



# Transition from Programs Policy

## Purpose

The organisation is committed to providing people who use our services with information and support through the process of transition from programs or services.

## Policy

The organisation transition processes are clear, fair and non-discriminatory and address the needs of people who use our services, their families and support networks when a person chooses or is required to leave a program or service.

The organisation will:

- provide people who use our services, their families and support networks with clear and accessible information and support during the process of transition from the organisation programs, where possible
- develop and document transition plans, if applicable, in collaboration with the people who use our services in order to meet their ongoing needs
- be open to, and aware of, a person's potential trauma history or current traumatic experience and aim to avoid retraumatizing people during the process of transition from organisational programs
- review transition processes regularly, with input from people who use services.

<b>Last reviewed</b>	June 2017
<b>Review date</b>	June 2019
<b>Ratified by</b>	Board
<b>Person responsible</b>	Chief Executive Officer
<b>Version</b>	V1.1

**Policy context:** This policy relates to

Legislation

*Child Protection (Working with Children) Act 2011*  
*Children and Young Persons Care and Protection Act 1998 (NSW)*  
*Community Welfare Act 1987*  
*Disability Services Act 1993 (NSW)*  
*Housing Act 2001*  
*Work Health and Safety Act 2011*

Documentation

Documents related to this policy

Related Policies & Procedures:

Access to Service  
Intake and Referral  
Rights and Safety  
Duty of Care  
Child Protection  
Participation and Choice  
Advocacy and Support  
Monitoring Organisational Performance

Related Forms and Guidelines

Jackson, A. L., & Waters, S. E. (2015).  
Taking Time – Framework: A trauma-informed framework for supporting people with intellectual disability.  
Melbourne, Australia: Berry Street