



## Conclusion of Services Policy



*"I am better off and know I have ongoing support if I need it".*

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**Hapaitia te ara tika pumau ai te rangatiranga mo nga uri whaktipu.**

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Foster the pathway of knowledge to strength, independence and growth for future generations.

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### Intent

Clients/whānau may leave or transition from our agency because they no longer need our services, become ineligible or their circumstances change.

Transitioning can often be challenging and stressful. Where relevant, we prepare rangatahi/whānau for exit and support them with connections and access to other services.

We ask rangatahi for feedback about their experience with us before they leave.



## Requirements

### Exit planning

Planning will address how and what a rangatahi/participant needs in order to successfully transition from our service/programme. It should address, as appropriate:

- planning for safety, health and wellbeing
- connection and role of informal supports and other services (as wanted by rangatahi)
- how the rangatahi can re-engage with our service
- the right to their personal information
- arrangements to transfer or store their file
- planning for set-backs eg relapse prevention
- completion of referrals and forms (eg to verify completion of a programme; referral to another service)
- exit criteria (set by a service agreement/ funding agreement)
- any other matter relevant to the young person's/whānau ongoing support.

Exit planning will commence early with the rangatahi/whānau. Wherever possible, arrangements will be implemented before their scheduled exit.

### Timing

A rangatahi may exit the service or programme when they choose, and/or as planned. Their circumstances may change, which sometimes can impact their eligibility to receive a service.

### Evaluation

Feedback on service experience will be sought to assist our ongoing learning and improvement. Evaluations will be reviewed by management and the kaimahi/staff involved with the rangatahi/whānau.



## Closure

A young person's/whānau file will be closed when they leave or finish the service/programme including for non-attendance.

Statutory and referring agencies will be advised promptly of a young person's exit if this was previously agreed (ie as a condition of referral.) Reports due to referrers or other professionals will be completed, quality assured and provided by the due date.

## Compliance

Social Sector Accreditation Standards Level 2, Client-centred services 1.0, Client services and programmes 4.0

Social Sector Accreditation Standards Level 3, Client-centred services 1.0, Client services and programmes 2.0

NZS 8134:2021 Pathways to Wellbeing, Criterion 3.6

## Helpful links

[Quality assurance and improvement](#)

[Client record keeping](#)

[Tutaki Client Records](#)

[Evaluation](#)

## Review

Date: January 2022

Next review: December 2023