

Appendix J Transition Out Plan Guidelines

Commonwealth Respite and Carelink Centres (incorporating Consumer Directed Respite Care)

The aim of the Transition Out Plan (TOP) is to ensure that the obligations of both parties upon termination or expiry of the grant agreement are acknowledged and agreed. The TOP is intended to assist in a smooth transition of services and ensure minimal disruption of services to clients and carers upon termination or expiry of a Grant Agreement under the National Respite for Carers Program for Commonwealth Respite and Carelink Centres (CRCCs) including, if applicable, Consumer Directed Respite Care (CDRC). In this regard, developing a TOP is evidence of good management practice and organisational planning.

The TOP should address issues that enable the orderly transition of the services from the participant to the Commonwealth or its nominee on termination or expiry of the Grant Agreement. Once the TOP has been agreed upon, the CRCC must comply with each element of the TOP, unless the Department of Social Services (DSS) notifies the CRCC that it is not obliged to comply with a particular element of the TOP.

The following are matters that should be considered for inclusion in the TOP; however, the matters are intended as guidance only. The list is neither exhaustive nor prescriptive and TOPs will depend on each organisation's individual arrangements and the outcome of any negotiations. The TOP should include a transition out strategy for each schedule of the Grant Agreement, particularly specific requirements for different Activity types.

1. CRCC contact information

Please provide relevant contact details for CRCC and CDRC (if applicable) and identify to which program the contact relates. Please provide:

- Position
- Address
- Phone
- Email

Please include any other relevant details.

2. Auspice organisation contact information

Please provide:

- Position
- Address
- Phone
- Email

Please include any other relevant details.

3. Program descriptions

Briefly describe the program(s) and activities to which the TOP relates. Include information about organisations and service providers with which the CRCC has linkages, and their contact details (positions only and contact details for the positions including phone and email; do not include names as these are subject to change).

4. Organisational arrangements

Please provide:

- information/description of organisation-specific administrative policies
- processes and procedures
- operational procedures
- sub-contracting arrangements
- geographical areas serviced - including any cross border arrangements
- hours of operation
- any additional services that are available through the CRCC.

5. Timeframe for transition

Specify the transition out period (assume a period of one to three months before the date of termination or expiry of the Grant Agreements, to be negotiated and agreed with DSS at the time of termination/expiry).

Provide a timetable for the transition, including events and milestones. Set out what steps the CRCC will undertake within days/weeks of notification of the Grant Agreement expiry/termination and contact details for certain steps/tasks.

6. Transition of clients and carers

The TOP is intended to assist in a smooth transition of services and ensure minimal disruption of services for clients and carers upon termination or expiry of the Grant Agreement. Provide an outline of how this transition process will be managed and communicated to clients, carers and/or representatives.

7. Notification

The CRCC must inform relevant stakeholders of the termination/expiry of the Grant Agreement. Relevant stakeholders may include:

- advisory committees and/or
- regular forums/networks attended

8. Staffing arrangements

Include staffing details and the basis on which staff are employed (eg. full time, part-time, award levels) for the CRCC and CDRC (if applicable) and identify under which program the staff are employed. Specify arrangements for transition of staff to a new participant (subject to the agreement of the new participant). While there is provision in Activity funding for staff entitlements, the TOP should address conditions and arrangements for staff not wishing to transfer, eg. redeployment, redundancy.

9. Organisation property/accommodation

Include information about what accommodation arrangements exist for premises currently occupied by the CRCC. Would the office space currently used be available on termination of the agreement? If available, arrangements required to transfer, eg. lease arrangements, etc.

10. Assets

Assets are defined in Clause 40 of the DSS Comprehensive Grant Agreement as any item of personal, real or intangible property, with a price or value of \$10,000 or more, inclusive of GST, and which has been created, acquired or leased wholly or in part with the Grant.

Centres must maintain and submit upon request an Asset register for Assets purchased in whole, or in part, with Commonwealth funds, and for Assets purchased with other funds that are used for the delivery of Centre services for which the Centre claims depreciation.

The Asset register must contain the information specified below.

- Asset Description
- Percentage of the Asset that is Commonwealth funded (NRCP or CCP funds)
- Serial number (if available)
- Whether the Asset is purchased or leased
- Acquisition date
- Estimated useful life of the Asset (or lease life)
- Total Asset value
- Total depreciation per financial year on non-Commonwealth share of the Asset
- Cumulative depreciation on the non-Commonwealth share of the Asset
- Depreciated value of the non-Commonwealth share of the Asset
- Disposal date (for Assets purchased in whole or part with Commonwealth funds).
- Residual / Sale Value of the Commonwealth share of the Asset

11. Information and records

The TOP should identify and outline the arrangements for the transfer to the Commonwealth or its nominee all documents which are necessary to enable services similar to the existing service to be provided by the Commonwealth or its nominee. In particular, the CRCC should consider arrangements for the transfer of client/carer records, giving due regard to privacy requirements.

12. Intellectual property

Specify the arrangements for the delivery to the Commonwealth of the CRCC's databases or directories that are used by the CRCC or CDRC (if applicable) in providing services as per the Grant Agreement. The intellectual property register with up-to-date contact details of all owners and licensees of intellectual property should also be attached to the TOP.

13. Financial records

All financial acquittals should be finalised in accordance with the conditions set down in the Grant Agreement.

14. Database arrangements

The TOP should detail arrangements for the transfer of software for service and client data arrangements, including web-based database services.

15. Service contracts

Describe arrangements to novate (transfer) to the Commonwealth or its nominee all contracts relating to services provided or any other relevant contracts to which the participant is a party, including sub-contractors.

16. Phones

Specify arrangements for the 1800 numbers associated with the Activities.

17. Other Information

Please include any other relevant information.