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Entry and Exit Policy

Policy 5

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1 INTRODUCTION

1.1 TRANSITIONS TO OR FROM A PROVIDER - NDIS PRACTICE STANDARD

NDIS Practice Standards and Quality Indicators requires that each participant experiences a planned and coordinated transition to or from the provider.

1.2 POLICY STATEMENT

Beyond Barriers Australia is committed to ensuring that Participants experience seamless transitions into and out of the service, and that risks are mitigated throughout this process.

1.3 SCOPE OF POLICY

This policy applies to all Participants engaged with Beyond Barriers Australia, staff, and other service providers. The purpose of this policy is to provide clear guidance to Beyond Barriers Australia staff on how to manage all transitions (entry, exit, temporary disengagements) of participants in a way that promotes safety, continuity, and participant wellbeing.

1.4 VALUES DEMONSTRATED BY BEYOND BARRIERS AUSTRALIA

- a) Beyond Barriers Australia is committed to supporting Participants to experience smooth and well-planned transitions, with clear and effective communication throughout the process.
- b) Beyond Barriers Australia values the rights of Participants to choice and control in all transition decisions, and will actively involve them and their support networks in planning processes.
- c) Beyond Barriers Australia ensures that transitions are handled in a way that safeguards Participant wellbeing, continuity of care, and minimises risks or disruption to support.

1.5 DEFINITIONS

Service Agreement	A formal agreement between the Participant and the service provider outlining the services to be delivered, roles and responsibilities, and terms of the working relationship.
Consent to Share Information Form	A form signed by the Participant that allows Beyond Barriers Australia to share relevant information with other providers or stakeholders involved in their care.

Exit Form	A form completed when a Participant is leaving the service. It includes final information from Beyond Barriers Australia and gives the Participant the option to request assistance with the transition or a formal handover.
Entry	The formal commencement of services to a Participant by Beyond Barriers Australia, marked by completion of the onboarding process, including a signed service agreement.
Exit	The process by which a Participant concludes their engagement with Beyond Barriers Australia for any reason.
Transition	A planned change in a Participant's service arrangement, which may be temporary (e.g., hospital admission) or permanent (e.g., moving to a different provider). Transitions include all associated communication, planning, and risk mitigation efforts to support continuity of care.
Choice and Control	A core principle of the NDIS that ensures Participants have the right to make decisions about their supports, including who provides them and how they are delivered.
Non-Consensual Information Sharing Form	A document used when Beyond Barriers Australia needs to share information without a Participant's consent due to a legal obligation or duty of care, such as safety concerns.
Case Notes	Ongoing records written by staff documenting interactions, decisions, and support provided to a Participant. These are stored securely and used to ensure consistent and informed support.
Splose	The digital client management system used by Beyond Barriers Australia to store Participant records, case notes, and documentation securely.
Delegate	A staff member authorised to act on behalf of someone in a leadership role (e.g. the Director), especially for managing transitions and overseeing decisions.

2 TRANSITIONS

2.1 RIGHTS TO CHOICE AND CONTROL

Beyond Barriers Australia recognises that Participants may move between providers as they wish. In line with the NDIS principles of choice and control, it is a Participant's right to select the provider that best suits them.

Beyond Barriers Australia is committed to facilitating these transitions in a manner that is transparent, respectful, and non-discriminatory. The organisation ensures that, during both entry and exit processes, all relevant information is communicated to the new or existing provider to support continuity of care, and that high standards of service delivery are maintained throughout.

Beyond Barriers Australia operates in a way that upholds Participants' rights, preserves service quality, and supports smooth, well-managed transitions, reflecting the organisation's commitment to person-centred and fair practices.

2.2 COLLABORATION AND DOCUMENTATION

Beyond Barriers Australia strives to ensure safe and well-managed transitions for all Participants. A collaborative approach is central, with open communication and information sharing between the Participant, their representatives (if applicable), and other providers or stakeholders.

When a Participant exits the service, Beyond Barriers Australia will offer to complete a [Handover Form](#) outlining progress, current barriers, and any outstanding tasks. Participants may choose to decline this offer.

For Participants entering the service, Beyond Barriers Australia will either participate in a handover from the previous provider (where applicable) or hold an initial discussion with the Participant and/or their representative to gather relevant information.

All transition information must be documented in the Participant's digital file (Splose), with supporting documents securely stored in the Participant's digital drive, in accordance with privacy and confidentiality requirements.

