

SD – No Response Policy

In the event that a participant does not respond to a planned visit by a Life Skills Officer

The Life Skills Officer must ring the office and advise the Client Service Engagement Coordinator

The Client Service Engagement Coordinator/ on call will ask the Life Skill Officer to take note as to, advise if anything appears out of the ordinary

Such as

- Is there a car in the driveway
- Are the curtains or blinds opened or closed
- Is there a buildup of mail in the mail box
- Anything else that would not appear as normal

The Client Services Engagement Coordinator will then advise the Life Skills Officer to wait whilst the coordinator:

- Makes contact with the participant via phone, mobile and landline if available
- Will then contact the next of kin or nominee to advise and seek feedback
- Upon discussion with any Senior Manager, will then decide whether this is a known occurrence and if Emergency services such as the police should be called to do an urgent welfare check

The Client Services Engagement Coordinator/ on Call to update the Life Skills Officer and provide further advise as to the balance of shift to stay or leave

All communication and follow ups to be clearly noted in CRM