




## Client Refusal of Supports (Worker Turned Away) Management Procedures

### STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) respects the right of clients to make choices regarding the services of supports they receive and strives to balance the tension between duty of care and dignity of risk.

We will take a risk management and client safeguarding approach where a worker arrives for a scheduled shift or appointment and the client, who has decision-making capacity about their health and well-being, refuses/declines the support of the worker in attendance and *turns the worker away*.

Approved by:  Chief Executive Officer	Date: August 2023
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**In this procedure, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.**

*Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.*

## **SCOPE**

Compliance with this policy is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

## **DEFINITIONS**

Refer to the PQSA Policy and Procedure Definition Glossary

## **RESPONSIBILITIES**

It is our responsibility to communicate our policies and procedures to all workers on a systematic basis. Individual Directors and Supervisors are responsible for monitoring workers' understanding of their obligations and need for compliance with policies and procedures. Workers are responsible for complying with our policies and procedures.

## **PROCEDURES**

Workers must deliver supports as agreed with the client and as detailed in relevant documents such as My Support Plan and Service Agreements and within the parameters of choice and control of the client.

If a worker arrives at a client's home and the client refuses to receive any of the scheduled supports or is turned away from a shift before the supports are delivered in full, the following steps must be taken:

First instance of this occurring:

**NB if the worker is concerned about their or their client's safety at any time, they must report this to the office immediately; emergency services must be contacted where any worker determines there is an immediate and extreme risk to the client or co-worker.**

1. The worker onsite should seek further information from the client as to why they wish to turn the worker away and to see if the situation can be easily resolved to allow the worker to remain onsite.
2. If the client is adamant that they wish to turn the worker away, the worker must inform the client that they have a responsibility to report to the office immediately as part of our duty of care; the worker is to contact the office *and* complete an Incident Report (via the FOUR platform).
3. The worker should inform the client they will wait in a safe location (which may be outside of the home) until the client has been contacted by the office and they are provided further advice.
4. The client must be contacted by a responsible person (which will vary depending on the time of day – during business hours, this should be the Client Service Coordinator (CSC) or Operations Supervisor); every attempt must then be made to ascertain the client's concerns and to try and determine a resolution, which may include amending the shift time or rostered worker.
5. If the client continues to choose that the worker must be turned away and an alternative service is not planned, the responsible person (or delegate) must contact the client one-hour later to check if the client would like to determine a resolution to ensure scheduled services are delivered.

6. Documentation regarding the actions taken and discussions with the client must be noted on Carelink at that time.
7. If the client continues to refuse a service based on turning a worker away, they must be contacted by their CSC at the next possible opportunity.

#### Client Service Coordinator's responsibilities

After the first instance of a client turning a worker away, the CSC must discuss the circumstances as to why the worker was turned away and discuss an appropriate and agreed response, e.g. if the client does not like the worker, alternative workers should be discussed and agreed upon.

The CSC must discuss with the client how they would like any future occurrences where they turn a worker away to be managed. This management plan must be documented in the My Support Plan and detail how the client will be contacted after such refusal of service and any agreed actions or follow up to be taken.

A Carelink Alert must be set up to ensure office-staff are aware that a plan is in place.

If the client declines to have a plan documented in their My Support Plan, the CSC must inform the client that we will follow the same process taken for the first such instance, if the client turns workers away in future.

#### Subsequent instances of this occurring

1. All workers will follow the instructions outlined in the client's My Support Plan (though any specific concerns regarding the client's safety must be reported regardless).
2. In the absence of a plan, the worker will follow the steps detailed for the first instance above.

#### Other refusal of services/supports – worker remains on site

Variations to the agreed supports provided where a worker is present and remains on-site (e.g. client requests different supports) should be reported to the office (via incident report or by phone) where there is a significant change to the client's routine and/or if the worker is concerned about the client's wellbeing. Other PQSA policies and procedures may apply.

### **RELATED LEGISLATION**

- Disability Services Act 1993
- National Disability Insurance Scheme Act 2013
- National Standards for Disability Services – Standard 3: Individual Outcomes

### **SUPPORTING PQSA DOCUMENTATION**

- Client - Choice and Control Policy and Procedures
- Client – Rights and Responsibilities Statement
- Code of Conduct and Ethical Behaviour
- FOUR Incident Report
- HomeCare+ Support Planning Policy and Procedures
- My Support Plan
- Service Agreement
- WHSE - Duty of Care Policy and Procedures