

Referral & Exit Policy

Grow Support Services aims to provide services that will have a continuing positive effect on clients. As such, Grow Support Services recognises the importance of the role of support networks including family, carers and other service providers.

Grow Support Services operates proactively with other service providers to increase each person's support options.

Where possible, people (including clients leaving the service or people unable to access Grow Support Services services) will be referred using a transparent, supportive and proactive referral process.

Participants have the right to terminate their services at any time, and this decision will not prejudice future access to the service.

Grow Support Services will collaborate with other services to enhance exit/transition planning to meet people's needs where appropriate.

Exit procedures will be fair, transparent, follow due process, uphold the rights of clients and protect the safety and integrity of Grow Support Services staff, clients, programs and services.

Grow Support Services staff are appropriately trained and knowledgeable in ways to facilitate community linkages, access resources and information for family members / carers and formal supports.

