



## HOME ASSIST REFUSAL OF SERVICE POLICY

Version: 1

Document No.: 1

### 1.1 Objective:

This Policy aims to ensure Ipswich City Council Home Assist services are delivered in accordance with funding guidelines and program specifications outlined in Council's Service Agreements and Schedules with the relevant funding organisations.

### 1.2 Related Links:

- Service Funding Agreement between The State of Queensland through the Department Communities, Child Safety and Disability Services and Ipswich City Council – Queensland Community Care (QCC) program
- Service Funding Agreement between The State of Queensland through the Department Housing & Public Works and Ipswich City Council – Home Assist Secure program
- Service Funding Agreement between The Commonwealth of Australia through the Department of Social Services and Ipswich City Council – Commonwealth Home Support Program (CHSP)
- Home Assist Secure (HAS) Program Specifications
- Commonwealth Home Support Program Manual
- Queensland Community Care Program Manual
- Common Care Standards
- *Local Government Act 2009*
- Local Government Finance Standard 2005
- Ipswich City Council Social Justice Policy
- Queensland Housing Regulation 2003
- *Local Government Act 2009*
- Local Government Finance Standard 2005
- Ipswich City Council Long Term Community Plan (i2031)
- Ipswich City Council Corporate Plan 2012-2017

### 1.3 Policy Statement:

To ensure that service requests refused by Home Assist are only on the basis of ineligibility, lack of resource availability and or outside the scope of funding guidelines/specifications. Clients are free to self-determine their requirements and refuse a service without impacting future service delivery.

### ***Client Refusal of Service***

Home Assist recognises clients are free to self-determine their service needs and are able to refuse all or part of a service delivered by Home Assist. The decision to refuse a service will not impact the provision of future services to the client.

### ***Home Assist Program Refusal of Service***

Home Assist will only refuse a service request under the following circumstances:

- Service request comes from a person ineligible for Home Assist.
- The requested service does not fall under the funding guidelines, which details that service requests must relate to issues of health, safety and/or security.
- The total cost of requested work is greater than \$1,000.00 inclusive of GST.
- The household has exhausted their annual funding limit of \$400.00. (If the requested work is deemed of a high risk of injury to the service recipient and there is no alternate means to attend to the requested service, Home Assist may seek approval from the relevant funding body to undertake service request).
- The request for service is received outside of Council normal hours of operation.
- The service recipient has already contacted a contractor for a service, and the work has been started /completed without prior contact/consent of Home Assist.
- Home Assist has insufficient budget to complete the service request.
- Home Assist does not have available suitably qualified staff/contractors to complete the service request.
- Home Assist does not deliver the service request type.

If a service is refused, the reason for refusal will be explained to the client. Home Assist will endeavour to provide the service recipient with details of suitable external contractors to complete the work.

Clients unhappy with the decision to refuse services may request that the decision be reviewed.

#### **1.4 Scope:**

This Policy applies to Home Assist and its officers.

#### **1.5 Roles and Responsibilities:**

All Home Assist employees are responsible for understanding, implementing, maintaining and continuously improving the Refusal of Service Policy. Maintenance of this Policy will be designated to the Community Development Manager and Home Assist Coordinator.

#### **1.6 Policy Author:**

The Community Development Manager and the Home Assist Coordinator are responsible for reviewing this policy.

**Date of Council Resolution:** 17 May 2011

**Date of Review:** 4 November 2015

**Committee Reference and Date:** Policy and Administration Board No. 2011(04) of 3 May 2011 – City Management and Finance Committee No. 2011(05) of 10 May 2011

**No. of Resolution:** 4

**Date to be reviewed:** 4 November 2017