Purpose

Life Without Barriers (LWB) is committed to working together with the people we support and enabling them to live the life they choose and to receive supports in a way that matters to them. Our role is to deliver high quality supports that respect each person's right to make their own decisions, be independent and make choices, and improve their safety by minimising potential risks to their health and wellbeing.

This procedure provides LWB staff with a clear understanding of how to develop and review a Client Profile with the people we support.

The Client Profile

The NDIS LWB 5001 Client Profile is a single reference document that provides a clear understanding of the person we support, what is important for the person, and any risks to the person. It includes details about the person's support network, support requirements, communication needs, and other relevant support documentation.

The Client Profile provides evidence of how LWB works together with the person to identify, assess, and minimise risks, while supporting them to achieve their personal goals.

The Client Profile and the Individual Support Plan (ISP) work together to guide service delivery. The Client Profile captures what is important for the person and what support they need, while the ISP focuses on what is important to the person and how they want their support delivered.

The Client Profile is completed by the Disability Support Leader (DSL)[1] in consultation with the person we support and their support network.

Note: A DSL can delegate the development of the Client Profile to a suitable Disability Support Worker (DSW), however it remains the responsibility of the DSL to ensure that the task is completed within the allocated timeframe and to the required standard.

To assist in the completion of the Client Profile, staff can refer to the NDIS LWB 5001b Client Profile – Quick Reference Guide and the NDIS LWB 5001c Client Profile – Risk Checklist and Risk Management Plans.

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

Developing a Client Profile

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<td>Initial Client Profile Development Meeting
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<td>The Disability Support Leader will:

Arrange a meeting with the person we support, and anyone they would like there to support them, to gather the information needed for the Client Profile.
Hold the meeting in an area that is comfortable for the person and where you can talk openly about the person’s support needs.
Complete all sections of the NDIS LWB 5001 Client Profile.
Communicate in a way that allows the person to feel comfortable talking about their support needs, and to make informed choices and provide consent about what information they would like to share. This includes supporting the person to have conversations with their support network.
Make sure the person’s dignity, privacy, and rights are always considered during the meeting, especially during discussions about intimate personal care needs.
Always talk directly to the person we support and include them in every part of the conversation. Avoid talking about the person to their support network.
If the person we support is feeling embarrassed or uncomfortable with the conversation, offer to have a short break or come back to that section later if required. This may be indicated through the person’s body language or other non-verbal communication.
Be sensitive and respectful in phrasing questions, responses, and statements.
Try to ask questions that need more than just a yes or no answer. This way you can gather information using the person’s own words.
Check with the person to make sure you understand what they are telling you.

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<td>The Disability Support Leader will:

Make sure the Personal Information details are completed.
Ask the person to choose a recent photograph of themselves that you can upload to the front page.
Ask the person we support if they would like to tell us about their ethnicity, culture or connection to a Country or place. Help them to answer the questions if they choose to.
Record the person’s key contacts. This includes their primary and secondary contact, and other important contacts such as their Authorised

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Completing the Client Profile 	Decision Maker; Authorised Financial Decision Maker; NDIA or LAC Planner; Plan Nominee; Plan Manager; Self-Managing – Nominee; Support Coordinator and anyone else in their Support Network. • Record the contact details of any Medical and Allied Health Professionals that support the person. This may include their General Practitioner, Dentist, Podiatrist, Psychiatrist, Occupational Therapist, Physiotherapist, Speech Pathologist, Dietitian etc. • Record the details of where the person regularly goes during the day if they are not at home (e.g. work, school, lifestyle supports centre, etc). • Talk to the person and find out what support they need and want for each of the listed areas. For all areas where the person requires assistance from LWB, record whether there is a support plan in place for LWB staff to refer to for further information. If there is no support plan, provide details of the person's preferences and how LWB staff can assist them in that area. If support is not required by LWB, select N/A. • Check if the person has a Communication Support Plan in place. If they don't and it is relevant, provide details about their communication support needs. Provide details of whether the person uses augmentative and alternative communication tools or systems, and if relevant, complete the Communication Dictionary. • Indicate whether the person requires assistance with any HIDPA tasks. LWB staff will need to refer to the relevant HIDPA support plan for further information. • Indicate whether the person has a Positive Behaviour Support Plan. LWB staff will need to refer to that plan for further information. • Indicate any alerts (allergies, dysphagia, a Do No Resuscitate Plan, or polypharmacy) that staff need to be aware of to ensure the person remains safe while being supported.

Risks

The Risk section of the Client Profile has two parts – the Risk Checklist, and the associated Risk Management Plans. The process of identifying and managing risk is completed in two stages:

1. Identifying any risks relevant to the person by completing the Risk Checklist.
2. Developing Risk Management Plans for each risk identified.

