Essential Personalised Information

Guide for NDIS Support Providers

March 2020

Using this Guide

As NDIS Providers attempt to keep support as consistent and continuous as possible during this pandemic, it is likely there will be many new staff members working with Participants for the first time. Some may be redeployed from within the organisation, some may be new recruits, and some workers may even be completely new to the sector.

During this time, the detailed and often lengthy information about a person, their history, their usual (non-crisis time) routine may be difficult to access and decipher. It may be more useful to have an immediate, critical snapshot of that Participant's most essential support needs to enable safe and effective continuity of support. New staff members will need to prioritise relationship building and learning how to support someone, fast.

The aim of the Essential Personalised Information tool is to capture the most critical information in a Participant's life in a digestible and brief format. This is so that new workers do not have to trawl through reams of guidelines and folders to find out critical information. We've designed it with a blend of contemporary, person-centred practice and essential crisis response requirements.

This tool is not a medical guide or instructional document, it is a resource to support people to identify some of their immediate needs. It cannot be comprehensive and it does not replace appropriate training or induction processes. More detailed personal information still needs to be collaboratively collected, utilised and regularly updated. It may be helpful to think of this as a virtual handover, much like how a physical handover works: what's going on at the moment, what are the important things to know, and what may go wrong in the short term (and hopefully how to avoid it happening, or what to do if something does occur).

Team DSC have worked really hard to get this guide out quickly, we prefer to be helpful rather than word perfect, so please forgive any errors or omissions.

Sub-headings	Suggested Inclusions
Participant's name	● Include a preferred name in brackets if there is one.
Disability information	● This might include diagnoses, primary and other disabilities, and person-specific details.
Alerts that are critical to know	● This should be tailored to what is vital for the individual. It might include notices required, things going on right now, upcoming plans, things that are particularly sensitive, changes to routine or medication, medical or health alerts, just anything that is vital to know straight away.
The most essential support needs are	● This might include the most critical tasks that have to occur, such as safe mealtime support, medication, wound care or other clinical activities.
Less essential (but still important) support needs are	● This might include things like plans for the day or coming days, activities that would help retain a degree of routine, and things that are particularly important to the Participant at the moment.
Mobility - This support is needed to move around the home	● This should include information about things needed to help the person move around their home. This might include supports and equipment required, access requirements, or any preferences (like a particular sling to be used in a hoist).
This other equipment is used around the home	● This should be other equipment that the person uses, including location if it is not immediately obvious.
Communication - Tools and methods to communicate will be	● This might include particular words and phrases that are more helpful to use, tools like Communication Boards and Assistive Communication Technology, language, or specific ways to communicate with a person.
Things that could upset or agitate at the moment	● This is a stressful time for everyone! Everyone reacts to stress in different ways. In this section it might be useful to share things that upset and what helps the person to feel safe and happy.
Health and wellbeing - These are the most important needs for health (including medication) at the moment	● This might include medication (where, what, when, how) and anything else about keeping healthy.
Support needed with health and wellbeing at the moment	● This might include other ideas that the person has stated helps to keep them stay healthy and happy.
Other important people - Other people to contact:	● This could be a list of contacts, when to contact them (e.g. for anything to do with medication, when agitated, to confirm something about an activity, if a person becomes sick), and

	how to contact them. This might include someone in the organisation, a Support Coordinator, or a family member.
Other information about support can be found in these places	● This might include where other information can be found, including Care Plans/Support Plans, any Training Manuals, Profiles, Behaviour Support Plans, etc.
General information, notices or considerations about support	● This might include anything else to help a new worker get up to speed as quickly as possible so they are able to focus on building a relationship with the person rather than going hunting for information.

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About DSC

NDIS is our world, not just a job. We care, or we wouldn't be here.

Not only are our consultants NDIS experts – armed with a plethora of PhDs, MBAs, ex-disability CEO and NDIA Director positions under their belts - most also have lived experience of disability. This makes us uniquely positioned to 'get' challenges and opportunities from every which way; leadership, workforce, Agency, sector, participant and family perspectives.

Across the hugely varied consulting and training work we do with organisations across Australia, all the challenges, the complexities, the opportunities, the sleepless nights, can be distilled down to one fundamental theme: We want better outcomes for people with disability.

Contact

03 8899 7804

contact@disabilityservicesconsulting.com.au