

Community Transport Taxi Voucher Exit Policy

SWCT acknowledges the need for clients to exit the project, and shall assist clients when possible. A client may exit the project voluntarily for various reasons eg. moving out of the area, change in the client's circumstances, death, dissatisfaction or dispute, or trauma/accident. Project initiated reasons for the client exiting may include, planned changes in project delivery, reported change/improvement in the client's circumstances, client misbehaviours, or the inability for the project to deliver adequate service levels due to the lack of resources or OH&S issues.

Community Transport Taxi Voucher Exit Procedure

Clients will only be exited from the project if:

- They choose to do so for whatever reason.
- Death
- Becoming a resident of supported care accommodation such as nursing home, hostels etc.
- Becoming a recipient of commonwealth funded programs such as CACPS,
- Moving out of the area serviced by the project
- Health or disability improves or deteriorates
- The project fails to have the resources to provide a safe and secure service which meets the needs of the client.
- Client has not accessed the project (i.e. purchased vouchers) within a three month period. Client will require a reassessment to re-access the project.
- Client has purchased, but not used vouchers for a period of 6 months.

Client conduct is prejudicial to good operation of the project. This can include but is not limited to

- Continual abuse or exhibiting unacceptable behaviour toward other clients/staff/taxi providers.
- Continual non adherence to the project procedures.
- Clients are not to form their own network with individual Taxi drivers. Bookings are to be made through the relevant Taxi Company.

Clients will not be forced to exit the project unless a rigorous investigation processes is implemented. This will include but is not limited to:

- Formal discussions with the client
- Formal discussions with others involved, including carers / advocates where applicable. South West Community Transport Advocacy Policies and Procedures shall be implemented as a basis for communications with Carers and or Advocates.
- Formal discussions with staff.

Clients will always be given a "second chance" and will only be exited when a compromise is unable to be reached.