

What To Do If a Person We Support is Found Deceased During Support

The death of any person we support within LWB is a Reportable Death.




The Coroner's Act 2009 says you must notify the Police. The person who has died should not be moved until the Police say this can happen. A Police Officer or Doctor is responsible for reporting the death to the Coroner.

Use this procedure if you find a person we support deceased during support. For further guidance see [LWB NDIS 5141 Person We Support Goes Missing – Practice Guide](#).




Looking After You

Dealing with any death is hard. We develop strong and respectful relationships with the people we support, so when they die, it is difficult. It is even harder if you are the one to find the person deceased. Please talk to the Disability Support Leader¹ (DSL) or On-Call. They are there to help and assist you. You may like to contact the LWB Employee Assistance Program, Converge, and chat with them. Call 1300 687 327 (24/7).






The Disability Support Worker will:

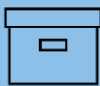


Phone 000 (triple 0) 	<ul style="list-style-type: none"> • Contact 000 straight away. It does not matter where the person's body is found, inside or outside. • Inform the Police of the person 's death. Tell them that it is a Reportable Death. • Wait for emergency services to arrive.
Phone 	<ul style="list-style-type: none"> • Call the DSL or On-Call as soon as possible to explain the situation and ask for help
Do Not Disturb 	<ul style="list-style-type: none"> • Not disturb the scene of the death or the body of the deceased person. • Find a suitable place to wait for the Police to come. • Do not remove any files or documents from the site. • Do not leave the site.

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

Phone 	<ul style="list-style-type: none"> Stay in contact with the DSL or On-Call to provide them with updates. The DSL or On-Call will help you and tell you when it is OK to leave the premises.
Record 	<ul style="list-style-type: none"> Write down the name, rank and station of the attending Police Officer. Ask the Police for the incident/event or receipt number for their call out to the person's death.
Documentation 	<ul style="list-style-type: none"> Before your shift ends, write a Progress note and i-Sight report [death>client>unexpected or expected] detailing the event and your actions.

The Disability Support Leader will:

Guidance 	<ul style="list-style-type: none"> Use the National Responding to a Client Death Policy Guidelines.
Support 	<ul style="list-style-type: none"> Be there to help staff. Give them clear advice and suggestions. Answer any questions they may have. Remember that it will be difficult for the staff members who found the person deceased. Tell the staff member when you will take over speaking with the Police.
Record 	<ul style="list-style-type: none"> Ensure staff who contact the Police have written down the name, rank and station of the attending Police Officer. Request that they ask the Police for the incident/event or receipt number for their call out to the person's death.
Support 	<ul style="list-style-type: none"> If the Police wish to interview staff and other people we support following the death, make sure they are provided with support during and after the interview.
Contact 	<ul style="list-style-type: none"> If Police require LWB staff to identify a deceased person: <ul style="list-style-type: none"> Confirm with the Police who will do this task. Ensure the staff member is supported during and after. Check with the Police if they will contact the next of kin and provide contact details if requested.

	<ul style="list-style-type: none"> • If required inform next of kin of the person's passing.
<p>Client Records</p> 	<ul style="list-style-type: none"> • If the Police ask for any records: <ul style="list-style-type: none"> - Make two copies of the client record. Give one copy to the Police. - Make a note on the other copy of the client record, noting the name of the Police Officer along with the date and time. • Keep a copy in a secure location, such as a locked filing cabinet.
<p>Documentation</p> 	<ul style="list-style-type: none"> • Before your shift ends, write a progress note detailing your actions and update activity notes in i-Sight report.
<p>Supporting staff following the death of a person we support</p> 	<ul style="list-style-type: none"> • Provide support to the staff member and other front-line workers affected by the person's death. The staff member who found the deceased person may require additional support. • Support might involve one on one counselling or group debriefing. Allow workers to talk about how they feel just after the event and over time. • Debriefing can be done by Managers or trained clinicians and counsellors. • The Employees Assistance Program (EAP) can offer formal debriefing and counselling. Share details of the EAP following the death and at any time where support is required.