

No Response Factsheet for Associated Providers

The client isn't home during scheduled visit

If you arrive at the client's home or agreed location and the client is not there, it is important that you make sure that they are safe.

Step 1: Confirm that the client is not home

- ▶ Continue to ring the doorbell
- ▶ Knock loudly on external doors and windows (front, back and side)
- ▶ Continue to call out loudly
- ▶ Look for uncollected mail or newspapers
- ▶ Look for washing on clothesline
- ▶ Look for client's pet/s (if they have one)
- ▶ Look for client's car (if they have one)
- ▶ Listen for sounds coming from the home (voices, radio, television)
- ▶ Check if the home is unlocked
- ▶ **Please do NOT enter.**

Step 2: Call the Brokerage Team

- ▶ Follow their instructions. 1800 879 012
- ▶ Stay at the client's home until given approval to leave.

When to call an Ambulance

- ▶ If the client is at risk or requires medical attention, call 000 immediately.
- ▶ Wait with the client for Emergency Services to arrive.
- ▶ If it is safe to do so, and it's needed, administer first aid.
- ▶ Call the Brokerage Team as soon as possible to explain situation.
- ▶ Gather as much information as possible from Emergency Services including whether the client is being transported to hospital and where.
- ▶ Call your Brokerage Team to provide an update.



Service Requirement

The client must be there for in home services* to make sure that their needs and choices are met and for your safety.

*Garden maintenance is not considered an in home service.

