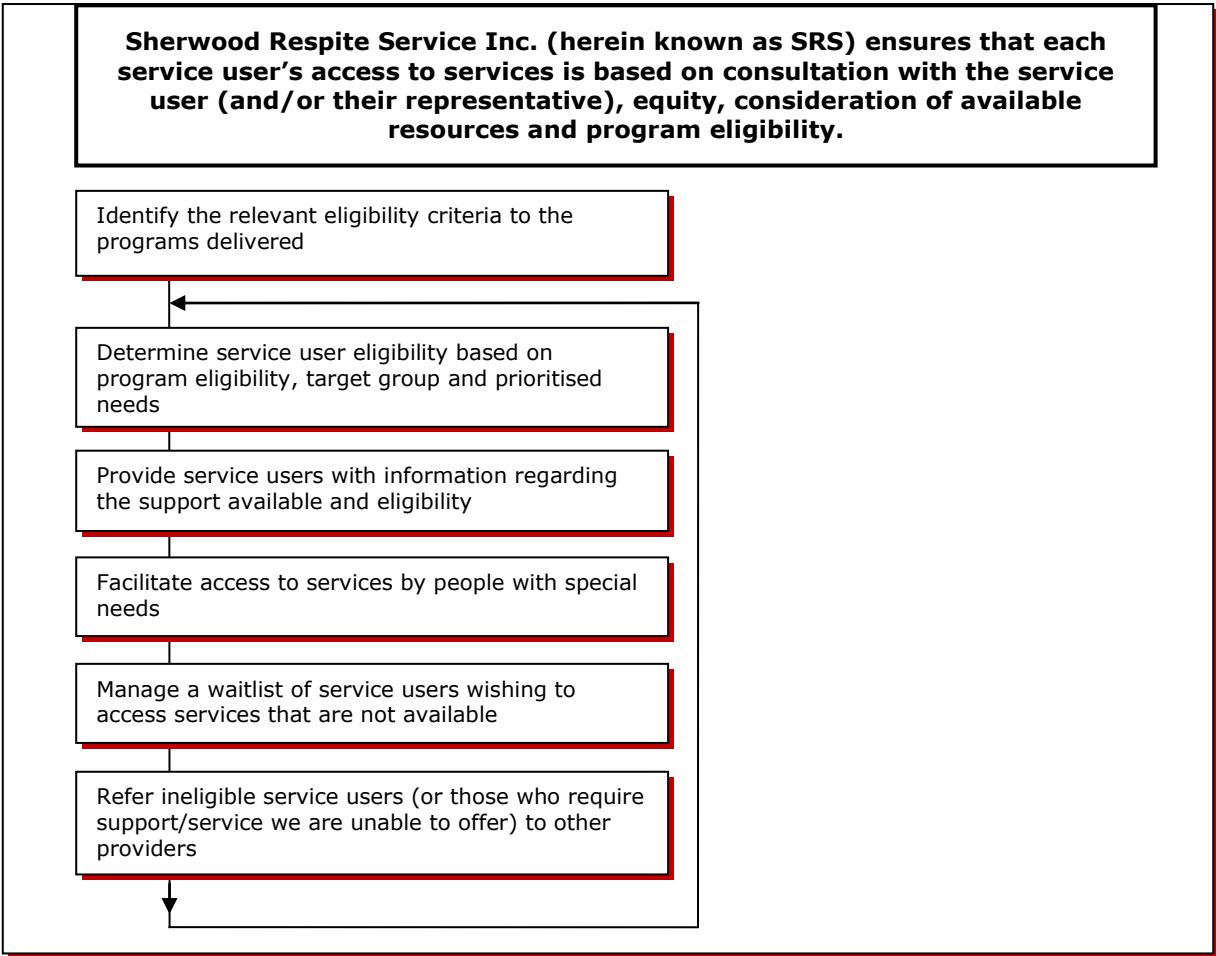


SERVICE ACCESS



FORMS AND RECORDS

Home Safety Checklist	Service user files
Deciding Priorities for Assistance	Service user files
Deciding Priorities for Respite Care	Service user files
Service user records	Client Management System and service user files
Service User Spreadsheet	Shared Drive

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9.1 Accessing Services

Service users are referred by the assessing agency, ACAT, their doctor, other health professionals, family members or people in the community. Service users can also self-refer. A priority is given to those people most in need (see 9.2.2: Prioritising Need). Referrals are received by telephone, fax and email or face-to-face.

