Community Connections

POLICY AND PROCEDURES

SERVICE EXIT

Purpose

To detail procedures that Community Connection's workers will implement when ending support work with a young person/s. This policy relates to support work closure which occurs when:

- support is no longer required or requested by the young person
- the organisation decides to cease support work with a young person
- a worker is exiting the organisation and the agency continues to provide support to the young person.

Policy

Community Connection's workers will ensure that a respectful and supportive process is implemented when ending support work with a young person. Wherever possible, the closure of support work will occur in collaboration with the young person.

Community Connection's workers will ensure that all necessary data collection and documentation is completed when ending support work with a young person or when exiting the organisation.

Procedure

Workers will provide the following information to a young person prior to ending support work with the young person:

- the date that support period with the worker will end
- the reason that the support period with the worker/organization is ending
- the data collection and documentation processes of the organization
- other supports available to the young person
- the process, if appropriate, for requesting renewed support from Community Connections

In the event that the young person is being referred to another worker within Community Connections, the worker will make every effort to ensure that the young person, the new worker and the current worker meet prior to the end of the support period.

Workers will make every effort to negotiate, with the young person, the process and timing of the closure of the support period.

Workers will ensure that all necessary data collection forms are completed.

Workers will ensure that the young person's file is up-to-date and contains information about the closure of the support period.