

Purpose

This procedure provides information about the roles and responsibilities of Life Without Barriers (LWB) staff working in Disability and Mental Health (DMH). It describes:

- How to support a person in a health or telehealth appointment
- How staff provide health support
- How to look for changes in a person's health

This Procedure should be read and applied along with the following:

- [NDIS LWB 5506 Health and Wellbeing – Practice Guide](#)
- [NDIS LWB 5050 Check Support Report](#)
- [NDIS LWB 5055 Signs of Changing or Deteriorating Health](#)
- [NDIS LWB 5550 Health and Wellbeing Alert](#)
- [NDIS LWB 5150 Person we Support Found Unresponsive or Unconscious- Procedure](#)

In an emergency, call 000.

How staff should respond to a medical emergency

Check

The Disability Support Worker will:

- Make sure you understand and follow any emergency response instructions in health plans.
- Make sure to watch the person carefully for any signs of declining health.
- Read and follow the NDIS LWB 5150 Person we Support Found Unresponsive or Unconscious- Procedure as needed.

Support

The Disability Support Worker will:

- Quickly and rapidly react to any medical emergency:
 - Check that the person, staff, or anyone around is not in harm's way. You may need to remove the person and yourself to safer surroundings.
 - Check that the person is conscious and responsive. Try to communicate with them. Touch their hands or their shoulder or call their name loudly. to see if they respond.
 - Call emergency services on 000
 - Apply emergency first aid (CPR) as needed.

- Follow instructions from the emergency services first responder until the ambulance arrives.
- If the person is transported to the hospital, give the ambulance officers a copy of the person's hospital support folder and ask them to give this to hospital staff.

The Disability Support Leader will:

- Contact the person's family or authorised decision maker and tell them about the emergency.
- Arrange for any active night shift or extra time-limited staffing if needed to check and help the person.
- Offer follow-up support for staff involved in the medical emergency, such as talking with them about how they are feeling and offering EAP
- Make sure ambulance officers have left the hospital support folder with hospital staff.
- Make sure hospital staff have DSL and on-call contact information for any emergency communication after regular working hours.
- Complete Part 2 of the hospital plan with hospital staff. The [NDIS LWB 5560 Hospital Support - Procedure](#) has step-by-step instructions for gathering documentation and supporting a person in preparing for and during a hospital stay.

Report

The Disability Support Worker will:

- Contact the DSL or On-Call Manager to report the situation.
- Complete any checklists, recording charts, daily shift and handover notes, progress notes, updates on the work being done, and iReport events before finishing the shift.

The Disability Support Leader will:

- Report any current Health and Wellbeing Alerts to the On Call and give them any information that will help them support staff and the person.
- Speak to the Regional Operations Manager about any identified risks, who will notify the State Director as required. The State Director will decide whether to escalate it to the High Risk Review Panel.

Looking out for changing health needs

Follow these steps to help support a person with changing health needs. You should also read and follow the:

[NDIS LWB 5506 Health and Wellbeing – Practice Guide](#)

[NDIS LWB 5050 Check Support Report](#)

[NDIS LWB 5055 Signs of Changing or Deteriorating Health](#)

[NDIS LWB 5150 Person we Support Found Unresponsive or Unconscious- Procedure](#)

Check

The Disability Support Worker will:

When you come on shift

- Read the handover notes.
- Check for any current Health and Wellbeing Alerts in the person's file
- Read and sign health and wellbeing alerts.
- Follow any current Health and Wellbeing Alerts
- Read the staff handover communication for any mention of changes to a person's health.
- Read and follow the NDIS LWB 5150 Person we Support Found Unresponsive or Unconscious- Procedure.
- **The Disability Support Leader will:**
- Check to see if additional staffing is required to support any current changing health needs.

Support

The Disability Support Worker will:

- Know the signs of changing or deteriorating health needs for each person they support. Refer to the person's [NDIS LWB 5055 Signs of Changing or Deteriorating Health](#)
- Follow the [NDIS LWB 5050 Check Support Report](#), stop and watch method.
- Complete a Health and Wellbeing Alert for any person with changing health needs.
- Follow any instructions in the Health and Wellbeing Alert and active support shift plan.
- Follow any health and wellbeing plans the person has.
- Check on the person often to see if they have signs of changing health needs, including whether they are sleeping.
- If someone's health is not getting better or worsening, acting quickly is important. If an emergency call for an ambulance (triple zero - 000) right away. Or take them to see a doctor as soon as possible.

The Disability Support Leader will:

- Update any current Health and Wellbeing Alerts needed.
- Arrange for any active night shift or extra time-limited staffing as needed to check and help the person.
- Keep the person's family or authorised decision maker updated about any changing health support needs (with the person's consent).

Report

The Disability Support Worker will:

- Report any concerns or health improvements to the DSL or on-call.
- Complete all the necessary paperwork such as checklists, recording charts, daily shift and handover notes, progress notes, any updates on the work currently being done and iReport events before finishing the shift.

The Disability Support Leader will:

- Check and update any iReport events about a person's wellbeing before finishing the shift.
- Speak to the Regional Operations Manager about any identified risks, who will notify the State Director as required. The State Director will decide whether to escalate it to the High Risk Review Panel.

