

Service Access and Exit Policy

Policy area	Service Access and Exit
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Applicable to	Compass Care Group Pty Ltd
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Related policies	Support Planning Policy Service Delivery Policy Client Health and Wellbeing Policy Duty of Care Policy Client Health and Wellbeing Policy Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy Client Advocacy Policy Consent Policy Diversity Policy Transition of Care Between Different Environments Policy Incident Management Policy Emergency and Disaster Management Policy Client Feedback and Complaints Management Policy Continuous Improvement and Quality Management Policy
Authority	NDIS Act 2013 NDIS Practice Standards and Quality Indicators NDIS Code of Conduct UN Convention on the Rights of Persons with Disabilities UN Convention on the Rights of the Child Aged Care Act 1997 Aged Care Quality and Safety Standards Aged Care Code of Conduct

PURPOSE

The purpose of this policy is to explain our organisation's commitment and approach to managing client access to and exit from services.

SCOPE

This policy applies to all our workers (employees, contractors and volunteers).

DEFINITIONS

Term	Definition
Dignity of Risk	A person's right to make an informed choice - even if the choice involves some risk.

CONTEXT

Our organisation is committed to ensuring the health, safety and wellbeing of our clients. We recognise the rights of all eligible potential and existing clients to access and exit our services in a way that:

- is fair, equitable and transparent;
- is culturally safe and offers linguistic diversity;
- is compliant with applicable legislation, regulations, standards, funding and organisational requirements;
- best suits their individual needs, abilities, circumstances, preferences and goals;
- provides choice and control;
- upholds their privacy and dignity;
- promotes independence and capacity-building where possible; and
- empowers them to live their best life.

POLICY STATEMENT

1. Fair and Transparent Eligibility and Assessment

- We will identify and assess potential and existing clients based on eligibility, relative need and availability of resources.
- We will clearly define and document our available services and supports, eligibility criteria and associated costs in a language, mode and method of communication most likely to be understood by the client.

2. Non-Discriminatory Access to and Exit from Services

- We will not deny an individual's access to services or discriminate based on gender, sexual identity or preference, background, ethnicity, age, ability, circumstances, or any other defining criteria.
- We will support eligible individuals through the access or exit process and treat them with courteous and respect.
- We will discuss with our clients, in a language, mode and method which they are most likely to understand, the circumstances in which services and support may be withdrawn. We also clearly document this in the Service Agreement.
- We will support the concept of dignity of risk – this means we will not withdraw or deny a client's access to services and support based solely on the client's choice to take an informed risk.

3. Safe, Responsive and Person-centred Services

- We will provide services and support to clients that are responsive, person-centred and which best suit the client's needs, abilities, circumstances, preferences and goals.
- We will provide services in a safe and welcoming environment and ensure they are physically and culturally accessible and support individualised communication needs.

4. Timely Referrals/Access to Other Service Providers

- We will communicate and collaborate with the client/family/alternate decision-maker/advocate and other stakeholders as required, and with their consent, facilitate referrals to other service providers to ensure clients have access to all the services and support they are eligible for, need and want.

5. Access to an Advocate

- We will ensure clients are aware of their right to an advocate to speak on their behalf and we will support them to engage and implement an advocate if requested.

6. Exiting Services

- We recognise our clients' right to exit our services if they request this. Clients who choose to exit our services will be treated courteously and fairly. We will:
 - support the client to identify alternate suitable services and supports, if requested;
 - make sure the client is aware that they are welcome to engage our services again at any time in the future, without reprisal or retribution, if they want to; and
 - make sure the client is aware of their right to provide feedback/complain about the provision of our services (both internally and externally), and assist them to do this, if requested.
- Terms and conditions in relation to withdrawal of supports/client exiting services are detailed in the Service Agreement and Participant Handbook.

7. Information and Record-keeping

- We will ensure information and records are accurate and up to date.
- We ensure the client has provided us with all required written consents.
- We will store the information securely to ensure client privacy, dignity and confidentiality and make sure it is accessible to the client and only other stakeholders authorised to access it.

8. Worker Training and Supervision

- We will maintain a skilled and trained workforce which prioritises client health, safety and wellbeing and supports their human and legal right to access and exit services they choose.
- We will maintain processes to adequately monitor and supervise workers.

SUPPORTING DOCUMENTS

Related procedures and forms include:

- Support Planning Procedure
- Service Delivery Procedure
- Client Advocacy Procedure
- Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Procedure
- Incident Management Procedure
- Reportable Incident Management Procedure
- Client Advocacy Procedure
- Diversity Procedure
- Transition of Care Between Different Environments Procedure
- Service Agreement
- Privacy Statement - Website
- Participant Intake Form
- Participant Information Consent Form
- Support Plan
- Consent Form

RESPONSIBILITIES

Community Services Manager is responsible for:

- maintaining this policy, its related procedures and associated documents;
- ensuring the policy is effectively implemented across the service;
- monitoring worker compliance with the requirements of this policy; and
- ensuring training and information is provided to workers to carry out this policy.

All workers are responsible for complying with the requirements of this policy.

COMPLIANCE

Deliberate breaches of this policy will be dealt with under our misconduct provisions, as stated in the Code of Conduct Agreement.