

Practice Bulletin



Continuity of Supports

- Leaving Customers Unsupported

The NDIS Practice Standards create an important benchmark for providers to assess their performance, and to demonstrate how they provide high quality and safe supports and services to NDIS participants. As part of this, **it would be expected that each person has access to timely and appropriate support without interruption.**

Purpose

Safely supporting people with disability is the vital driver of Endeavour Foundations mission, vision, and values and is the core function of our organisation.

Recently there has been an increase of instances where frontline staff have left customers unsupported prior to any handover with oncoming frontline staff or without notifying their local leaders. This can place our customers at significant risk of harm

For Example:

- Being taken advantage of by another person in the community
- Becoming lost in the community
- Not receiving critical support such as personal care or assistance with medications
- Seizure activity whilst unsupported

Requirements

- As a frontline staff member, you have a duty of care to ensure continuity of support prior to leaving your shift.
- Please familiarise yourself with your shift times to ensure that you're able to work the length of shift allocated to you.
- There are other impacts to be considered related to funding, as our SIL customers are generally funded for 24 hours per day, support is to be delivered in line with their approved funding.

Additional considerations

If the customer you support is required to be unsupported, do they have –

- An Individual Support Plan (ISP) that reflects times and circumstances whereby they are unsupported?

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- Has a recent functional capacity assessment been completed, that outlines the persons current support needs?
- Have the persons circumstances changed so that they are unable to be left unsupported?
- Has a risk assessment occurred in relation to the customer being unsupported for periods of time?
- Where applicable, has the guardian approved the circumstances in which a customer can be unsupported for periods of time?
- Does the customer have a way of contacting someone for assistance while unsupported?

These are some questions to reflect on to ensure we are providing the precise level of support required and prioritising the safety and wellbeing of people with a disability.

Best Practice

- Confirm your hours of working with customers
- If unable to work a full shift - notify manager and ensure alternate supports are sourced
- If required to leave shift early, ensure that there is a support worker to take over your shift and/or service leaders have been notified
- Follow up with a text message, email or phone call to the Home Site Supervisor, Site Manager or Portfolio Manager
- If you discover a customer has been unsupported lodge a Riskman and notify service leaders

These are some examples of best practice, if you have concerns about any customers level of supports, there has been a change in support needs, or you suspect it is becoming unsafe for a customer to be left unsupported please escalate this to your line manager.

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