Health and Wellbeing Alerts

Check

The Disability Support Worker will:

- Read the handover notes.
- Read the staff communication file.
- Check for any current [Health and Wellbeing Alerts](#) in the person's file.

The Disability Support Leader will:

- Make sure that current Health and Wellbeing Alerts are in front of a person's folder.
- Remind staff that a Health and Wellbeing Alert is in place.
- Check to see if additional staffing is required to support any current changing health needs.

Support

The Disability Support Worker will:

- Check on the person often, including whether they are sleeping.
- Follow any instructions in the person's Health and Wellbeing Alerts and active support shift plan.
- Follow any health and wellbeing plans the person has.
- Continue to follow the Check Support Report, stop and watch method.
- If someone's health is not getting better or getting worse, it's important to act quickly. If an emergency call for an ambulance (triple zero - 000) right away. Or take them to see a doctor as soon as possible.

- **The Disability Support Leader will:**
- Follow the NDIS LWB Health and Wellbeing – Practice Guide steps to complete Health and Wellbeing Alerts.
- Update any active support shift plans as needed.
- Support staff by checking in with them often when they are supporting people with Health and Wellbeing Alerts in place.

Report

The Disability Support Worker will:

- Report any concerns or health improvements to the DSL or on-call.
- Complete all the necessary paperwork such as checklists, recording charts, daily shift and handover notes, progress notes, updates on the work being done, and iReport events.

The Disability Support Leader will:

- Report any current Health and Wellbeing Alerts to the On Call and give them any information that will help them support staff and the person.
- Let the Regional Operational Manager know of any Health and Wellbeing Alerts that have been put in place.
- Speak to the Regional Operations Manager about any identified risks, who will notify the State Director as required. The State Director will decide whether to escalate it to the High Risk Review Panel.

Supporting a person to attend an in-person health appointment or procedure

Check

The Disability Support Worker will:

Before the appointment

- Get ready for the appointment by using the [NDIS LWB 5504 Health Appointment Checklist](#)
- Check the reason for the appointment with the Disability Support Leader (DSL) ¹ and the team.

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

- Try to make the appointment at a suitable time.
- If a family member is taking the person to the appointment, give the family an electronic or paper copy of the [NDIS LWB 5503 Health Appointment Record](#) and explain that they should ask the health professional's help to fill out the form. The form should be sent back to LWB so that our staff have the correct information to follow.

The Disability Support Leader will:

Before the appointment

- Make sure health appointments are made or check with family to see if they have made an appointment.
- Make sure that if staff attend an appointment with the person, the staff member supporting the person knows the person and their needs.

After the appointment

- Check to see if a Health and Wellbeing Alert needs to be completed.
- Check that any tasks and actions from the appointment are completed on time.

Support

The Disability Support Worker will:

Before the appointment

- Gather all the plans, charts, and notes about their health that are important for the appointment.
- Explain the following to the person in a way they can understand:
 - why the appointment or treatment is needed.
 - when they will go to for the appointment.
 - what will happen at the appointment.

During the appointment

- Staff can ask the health professional for any pictures they may have to show the person what will happen or check websites for easy-to-read factsheets to help them understand what might occur. For example, you can click here to find one about [Yearly Health Checks](#)
- Help the Health Practitioner understand the person's support needs and how best to communicate with them.
- Explain what is happening in a way that the person understands.

- Explain to the person that they can stop or say no to the appointment or treatment before or at any time during the process.
- Ask the health practitioner to complete the [NDIS LWB 5503 Health Appointment Record](#) so staff can safely support the person.
- Explain to the health practitioner that staff need support plans with detailed instructions to help us give safe support. Ask them if they would like a copy of [NDIS LWB 5509 Health Plan Essentials -Checklist](#) to make sure everything we need is included in the person's plan.

After the appointment

- Make sure the person understands any tasks or actions needed after the appointment and who will support them in doing these tasks.
- Follow up on any actions from the appointment.
- Make sure that any follow-up actions left for other staff have been completed.

The Disability Support Leader will:

After the appointment

- Review any new health support plans using the [NDIS LWB 5509 Health Plan Essentials -Checklist](#) to make sure they have all the details we need to support the person safely.
- Write up a Health and Wellbeing Alert for staff if needed.
- Let staff know where they can find information about any new health plans that have been put in place.
- Make sure that any tasks and actions from appointment are completed on time

Report

The Disability Support Worker will:

- Tell the DSL and team about any actions for the appointment.
- Make sure the health appointment record and any health support plans are uploaded to the CIRTS file.
- Complete checklists, recording charts and iReport events linked to the person and their support.

The Disability Support Leader will:

- Speak to the Regional Operations Manager about any identified risks, who will notify the State Director as required. The State Director will decide whether to escalate it to the High Risk Review Panel.

