

1. POLICY CERTIFICATION

Policy title:	Aged Care Refusal of Service Policy
Policy number:	FACS036
Category:	Policy
Classification:	Community Services
Status:	Approved

2. PURPOSE

The purpose of this policy is to ensure:

- The right of the care recipient to refuse a service is without retribution in the future.
- There is a uniform system of criteria and responses for care recipients who may be refused a service.

3. ORGANISATIONAL SCOPE

This policy applies to the Board, management, and all Roper Gulf Regional Council employees, volunteers and Contractors.

4. POLICY STATEMENT

Roper Gulf Regional Council will ensure that care recipients who refuse or have been refused a service are not disadvantaged from accessing services in the future.

5. DEFINITIONS

Care Recipients	Clients receiving Aged Care and Disability Services from Council
Refuse	To decline to accept

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"> Consumer Directed Care Policy
Related Publications	<ul style="list-style-type: none"> Accreditation Standards Home Care Standards
Relevant Forms	

8. DOCUMENT CONTROL

Policy number	FACS036
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