Service users and carers are not excluded from access to the service on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference, inability to pay, geographical location or circumstances of the carer.

9.1.1 SERVICE USER INVOLVEMENT

Service users (and/or their representatives) are consulted about the services that they identify as requiring. Eligibility is determined in the first instance and then further discussions are held with the Assessment Officer regarding the assessed needs and the services required.

9.1.2 REFERRALS TO OTHER AGENCIES

All services for service users are reviewed and monitored on an ongoing basis to ensure they are appropriate and effective. Where necessary, and at the request of the service user and / or their carer, service users are referred to the Assessing Agency or other providers. This process is described in Section 13: Service User Referral.

SRS provides information regarding other local community care services to service users through the Service User Handbook, the Client Support Services Database, Newsletters and relevant brochures.

9.1.3 SAFE ENVIRONMENT

The organisation and staff of SRS ensure that all services are provided in a safe environment in line with Occupational Health and Safety requirements and our duty of care to service users, staff and volunteers. Sometimes in the service user's home this is difficult to achieve. In these cases staff is made aware of the need to ensure the safety of the service user and themselves.

The Assessment Officer completes a [Home Safety Checklist](#) at the service user's home when the service user is accepted for in home service delivery. In addition, staff has access to an [Adverse Event Report](#) to record accidents or incidents with service users and all Adverse Events are reported to the Management Committee, via the Continuous Improvement Committee and Coordinator's Reports. Staff completes a [Hazard Report](#) to record occupational health and safety hazards in service user's homes, which are then actioned by the Work Health & Safety Officer.

Should an unsafe environment be evident, staff contacts their supervisor for advice and assistance and should endeavour to control the risk until further action can be taken.

See also 5.2 Continuous Improvement Forms for details on processing the forms.

9.2 Eligibility and Access to Services

9.2.1 SUMMARY OF ELIGIBILITY CRITERIA FOR FUNDED PROGRAMS

SRS provides a range of services to service users and carers in the SRS district. Detailed information regarding the service delivery is included in 11.3 Range of Services Provided by HACC.

The Commonwealth HACC Program provides basic services and maintenance services to frail aged people 65 and over, Aboriginal and Torres Strait Islanders 50 and over, and their carers to assist them to continue living independently at home. The Queensland Community Care Program

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provides basic services and maintenance services to younger people with disabilities and their carers to assist them to continue living independently at home. Both programs may include:

- Support to participate in social activity in a group or one-on-one
- Assistance with everyday household tasks
- Assistance to enhance nutrition, function, strength, independence and safety
- Assistance to support your independence in your personal care activities such as showering and dressing
- Assistance to keep up with essential activities such as shopping, banking and maintaining social contacts.¹

To be eligible for Commonwealth HACC and Queensland Community Care Services you are:

- Living in the community and have an ongoing functional disability that impacts on your capacity to live independently or
- Be a carer of an eligible person.

9.2.2 PRIORITISING NEED

When deciding priorities for service users the following are considered.

- Does the home appear environmentally unsafe?
- Is family support at risk of breaking down?
- Does the service user need ongoing medical or nursing help?
- Does the service user live alone, or with a carer who is also frail aged or has a disability?
- Does the service user experience difficulty with a range of daily living tasks?
- Is the service user geographically isolated?
- Is the service user socially isolated?
- Does the service user express financial disadvantage?

When deciding priorities for respite care (or carers needs) the following are considered;

- Is the carer caring for a person with a disability?
- Is the carer a sole carer, has poor support networks or has dependent children?
- Is the carer frail, ill, stressed or has a disability?
- Does the carer have extensive commitments which may stop them providing care?
- Is the carer socially or geographically isolated?
- Does the carer express financial disadvantage?