Supporting a person to attend a telehealth consultation

Check

The Disability Support Worker will:**Before the appointment**

- When you make an appointment, ask the receptionist or practice manager to send them the [NDIS LWB 5503 Health Appointment Record](#) by email or fax for the health practitioner to fill out after the appointment. Ask them to send the completed form back to LWB.
- Make sure the person has the necessary equipment for a good telephone or video call with the health practitioner.

The Disability Support Leader will:**Before the appointment**

- Make sure health appointments are made.
- Make sure that if staff support the person with an appointment, they know the person and their needs.

After the appointment

- Review any new health support plans using the [NDIS LWB 5509 Health Plan Essentials -Checklist](#) to make sure they have all the details needed to support the person safely.
- Write up a Health and Wellbeing Alert for staff if needed.
- Let staff know where they can find information about any new health plans that have been put in place.
- Make sure that any tasks and actions from the appointment are completed on time.

Support**The Disability Support Worker will:****Before the appointment**

- Explain the following to the person in a way they can understand:
 - why the appointment or treatment is needed.
 - when they will have the appointment.
 - what will happen at the appointment.

During the appointment

- Explain what is happening in a way that the person understands.
- Explain to the person that they can stop or say no to the appointment or suggested treatment before or at any time during the process.
- Help the Health Practitioner understand the person's support needs and how best to communicate with them.

- Explain that we need the health professional's help to fill out the [NDIS LWB 5503 Health Appointment Record](#). form so that our staff have the correct information to follow.
- Ask for the completed form to be returned to LWB following the appointment.
- If the health practitioner cannot complete the [NDIS LWB 5503 Health Appointment Record](#). Staff can write down the health professionals' instructions and any follow-up actions. Then, they should read back what they wrote to the health professional and ask the health professional if it is correct.
- When staff have completed the form, they will write 'Verbal Confirmation' in the signature line on the health appointment record.

After the appointment

- Make sure the person understands any tasks or actions needed after the appointment and who will support them in doing these tasks.
- Follow up on any actions from the appointment.
- Make sure that any follow-up actions left for other staff have been completed.

The Disability Support Leader will:

- Review any new health support plans using the [NDIS LWB 5509 Health Plan Essentials -Checklist](#) to make sure they have all the details needed to support the person safely.
- Write up a Health and Wellbeing Alert for staff if needed.
- Let staff know where they can find information about any new health plans that have been put in place.
- Make sure that any tasks and actions from the appointment are completed on time.

Report

The Disability Support Worker will:

- Tell the DSL and team about any actions for the appointment.
- Make sure the health appointment record and any health support plans are uploaded to the CIRT file.
- Complete checklists, recording charts and iReport events linked to the person and their support.

The Disability Support Leader will:

- Speak to the Regional Operations Manager about any identified risks, who will notify the State Director as required. The State Director will decide whether to escalate it to the High Risk Review Panel.

How staff will provide health support

Check

The Disability Support Worker will:

- Read any health support plans the person has.
- Read the handover notes.
- Check the Disability Pathway [my wellbeing pages](#) for current health and wellbeing guidance.
- Check each shift to see if any people they support have current Health and Wellbeing Alerts in their files.
- Read the [NDIS LWB 5507 Let's Talk About PPE](#) for correct PPE needs before doing any health and wellbeing support procedures.

The Disability Support Leader will:

- Make sure any staff rostered to support people with their health and wellbeing support have completed all eLearning and training with AQHP as needed.
- All health support plans are current, and reviews happen annually, or earlier if the person's health or support needs change.

Support

The Disability Support Worker will:

- Complete any training needed to support the person safely before providing health and HIDPA support.
- Understand and follow all health support plans for the people they support.
- Follow all LWB health and wellbeing and HIDPA policies and procedures.
- Watch the person's health and look for positive or negative changes.
- Follow instructions in any current Health and Wellbeing Alerts.
- Understand when to call an ambulance / take action / provide PRN.
- Support the person in attending reviews of health support areas and yearly health checks.
- Understand and follow a person's Palliative Care arrangements when a person has this in place.
- Put on PPE like latex-free disposable gloves, gown or apron, face shield, or protective goggles before giving health and wellbeing support.

The Disability Support Leader will:

- Make sure each person has up to date:
 - health support plans
 - [NDIS LWB 5055 Signs of Changing or Deteriorating Health](#) form
 - Hospital Support Folder.
- Make sure staff are trained in each person's support needs and plans.

- Make sure each person we support has their health plans reviewed yearly or as stated by a health professional.
- Make sure each person we support has yearly health checks.
- Make sure health and well-being needs are talked about in team meetings and staff supervision.
- Speak with the person's Support Coordinator to check if their NDIS plan includes all health and wellbeing needs and access to NDIS-funded allied healthcare services for appointments via video conference or telephone.
- Keep the person's family or authorised decision maker updated about any health support needs (with the person's consent).

Report

The Disability Support Worker will:

- Report any concerns or health improvements to DSL or on-call.
- Complete all the necessary paperwork such as checklists, recording charts, daily shift and handover notes, progress notes, updates on the work being done, and iReport events.

The Disability Support Leader will:

- Speak to the Regional Operations Manager about any identified risks, who will notify the State Director as required. The State Director will decide whether to escalate it to the High Risk Review Panel.