

## Review Details

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### DETAILS OF CHANGES

Date of Revision	Revision Description
28/01/2024	Newly developed

### PLANNED REVIEW

Date of Next Review	Revision Description
26/01/2027	

#### Related Legislations and Standards

- Aged Care Act 1997
- Australian Human Rights Commission Act 1986
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Equal Opportunity Act 1984

#### Related Policies and Procedures

- Access and Equity Policy
- Advocacy Policy
- Consumer Decision Making Policy
- Consumer Rights Policy
- Service User Dignity of Risk Policy
- Service User Safe Environment Checklist
- ViWa Code of Conduct

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## 1. PURPOSE

The purpose of this policy is to ensure there are protocols to deal with non-response from a consumer when a team member of ACC arrives to provide a scheduled service. This will ensure appropriate and timely action when a consumer does not respond to a scheduled visit to minimise the risk of an adverse event or may provide for an earlier discovery of a mishap.

## 2. SCOPE

This policy applies to care service team members, consumers and or their representatives.

## 3. DEFINITIONS

Term	Definitions
Care service	Support services funded by the Department of Social Services, National Disability Insurance Scheme, Department for Human Services, Department of Health, etc.
Consumer	A person who receives approved services from a service provider.

## 4. POLICY STATEMENT

The program will be flexible and responsive to the individual needs of each consumer, considering all environment, locations and contexts. The following are important elements in ensuring the safety of consumers.

## 5. OPERATIONAL ELEMENTS

### 5.1 An individual approach

As part of the development of a service response, all consumers will have a documented response and/or process in place if they do not respond to a scheduled visit. This response will be based on assessment and individualised because each consumer's circumstance will differ. This response will be documented in the consumer care plan, on staff rosters and any other appropriate service documentation.

### 5.2 Ensuring consumer's safety

In the event of a consumer not responding to a scheduled visit, a consumer's individual Do Not Respond Plan must be followed up to ensure they have not fallen, been injured or taken ill and still be in their home.

### 5.3 Establishing levels of responsibility for each party

To ensure a timely and appropriate response to a situation where a consumer might be at risk. It is important to establish the level of responsibility of the service provider, the consumer and staff.

1. Do Not Respond Plans of consumers are to be clearly documented and reviewed annually.
2. Do Not Respond Plans will also outline reasons why a consumer may not respond if needed.
3. Staff are to follow Do Not Respond Plans as documented on their rosters.
4. Staff are to respect to a supervisor immediately and or emergency contacts.

### 5.4 Joint plans between providers where possible, appropriate

Where possible and appropriate, the formulation of a joint plan among stakeholders where a consumer is receiving services from multiple providers is considered good practices. It is up to each individual service to determine the most practical approach in these situations.

## **5.5 When a consumer does not want a planned response**

If the consumer requests, the option of not having a “Do Not Respond Plan”, it should be documented and respected. It is important to note that even when a consumer has requested not to have a “Do Not Respond Plan”, staff who have concerns or where there is an indication that there may be something wrong, they should still raise their concerns with their supervisors.

## **5.6 Kind of strategies to include in a planned response**

The program will work with consumers and stakeholders to develop strategies that may be proposed to consumers in developing their individualised “Do Not Respond Plan”, taking into consideration consumer’s history of falls, mental health problems, dementia or those repeatedly miss scheduled visits.

This may include:

- Safe storage of a spare key with provider;
- Medialert systems;
- Daily phone call;
- The use of coded key safe installed at the consumer’s home;
- Referral to other providers such as Home Assist Secure for assessment and considerations of appropriate aids, for example: key safe. Arrangements for this may be made by the service provider or by the consumer. The consumer’s permission must be obtained as to whom and under what conditions they key may be assessed.

Service providers should identify with the direct care worker the most appropriate person to accompany them when entering a consumer’s home. This may be a supervisor, neighbour, and emergency worker such as ambulance personnel, or a police officer.

## **5. RESPONSIBILITIES**

ACC ensures processes and practices achieve an ongoing partnership with consumers in the assessment, planning and review and safe delivery of their care and services including the employment of staff both qualified and experienced in assessment and support planning.

Staff follow policies and procedures, participate in development opportunities, work to establish partnerships, and deliver safe care and services that address the consumer’s current needs, goals and preferences.

Consumers and or their representatives support a partnership approach and provide input on their needs and preferences for care and services.

## **6. COMMUNICATION**

This document will be provided to appropriate care staff and will be referenced when making “Do Not Respond Plan”.

Care team members will be made to aware and understand of this Policy.