Therapy Pro services may occur under a number of circumstances, for example:

- the person relocates to a location outside of Therapy Pro’s service delivery area;
- Therapy Pro is no longer able to meet the person’s needs or goals;
- the person chooses another service provider; or
- the person has successfully achieved their goals through Therapy Pro interventions.

Similarly, Therapy Pro may exit a person from services where:

- a lack of available resources or staff thereby reducing our capacity to meet the client’s needs;
- changes to a person’s condition result in them needing support that exceeds the skills and expertise of Therapy Pro staff;
- there has been no successful contact with the person by Therapy Pro in three months;
- Therapy Pro staff health and safety is at risk due violent, abusive, or aggressive behaviour by the person and/or family member/carer; or
- non-payment of service delivery fees has been incurred and is unable to be resolved.

### Preamble

Therapy Pro is committed to service excellence that recognises diversity and provides tailored approaches to support that meets the needs of clients, their families, and carers. Appropriate and qualified therapists will work in genuine partnership with clients to implement a personalised and effective therapy support plan, aimed at meeting client needs and goals. Every therapeutic relationship must end, and Therapy Pro recognise that exit planning is an integral part of a positive

therapy process. Exit from Therapy Pro services will be conducted in close consultation with the person, and where appropriate their family, carers, and other important people in their support network.

### **Policy statement**

Therapy Pro works with a person, their family and other important people in their lives to deliver positive therapy service interventions and outcomes, for developmental delays, sensory processing and communication needs, continence; mobility and posture issues, psychological and behaviour support and advice, mealtime planning, activities designed to support independent daily living and safe travel, recommendation of aids and equipment, individual and family counselling and group based therapy interventions.

Therapy Pro acknowledges that meaningful relationships form between clients and therapists during the service delivery process and acknowledges that exiting from a service can be a daunting, stressful, and anxious process for people using the service as well as their family members and carers. Therapy Pro will work with people to ensure that ending therapy services and exiting from support, occurs in a professional, planned, and collaborative way.

### **Policy objective**

The purpose of this policy is to ensure that the person receiving services is encouraged and supported to exit Therapy Pro services where their goals and needs have been met, and where positive outcomes have been achieved by and for the person. Therapy Pro will provide people guidance and support to investigate other options or models of support and explore the consequences of their decision to exit the service and outline the processes for the person to consider re-entry to the service in the future should their needs or circumstances change.

### **Responsibilities**

Therapists are responsible for evaluating the efficacy of an intervention and monitoring the extent to which services have improved a person's functioning or situation. Therapists are responsible for discussing with a person the likely outcomes of services and how successful interventions will result in exiting from Therapy Pro.

Therapists apply contemporary and best practice approaches consistent with positive therapy outcomes and include and involve the client and their family in planning for exit from Therapy Pro services. This may include providing information about, making referrals to, or supporting introduction to other service providers, community agencies and organisations as required and appropriate to the person's circumstances when they exit from Therapy Pro. Therapists will exit plan in consultation with the person and any other key stakeholders, and will be able to identify relevant timeframes and actions required (and who is responsible to implement those action) to support the person to exit from Therapy Pro.

Upon exit from Therapy Pro services, if we cannot meet the need of the client, Therapy Pro will

provide information on a range of therapy providers within the region, or relative to specialist skills, that may meet the needs of the client. Therapy Pro will also provide a Closure Report that the client can use as a reference tool for services provided for the new service provider, where appropriate.

Information about exiting the service and any exit planning to follow, will be undertaken by the therapist in a way that best suits the client in a simple unbiased and sensitive way so that the client can make informed decisions about their next steps. Therapists should ensure that clients are informed and invited to provide feedback or evaluate the support they have received, both during and prior to exiting the service.

### **Monitoring and reporting**

Therapists will use the appropriate review processes and therapy evaluation tools to make sure the person's goals and needs are met, in the lead up to and planning for service cessation. Therapists will monitor the efficacy of therapy to inform effective service delivery outcomes and report progress to the client, their family and/or carers or other important supports.

Senior staff/clinical lead therapists provide therapists with supervision and coaching to discuss exit planning techniques, referral and ending the therapeutic relationship. Senior staff will seek feedback and input from staff about how to improve exit planning, and will assist staff to access and complete professional training so that are up to date with contemporary approaches which continue to develop their professional practice and expertise.