

Document Name	No Response to Scheduled Visit Policy & Procedure	CEO Approved	
Category	Work Practice		
Version	5	Approval Date	April 2020
Implementation Date	30 December 2013	Review Date	April 2022

Why Do We Need This Policy & Procedure?

The purpose of this policy & procedure is to provide guidance to workers when the individual/family member does not respond to the phone, doorbell or knock on the door at a time when the individual had a rostered support booked.

Who Is This Policy & Procedure for?

This policy & procedure is for workers who visit people at their homes to either deliver a service at their home or to pick them up from the family home.

What Do We Want to Achieve with This Policy & Procedure?

We want to ensure the safety and well-being of individuals in the event they and/or their family are absent from their home or not responding when we make a scheduled visit.

Policy Statement

This policy highlights Identitywa’s duty of care in relation to taking appropriate and timely action when an individual does not respond to a scheduled visit. Identitywa seeks to reduce the risk of an adverse event, or result in earlier discovery of a mishap by ensuring the individual is safe and well prior to leaving the house. The individual may have fallen, been injured or taken ill and still be in the home.

Each family is made aware of the cancellation policy and how cancellation charges are allocated is contained in the service agreement.

Procedure

It is acknowledged workers have a close relationship with each family they support and will know if the absence is out of the ordinary for the family and a cause for concern. Visiting workers and their team leader use their understanding of each family when they implement the procedure.

Upon arrival at a person’s home, workers knock on the door/ring the doorbell. If there is no answer, try again and wait.

If there is still no response, follow these steps:

1. Confirm if the family vehicle is present.
2. Call the contact telephone number for the family/carer to determine if they are at home or away from home.

The telephone is answered – find out whether they require the service at that time.

The telephone isn't answered:

1. Call the team leader and advise them of the situation.
2. Wait a further 10 minutes to see if the individual or family arrive home.
3. Leave a note advising the individual/family/carer of the time you arrived and request they contact your team leader immediately.
4. Contact the team leader and advise them of the situation and you are leaving the premises.
5. The team leader will continue to try to make contact with the family/carer to make sure everything is alright.

If contact is made, the team leader will check if the family/carer was aware of the scheduled visit and a fee may be charged. They will also advise them of the cancellation process.

If the team leader cannot make contact with the family/carer within a reasonable amount of time, they will contact a second listed contact person for the person.

If the team leader is still unable to establish contact, the police may be contacted. The worker and the team leader will document the situation and the actions taken to make contact with the family/carer. This information will be maintained on the person's file.

Team leaders are responsible for ensuring all alternative contacts for each of their individuals is current and correct on Carelink.

Definitions

Individual

A person being supported by and in the care of Identitywa.

Worker

A person who carries out work in any capacity for a person conducting a business, including work as:

- an employee
- a contractor or sub-contractor
- an employee of a contractor or sub-contractor or
- a student, trainee, apprentice or volunteer.

The Legal and Regulatory Requirements We Have To Follow

This policy has been developed in accordance with the following:

[National Disability Insurance Scheme Act 2013](#)

[NDIS \(Incident Management and Reportable Incidents\) Rules 2018](#)

[NDIS \(Complaints Management and Resolution\) Rules 2018](#)

[NDIS \(Restrictive Practices and Behaviour Support\) Rules 2018](#)

[NDIS \(Provider Registration and Practice Standards\) Rules 2018](#)

[NDIS \(Quality Indicators\) Guidelines 2018](#)

[NDIS Code of Conduct](#)

Other Related Documents

Accident/ Incident Reporting Policy & Procedure
Identitywa Code of Conduct
Duty of Care Policy
Missing Person Policy & Procedure

How Do We Know We're Getting It Right?

Individuals and families are aware to advise Identitywa to cancel a support if not required. Instances of cancellation fees applied to individuals not being home are a minimum. If an individual is not at home – this is not left unattended and Identitywa will continue to pursue until our duty of care is finalised.

Do You Need to Know More?

Please contact the policy officer if you have any questions regarding policies, procedures and/or review details. If you would like to be involved in our policy development program, call (08) 9474 3303.