9.2.3 ASSESSING ELIGIBILITY

Once a referral is received (by any method) an eligibility screen is completed by telephone (if not already conducted by the Assessing Agency), to ascertain if the service user is eligible for SRS services. If the service user is SRS eligible, an arrangement is made for a full assessment either by the Assessing Agency or SRS.

This process is further described in Section 10: Assessment.

¹ WA HACC Website 2010 www.health.wa.gov.au/hacc/home

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9.2.4 RECORDING SERVICE USER WAITLIST AND REFUSALS

Statistics are kept on the Coordinator's Report to the Management Committee to record waitlisted service users, service user refusals of service, ineligibility, refusal to provide services by the organisation (and reason), and other relevant statistics used for planning purposes. The Coordinator is responsible for maintaining the reports to the Management Committee are stored in the Coordinator Files on the "H" Drive.

The waitlist is maintained and service users are advised of their position on the waitlist every three months by telephone by the Coordinator.

9.3 Service Users with Special Needs

9.3.1 ABORIGINAL AND TORRES STRAIT ISLANDER SERVICE USERS

SRS provides services regardless of cultural backgrounds that is professional and helps the people who need SRS services. SRS endeavours to provide Aboriginal and Torres Strait Islander service users with culturally appropriate services, and where possible, services delivered by Aboriginal and/or Torres Strait Islander staff if appropriate. SRS works closely with local agencies to ensure that services are culturally appropriate and that service users are supported whilst accessing and receiving support.

The Assessment Officer ensures that the information regarding the assessment, review, service plan and services is clearly explained and understood by the service user and / or their family.

9.3.2 PEOPLE WHO DO NOT SPEAK ENGLISH

If a person does not speak English an interpreter is used. If the person has a family member with them, they are used as the interpreter if this is acceptable to the service user. Other options for interpreter services include a staff person or the Telephone Interpreter Service or "Switc".

9.3.3 SERVICE USERS WHO DO NOT READ OR WRITE

In cases where the service user does not read or write, the Assessment Officer makes sure that the information in the Service User Handbook, and information regarding the assessment, reviews, service plans and services is clearly explained and understood by the service user and/or their carer.

9.3.4 SERVICE USERS WITH DEMENTIA AND OTHER SPECIAL NEEDS GROUPS

When necessary, the Assessment Officer identifies the need for support for service users with dementia or other special needs groups, such as those with disability or specific care needs. SRS provides training for relevant staff in how to work with people with dementia or people with disability or specific care needs. SRS makes every effort to make sure that services are delivered in an appropriate and sensitive way to all people, and in particular, to people with dementia and other special needs.

9.4 Team Communication

9.4.1 STAFF MEETINGS

The Coordinator and staff of SRS meet weekly to discuss service user needs. Meetings are minuted and the meetings provide staff with an opportunity to discuss new service users, care delivery, service users changing needs and provide staff development. The Coordinator and staff also have daily informal morning meetings where client issues may be discussed. The Coordinator may refer these client discussions to the weekly staff meeting.

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9.4.2 CASE CLOSURE

Service users may choose to cease being provided with services or may need referring to another provider if needs change or if SRS is unable to provide services.

If a service user chooses to cease service delivery or SRS services are unable to be delivered the Assessment Officer ensures that:

- Service users and their representative/s are assisted to seek other care options (if approved)
- Service users are provided with counselling and support during the transition (if required)
- Consultation and liaison occurs with the Assessment Officer
- Actions taken to assist the service user are documented in their service user records.

9.4.3 SERVICE USERS WHO DO NOT RESPOND TO A SCHEDULED VISIT²

See 11.2.4: Action in the Event of a Service User not Responding to a Scheduled Visit.

9.5 Termination, Withdrawal or Change of Services

Services may be terminated, withdrawn or changed in the following circumstances:

- Occupational health and safety risk to staff/volunteers that can't be rectified
- Behavior of concern
- Change in service user circumstances than influence eligibility
- The agency ceases to deliver the service.

