



Everyday Practice

NDIS Education and Collaboration Hub

Provider Resource — NDIS Provider Crisis Checklist: NDIS Participants

NDIS Provider Crisis Checklist: NDIS Participants

Understanding the current needs of the NDIS Participants your business supports is vital to ensuring your business continues to provide quality and safe services.

Every individual is unique and different, as are their support needs. Your business should already have regular check in protocols for each NDIS Participant in place to help ensure the information you collect and manage is up to date. During a crisis, it is essential to conduct unscheduled check ins with all NDIS Participants you support, due to internal and external factors that could impact upon your business service delivery.

Some examples of crises are health crises such as the COVID-19 pandemic, an Influenza or Gastroenteritis outbreak and an outbreak of Legionnaires bacteria and disease. Other examples which are not health crises (but have a high risk of resulting in negative health incomes) include bushfires, flooding and other natural disasters.

To continue to support the safety and wellbeing of the NDIS Participants your business supports, the following checks should be conducted (even if the answer appears to already be known or seems like common knowledge).



Confirmation of Basic Information

Name

- *Including any preferred names*

Date of Birth

Residential Address

Contact Address

Next of Kin or Guardian

- *Including contact information for these individuals*

Other significant people in the NDIS Participant's life

- *Including contact information for these individuals*

Preferred spoken language

Accessibility requirements

Confirmation of Health Information

Current Treating General Practitioner and any specialists the NDIS Participant has seen within the past 12 months

- *Contact information of the medical centre where the GP is based (including the GP's contact information)*
- *Contact information for any specialists*

Current medications list (including medication dosage information, expiry dates, prescribing doctor, usual dispensing pharmacy, etc.)

- *Including medication subscriptions (if your business holds these on behalf of the NDIS Participant)*

Current general health status

- *Including a summary of the NDIS Participant's medical history including medical alerts, diagnosis, allergies and any recent illnesses or hospitalisations*

Current level of mobility

- *Including a summary of required mobility aids the NDIS Participant requires*

Any other important medical or health information



Confirmation of Supports and Service Needs

Current supports and services the NDIS Participant uses and requires

Current schedule in which these supports and services are provided

Current list of any regular or preferred staff members who support the NDIS Participant

Risk Assessment Reminder

As part of your usual business operations, you should regularly assess any risks associated with providing supports and services to NDIS Participants. However, during times of crisis, it is equally important to identify risks that result from an NDIS Participant being unable to access their usual supports and services (whether they cannot be delivered at all or are reduced or altered in some way).

Make sure you consider the following:

- What are the risks associated with the NDIS Participant's usual supports and services?
- What impact would a reduction or complete non-availability of supports and services have upon the NDIS Participant?
 - *And what risks would be associated with the NDIS Participant's supports and services being temporarily reduced or not available?*
- Does the NDIS Participant have any supporters in their life who would be willing to provide support in the event their usual supports and services were temporarily reduced or not available?
- Can your business provide alternative options for support for the NDIS Participant if you are unable to provide the usual supports and services?

Best Practice Tip

Remind NDIS Participants and their supporters to ensure they have an adequate supply of any prescription medication the NDIS Participant requires, including up to date prescriptions, as some medication supplies and subsequent access to medication can be impacted during crisis events.

