

COMPETENCIES



SCOPE

This guideline applies to the provision of paid support in the community. They are relevant Australia-wide or when a client is travelling overseas with their Australian team of support worker/s.

DISCLAIMER

This guideline is provided to help guide best practice in the disability, aged care and community support industry. This information does not in any way replace legislative, regulatory, or contractual requirements. Users of this document should seek appropriate expert advice in relation to their circumstances. ACIA does not accept any liability on the use of this guideline.

PURPOSE

This guideline is to govern the:

- Service providers (organisations and individuals), clients, stakeholders and funders in the process of safely discontinuing support services

DESIRED OUTCOME

- To assist in enabling service providers, plan and implement a safe discontinuation of supports
- To maintain a quality and safe standard of care

DEFINITIONS

Support Worker - A paid person who assists people to perform tasks of daily living so as to participate in social, family and community activities in the person's home and their community. Support Workers have been commonly known in the past as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.

Service Provider - Organisation or person accountable for the delivery of supports to Clients.

Carer - a person that provides supports to the Client at no cost (generally family or friend).

Client means the service user, participant, user, care recipient, consumer or person receiving the nursing or support services.

Plan means a Service Plan, Support Plan or Individual Plan (however titled – the plan) is a document developed in response to a request for service. It is developed by a Registered Nurse or a person deemed competent by the provider from the service provider, prior to the commencement of service delivery. It outlines the expected outcomes of the requested care/services and the tasks, duties and interventions required to meet the care and service needs of the client (within the parameters of the funding program). The plan guides and directs the individual support worker or Registered Nurse in their day-to-day delivery of the services.

GUIDELINE

- Any exit process should be documented in the service agreement between the client and service provider.
- Service providers should only discontinue supports as the last course of action, where successive attempts to try and resolve the issues have failed.
- Service providers can discontinue supports where:
 - support workers are exposed to significant Work Health and Safety (WHS) risks and the use of risk management strategies has not been successful in reducing or eliminating these risks
 - a person refuses support, refuses to be referred to another service provider, or
 - where a person has a pattern of behaviour that places support workers at risk.
- Where a services provider is unable to provide supports the service provider must:
 - organise a review of supports
 - inform the client and funder of their intention to discontinue supports
 - assist the client in identify an alternative support or service provider
 - where possible, monitor the client's safety until an alternative support arrangement is identified and referred
 - refer to emergency services where appropriate.

Service providers should document or refer to this process in the service agreement between the client and the service provider.

RESOURCE DOCUMENTS

- Australian Community Industry Standard (ACIS)
- ACIS Scheme Requirements
- NDIS Standards
- NDIS Scheme Requirements