





## What to Do if the Person We Support Needs Urgent Help

Use this procedure if you arrive for support and you can see the person we support needs urgent help. For supporting guidance see [LWB NDIS 5141 Person We Support Goes Missing – Practice Guide](#).

All Disability Support Workers should have a current First Aid Certificate. Please assist in line with your First Aid Certificate.

### The Disability Support Worker will:

<p>Phone <b>000 (triple 0)</b></p> 	<ul style="list-style-type: none"> <li>• Call 000 straight away and ask for an ambulance.</li> <li>• Listen to emergency services and do what they tell you to do.</li> <li>• If you can reach the person and it is safe to do so, provide first aid as you wait for emergency services to arrive.</li> </ul>
<p>Emergency Services</p> 	<ul style="list-style-type: none"> <li>• Give the ambulance officer any information about the person that may be helpful. This may include the person's age, any medical conditions or medication if known, as well as any special support needs relating to their disability.</li> <li>• If the ambulance is taking the person to the hospital, <ul style="list-style-type: none"> <li>- ask them what hospital they are taking the person to.</li> <li>- give the Ambulance Officer a copy of the person's completed <a href="#">NDIS LWB 5561 Hospital Support Plan</a>.</li> </ul> </li> </ul>
<p>Contact</p> 	<ul style="list-style-type: none"> <li>• Once the person is safe and emergency services have taken over, you should immediately call the Disability Support Leader<sup>1</sup> (DSL) or On-Call to explain the situation. They will help and assist with any further instruction.</li> </ul>
<p>Wait</p> 	<ul style="list-style-type: none"> <li>• Wait with the person we support.</li> <li>• Keep the DSL up to date with the situation.</li> <li>• Do not leave the person's home until they have been taken by ambulance for medical care or the DSL tells you it's OK to do so.</li> </ul>
<p>Documentation</p>	<ul style="list-style-type: none"> <li>• Before your shift ends, write a Progress note and i-Sight event [medical&gt;hospital attendance&gt;emergency] detailing the event and your actions.</li> </ul>

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



## The Disability Support Leader will:

<b>Contact</b> 	<ul style="list-style-type: none"> <li>• Contact the person's emergency contact to advise them of the situation.</li> <li>• If required tell them the name of the hospital that the person we support has been taken to.</li> </ul>
<b>Support</b> 	<ul style="list-style-type: none"> <li>• Continue to provide phone support and or instructions to the Support Worker until they can leave the person's home.</li> <li>• Provide details of EAP to affected staff following the event and at any time where the need for additional support is required.</li> <li>• Review the person's needs in response to the event, update risk management plans and adjust supports where required.</li> </ul>
<b>Documentation</b> 	<ul style="list-style-type: none"> <li>• Support staff to complete and submit an i-Sight event [medical&gt;hospital attendance&gt;emergency] and progress note.</li> <li>• Update the i-Sight event with any actions you took.</li> </ul>

## 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).