Each of these circumstances is discussed in detail below.

9.5.1 OCCUPATIONAL HEALTH AND SAFETY RISK TO STAFF/VOLUNTEERS

An occupational health and safety risk can arise from a variety of factors including dangerous access to a person's house or dangers inside the house or home environment. These are identified through a [Home Safety Checklist](#) conducted when a service user is first accepted for services in the home or when reviews are carried out or when staff report a danger to their supervisor. Examples of these OHS risk issues could include:

- Dangerous steps, verandahs, internal flooring
- Faulty electrical wiring
- Dangerous roofs/ceilings
- Dangerous dogs
- Smoking in the immediate vicinity of staff.

Where an OHS risk is identified the Coordinator works with the service user to remove or reduce the risk to an acceptable level. If this cannot be achieved through reasonable means the Coordinator can decide to cease the provision of services to the service user where staff is at risk. All consultation, discussions and actions are documented in the service user record.

Clients receiving services from SRS in their home are provided with annual inspections to determine they have installed working smoke alarms together with appropriate "test and tag" of

² The organisation uses the *Guide for community care service providers on how to respond when a community care client does not respond to a scheduled visit* (Department of Health and Ageing 2009) as a reference.

any electrical equipment to be used by workers and these services are provided by a qualified electrician. SRS provides this free service to clients receiving services in their own homes.

9.5.2 SERVICE USER BEHAVIOUR OF CONCERN

Service user behaviour of concern includes any behaviour that causes staff to feel that their safety or the safety of other clients is threatened. This can include direct physical actions or threats, sexual suggestions, wilful exposure and foul language.

If service user behaviour of concern occurs, staff immediately leave the service user's home and report the behaviour to the Coordinator verbally and complete an Adverse Event Report.

The Coordinator assesses the service user behaviour. If it is found to be behaviour of concern the Coordinator discusses this with the service user and attempts to find a solution to ensure it does not occur again.

If service user behaviour of concern continues to occur after reasonable attempts to curb it have been made by SRS staff, the Coordinator can decide to cease the provision of those services during which the service user's behaviour is experienced.

9.5.3 CHANGE IN SERVICE USER CIRCUMSTANCES THAT INFLUENCE ELIGIBILITY

Where service user's circumstances or condition changes to the point that services are no longer needed, the Coordinator can decide to change or cease the provision of services to the service user.

For example, if a person receiving meals and transport due to hip problems has a hip replacement and regains full mobility that person may no longer need the service. Where a person's general well-being increases to a point where they can undertake all acts of daily living independently, their services may be withdrawn.

Any changes required are discussed fully with the service user, and their carer if appropriate, and are fully documented on the assessment form and in the service user record.

9.5.4 THE AGENCY CEASES TO DELIVER SERVICES

If SRS ceases to deliver services, service users are given maximum notice that the services are ceasing and they are provided with support to access other services, including referral processes.

9.5.5 PROCESS FOR TERMINATION, WITHDRAWAL OR CHANGE OF SERVICES

If support to a service user is terminated, withdrawn or changed the following process applies:

1. Give the service user as much notice as possible with a minimum of 1 (one) month where practicable to the safety of other clients and staff
2. Explain face to face to the service user, and their carer/family if appropriate, why the services are being terminated or changed and any arrangements required for the service user
3. Provide written notice if appropriate
4. Attempt to find another agency to provide the required service and try to ensure services are provided without any break
5. If no other agencies are available identify other options in consultation with the service user
6. Advise the service user and / or that person's family that they can appeal to the Coordinator, the decision to terminate, withdraw or change their services

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7. Assist the service user in appealing if necessary
8. Record all relevant information in the service user records.

9.6 Monitoring Service Access Processes

Service access processes and systems are regularly audited as part of the SRS Internal & Compliance Audit and staff, service users and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Corporate Calendar](#) and Section 5: Continuous Improvement).

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