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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, such as showering and dressing
- Capacity building
- Home and garden maintenance
- Respite care, for when primary carers are unavailable
- Social work
- Assistance 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 adhere to the NDIS Practice Standards
- Individuals can access the most suitable supports that meet their needs, goals, and preferences.
- Service users have the right to expect safety and responsiveness from District 360.
- Medical support needs must be prescribed and documented by a qualified doctor.
- All supports are provided in a way that promotes, upholds, and respects legal and human rights.
- Direct health supports must be delivered by trained, skilled, and competent staff.
- Training for specific health supports must be conducted by a suitably qualified person.
- Supports are provided in ways that respect an individual's dignity and privacy.

## 4. Procedures

Upon first using District 360, any needed medical supports will be documented in the service record, detailing type, process, frequency, dosage, and other relevant information.

The service agreement will outline the schedule for regular reviews by a qualified health practitioner and detail how risks, incidents, and emergencies will be managed. District 360 will collaborate with each participant to develop the service agreement, ensuring the individual understands the agreement and any conditions, using their preferred mode of communication.

Instructions for providing direct health support must be kept with the medication/equipment and on the person's file. The relevant service manager is responsible for ensuring staff are trained and competent to provide the necessary health support. Training records will be maintained in staff files. Untrained staff must not provide health-related supports.

District 360 maintains a database of trained staff and their competencies. All workers administering health supports must understand the effects and side effects of medications and know the appropriate responses to incidents involving medication. If trained staff are unavailable, District 360 will assist the individual in seeking medical services such as a nurse or doctor.

For high-intensity daily personal care, District 360 is not NDIS registered and can only support those that Self & Plan managed and District 360 will comply with NDIS Practice Standards, including:

- Complex bowel care
- Enteral feeding and management
- Tracheostomy management
- Urinary catheter management
- Ventilator management
- Subcutaneous injections
- Complex wound care

If an individual develops or acquires a new health condition requiring ongoing support, a health needs assessment by a qualified medical professional is mandatory before District 360 can provide the necessary supports.

When multiple service providers are involved, the provider responsible for support coordination must ensure collaborative efforts among all providers. For individuals with complex needs, a written agreement detailing support logistics must be signed by all involved service providers.

Any mistake or error in providing direct health supports must be reported immediately in accordance with the 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

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Responsible Officer	Tanya Johnston
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