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# D039 – DIRECT HEALTH SUPPORT POLICY

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## 1. Policy Statement

This policy is used to guide staff on acceptable practices for providing direct health-related supports to people with disability.

This policy outlines how District 360 supports the direct health needs of people with disability using District 360. Direct health supports provided by District 360 include.

- qualified support workers
- support coordination
- personal care, which can include showering and getting dressed
- capacity building
- home and garden maintenance
- respite, where our staff provide you with the care you need when your carer can't be with you
- social work
- help with navigating the NDIS

## 2. Scope

This policy applies to:

- board members
- all staff, including managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers

## 3. Principles

- District 360 will comply with the Practice Standards of the NDIS, following the full roll out of the NDIS in WA.
- People can access the most appropriate supports that meet their needs, goals and preferences.
- People accessing services have the right to expect that they are safe and District 360 is responsive to their needs.
- Medical support needs must be prescribed by a qualified doctor and all processes must be documented and authorised by a doctor.
- All supports are provided in a way that promotes, upholds and respects legal and human rights.
- Direct health supports for people with disability must be provided by trained, skilled and competent staff.
- Training for specific direct health supports must be provided by a suitably qualified person.
- Supports are provided in ways that respect a person's dignity and right to privacy.

## 4. Procedures

When a person first uses District 360, information about any medical supports will be added to the person's service record. This includes information about the type of support, process, frequency, dosage and any other relevant information.

The service agreement will include instructions on regular and timely reviews by a qualified health practitioner and identify how risks, incidents and emergencies will be managed.

360 Supports Services will collaborate with each participant in the development of the service agreement and support the person to understand the agreement and any conditions (using the person's preferred mode of communication).

Any instructions on how to provide the direct health support must also be kept with the medication/equipment and on the person's file.

The Manager for the relevant service is responsible for ensuring the staff providing the support are trained and competent to provide the relevant health support.

A written record of training is required and will be stored on the staff file. A staff member must not provide health-related supports that they are not trained to provide.

District 360 maintains a database of trained staff and the direct health supports they are trained to provide.

All workers responsible for administering health supports must understand the effects and side effects of any medications and the steps to take in the event of an incident involving medication.

If a trained staff person is unavailable, District 360 will support the person to seek medical services such as a nurse or doctor.

Where District 360 provides high intensity daily personal care, District 360 will comply with NDIS Practice standards. This includes;

- complex bowel care
- enteral feeding and management
- tracheostomy management
- urinary catheter management
- ventilator management
- subcutaneous injections
- complex wound care

If a person accessing District 360 develops/acquires a new health condition that requires ongoing health support, the person will be required to undertake a health needs assessment by a qualified medical professional before the District 360 can provide health supports.

If a person uses multiple service providers, the provider undertaking the support coordination role on behalf of the participant is responsible for ensuring all providers work collaboratively in supporting the person. For people with complex needs, a written agreement may be needed to document how, where and when the person will be supported, and this must be signed by all service providers who support the person.

Any mistake or error in providing direct health supports must be reported immediately using Incident Management Policy.

## 5. Other relevant policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including [

- Medication Support and Administration Policy
- Incident Management Policy
- Risk Management Policy
- Code of Conduct
- Privacy and Confidentiality Policy
- Transport Policy

Related Legislation;

- Carers Recognition Act 2004 (WA)
- Disability Discrimination Act 1992
- Disability Services Act 1993 (WA)
- Equal Opportunity Act 1984 (WA)
- Occupational Health and Safety Act 1984 (WA)
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme Act 2013
- NDIS Quality and Safeguarding Practice Standards 2018

## 6. More information

If you have a query about this policy or need more information, please contact the management team at [info@district360.com.au](mailto:info@district360.com.au)

## 7. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Vi Nguyen
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