

Client Incidents: Not responding to a scheduled visit

Step 1

- Access ORCA to pull up customer information and check interactions
- Check to see if the service is active in Procura at the given date and time
- Check address details in Procura for any specific instructions on accessing the customer's residence

Step 2

- Call client or Primary / Emergency Plan Contacts, leaving voicemail stating we will arrange a welfare check with Police if unable to contact client by end of service. Please state the time the service is due to end.
- If contact with client or primary contact was not established follow step 3

Step 3

- Advise Community Worker to stay on site for the duration of service and advise we will call them back with any updates.
- Request Community Worker calls back if they make contact with client or if no contact is made by end of service time.
- Check Preference Notes in Orca and follow customers' Emergency plan
- Check MAC portal to see if client has gone to Residential Respite or Permanent Care.
- Contact the local hospitals to see if customer has been admitted
- Attempt to contact the client at hourly intervals, should the service duration be longer than 1 hour.

Step 4 – Mandatory Information & Action

Description	Actions to be taken	Actions Required
Client found during service scheduled	<ul style="list-style-type: none"> • Authorise Community Worker to leave service or complete service • Once the customer is located, contact Primary contacts/family members to advise customer is located. • Assess what resulted in the client not being present for the service • If the client was responsible for not being present for the service, empathise with the client and inform them there will be a charge for the service. 	5A
Client NOT found during service scheduled	<ul style="list-style-type: none"> • If the customer is not located by the end of service – create an incident in Connect • Contact primary contact/emergency plan contact to advise client has not been located and a welfare check will be requested with the Police. • Call the local Police station requesting they initiate welfare check. • Update phone interaction with the Police station you called, the name of the person you spoke to and job reference number (if available) • Provide Police with staff line Phone Number 8878 5910 to call back with any updates 	5A, 5B, 5C
Client found outside service scheduled	<ul style="list-style-type: none"> • Once the customer is located, contact Primary contacts/Emergency Plan contacts to advise customer is located. • Call the Police station to cancel the welfare check. • Record phone interaction in Orca & close. • Go to the incident to add details of where client is found & change status to "Complete" 	5A, 5B, 5C, 5D

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Step 5 – Mandatory Actions

Step 5A – Create Phone Interaction in ORCA	Step 5B – Create Incident in Incident Register	Step 5C – Police Welfare check	Step 5D– Update and Close Incident in Incident Register
<p>Subject: Missing Client Interaction Category Client – No response to scheduled service Interaction Sub-category: not applicable Description: Detailed description of Emergency plan steps followed and outcome, including if a welfare check has been requested. Owner: CSO Due Date: Today's date</p> <p>Click Save & Close button.</p> <p><i>Note: If client is found, add "Resolved" to subject line and select Close Phone Call, so interaction no longer appears on Dashboard.</i></p>	<p>Brief Description: Client Not Responding to Service Regional Manager: Regional Manager Care Advisor/CHSP: Client Owner in Orca Type of Incident: Not responding to a scheduled visit Initial Risk Assessment Score: CAS 3 Management Alert 1: Business Manager Investigation Team: Client Owner in Orca</p> <p><i>Note: Incident needs to be kept up to date with all actions taken trying to locate the client including details of requested welfare check.</i></p>	<p>If client is not located by end of the service, please call the local Police Station and request a welfare check.</p> <p>Please note in phone interaction which Police station you called, Name of the Officer and Job Reference Number (if available). Note: Enter the above details in Orca phone interaction and Incident.</p> <p>Provide Police with staff line Phone Number 8878 5910 to call back with any updates.</p> <p>If the client's Primary contact / Emergency Plan contact states no welfare check is necessary, then please <i>do not</i> arrange one. Note: Enter preference of no welfare check in Orca phone interaction and Incident.</p> <p>If client is found after the service time, please ensure you call the Police back and cancel the welfare check.</p>	<p>Brief Description: Client Not Responding to Service (RESOLVED) Investigation: Document all steps taken to locate client, where client was found and by who Date of Closure: Today's Date Status: Complete Click Save Button</p>

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