

## REFUSAL OF SERVICE

### PURPOSE:

Breakaway Toowoomba Inc. will provide a respite service so that consumers (who refuse or have been refused a respite service) are no disadvantaged in the future from accessing respite.

### SCOPE:

- Refusal of service by the consumer.
- Refusal of service by Breakaway Toowoomba Inc.

### POLICY:

1. Breakaway Toowoomba Inc. recognises the right of the consumer to refuse a service without retribution in the future.
2. Breakaway Toowoomba Inc. has developed an equitable system of criteria and responses for consumers who may be refused a service.
3. Breakaway Toowoomba Inc. may refuse a service to a consumer and must ensure that the consumer is aware of the reasons behind the refusal and the options now available to them for future access to the service.
4. Consumers who refuse a service, or who choose to end a service may re-apply at such time they wish to receive a service without fear of retribution, within the assessment timeframe.

### PROCEDURE:

1. Breakaway Toowoomba Inc may refuse a service to a consumer for any of the following reasons:
  - Consumers need for a service not established
  - Consumer Needs Assessment rating too low
  - The service required is not provided by the agency
  - Insufficient funding available to provide the service required
  - Consumer behaviour creates a Work Place Health & Safety issue for the agency
  - Breakaway Toowoomba Inc. will record the reason for refusal of a service in the Register of Un-met Respite Needs

2. Where Breakaway Toowoomba Inc. is unable to provide a service the agency will refer consumer to other options, and / or place consumer on a waiting list. Referrals and / or options for other services will be recorded in the service users file and on Care Manager.
3. Consumers who refuse or are refused a service may re-apply for re-assessment based on the following:
  - A change in the consumer’s condition or situation (i.e. physical, psychological, environmental etc)
  - After three months of previous assessment

Approved (Facilitators) .....Date .....

Approved (Chairperson) ..... Date .....