

Policy Title	Client Exit & Re-Entry
Policy Category	Operational
Number & Version	SVC-MSO-PO-095-01
Policy Owner	Community Services
Approval by	CEO
Effective date	
Date for review	September 2021

1. STRATEGIC PURPOSE

The Snowy Valleys Council (Council) is committed to ensuring that the elderly community is satisfied with the provision of services within the Local Government Area (LGA) and will ensure that its performance in delivering community services is measured.

2. POLICY STATEMENT

The Snowy Valleys Council (Council) Multi Service Outlet (MSO) recognises that clients will enter and exit the service for a variety of reasons. The program is committed to a satisfactory cessation of service, or re-entry into the service, for both the client and the MSO.

3. DEFINITIONS

Multi Service Outlet (MSO): A council run initiative providing services to the elderly, their carers and people with disabilities in the local government area.

Work Participants: Any employees, labour hire staff, volunteers, work experience and contractors of the Council.

4. CONTENT

Client Initiated Exit

- Clients may exit the service because they no longer require a service. In this instance the clients are encouraged to recontact the service if further need arises.
- Clients may exit the service because of dissatisfaction and / or dispute. In this instance clients are encouraged to use the complaints process where appropriate procedures will be followed. Evidence of client initiated exit will be documented in the client file.
- The service will inform the client verbally that they can come back to the service in the future. This will also be noted in the client file.

Service Initiated Exit

- Clients may exit the service because of changes in service delivery. In this instance clients will be involved in changes to their service plan. Alternate services will be explored with the client.
- Clients may exit the service because service is refused. This occurs when the service can no longer provide a safe environment for the client and work participants. In this instance every effort will be made to address the issue with the client, and / or their carer / advocate. The right of appeal exists through the Council's complaints procedure. Clients will be made aware of this process. Evidence of service initiated client exit is documented in the client file.

The *Client Exit Form* will be completed with **all clients** exiting the service with the exception of clients who have died or have been institutionalised.

Client Initiated Re-Entry

- Except in the case of a service-initiated exit, the client may re-enter the service at any time without prejudice.
- The service will aim to make re-entry into the service as smooth as possible for both the client and the service.
- The MSO Coordinator will complete the *Re-entry Form* and this will be held in the client file.

5. ASSOCIATED LEGISLATION

Nil.

6. ASSOCIATED COUNCIL DOCUMENTS

Multi-Service Outlet Client Exit Form - SVC-MSO-F-142-01

Multi-Service Outlet Client Re-entry Form - SVC-MSO-F-144-01

Complaints Management Policy - SVC-COR-PO-037-01

7. HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number
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	Superseded	Client Exit Policy	TSC-MSO-PO-002-02 (Former Tumbarumba Shire Policy)		
	Superseded	Client Re-entry Policy	TSC-MSO-PO-003-00 (Former Tumbarumba Shire)		

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