

# Practice Bulletin

## Transition Planning

As part of our requirements in meeting the **NDIS Practice Standards**, it is important that each Endeavour Foundation customer experiences:

- 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.

A Transition Plan generally includes steps, milestones, and measures of progress, as well as responsibilities, specific assignments, and a timeline. Action plans are an important part of service/support planning.

### Each action, step or change should include the following information:

- What actions or changes will occur?
- Who will carry out these changes?
- By when they will take place, and for how long
- What resources (i.e., money, staff) are needed to carry out these changes
- Communication (who should know what?)

Effective transition plans contain many small steps to achieve to a person's goal. (i.e. independent living, capacity building). As a customer succeeds at each step of their transition plan, both the customer and their new support team will gain confidence in each other's ability to be successful and make things happen, moving forward.

Where a customer has specific needs, which require monitoring and/or daily support, frontline staff will be appropriately trained and understand the participant's needs and preferences, prior to service provision

### Things to remember

- Review your completed transition plan carefully to check for completeness.
- Follow through – or document why it cannot happen
- Keep everyone informed about what's going on
- Keep track of what (and how well) you've done

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## QP 1328 Referral and Transition Procedure

- Outlines the process for a customer transitioning between services or a new customer commencing services with Endeavour Foundation.
- Each customer will have a Support Profile developed by the Quality & Practice Improvement team to support a successful transition.
- The Support Profile will form the basis of the transition plan.

## QF 1328.01 Transition and Risk Mitigation Plan

- Transition planning commences prior to a customer commencing at a service

The Transition Plan will facilitate:

- more concise support planning
- provide an opportunity for customer to orientate themselves within the new environment, a new routine, and new people
- enable the development of a structured routine
- an opportunity to observe and respond to any concerns of compatibility with other customers/supported employees
- provide rationale for action/s, activities or tasks not being completed.

## Transition Plan Governance

- The Frontline Leader is responsible for the development of the transition plan for all new customers entering the service (new or existing), prior to their commencement.
- Transition plans are reviewed as part of the Health Check process to ensure customers are receiving support in line with the NDIS Practice Standards.

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