



Policy Name:	Exit-Transition Policy	Policy Number:	FCP-003
Date Approved:	1 February 2018	Approved By:	Board of Management
Date Issued:	9 February 2018	Review Date:	February 2021
Version 1.7	This version of the policy was approved 1 February 2018 and replaces the version 26 May 2017.		

1. Aim

The purpose of this policy is to outline the approach by Firstchance to exiting and transitioning children to other specialist and mainstream supports. Firstchance aims to ensure a consistent, accessible and fair approach for all families.

Our procedures in managing the exit or transition from our services are in line with the Firstchance Philosophy and are guided by the principles of:

- Transparency
- Integrity
- Collaboration
- Flexibility
- Strength Based Approach
- Adherence to funding body requirements

2. Scope

This policy applies to families who are currently enrolled to receive a Firstchance support and all Firstchance workers.

3. Policy

Firstchance believe all children and their family deserve the right to be supported in an environment and by a service provider that best meets their needs and maximises their developmental opportunities.

Firstchance will support the transition of families from Firstchance services to other services that better meet the changing needs of children and respond to the demand for services by following respectful, transparent and fair procedures.

3.1 Criteria for exit or transition from Firstchance services

The primary reasons that a child will be exited or transitioned from a Firstchance service:

- a. Family chooses to leave a Firstchance service
- b. Family moves outside of the Port Stephens, Lake Macquarie or Newcastle areas
- c. When Firstchance can no longer meet the needs of the child
- d. When Firstchance can no longer meet the requirements of the parent/carer in providing supports to the child
- e. Where the behaviour of the parent/carer is unsafe

- f. The child's progress indicates no further early childhood intervention involvement is necessary
- g. Where a child turns 7 years (Early Childhood Early Intervention program)
- h. The child transitions to high school (ie Year 7)
- i. Contact with the family has been lost - see 3.2.3 below

Where a child's progress indicates no further early childhood intervention involvement is necessary, this will be supported with evidence from appropriate assessments/goal attainment. This process will involve discussions with families and other relevant parties.

Where Firstchance staff can no longer meet the needs of the child and/or the child transitions to high school, discussions will take place with the parent/carer prior to the exit/transition process. These discussions can occur at any time, however, as a minimum they will take place as part of the annual Individual Family Service Planning process so that strategies can be put in place to support the family with the exit/transition.

3.2 Absence and Visit Requirements

3.2.1 Visit Requirements

Consistent participation by families is required for workers to support the achievement of the goals that have been formulated together with families for their child.

Exceptions to this requirement are where the child is ill or where other urgent family circumstances prevent attendance, or the service is a playgroup where drop in attendance is usual.

3.2.2 Notification of Absences (individualised supports)

Where families are unable to attend or receive their scheduled supports, they are requested to contact Firstchance Administration as soon as practical on the day of the absence.

Where Firstchance has not been notified of an absence, the Key Worker may contact a family to confirm the well-being of the family.

3.2.3 Contact lost with parent/carer (individualised supports)

When the parent/carer is uncontactable over a period of 6 weeks, the Key Worker will advise the Program Manager who will send an SMS or email (sent from & saved in the Firstchance CRM) notifying the family of intention to proceed with exit and information regarding the re-entry process.

If a response is not received by the Program Manager within 1 week of the email/SMS being sent, the supports will be considered no longer required. The Program Manager will then activate the exit process in accordance with this policy.

A copy of this SMS/email will be retained on the child's file. The Program Manager will notify Administration workers so that the CRM can be updated to reflect the exit of this family.

3.3 Re-Entry to a Firstchance service

Families whose children who have exited from a Firstchance service can apply to re-enter at any time if they meet the entry criteria. Referrals for re-entry will be assessed in accordance with the criteria in the Entry Policy and with equal consideration to other children on the waiting list.

Re-entry can be initiated by telephoning Firstchance Administration.

3.4 Firstchance workers support for the transition/exit process

Firstchance workers work closely with families, schools, other early intervention services and community based child care services and families to promote a successful transition process.

