






What To Do If a Person We Support is Choosing Not to Answer the Door



Use this Procedure if you can see the person we support and they appear to be safe but choosing not to answer the door. For supporting guidance see [LWB NDIS 5141 Person We Support Goes Missing – Practice Guide](#).

The Support Worker will follow the steps below as required:

<p>Check on the person</p> 	<ul style="list-style-type: none"> • Ring the doorbell (if they have one). • Knock loudly on external doors and windows (front, back and side). • Try to call the person we support on their mobile or home phone. <i>Note: If you are calling from your personal phone, you may wish to hide your caller ID. Steps for how to hide your caller ID can be found on the internet.</i> • Knock on the door again.
<p>Contact</p> 	<ul style="list-style-type: none"> • If the person is still not responding. Call the Disability Support Leader¹ (DSL) or On-Call as soon as possible. Tell them about the situation, where the person is and if you believe they are safe. • The DSL will help you and give you assistance with any further steps you need to take.
<p>Wait and Watch</p> 	<ul style="list-style-type: none"> • Stay at the person's home and watch for signs they are OK. Do not enter the person's home. • Do not leave the person's home until the DSL tells you it is OK to leave.
<p>When you leave their home</p> 	<ul style="list-style-type: none"> • If the person is still not answering and the DSL has told you it is OK to leave: <ul style="list-style-type: none"> - Call out to the person and tell them you are leaving. - Leave a calling card for the person.
<p>Documentation</p> 	<ul style="list-style-type: none"> • Before your shift ends, write a Progress note detailing the event and your actions.

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

The LWB Disability Support Leader will follow the steps below as required:

<p>Contact</p> 	<ul style="list-style-type: none">• Contact the person we support and check if they are OK. Ask why they did not wish to answer the door when the Support Worker arrived.• Request and encourage the person to be aware of when supports are scheduled.
<p>Support</p> 	<ul style="list-style-type: none">• Ask the person if there is anything you can do to help them be prepared for support.• Engage with the person about any changes they may like to make with their support and workers.• Give the Support Worker feedback and support about the best way of working with the person.