

# **MEMBER NOT AT HOME POLICY**

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## **1. Objective**

To ensure a high level of service and satisfaction to Members through the effective and efficient management of services.

## **2. Policy Statement**

It is important to Five Good Friends that services are provided in accordance with an agreed Help Plan developed in consultation with the Community Manager or Coordinator. Members and Helpers will have visibility of the visit schedule and plan and will work together to achieve this plan.

This Policy states Five Good Friends expects that if a Five Good Friends Helper arrives at the scheduled time to provide services and the Member is not home (and was expected and needed to be home to provide an effective service) the Helper will:

- Try to contact the Member directly via mobile/preferred phone number.
- Contact the next of kin or authorised representative to determine the whereabouts of the Member and establish if services are to be provided.
- Wait for 15 minutes at the home for the Member to return or to establish the Member's whereabouts.
- Notify the Community Manager
- Check-in and check-out to record the time spent waiting for the Member and record an explanatory note in the App.
- Leave a message for the Member at their home.
- If no responsible leave the home.

## **3. Responsibilities.**

The Community Manager is responsible for:

- Ensuring the Member is charged and the Helper is paid in accordance with the Terms and Conditions regarding cancellation of services without notice.
- Continuing to contact the Member and family to reschedule services and amend the Help Plan as required to ensure an effective visit schedule and service.


- Notifying the authorised representative or next of kin if there is ongoing concern for the Member and no contact has been established. If there is ongoing concern, contact the police.
- If necessary, suspend further services.
- Notify the Helper of the outcome and any changes to the service.

#### 4. References

- Legislation/Standards
  - Aged Care Act 1997 / Accreditation Standards – Australian Aged/care Quality Agency.
- Company Documents
  - Terms and Conditions, Sign Up and Induction Procedures.

#### 5. Authorisation and Contacts

Member Not at Home Policy Updated 28.02.17	
Policy number: FGF007	Date adopted: 20 December 2016
Applies to: All Five Good Friends staff, volunteers, contractors, sole traders and others	

Director: Simon Lockyer	Signature: 
Date Authorised: 28.02.17	Next Review Date: 28.02.18
Endorsed by: Head of Care and Member Services	