

Conclusion of Service Policy

1. Purpose:

The Y is committed to ensuring all participants are supported in appropriate ways, in a safe environment and in a way that recognises their rights and needs. This policy aims to outline a process of supporting those who at any time may require a planned or unplanned transition to or from a provider including risk associated. Service Users may initiate their own conclusion of service, or the Y may conclude the service, depending on individual circumstances.

2. Scope:

This policy is applicable to all staff and volunteers of YMCA Whittlesea who provide care support to a person with a disability.

3. Policy

Conclusion of the service provision to any participant should be completed, wherever possible, with minimal stress or disruption to the participant. Participants at any time may require a planned or unplanned transition to or from the provider, the Y will support this process in an appropriate manner and based on the individual. During conclusion of service the Y will ensure a smooth and supportive transition from one provider to another including understanding risks that are identified, documented and responded to.

3.1 Conclusion of Services Practices

If conclusion of services are considered necessary, an individual who is receiving support services from the Y shall be supported by ensuring:

- has regard to the human rights of the person
- safeguards the person or others from harm
- maximises the opportunity for positive outcomes for the individual
- ensures transparency
- risks associated with each transition to or from the provider are identified, documented and responded to.

4. Definitions:

Staff - any person employed by YMCA Whittlesea by either paid employment or contract.

Volunteer - any person engaged by YMCA Australia in a voluntary capacity.

Visitors – any person who engages with YMCA Whittlesea programs and services

Participant – any person, client or service users who engages with the Y on programs and services

Conclusion - the end or finish of an event, process, or text.

Transition - the process or a period of changing from one state or condition to another.

Provider- a person or thing that provides something.

Individual- a single human being as distinct from a group.

Risk- Effect of uncertainty on outcomes. A circumstances involving exposure to danger.

5. Related Procedures and Supporting Documents

- Referral Policy
- Community Service Risk Assessment Procedure

6. Legislative and Industry Requirements

- National Disability Insurance Scheme (NDIS) Act
- NDIS- Quality and Safeguards- Practice guidelines

9. Consequences of Breaching this Policy

All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).

10. Policy Owner

The Community Services Manager is responsible for keeping this policy current, including making amendments as required and regular reviews as scheduled.

11. Document Control

Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate YMCA personnel.

Policy available on Y-MAC>Communication>Manuals and Files>Policies and Procedures

This document is due for review on 31/08/2022.

Version:	Description of Amendment, Approver and Date:	Amended by:	DCR Updated	New Issue Date:	Policy Location:
V4	Inclusion of transition risk	Annette Jurisch	31/08/20	31/08/20	Shared:Drive>YMAC>Policies_Final>Community Services
V3	Splitting of Policy and Procedure into two separate documents	Annette Jurisch	08/07/20	30/06/20	Shared:Drive>YMAC>Policies_Final>Community Services
V2	Reformatting	Annette Jurisch		13/07/17	