

What To Do If a Person We Support is Missing When You Arrive at Their Home for Support.

Use this procedure if you arrive for support and the person is missing from their home. For supporting guidance see [LWB NDIS 5141 Person We Support Goes Missing – Practice Guide](#).




1. Follow the [NDIS LWB 5143 - Person We Support Goes Missing - Action Plan](#) for the person.
2. Follow the steps below as required

Check on the
person we
support



- Continue to ring the doorbell (if they have one).
- Knock loudly on external doors and windows (front, back and side).
- Continue to call out loudly or follow the hearing-impaired agreed alternative (in the Person We Support Goes Missing Action Plan) choice.
- Try to call the person we support on their mobile or home phone.
- Can you hear any noises coming from inside the home? Any voices or noise from the radio or television?
 - If you can hear voices and recognise them to be the person we support, knock and call out loudly. If they still don't answer, follow [NDIS LWB 5147 Person We Support Choosing Not to Answer their Door - Procedure](#).
 - If you can hear a radio or television knock and call out loudly to the person we support. If no answer call the Disability Support Leader¹ (DSL) or On-Call. Tell them about the situation and the steps you have taken.
- Check if there is washing on the clothesline.
- If they have pets, can you see if the pets are in or around the home?
- Look in the mailbox for uncollected mail, junk mail or newspapers.
- Check if their car or other related cars are parked nearby.
- Check external doors to see if they are unlocked.
- Check with neighbours if they have seen the person we support in the past 48 hours.

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

<p>If you have permission to enter the person's home</p> 	<ul style="list-style-type: none"> • Go to the lockbox and get the spare key • Before entering, try to call the person we support on their mobile and/or home phone again. • Open the door and call out loudly to announce your presence within their home. • Listen for any noises that may show where the person is in the home. • Look in all the rooms in the home to see if the person is there. They may be injured or deceased. • Follow the NDIS LWB 5143 Person We Support Goes Missing Action Plan if the person is not found in the home.
<p>Contact</p> 	<ul style="list-style-type: none"> • Call the DSL or On-Call. Tell them about the situation and the steps you have taken. • The DSL will help you and give you and assist with any further steps you need to take.
<p>You may need to call for emergency assistance 000 (triple 0)</p>	<ul style="list-style-type: none"> • If the person we support is found to be injured, call 000 and ask for an ambulance. Follow the NDIS LWB 5148 Person We Support Needs Urgent Help – Procedure. • If the person is found to be deceased, call 000 and ask for the Police. Follow the NDIS LWB 5149 Person We Support Found Deceased During Support – Procedure.
<p>Documentation</p> 	<ul style="list-style-type: none"> • Before your shift ends, write a Progress note and i-Sight report [client missing>missing>whereabouts unknown] detailing the event and your actions. • If the person we support has been reported as missing and not found by the end of your shift, you may need to provide the next worker on shift with all the relevant information, including who has been informed and when.

Looking After You

Dealing with a missing person is difficult. Please talk to the 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).