

1. POLICY CERTIFICATION

Policy title:	Aged Care No Response To a Scheduled Visit Policy
Policy number:	FACS034
Category:	Policy
Classification:	Community Services
Status:	Approved

2. PURPOSE

The purpose of this policy is to ensure:

- Safeguarding care recipients at risk in the community
- There are procedures in place for those times that a care recipient does not respond to a scheduled visit.
- The response is based on assessment and individualised as each care recipient's circumstances will differ.
- Staff members and volunteers are familiar with the care recipient no response policy and service/program procedures, including individual circumstances.
- All incidents of the care recipient's no response to a scheduled visit are recorded on an incident form to ensure these incidents are recorded, followed through and changes made to individual service plans and service/program practices as required.

3. ORGANISATIONAL SCOPE

This policy applies to the Council, CEO, Directors and all Roper Gulf Regional Council employees, volunteers and contractors.

4. POLICY STATEMENT

Roper Gulf Regional Council acknowledges that the safety and wellbeing of care recipients is paramount and needs to be protected and maintained.

Care recipients who live alone in the community are vulnerable and require procedures to be in place in order to investigate their well-being in the event they do not respond to scheduled visits.

5. DEFINITIONS

CEO	Chief Executive Officer
Incident form	Information may be in written and electronic formats, but should always be available in a hard copy format for people who may not have access to electronic files.

Organisation	Roper Gulf Regional Council
Residents/ Care Recipients	Clients receiving Aged Care and Disability Services from Council
Service/ program	Aged Care and Disability Services funded by the Australian and Northern Territory Governments

6. PRINCIPLES

6.1 Risks

Rating	Overview	Risks / Mitigation
High	The organisation would be at a major risk without an immediate policy.	Review policy against Consumer Directed Care Policy on an bi-annual basis.

6.2 Consultation

Quality Assurance Manager
Council
Chief Executive
Strategic Leadership Team
Finance Committee
Audit Committee

6.3 Customer Participation and Review (Resident, Care recipient, Consumer, Representative)

Consumer Advisory Group

7. REFERENCES

Acknowledgements (original author/source documents)	Babyboomers Pty Ltd licenced template 2016
Related Policies	<ul style="list-style-type: none"> FACS043 Consumer Directed Care Policy
Related Publications	<ul style="list-style-type: none"> Accreditation Standards Home Care Standards
Relevant Forms	

8. DOCUMENT CONTROL

Policy number	FACS034
Policy Owner	Director Council and Community Services
Endorsed by	Ordinary Meeting of Council
Date approved	27 July 2016
Revisions	
Amendments	
Next revision due	July 2018

9. CONTACT PERSON

Contact person **Manager Governance and Corporate Planning**
Contact number **08 8972 9000**