# **TRANSITIONS TO AND FROM PROVIDER - STANDARD AND SPIEL**

## STANDARD

Transitions to and from Provider (extract from NDIS Practice Standards: Core Module – 3 Provision of Supports Standard).

This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant experiences a planned and coordinated transition to or from the provider. |
| **To achieve this outcome, the following indicators should be demonstrated:**   * A planned transition to or from the provider is facilitated in collaboration with each participant when possible, and this is documented, communicated and effectively managed. * Risks associated with each transition to or from the provider are identified, documented and responded to. * Processes for transitioning to or from the provider are developed, applied, reviewed and communicated. |

## SPIEL

Your explanation to the auditors of how you meet the above section of the Provision of Supports Standard t Standard.

For you to read, adapt and then insert into your NDIS Commission On-line Application

Yellow highlights definitely need your attention – make sure you delete what is not pertinent to your organisation

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| XXX has a *Transition - Discharge Checklist* that outlines steps to assist with planning and managing a safe and effective:   * expected or unexpected transitions to another service provider * transition from another service provider * discharge from services.   All steps in the transition/discharge process are undertaken with participant and their trusted decision maker (TDM) engagement  Reasons for transitions/discharges are identified in collaboration with the participant/TDM  Risks associated with transitions/discharges are identified, documented and managed in collaboration with the participant/TDM  Consent is sought from the participant/TDM to communicate with the external provider and share relevant information  Follow up with participant and / or provider to determine outcome of transition occurs if practical  The Support Plan assists with clarifying and documenting review / evaluation dates and determining if discharge is approaching.  In the event a transition to a new AHP within XXX is required refer to Section 2.8 Continuity of Supports for processes e.g. seeking consent of participant, providing choice to participant, conducting handovers.    A review of the XXX Discharge / Transition procedure occurs annually to ensure it is meeting the needs of the participant and the organisation.  Education of staff on the Transition / Discharge Checklist and processes occurs at induction and annually  *Related Resource / Attachments Already Supplied:*   * *Participant Transition-Discharge Checklist* * *Support Plan* |