



# NDIS Entry and Exit Policy and Procedure

## Scope

This policy applies to anyone involved in the delivery of Brook RED NDIS services and supports.

## Purpose

To outline eligibility requirements for Brook RED NDIS services and supports and to outline entry and exit guidelines and procedures.

## Principles

Brook RED continually strives towards having a fair, respectful and consistent entry and exit process. Brook RED aims to ensure the safety and wellbeing of the Brook RED community and creates an environment in which individuals can work towards their goals. We value diversity in our communities and we work towards creating and maintaining an organisation that is welcoming and accepting. Brook RED is committed to ensuring that our support is appropriate to those accessing services. Brook RED takes steps to ensure that staff are adequately resourced and trained to deliver support.

## Policy

1. Entry and access to Brook RED NDIS services will be provided on the basis of eligibility, relative needs, availability of resources and Brook RED's competence and capability to deliver the desired service
2. NDIS Participants have a right to accept or refuse a service or supports
3. Brook RED will only deliver services which it has determined are economically and practically viable and sustainable for it to deliver
4. Brook RED ensures that those who have declined or have been declined a service are not disadvantaged from accessing services in the future unless their re-entry affects the safety and wellbeing of the Brook RED community
5. NDIS Participants have the right to a Nominated Support Person present as requested

## Procedure

### Entry

Brook RED provides Support Coordination and Specialist Support Coordination services under the NDIS. To access these services at Brook RED, a person must be determined as eligible.

Eligibility criteria:

1. Person has an approved NDIS Plan with at least 48 hours per year allocated to Support Coordination/Specialist Support Coordination
2. Person is over 18 years
3. Person resides in a region where Brook RED provides services
4. Person does not pose a risk to the safety and wellbeing of the Brook RED community
5. Person wishes to work towards their own goals

Brook RED encourages direct referrals from individuals, consistent with our self-determination values. Anyone can refer to Brook RED and we will follow up referrals in a timely manner.

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Eligibility for Brook RED NDIS Support Coordination/Specialist Support Coordination services is determined by the NDIS Manager during an initial conversation with the referring party and/or the person (and their Nominated Support Person if requested). Any risks are discussed and potential conflicts of interest are flagged. Formal assessments are not necessary.

Once eligibility has been approved, the NDIS Manager will assign a Support Coordinator/Specialist Support Coordinator depending on the person's needs and availability of staff. The Support Coordinator/Specialist Support Coordinator will then contact the NDIS Participant and ensure that all parties are comfortable to proceed. After this, an initial meeting is arranged with the Support Coordinator/Specialist Support Coordinator, NDIS Participant and NSP to talk about their needs, goals and roles.

During the second meeting, a Brook RED NDIS Participant Handbook is given to the person and NSP Pack to their NSP (if applicable) and the NDIS Participant Details Form, Privacy and Consent Form and Service Agreement is completed.

## NDIS Participant Rights and Responsibilities

See standard conditions in Service Agreement.

## Ineligible referrals

If the person is determined as not eligible for services, Brook RED will be unable to provide services and the following will apply:

- The person will be advised immediately and the reasons will be given as to why the services will not be provided
- Information will be provided to the person on other available services and a referral may be arranged
- Those who have been declined services may reapply if there has been a change in their circumstances which may impact eligibility
- If the person is unhappy with the decision, they will be given information about the Brook RED Complaints Policy and Procedure

## Exit

A person may exit Brook RED Services due to a number of reasons:

- They no longer require the services provided by Brook RED due to reaching their goals
- The person has relocated to an area outside of the geographical catchment of service provision
- They no longer wish to accept services and support offered by Brook RED
- Brook RED services and support offerings may have been discontinued
- Alternative support arrangements have been made through either formal or informal supports
- The person's support needs have changed and Brook RED is unable to continue to provide support
- The person has died

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- The person is unwilling and/or unable to work within reasonable conditions required for delivery of support, thus affecting the safe or effective delivery of a service to the person and affecting the overall health and safety of the Brook RED community

Where possible, Brook RED will ensure that the planned exit from Brook RED services is conducted in collaboration with the person and their NSP as requested. A transition plan may be developed and employees will be made aware of any important information. Where an individual for any reason exits a Brook RED service, the Support Coordinator/Specialist Support Coordinator will offer in consultation with the leaving NDIS Participants referrals to other services which may be appropriate and support the person to continue working toward their goals.

Details regarding the exit are documented and feedback from the person is encouraged. The Support Coordinator/Specialist Support Coordinator will review outcomes of support and follow up for each NDIS Participant before they exit from Brook RED. Reasonable steps are taken to implement continual improvement strategies. Files are archived and stored appropriately (please refer to our Privacy and Confidentiality Policy). The person can return to Brook RED in the future if their circumstances have changed and they become eligible for and desire services and if Brook RED is capable and competent to deliver services and supports at that time.

## Definitions of Terms Used

### Nominated Support Person

A NDIS Participant may appoint a family member, friend or other support person to be their Nominated Support Person. The Nominated Support Person provides support and assistance to a NDIS Participant as requested and with the NDIS Participant 's consent.

## References

Brook RED Anti-Discrimination Policy  
Brook RED Complaints Policy and Procedure  
Brook RED NDIS Participant Details Form  
Brook RED Nominated Support People Policy  
Brook RED Privacy and Confidentiality Policy  
Brook RED Privacy and Consent Form  
Brook RED Service Agreement Policy  
Brook RED Service Agreement Template

# NDIS Entry and Exit Policy and Procedure

## Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	September 2019	Eschleigh Balzamo	Introduction of new policy	January 2021
Version 02	July 2021	Eschleigh Balzamo	Review and Update	June 2022
Version 03	June 2022	Eschleigh Balzamo	Review and Update	July 2023

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.