

Refusing or Ending a Service

Refusing a Service

The policy and procedure for refusing a service for grounds of eligibility can be found in the Eligibility, Access and Equity Policy. This procedure relates to refusing a service based upon Health and Safety concerns.

Services may be refused on an individual program basis or across the whole service. Issues that may initiate a refusal of service include:

- Family Violence
- Individual Behavioural Challenges
- Conditions of the workplace environment (family home) that may raise health and safety concerns
 - Squalor
 - Animals
 - People living in the house
 - Drug and/or alcohol abuse

Procedure

1. Referral processes need to ask if there are any issues that we should know about.
2. Home visit to family – may involve taking two workers to the visit if any concerns have been raised. Alternately a meeting can be arranged at Interchange.
3. If concerns are present then the Coordinator needs to inform their Team Leader and an investigation of the concerns needs to occur. The family need to be aware that we are going through a process to determine whether they can access the service / program. The investigation needs to examine the concerns raised. It may also involve talking to other services involved with the family, schools, local government, state government agencies (disability services, child protection...etc) If workers believe there is a child protection issue refer to the Mandatory Reporting policy.
4. Pending the outcome of the investigation the decision may be to refuse all service to a family or to limit their involvement to specific programs. All decisions must be case noted and the family informed in writing from Interchange.

Ending a Service

This procedure relates only to the ending of a service outside of the processes within programs that have age related eligibility. The decision to end the provision of services to a family may occur as a result an incident or series of incidents and events that have been clearly identified by Support Workers, Volunteers and Coordinators. Issues that may lead to the ending of a service include:

- Family Violence

- Individual Violence
- Individual Behavioural Challenges
- Inappropriate sexual behaviour
- Conditions of the workplace environment (family home) that may raise health and safety concerns
 - Squalor
 - Animals
 - People living in the house
 - Drug and/or alcohol abuse
- Capacity of the agency to meet the needs of the individual

Procedure

- If concerns are present then the Coordinator for the family needs to inform their Team Leader and an investigation of the concerns needs to occur. The family need to be aware that we are going through a process to determine whether they can continue to use the service / program. The investigation needs to examine the concerns raised. It also requires discussion with Department of Human Service or The Department of Health to inform them of the investigation. If workers believe there is a child protection issue refer to the Mandatory Reporting policy.
- Pending the outcome of the investigation the decision may be to refuse all service to a family or to limit their involvement to specific programs where controls are able to be implemented to deal with the presenting issues. All decisions must be case noted and the family informed in writing from Interchange.