2.3 TRANSITIONS: ENTRY

Beyond Barriers Australia is committed to ensuring that Participants experience a supportive and well-structured transition when entering the service. The following process will be undertaken:

a) Contact with the Participant and their representative if applicable

The process begins with initial contact with the Participant and, where appropriate, their representative. Beyond Barriers Australia will then initiate the entry process through a conversation in the mode of communication that is most comfortable and accessible for the Participant, with options including a face-to-face meeting, phone call, Google Meet, or email discussion.

During this conversation, essential information will be gathered to begin building an understanding of the Participant's circumstances, needs, and preferences. Further details will then be explored at the initial meeting to develop a comprehensive understanding of the Participant's goals, strengths, and support requirements.

b) Initial Meeting

Beyond Barriers Australia will conduct an initial meeting with the Participant and, where applicable, their representative to engage in a more detailed discussion about the Participant's background, current circumstances, and future goals. This meeting provides an important opportunity for staff to begin building rapport, developing trust, and gaining a deeper understanding of the Participant's life and support needs. It also allows the Participant to ask questions, clarify expectations, and decide whether they wish to proceed with Beyond Barriers Australia as their chosen provider. Where appropriate, preliminary action planning may also commence during this meeting.

c) Onboarding Forms

If the Participant indicates that they wish to engage Beyond Barriers Australia for support, onboarding forms will be prepared in a format that the Participant is most likely to understand. These include the [Service Agreement](#), [Consent To Share Information Form](#), and [Participant Support Plan](#), all of which are carefully explained to the Participant. Participants are given the option to complete and sign the necessary forms during the meeting, or at a later time if they prefer.

Where forms are to be signed later, Participants may choose how they wish to receive them, whether as physical copies for collection or as digital documents provided electronically. At this stage, Participants are also provided with key information about the service, including their rights to choice and control, which is outlined in the [Participant Welcome Pack](#) given to them.

Where a Participant is transitioning from another provider, and wishes for a formal handover to occur, Beyond Barriers Australia will facilitate this process with the Participant's consent. Necessary permissions will be obtained from the Participant or their representative before any handover takes place. At the Participant's request, Beyond Barriers Australia can also support communication with the previous provider to ensure a smooth and respectful transition.

d) Contact with the previous provider for handover

For Participants transitioning from another service, Beyond Barriers Australia will, with the Participant's consent (or that of their representative), participate in a formal handover and, where appropriate, make direct contact with the previous provider. The handover process will seek information about the Participant's current goals, progress, and barriers, along with any risks identified by the previous provider. Where relevant, the discussion may also include the reasons for the transition and any outstanding actions requiring follow up. Beyond Barriers Australia will also request copies of relevant reports and documents to support continuity of care and promote a smooth and well-informed transition.

e) Record keeping

Beyond Barriers Australia will record notes about this process and actions undertaken in the Participants digital file (Splose) in the form of case notes, and documents will be stored securely in the Participant's digital drive.

2.4 TRANSITIONS: EXIT

Beyond Barriers Australia respects Participants rights to transition to another provider at their discretion, and will work to make this process as seamless and respectful as possible. The following process will be undertaken:

a) Participant's intent to exit

Participants are requested to provide Beyond Barriers Australia with at least two weeks' notice of their intention to exit the service. This notice period allows sufficient time for Beyond Barriers Australia to undertake the necessary steps to support a smooth transition. If the Participant would like assistance to transition to another provider, Beyond Barriers Australia will offer assistance in locating another suitable provider. All communication regarding the Participant's intent to leave the service will be documented in the Participant's digital file (Splose).

b) Exit Form

The Participant will be provided with an [Exit Form](#), prefilled with Beyond Barriers Australia's contributions, for their review, comments, and signature. This form also gives the Participant the option to request that Beyond Barriers Australia prepare a formal handover to the next provider and the opportunity for the Participant to request Beyond Barriers Australia to assist with finding a new support provider.