These sections allow LWB to confirm:

- What risks exist
- Who the risk affects
- Whether the risk impact on any of the person's goals
- When the risk could happen
- How to reduce of manage the risk
- Where any associated support plans are located

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<td>Completing the Client Risk Checklist
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<td>The Disability Support Leader will:
• Refer to the NDIS LWB 5001c Client Profile – Risk Checklist and Risk Management Plans for examples of the types of things to consider about each risk and category.
• Work through each Risk Category (shaded blue) within the Risk Checklist to identify risks as follows:
– Where no risks within the category apply to the person, select the Not Applicable (NA) option listed in the blue bar and move to the next category.
– Where any risk within the category is relevant, work through each risk and select either No or Yes. A selection must be recorded for each risk.
– Where a particular risk area or a risk associated with an Individual Support Plan is not listed, add details in "Other" section of the category.
• The Risk Checklist is to be completed at least annually and updated any time a new risk arises, existing risks change, or there are environmental changes e.g. a new activity, an injury or illness that may affect the level of risk associated with different activities. The Risk Checklist should also be reviewed following an incident and amended if relevant.</td>
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<td>Completing Risk Management Plans
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<td>The Disability Support Leader will:
• Develop Risk Management Plans for every risk identified with a Yes in the Risk Checklist.
OR
• If the person chooses to manage the risk/s themselves, LWB will provide general emergency response only. Where the person chooses to manage their own risk/s, complete the Self Managed Risk section for all relevant risk/s. Click the + button as many times as required to cover all of the</td>
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	risks the person will self manage. You do not need to develop a Risk Management Plan if the person has chosen to self-manage the risk. OR • Ask the person is they want to consider other ways to manage the risk/s outside of the usual LWB Risk Management practice by using the LWB NDIS 936 Statement of Informed Choice. Use of the Statement of Informed choice is detailed within the NDIS LWB 931 Independence and Informed Choice Procedure, and NDIS LWB 932 Independence and Informed Choice Practice Guide. • Where the person chooses to use the Statement of Informed Choice, complete the Independence and Informed Choice section of the Client Profile for all relevant risk/s. Click the + button as many times as required to record all of the risks covered by the Informed Choice processes. You do not need to develop a Risk Management Plan if the person has chosen to use the Statement of Informed Choice. • Make sure that if the person has Restrictive Practices in place to assist manage risk, including for Behaviour Support, the details of each practice, its Authorisation date, and its Expiry date are recorded in the Restrictive Practices section. This section must be updated any time a new practice is authorised or a practice is ceased.

Finalising the Client Profile

Finalising the Client Profile	**The Disability Support Leader will:** • Sign the Client Profile as the staff member completing the document (unless otherwise delegated), along with the person we support and/or their Authorised Decision Maker. • Make sure that all staff rostered to support the person have signed the Staff Accountability section of the Client Profile. Once all relevant DSWs have signed the plan, it can be saved to CIRTS. • Make sure the Client Profile is saved in the person's CIRTS record via this pathway: Client CIRTS Record > Plans and Assessments > Add New Plan > Plan Name - select Client Profile > Complete as per plan and attach document.

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Where possible (and if there is a safe, easy to access place it can be stored), a copy of the Client Profile should be printed and kept where the person resides or receives Lifestyle Supports.
Make sure all new staff read the Client Profile and know what they should do to support the person to manage risks identified, using the management strategies listed or by referring to any related management plans listed.
Always use ethical and the best practice standards around supported and substitute decision making, and make sure that no LWB staff member makes decisions for a person they support. Instead, LWB staff will help people make decisions by giving them the tools and support they need to make their own choices. This will give the people we support more control over their lives and help them be part of a group of people who can all make decisions together

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Reviewing the Client Profile

The Client Profile must be reviewed at least annually, or when any new risks are identified, any risks have ceased, or a risk management plan is no longer required.

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<td>Review
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The Disability Support Leader will:

Review the Client Profile as follows:

Check whether the person’s current Client Profile is on the latest version of the template (the version number is shown on the document footer). Where it is not, download the current version from the LWB Disability Pathway. Where the version is the same, save the current Client Profile as a new document.
Check that all details are still correct in each section of the Client Profile and Risk Management Plans, and update information and dates as needed.
If applicable, re-complete section 7.1 and/or 7.2 and ensure the Statement of Informed Choice is still current (renew if required)
Check all Restrictive Practices information recorded is current and correct

Upload the entire Client Profile to CIRTS.
Make sure all support plans identified within the Risk Management Plan/s are reviewed as needed by the relevant external professional in line with the person’s NDIS Plan funding requirements.
All updated plans should be recorded in the Client Risk Management Plan and uploaded to CIRTS.

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	• Identified risks, risk management strategies within the Client Profile, and related support plans are reviewed with the person and their support network and amended where required, as well as following any incident relevant to the risk or when things change in relation to a person's environment, support requirements or behaviour.