



## NO RESPONSE PLAN

P3 / M / F004

REVIEWED DATE: JUN 2020  
REVIEWED BY: S. Paltridge

### **NO RESPONSE PLAN**

This NO Response plan is an agreement between Adelaide Quality Care (AQC) and the participant / consumer, if there is no response to a scheduled visit.

Participant Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact No: \_\_\_\_\_

Living Arrangements (alone/family/other): \_\_\_\_\_

Primary Contact Person and Number: \_\_\_\_\_

Secondary Contact Person and Number: \_\_\_\_\_

Standard AQC staff response that will be taken if you are not home for a scheduled visit:

1. AQC staff will check your home for sign of your presence (car in driveway, locked gate etc)
2. AQC staff will notify the office.
3. AQC staff will attempt calling your home.
4. AQC staff to contact your contact person

In some cases it is necessary for AQC to conduct welfare checks to ensure the health and wellbeing of our participants when they do not answer.

5. If no contact is made with you or your contacts, AQC will contact Emergency services for a welfare check.
6. If you are not happy with the above, please specify what you would like to happen:

\_\_\_\_\_  
\_\_\_\_\_

Participant acknowledgement:

By signing the below, I acknowledge that if I do not respond to a scheduled visit, this may raise serious concerns for my well being and welfare to AQC. In this instance, AQC management will authorise action in line with the AQC 'No response' to scheduled visit procedure which is listed above to determine that I am safe. I understand that AQC staff will make every effort to follow the above response plan as detailed above.

If a nominated contact agrees to take action and responsibility to locate me, AQC staff will cease their role in this process.

Participant signature: \_\_\_\_\_ date: \_\_\_\_\_

AQC Signature: \_\_\_\_\_ date: \_\_\_\_\_