

Customer refusal of services policy and procedure



Purpose and Scope

Access4u has a comprehensive framework in place which has the primary objective of keeping our Customers as safe as possible, whilst ensuring we deliver quality services.

This commitment to Customer safeguarding is not just a matter of compliance with quality and safeguarding standards such as those set by the NDIS; we have an ethical duty to support customers balancing our duty of care with the individual’s dignity of risk and opportunity for self-determination.

Access4u has an approach that addresses both the individual and their circumstances, as a provider of assistance with daily activities in the home we have adopted additional measures in relation to NDIS participants who may refuse services.

Responsibilities and delegations

This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	<p>The Board – Responsible for ensuring effective governance mechanisms are in place.</p> <p>The CEO and Managers – Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations. Ensure objectives of the policy are achieved.</p> <p>Staff – Responsible for adherence to this and related policies, procedures and forms that support this policy.</p>
Policy approval	CEO

Policy context – this policy relates to:

Standards	National Disability Insurance Scheme Quality and Safety Framework
Legislation	<p>National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018</p> <p>National Disability Insurance Scheme Act 2013</p> <p>Disability Discrimination Act (DDA) 1992</p> <p>The Disability Services Act SA 1993</p> <p>National Standards for Disability Services – Standard 3: Individual Outcomes</p>
Contractual obligations	NDIS Code of Conduct
Organisation policies and procedures	<p>Customer Rights and Service Charter</p> <p>High Risk and Vulnerable Customer Policy</p> <p>Supported Decision Making and Consent Policy</p> <p>Human Rights Policy</p>

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Forms, record keeping, other documents	Incident report form Emergency Plan Agreement Progress notes Service Agreement Registration of Interest and Personal Requirements Form Customer Support Plan Professional Ethics and Conduct Policy Risk Assessment Form
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Procedures

Staff must deliver supports as agreed with the customer and as detailed in relevant documents such as Registration of Interest and Personal Requirements Form, Service Agreements, Customer Support Plan and Emergency Plan Agreement and within the parameters of choice and control of the customer.

If staff arrive at a customer’s home and the customer refuses to receive any of the scheduled supports or staff are turned away from a shift before the supports are delivered in full, the following steps must be taken:

First occurrence of refusal

NB if staff are concerned about their or their customer’s safety at any time, they must report this to the office immediately; emergency services must be contacted where any staff determine there is an immediate and extreme risk to the customer or any other person.

1. Staff onsite should ask the customer why they wish to turn staff away and to see if the situation can be easily resolved to allow staff to remain onsite.
2. If the customer still refuses supports, staff must inform the customer that they have a responsibility to report to the office immediately as part of our duty of care.
3. Staff must contact the office, or the on-call person, or their Coordinator/Manager immediately and complete an Incident Report.
4. Staff should inform the customer they will wait in a safe location (which may be outside of the home) until the customer has been contacted by the office and they are provided further advice.
5. The customer must be contacted by a responsible person (Flexible Supports or On-call) to discuss the customer’s concerns and to try and agree to a resolution, which may include amending the shift time or rostered staff. Every attempt must be made to ascertain the customer’s concerns.
6. If the customer still chooses that staff must be turned away, the on-call person or the Support Worker, directed by the on-call person, may call emergency services for a welfare check or possible intervention if required. The on-call person will inform management of the situation.
7. Documentation regarding the actions taken and discussions with the customer must be noted immediately in the customer’s progress notes and an incident report must be completed by the Support Worker and the On-Call or responsible person.

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8. If the customer refuses support and continues to turn staff away on an ongoing basis, staff in conjunction with the Leadership Team, Family, and any other relevant parties (e.g., Support Coordinators, Behaviour Practitioners) shall initiate a case conference with a view towards further developing intervention and support strategies, and safety plans.

Flexible Supports Coordinator's responsibilities

1. After the first occurrence of a customer turning staff away, the FSC must discuss the circumstances as to why staff were turned away and discuss an appropriate and agreed response, e.g. if the customer does not like staff, alternative staff should be discussed and agreed upon.
2. The FSC must discuss with the customer how they would like any future occurrences where they turn staff away to be managed. This management plan must be documented in the Customer Support Plan and detail how the customer will be contacted after such refusal of service and any agreed actions or follow up to be taken.
3. An alert must be set up to ensure office staff are aware that a plan is in place.
4. If the customer declines to have a plan documented in their Customer Support Plan, the FSC must inform the customer that, if the customer turns staff away in future, we will follow the same process taken for the first occurrence.

Subsequent occurrences

1. All staff will follow the instructions outlined in the customer's Emergency Plan Agreement (though any specific concerns regarding the customer's safety must be reported regardless).
2. In the absence of a plan, staff will follow the steps detailed for the first occurrence above.

Other refusal of services/supports – worker remains on site

If, at the customer's request, staff remain on site but variations to the agreed supports are provided, staff must report this to the office (via incident report and via phone). Staff must report any significant change to the customer's routine and/or if staff are concerned about the customer's wellbeing. Other Access4u policies and procedures may apply.