

P057-v2-PS	Participant Absence, Health and Well Being Policy and Procedure
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Applies to: All Inclusion Melbourne staff, volunteers and the people we support, including NDIS Participants.
Specific responsibility: Overseen by the Manager, Personalised Supports

Version: 2
Date approved: 23/09/2016
Next review date: 23/09/2018

Policy context: This policy relates to	
Standards or other external requirements	DHHS Standards: 2.2, 3.5
Legislation or other requirements	Disability Act 2006 NDIS Act 2013
Contractual obligations	DHHS Service Agreement NDIS Terms of Business

OBJECTIVE

This Policy & Procedure seeks to ensure the general health and wellbeing of the people we support, their staff and volunteers is maintained, and risks to poor health, safety and general wellbeing are identified and responded to effectively.

POLICY STATEMENT

Inclusion Melbourne seeks to provide a safe and healthy workplace and to ensure the health and well-being of people who use the services, staff and volunteers.

PROCEDURES

1. Participant Absence

People we support are required to advise of any absence whether due to injury, illness holiday or other, as soon as possible. The process for doing so is:

1. If you are a participant in the National Disable Insurance Scheme and purchase support coordination **only** from Inclusion Melbourne, you will contact your support coordinator and reschedule any appointments as necessary. People should also confirm if there are any other service providers that you are required to inform.
2. If you are a participant in the National Disability Insurance Scheme and purchase support coordination **and** other supports from Inclusion Melbourne, you will contact the rostering coordinator who will notify any relevant staff of the absence.
3. If you are in receipt of Victorian Government funded supports: You are required to inform your support coordinator. Your support coordinator will notify any relevant providers or staff of the absence.

People should be aware that fees and charges may apply and should refer to the Cancellation policy.

2. Contagious Illness

If a person we support has a communicable disease as prescribed in Schedule 7 of the Public Health and Wellbeing Regulations 2009 they are required to take a minimum period of exclusion as per the guidelines for the control of infectious diseases (exclusion table) and are required to provide medical certificate upon they return.

3. Monitoring Participant Wellbeing

If the person we support is absent for greater than 20 days the Support Coordinator will maintain contact with the individual, their family, or residential support staff to monitor health & wellbeing.

4. Injury or Illness

If a person we support is hurt or becomes unwell while being supported by Inclusion Melbourne the relevant staff member will seek to make arrangement to ensure participant comfort and wellbeing. This may result in a scheduled activity being cancelled.

Where necessary the support professional or roster coordinator will complete a DHHS and/or an OHS incident report.

5. Sun Safe

The people we support are expected to provide their own sun protection such as:

- Hats
- Sun screen
- Appropriate clothing
- Sunglasses

Where requested, direct support professionals will provide assistance with application of sun screen.

6. Days of Extreme Heat / Weather

Heat health temperature thresholds

The Department of Health and Human Services has identified heat health temperature thresholds for Victoria, above which heat-related illness and mortality increases substantially. Staff are able to consult the heat health alert system to calculate the daily average temperature. Calculated by the forecast daily maximum plus the forecast overnight temperature (which is the daily minimum for the following day) divided by 2. For example, in 2012 the threshold for Melbourne = average of 30 degrees, if the daily average exceeds 30 degrees the health temperature threshold has been exceeded and risk of heat-related illness is heightened).

Inclusion Melbourne recognises that the people we support are at risk during a heatwave, particularly if they:

- have chronic medical conditions (e.g. heart disease, asthma, epilepsy, etc.)
- are taking medications that may affect the way the body reacts to heat
- are unable to identify or communicate their discomfort or thirst
- have trouble moving around
- are overweight or obese

During a heat wave the people we support are encouraged to:

- watch or listen to news reports that provide more information during a heatwave and avoid strenuous activities.

Heat health alerts

The department will alert Inclusion Melbourne 3-4 days prior to an expected extreme heat day. The recipient of the communication will disseminate the information throughout the organisation.

For days where the temperature is forecasted to be above the threshold, affected activities will be cancelled. Where a decision has been made to cancel an activity, the support coordinator, roster coordinator or direct support professional will contact the people we support to notify them of the

cancellation. Individuals may request to continue with their scheduled opportunity, subject to the activity occurring:

- which has no adverse impact on self or others (incl. OHS risks to staff and volunteers)
- In an area where there is no (expected) danger
- is an area that is safer than the person's place of residence
- indoors spaced that is adequately cooled (or cooler than their residence)
- and the individual is not subject to known heat stresses due to a medical condition

And where travel to/from the venue can be provided safely and without causing discomfort or exposure to risk.

It is important that staff, volunteers, families, residential providers, transportation, activity providers and paid support arrangements are notified of the cancellation as soon as possible.

Once a cancellation has occurred, regardless of changes to the circumstances, the activity remains cancelled.

DOCUMENTATION

Documents related to this policy	
Related policies	First Aid Policy and Procedure Medication Policy and Procedure Service User Fees and Charges Policy and Procedure
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 years	Manager, Personalised Supports	Manager, Personalised Supports

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	23/09/2016	Manager, Personalised Supports	23/09/2016
2			
3			

Last updated: 16/09/2016