

Service Access and Exit Policy

The Little Sanctuary Support Services PTY LTD

The Little Sanctuary Support Services Pty Ltd (“the Organisation”) is committed to providing a safe, respectful, and inclusive environment for all participants, families, carers, staff, and volunteers.

The purpose of this policy is to outline the processes and criteria for accessing and exiting services at The Little Sanctuary Support Services. This ensures that participants and private clients have fair, transparent, and safe experiences when entering, using, or leaving services, in compliance with NDIS requirements, Queensland child safe laws, and national legislation.

The Little Sanctuary Support Services is committed to:

- Providing accessible, person-centred, and child-safe services.
- Respecting the rights, dignity, and preferences of all participants.
- Ensuring transparency in service access and exit processes.
- Supporting participants to transition smoothly between services.
- Meeting all obligations under NDIS, Queensland, and Australian law.

Participants and private clients will:

- Be given clear information about service access and exit, including notice periods.
- Have their rights and preferences respected at all times.
- Be supported to reduce disruption and ensure continuity of care.

This policy is directly linked to our Code of Conduct and reflects our values of respect, integrity, empowerment, and empathy.

1. Scope and applicability

This policy applies to all:

- Current and prospective participants (NDIS or private).
- Families, carers, and advocates.
- Employees, contractors, and the Director.

It covers service entry, continuity, voluntary exits, involuntary exits, and participant rights during transition.

2. Definitions

Service Access: The process of eligibility, referral, intake, and establishing a Service Agreement.

Service Exit: The process of discontinuing services, voluntarily or involuntarily.

Voluntary Exit: When a participant chooses to leave services.

Involuntary Exit: When The Little Sanctuary Support Services can no longer provide safe or appropriate services.

Private Client: An individual purchasing services directly, outside of NDIS funding.

Notice Period: Participants are required to provide at least two weeks' written notice before exiting services, unless otherwise agreed.

3. Service Access

Eligibility

- **NDIS participants** must have relevant supports funded in their plan and align with services offered.
- **Private clients** may access services where their needs align with supports offered and they agree to service fees and terms.

Referral and Intake

Participants may access services via:

- **Self-referral** (including the online referral form available on our website).
- **Family referral** (via the online referral form)
- **Professional referral** (GP, allied health, school, social worker).

Steps include:

1. **Eligibility Check** – confirm service fit.
2. **Intake Meeting** – discuss goals, needs, and preferences.
3. **Service Agreement** – clearly outlining supports, responsibilities, and fees.
4. **Consent Forms** – including privacy, confidentiality, and consent for AI note-taking (Heidi) if applicable.

Online Referrals

- Participants, families, and professionals can access the **online referral form** via the official website of The Little Sanctuary Support Services.
- The referral form collects key details about the participant's needs and preferred supports.
- The Director or Admin will review all online referrals and respond within **5 business days** to confirm next steps.

4. Service Exit

Voluntary Exit

Participants may leave services due to:

- Needs changing.
- Transitioning to another provider.
- Personal choice.

Procedures:

- Provide **minimum two weeks' written notice** (email, letter, or website contact form).
- The Little Sanctuary Support Services will assist with referrals to other providers.
- An **exit meeting** may be offered to support transition and gather feedback.
- Exit is documented in **Halaxy** and in service records.

Involuntary Exit

May occur if:

- Needs can no longer be met safely.
- Repeated breaches of the Service Agreement occur.
- Aggressive, unsafe, or unlawful behaviour risks the safety of others.
- NDIS funding changes prevent continuation of service.
- Private clients fail to pay fees.

Procedures:

- The Director will provide written notice explaining reasons.
- Participants will be supported to connect with alternative providers.
- Appeals and complaints processes remain available.

Special Circumstances

In cases such as participant death or medical emergencies:

- Notification of families and authorised representatives will occur promptly.
- A respectful, sensitive approach will be followed.
- Records will be finalised appropriately.

5. Participant Rights and Support

Participants and clients have the right to:

- Fair and respectful access to services.
- Transparent and timely exit procedures.
- Support during transitions, including referral to other services.
- Appeal exit decisions and make complaints without fear of reprisal.
- Access advocacy services and external complaint bodies (NDIS Commission, Queensland Human Rights Commission, Child Safety Services).

6. Policy Status and Review

The Little Sanctuary Support Services will:

- Review this policy annually to ensure compliance with NDIS and child safe laws.
- Audit service exits to ensure fairness and transparency.
- Collect feedback from participants to improve processes.

This policy will be:

- Displayed on our website
- Provided to all staff, participants, families, and carers via our website.
- Incorporated into staff induction and ongoing training.

I have read this Service Access and Exit Policy and agree to abide by it and its terms.

Name:

Signature:

Date:

Reviewed: 7th September 2025

Next review date: 7th September 2026

Responsible officer: Elizabeth Spash

(TLS Director)