

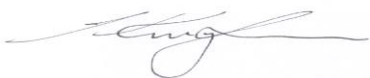
The Paraplegic and Quadriplegic Association of SA Inc.



Missing Client Policy and Procedures

Statement

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQA) is endeavouring to ensure the highest quality of care is delivered to our clients by acknowledging the need to respond effectively in situations where it is thought a Client may have gone missing from their place of residence.

Approved by: 	Date: July 2011
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The Paraplegic and Quadriplegic Association of SA Inc. is incorporated under the *Association Incorporation Act 1985 (SA)* and conduct its business through operating Divisions, namely PARAQUAD SA and HOMECARE PLUS.

SCOPE

This Policy covers all divisions of The Paraplegic and Quadriplegic Association of SA Inc (PQA).

DEFINITIONS

Manager/Supervisor – any person who has the authority to influence or to direct the actions of an employee/volunteer/contractor/collector

Employee – a person who is employed under a contract of service or who works under a contract of service for PQA/HOMECARE PLUS (employee/volunteer/contractor/collector)

Client – any person who uses the professional services of the Association.

RESPONSIBILITY

It is the responsibility of PQA to communicate the contents of this policy to all employees on a regular basis.

PROCEDURE

If an employee arrives at a Client's home expecting them to be there and the Client does not respond to knocking on the door or calling out the employee should:

1. If the employee has access to a key to the Clients home, they may go inside and look around.
2. If the Support Worker does not have a key, they should look through any accessible windows to try and ascertain if the Client is in the house or not.

Note: Under No circumstances must an employee break in to a Client's home. (Refer to the Entering a Clients Home Policy and Procedures)

The employee should immediately contact their Manager/Supervisor and inform them of the situation. The Manager/Supervisor will direct the employee. If the employee cannot enter the house consideration must be given to the safety of the client, if in any doubt contact the police on 000 or 131 444.

Support Workers do not under any circumstances:

- Enter the Client's home if the Client is not there
- Contact the Client's family or friends
- Contact the Client's Case Manager
- Contact the Police

Once the employee has reported the situation to their Manager/Supervisor their responsibility has been fulfilled.

The Manager/Supervisor should immediately attempt to contact the client or their next of kin to ascertain their whereabouts. If the client cannot be located then the SA Police should be contacted on 131 444.

This policy must be adhered to at all times.

SUPPORTING PQA DOCUMENTATION

- ◆ Entering a Clients Home Policy and Procedure
- ◆ Client Death in the Home Policy and Procedure
- ◆ Employee Assistance Program Policy and Procedures.
- ◆ Privacy Policy and Procedure
- ◆ Duty of Care Policy and Procedures

BREACHES OF THIS POLICY

Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQA accept such an argument.

DISTRIBUTION AND REVIEW

PQA will ensure all persons will be aware of this policy and will have easy access to them in a format that is appropriate. A review of this policy will be conducted every 12 months to ensure legislative compliance.