Wherever possible, and with the consent of the family, Firstchance workers will share relevant information with the service provider that the child is transitioning to.

3.5 Appeal of Firstchance decision

Families have the right to appeal a decision to transition/exit Firstchance. Appeals will be considered by the General Manager or Program Manager with involvement from the funding body where required.

3.6 Advocacy/legal advice/independent support

Firstchance welcomes the inclusion of support for families which is external to the organisation, to assist families in their interactions with Firstchance. Assistance may be provided by a friend, family member, workers member, translator, advocate or anyone else who is acceptable to the family / person. Where necessary, Firstchance will offer assistance to a family by making a referral to an advocacy service with the consent of the family.

This policy must be read in conjunction with the Policies and procedure which supports this policy:

Entry Policy

Family-centred planning to achieve individual outcomes policy

Firstchance Enrolment/Referral Form

Firstchance Agreement of Services (for NDIA funded supports)

4. References

Disability Inclusion Act 2014

NSW Disability Service Standard

Standard 5 – Service Access

5. Persons Responsible

All families who receive support from Firstchance are responsible:

- For providing current contact details
- Advising Firstchance if they no longer wish to receive supports

Workers are responsible for:

- Undertaking relevant assessments with children and families
- Working closely with families, schools and other services to support transition
- Advising Administration workers when a child has exited and is no longer receiving supports

The Program Manager is responsible for:

- Advising families in writing when details of their exit has been initiated by Firstchance and

notifying Administration workers so that the CRM can be updated to reflect the exit of this family.

- Ensuring this policy is implemented, upheld and reviewed
- Respond to any appeals in consultation with the General Manager

Board of Management are responsible for:

- Approval of this policy

6. Definitions

Board of Management – the governing body of Firstchance, comprised of elected or appointed members who jointly oversee the activities and legal responsibilities of the organisation

CRM – Client Record Management system. Electronic system to store enrolment and service delivery information.

Family – refers to the parents/caregivers of the children or young people that receive supports from Firstchance

Firstchance – all Firstchance Incorporated services and programs

Manager – refers to the General Manager or Program Manager, whichever is relevant in the context of the situation

SMS – “Short Messaging System”, also commonly referred to as a text message sent from a mobile phone or the Firstchance CRM

Supervisor – refers to all senior workers who are responsible for supervising one or more workers members

Visitor – any person who is visiting a Firstchance service who is not a workers member, client or family

Worker – refers to employees and volunteers of the organisation

Document review history

Date	Section	Change
April 2013	4	Additional reference to NSW Disability Service Standards, NQS, National Regulations and EYLF
February 2013	3.1.2	Change to number of allowable cancellations prior to child being exited from the program to 2; addition of sentence to indicate that fees are payable for these cancelled sessions; addition of reference to NDIA.
November 2014	3.5	Additional section added to cover Advocacy.
March 2015	4	Additional reference to Disability Inclusion Act
December 2015	3.1.2	Removed word centre
May 2017	Policy Name	Change from “Exit-Transition from Program” to Exit-Transition Policy
	1	Removal of words ‘from the program’ and replacement with ‘to other specialist and universal supports’.
	All	Replacement of phrase ‘ECIP services/programs’ with ‘to receive a Firstchance support’
	3.1	Addition of reasons for exit of families
	3.1.2	Removal as Home Program no longer operates
	3.2.3	Update of process for when contact is lost with parent/carer
	4	Removal of reference to NQS, EYLF and National Regulations as Firstchance is no longer a licenced service.

<i>Date</i>	<i>Section</i>	<i>Change</i>
	5	Update of parental responsibilities to reflect NDIS; update of Program Manager responsibilities to notify Admin when Firstchance has initiated the exit of a family
February 2018	3.1	Addition of reference to transition to high school as an exit/ transition point; addition of reference to child turning 7yrs old as an exit/ transition point (ECEI program); addition of requirement for discussion and planning with parent/carers when Firstchance initiates exit/transition process re high school/no longer able to meet needs.
	3.6	Addition of reference to Family-centred planning to achieve individual outcomes policy.