

April 2025

Safe Swallowing Incidents for People we Support

Purpose

The purpose of this bulletin provides tips for Endeavour Foundation employees to highlight actions to be undertaken when supporting a person when we have concerns related to safe swallowing and managing a choking incident. Many people with a disability may have, or may develop, safe swallowing issues. They may be temporary or part of their developmental needs. Any concerns related to safe swallowing need to be raised and addressed urgently as a critical health and wellbeing matter.

Summary

- Prevention
 - If you suspect a person we support has a safe swallowing concern and may require a mealtime management plan, engage with them and/or their decision maker and support coordinator to seek a review with a Speech Pathologist.
 - Always make yourself familiar with our clients / support employees Mealtime Management Plan if they have one in place. This plan should also be fully trained out to all people who provide support to this client/supported employee
 - All Youth, Home and Community direct support staff, Home Site Supervisors, Portfolio Managers and Community Site Managers are to complete the module *Supporting People at Mealtimes* on the Engage learning platform. All defined staff, having completed the Engage requirements, are to upload a completed [ms-word:ofeluj/https://endeavourfoundationaust.sharepoint.com/sites/DMS/DMS%20Library/QF%201120.07%20Supporting%20People%20at%20Mealtimes%20Competency%20Assessment.docx](https://endeavourfoundationaust.sharepoint.com/sites/DMS/DMS%20Library/QF%201120.07%20Supporting%20People%20at%20Mealtimes%20Competency%20Assessment.docx) signed by their direct manager on to the Engage platform. This session is not mandatory for Business Solutions staff and is only completed by this staff group if site specific needs require staff to complete the training.
 - Immediately speak with your leader if you do not understand any of the strategies outlined in the Mealtime Management Plan.
 - All Home and Community employees must be compliant with First Aid and CPR.
 - All Business Solutions sites must have First Aid Officers who are clearly identified and present on site.
 - Mealtime Management Plans, for people you support, must be reviewed to understand how to respond in the event of a choking incident. If this is not outlined the St John's first aid choking poster can be used https://stjohn.org.au/assets/uploads/fact%20sheets/english/Fact%20sheets_choking%20adult.pdf
- Respond
 - Follow First Aid and CPR processes if you are trained to do so
 - Call Emergency Services (000) and follow instructions
- Document
 - Complete a RiskMan incident – when it is safe to do so
 - Attach current Mealtime Management Plan to RiskMan incident – if one is in place
 - Attached the training record for the current Mealtime Management Plan to RiskMan incident
- Post Incident
 - Contact your supervisor to notify them of an incident.
 - Contact the Speech Pathologist, if the person has one, for the person we support to request a review of their Mealtime Management Plan
 - Speak with the person we support and/or their decision maker to engage a Speech Pathologist to complete a safe swallowing review if the person does not already have a Mealtime Management Plan
 - Remember, choking incidents can be distressing for the person we support and their care team, Converge is available to all employees

Additional Resources

- Refer to [QP 1403 Complex Health \(including High Intensity Support\) Procedure](#) for more information on Mealtime Management Supports.
- Engage with the Endeavour Foundation Client Advocacy Team if you need assistance with requesting additional funding to engage a Speech Pathologist for people, we support who are part of the NDIS.

Further assistance

Please contact Client Safeguarding Team at customersafeguarding@endeavour.com.au and/or QPI Team at practiceimprovement@endeavour.com.au for any advice or further information regarding the content of this Practice Bulletin.

Prepared by: Carmen Howard Jaime Zischke	Contact: 0487 071 459 0417 351 849
Approved by: Kate Martin	Contact: 0400 628 308