

<b>Title</b>	<b>ACIA 018 - Discontinuation of Support Services</b>
<b>Purpose</b>	<p>This guideline is to assist:</p> <ul style="list-style-type: none"> <li>• Service providers (organisations and individuals), participants, stakeholders and funders</li> <li>• in the process of safely discontinuing support services</li> </ul>
<b>Background</b>	<p>In the course of delivering a support or service, a service provider may be required to discontinue its services where it can no longer meet the needs of the participant.</p> <p>This scenario requires clarification on the responsibilities of the service provider during the discontinuation process.</p> <p><b>This process should be documented in the service agreement between the participant and service provider.</b></p>
<b>Scope</b>	<p>This guideline applies to the provision of paid support in the community. They are relevant Australia-wide or when a participant is travelling overseas with their Australian team of support worker/s.</p>
<b>Disclaimer</b>	<p>This guideline is provided to help guide best practice in the community service or 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 particular circumstances. ACIA does not accept any liability on the use of this guideline.</p>
<b>Definitions and Supporting Information</b>	<p><b>Community Supports and/or Services</b> is defined as the provision of paid supports and services in a participant’s home or community. It includes but is not limited to, the following activities of daily living:</p> <ul style="list-style-type: none"> <li>• personal care or support</li> <li>• housework or domestic assistance</li> <li>• transport assistance</li> <li>• community access</li> <li>• social support</li> <li>• nursing services</li> <li>• clinical supports</li> <li>• gardening and home maintenance</li> </ul>

- palliative care
- respite care

**Support Worker** is an individual who assists or supervises a participant to perform tasks of daily living to support and maintain general wellbeing and enable meaningful involvement in social, family and community activities in the person's home and community. The Support Worker is a paid person who has access to education, support and advice from the **Service Provider** line manager or team leader. **Support Worker** has been commonly known as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.

**Service Providers** are organisation or a person who are funded for the delivery of supports and services to participants

**Carer** is a person that provides supports to the participant at no cost (generally family or friend).

**Dignity of Risk** means all participants can have autonomy and self-determination (or dignity) to make choices for themselves.

**Duty of Care** is the moral or legal responsibility to avoid acts or omissions, which could be reasonably foreseen to injure or harm other people. Service providers have a duty of care to their participants to reduce or limit the amount of harm or injury they may experience. Service providers also have a duty to their personnel to provide a safe work environment.

**Informed Choice** is the process of choosing from options based on accurate information and knowledge.

**Minimal Restrictive Option** refers to the course of action or environment that allows the participant to live, learn and work with minimal restrictions. 'Minimal restriction' or 'minimal intervention' recognises any restrictions on choice and control should be minimal and evidence based.

**Participant** means the participant, consumer, client or person receiving the nursing or support.

**Plan** means a Care and Service Plan or Individual Plan (however titled – the plan) is a document developed in response to a request for service. It is developed by an appropriately skilled professional 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

	<p>and interventions required to meet the support and service needs of the participant (within the parameters of the funding program). The plan guides and directs the support worker in their day-to-day delivery of the services.</p>
<p><b>Desired Outcome</b></p>	<ul style="list-style-type: none"> <li>• To assist in enabling service providers, plan and implement a safe discontinuation of supports</li> <li>• To maintain a quality and safe standard of care</li> </ul>
<p><b>Guideline</b></p>	<p><b>Any exit process should be documented in the service agreement between the participant and service provider.</b></p> <p><b>Service providers should only discontinue supports as the last course of action, where successive attempts to try and resolve the issues have failed.</b></p> <p>Service providers <b>can</b> discontinue supports where:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• a person refuses support, refuses to be referred to another service provider, or</li> <li>• where a person has a pattern of behaviour that places support workers at risk.</li> </ul> <p>Where a services provider is <b>unable to provide supports</b> the service provider <b>must</b>:</p> <ul style="list-style-type: none"> <li>• organise a review of supports</li> <li>• inform the participant and funder of their intention to discontinue supports</li> <li>• assist the participant in identify an alternative support or service provider</li> <li>• where possible, monitor the participant’s safety until an alternative support arrangement is identified and referred</li> <li>• refer to emergency services where appropriate.</li> </ul> <p><b>As best practice service providers should document or refer to this process in the service agreement between the participant and the service provider.</b></p>

<p><b>Resource Documents</b></p>	<ul style="list-style-type: none"> <li>• Complex Safety and Assessment Tool</li> <li>• Practice Guidance on Legal Issues in Consumer Directed Care, Home Care Today, September 2015</li> <li>• Capacity Toolkit, New South Wales Government, Attorney General's Department</li> <li>• National Disability Standards</li> <li>• Duty of Care, The Department of Health, Australian Government <a href="http://www.health.gov.au/internet/publications/publishing.nsf/Content/drugtreat-pubs-front11-wk-toc~drugtreat-pubs-front11-wk-secb~drugtreat-pubs-front11-wk-secb-6~drugtreat-pubs-front11-wk-secb-6-1">http://www.health.gov.au/internet/publications/publishing.nsf/Content/drugtreat-pubs-front11-wk-toc~drugtreat-pubs-front11-wk-secb~drugtreat-pubs-front11-wk-secb-6~drugtreat-pubs-front11-wk-secb-6-1</a> (last updated 2004)</li> </ul>
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