Where a Participant is exiting the service without the need for transition to another provider (i.e., they no longer require the service at all), Beyond Barriers Australia will not prepare a handover, and instead will compile all reports and assessments relevant to the Participant and provide these directly. The [Exit Form](#) and notes from the exit process will be stored in the Participants file before it is archived.

c) Handover

If the Participant requests a formal handover, Beyond Barriers Australia will initiate the necessary preparations and offer the handover in the format best suited to the Participant (verbally, case conference, physical documentation, digitally). The [Handover Form](#) will be completed to ensure accuracy, consistency, and ease of access to information for the next provider. Relevant reports and documents will be compiled to accompany the [Handover Form](#), and the completed package will be sent to the next provider as directed by the Participant, or provided directly to the Participant for them to share as they choose. If the Participant wishes to decline Beyond Barriers Australia's offer to complete a formal handover, they must indicate this and provide reasoning on the [Exit Form](#) supplied.

d) Finalisation and information sharing

Beyond Barriers Australia will finalise outstanding actions where possible to ensure a smooth transition for the next provider, and these details will be recorded on the [Handover Form](#). The wider support team will be notified of the change, and, with the Participant's consent, relevant information will be shared with the next provider.

Outstanding billing will be addressed, and any pending invoices will be issued for payment within the notice period.

Where circumstances allow these steps to be completed prior to the end of the notice period, Beyond Barriers Australia will inform the Participant and will archive their file appropriately.

e) Beyond Barriers Australia initiated exits

In situations where a Participant is being exited from the service, the Director or their delegate will inform the Participant of the decision and provide clear reasons for this action. The Participant will be given the [Exit Form](#), prefilled with Beyond Barriers Australia's contributions, which the Participant can complete with their own input.

Beyond Barriers Australia will provide a minimum two week notice period, unless circumstances outlined in the [Service Agreement](#) require immediate termination. During this time, support will be offered to assist the Participant in transitioning to a new provider. A formal handover will be offered to the Participant and must be completed within the notice period.

f) Record Keeping

Beyond Barriers Australia will record notes about this process and actions undertaken in the Participants digital file (Splose) in the form of case notes, and documents will be stored securely in the Participant's digital drive.

2.5 TRANSITIONS: TEMPORARY

Beyond Barriers Australia recognises that transition planning is essential not only for Participants exiting the service permanently, but also for those with complex needs, health risks, or limited informal support networks who may need to transition across providers temporarily (hospital admission, rehabilitation, respite).

For Participants in these situations, Beyond Barriers Australia will work with other relevant service providers to develop a coordinated transition plan. Depending on the nature of these transitions, this may include clarifying the role of Beyond Barriers Australia while the Participant is supported under other systems. Beyond Barriers Australia will record notes and actions undertaken in the Participants digital file (Splose).

2.6 RISK MANAGEMENT

Transitions can present challenges that may affect a Participant's physical, mental, or emotional wellbeing, and careful planning is required to minimise any potential negative impacts. Beyond Barriers Australia will address risks in the following way:

- a) Potential risks identified prior to and during the transition process will be noted and a [Risk Assessment](#) will be updated accordingly to record response strategies;
- b) Collaboration with other providers and stakeholders (with consent) will occur to ensure that risks are widely known and addressed. Stakeholders can implement their relevant support where it's appropriate and helpful (i.e., psychology to assist with coping with change);

- c) Participants and their representative will remain involved at each stage of the transition process.

In situations where consent from the Participant has not been provided, but it is the duty of care for Beyond Barriers Australia to share information, Beyond Barriers Australia may complete an additional [Non-Consensual Information Sharing Form](#) which will be shared with the new provider.

2.7 MONITORING TRANSITIONS

The Director or a delegate will oversee the transition of Participants entering and exiting the service, and will ensure that transitions are being effectively managed.

2.8 FEEDBACK

Participants are invited to provide feedback on the services they received through Beyond Barriers Australia at the time of [Exit Form](#) completion. Participants will also be provided a [Feedback and Complaints Form](#) that they are welcome to complete. Any feedback will be recorded and added to the to inform continuous improvement.

3 APPENDIX

RELATED DOCUMENTS

[Feedback and Complaints Register](#)

[Non-Consensual Information Sharing Form](#)

[Exit Form](#)

[Handover Form](#)

[Service Agreement](#)

[Consent To Share Information Form](#)

[Participant Support Plan](#)

[Feedback and Complaints Form](#)

[Risk Assessment](#)

VERSION AND UPDATE HISTORY

Version	Date Approved	Nature of Changes	Approved By	Date of Review
V2	11/09/2025	Updated in accordance with practice standards.	Tiffany Kelly	11/09/2026