

## Introduction

Most Life Without Barriers (LWB) disability supports will be planned so that the person will be present for the support. This practice guide explains what LWB staff should do when the person you are supporting:

- Does not appear to be home
- Is not sighted during the support time
- Has not arrived at the agreed location
- Goes missing during a planned support
- Is found to be deceased

This practice guide is for any LWB staff member or volunteer supporting a person who receives LWB Disability support. It will assist you in ensuring the well-being and safety of the people we support.

The practice guide does not apply when the person is unavailable due to a planned absence.

## Emergency Contact Details

LWB staff need to record the correct emergency contact details for each person we support in CIRTS. Staff will use these details if a person is missing from support.

People can change their phone numbers regularly. So, staff must check emergency contact details at least every three (3) months or sooner if you find out at any time that emergency contact details have changed. You must inform the Disability Support Leader<sup>1</sup> (DSL) of the changes and ensure the person's CIRTS record is updated.

## Knowing who is at Risk

It is essential that any known risk of a person we support going missing in any of the above situations is recorded in the [NDIS LWB 5001 - Client Profile](#) and addressed in their [NDIS LWB 5143 Person We Support Goes Missing Action Plan](#).

The [NDIS LWB 5001 - Client Profile](#) includes ways to reduce the risks. The [NDIS LWB 5143 Person We Support Goes Missing Action Plan](#) documents actions the person we support has agreed staff will take if the person goes missing.

## Person We Support Goes Missing - Action Plan

An [NDIS LWB 5143 Person We Support Goes Missing Action Plan](#) must be completed for all people who receive LWB Disability support.

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<sup>1</sup> All references to a DSL includes other Frontline Leadership roles, such as House Supervisors.

The Person We Support Goes Missing Action Plan includes:

- Emergency contacts.
- Alerts if a person is at risk of going missing.
- Steps to follow if a person we support is missing.

Staff will complete the plan when a person commences LWB Disability supports.

LWB staff will review the plan when the person develops their Individual Support Plan or any time they have a change of living arrangements or emergency contacts.

The DSL will make new staff aware of the plan before they support the person, so they know what actions to take if the person is missing.

## Where to save the Person We Support Goes Missing Action Plan in CIRT

The completed [NDIS LWB 5143 Person We Support Goes Missing Action Plan](#) must be saved in the person's CIRT record under Plans and Assessments > Plans > Person We Support Goes Missing Action Plan.

## What to do if a person we support is missing?

If you believe a person we support to be missing, you must follow the steps outlined in either the [NDIS LWB 5145 Person We Support Goes Missing During Support – Procedure](#) or the [NDIS LWB 5146 Person We Support Missing From Their Home – Procedure](#).

These procedures are designed to help you in a range of different situations, including what to do if the person:

- does not appear to be home
- has not arrived at the agreed location
- is not sighted during support time
- goes missing during support time
- is found to be deceased

You should follow any actions listed in the [NDIS LWB 5143 Person We Support Goes Missing Action Plan](#) and must have it available when delivering any support.

Call the DSL or On-Call Manager to confirm the supports were not cancelled and explain the situation.

Maintain contact with the DSL or On-Call Manager and update them. They are available to provide you with any necessary instruction or support and assistance.