



Consumers Right to Refuse a Service

Compliance with this Policy Directive is **Mandatory**

Pages: 3

Policy Title	Clinical Policy Document
<p>Purpose of the Policy</p>	<p>Care Assess is committed to specialising in the assessment and coordination of home and community aged care and brokerage of service provision for people living in the community. Our values of sound business practice and maintenance of clinical standards based on best practice principles ensures that quality consumer centred care is delivered safely and effectively.</p> <p>Consistent with this approach should a consumer refuse a service or terminate a service before the predetermined end date is based on evidence that places the consumer at the centre of our care.</p> <p>Care Assess has adopted relevant processes to ensure the facilitation of continuum of care and best practice with the participation of our consumers is upheld.</p>
<p>Definitions</p>	<p>Assessment A process of holistically identifying individualised care or service needs. This can include determining eligibility and priority of access. The comprehensiveness' of the assessment must reflect the program or service type being delivered. 2</p> <p>Consumer</p> <p>Consumer Engagement Means the continuous and dynamic process for interaction and communication between consumers, staff and all stakeholders to best identify and meet the current and future needs of consumer and to facilitate, learning, personal growth and service improvements.¹</p>
<p>Policy</p>	<p>Care Assess will ensure that each consumer or prospective consumer is provided with information that is presented in a format appropriate to their needs to assist them to make choices about the type of service with a greater understanding about the services available to them.</p>

During the Assessment phase of service delivery, Care Assess will provide all consumers and their carers with information about their Rights and Responsibilities.

Care Assess will inform a consumers and their carer's that they have a right to refuse a service or terminate a service at any time during the delivery phase of that service.

Care Assess consumers or potential consumers will not be disadvantaged in the future at any time, should they refuse or terminate a service whilst it is still in progress.

In the event that a consumer chooses to terminate a service during the agreed time frames of that service, Care Assess will ensure that information about recommencing the service is provided to the consumer and/or carer.

Care Assess will inform a consumer or potential consumer should a Service Provider subcontracted by Care Assess (to provide care for said consumer), refuses to provide their services. All reasons for this decision will be conveyed to the consumer and/or carer.

Care Assess will ensure that alternate options are provided to a consumer who has been refused services from a contracted Care Assess Service Provider.

Consumers refused a service will be informed by Care Assess that they can apply for re-assessments should their condition change.

Care Assess retains the right to refuse a service on the grounds of the following:

- The established needs of a consumer have not been identified;
- An unsafe workplace recognised by a Risk Assessment or Safety Audit;
- An inappropriate referral;
- A appropriate service is not available;
- Ineligibility as determined by the HACC criteria;
- Consumer refusal to accept terms and conditions of the service provision as per the HACC guidelines.

In these circumstances Care Assess will inform consumers and /or carers of alternative options, including the option of Waiting List inclusion, where this is appropriate.

Policy Alert	
Scope	<p>Category of Staff Care Assess Directors.</p> <p>Care Assess CEO.</p> <p>Care Assess Clinical Management Staff.</p> <p>Clinical Co-ordinators who act as mentors to all clinicians within Care Assess.</p> <p>Registered Nurses and Enrolled Nurses under the direction of a Registered Nurse.</p> <p>Program Coordinators responsible for specific programs administered by Care Assess.</p> <p>Care Assess Agents and Contractors (includes sub contractors and temporary contractors).</p>
References	<ol style="list-style-type: none"> 1- Tascoss HACC Consumer Engagement P: 91. 2- National Community Care Common Standards. Acronyms and Glossary 3- Australian Commission on Safety and Quality in Health Care (ACSQHC) (2011), <i>National Safety and Quality Health Services Standard</i>, ACSQHC, Sydney. 4- Australian Nurse Registration Authorities Conference 1990 5- Australian Council of Healthcare Standards- EQUIP 5: 1.1.5
<p>Related Policies</p> <p>Home Care Standards (Community Common Care Standards)</p> <p>EQUIP 5</p> <p>National Safety and Quality Health Services Standard</p>	<p>Standard 2: Appropriate Access and Service Delivery 2.1 Service Access 2.2 Assessment 2.4 Service User Reassessment</p> <p>Standard 3: Service User Rights and Responsibilities 3.1 Information Provision.</p> <p>Clinical 1.6 The governing body is committed to consumer participation 1.6.2 Consumers are informed of their rights and responsibilities</p> <p>Standard 1 – Consumer Participation</p>

Date Implemented: 30 August 2013

Version: 1

Endorsed by:

Review dates: August 2014