

## Personal Details

|                 |  |                      |  |
|-----------------|--|----------------------|--|
| <b>Name:</b>    |  | <b>CIRTS Number:</b> |  |
| <b>Address:</b> |  |                      |  |
| <b>Phone:</b>   |  |                      |  |
| <b>Email:</b>   |  |                      |  |

## Emergency Contact 1 Details

|  |  |
|--|--|
| <b>Name:</b>                                 |  |
| <b>Relationship to the person we support</b> |  |
| <b>Phone:</b>                                |  |
| <b>Email:</b>                                |  |

## Emergency Contact 2 Details (if applicable)

|  |  |
|--|--|
| <b>Name:</b>                                 |  |
| <b>Relationship to the person we support</b> |  |
| <b>Phone:</b>                                |  |
| <b>Email:</b>                                |  |

## Client Profile:

Any known risks related to a person going missing will be listed in the [NDIS LWB 5001 Client Profile](#). Staff need to be aware of any risk management strategies and responses and use them along with this Action Plan.

## **The person we support goes missing:**

If the person we support goes missing during support or does not appear to be home or at a specific location to receive support, the person has agreed that the LWB worker will:

- Call the office or manager to advise that the person was missing from support.
- Follow the steps in [NDIS LWB 5145 Person We Support Goes Missing During Support – Procedure](#) or [NDIS LWB 5146 Person We Support Missing From Their Home – Procedure](#)
- Take the actions as agreed below.

## **If the person we support does not appear to be home:**

Mark each action the person we support has agreed to:

- ☐ knock loudly on the door and windows and check for signs the person is onsite;
- ☐ call out loudly to the person. (If they are hearing impaired, staff should instead
- ☐ attempt to make contact via phone;
- ☐ check whether the neighbours have seen the person in the past 48 hours;
- ☐ try to make contact with the Emergency Contact for advice;
- ☐ if already approved to have access (e.g. via lockbox keys) check all rooms to locate the person
- ☐ leave a calling card to advise they attended the visit.

## **If the person we support does not arrive at the agreed location:**

Mark each action the person we support has agreed to:

- ☐ attempt to make contact via phone. Call the person's mobile phone and home phone (if they have one);
- ☐ check with the service provider for people living in supported accommodation;
- ☐ try to make contact with the Emergency Contact for advice.

## **If the person we support goes missing during support:**

Mark each action the person we support has agreed to:

- ☐ look in the immediate area and places the person was last seen;
- ☐ attempt to make contact via mobile phone if the person has one;
- ☐ try to make contact with the Emergency Contact for advice.



**Risk ALERT !**

What things may put the person we support at risk? For example, unaware of road safety or stranger danger. Also, any medications the person should not miss or any legal orders. These risks must be listed in the [NDIS LWB 5001 Client Profile](#)

| Tick                     | Risk ALERT !  |
|--------------------------|---|
| <input type="checkbox"/> | Limited road safety skills  |
| <input type="checkbox"/> | Medications that should not be missed. List each medication and what it is for.   |
| <input type="checkbox"/> | List any things that may put the person at risk. For example, gambling, using alcohol or drugs, breaking the law or not following legal orders. |

## Additional actions to ensure the safety and wellbeing of the person we support

Please tick the actions the person approves the LWB worker to undertake when the person we support is missing, to ensure their safety and wellbeing.

| Tick                     | Action   | When will we take action<br>(for example 30 minutes<br>after arriving for support) |
|--------------------------|--|--|
| <input type="checkbox"/> | Staff will follow the steps in the LWB Person We Support Goes Missing factsheets.                    | Immediately  |
| <input type="checkbox"/> | Contact any other family members listed in CIRTS.  |  |
| <input type="checkbox"/> | If the person has provided LWB with a set of keys use them to gain entry. Check all rooms to confirm |  |

|                          |  |   |
|--------------------------|--|---|
|                          | they are not on-site, had an accident or require emergency services.   |   |
|                          | <b>When to Contact Police/Emergency Services</b>   | <b>When will we take action</b><br>(for example immediately if the person is not engaged in active support with a worker) |
| <input type="checkbox"/> | Request Police/Emergency Services to come and check on the person.<br><br>Police may need to forcibly access the premises via a locked door.<br><br>This will be requested if LWB is not permitted to enter the house with the spare keys. |   |
| <input type="checkbox"/> | <b>Further actions to take: (Please describe)</b>  |   |
|                          |  |   |
|                          |  |   |

| Signatures |                            |           |      |
|------------|----------------------------|-----------|------|
| Name       | Relationship to Person     | Signature | Date |
|            | Person using LWB services* |           |      |
|            | Guardian / Decision Maker  |           |      |
|            | Emergency Contact          |           |      |
|            | LWB Staff                  |           |      |

\* if the person is able to sign.

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