

POLICY NUMBER: NDIS SER DEL 22

INTENT

To ensure that the Management and Staff of Real Living Options Association Inc. respond to the death of a Participant promptly and within clear response guidelines to minimise the distress that may arise.

DEFINITION

Death - The irreversible ending of life.

POLICY STATEMENTS

Real Living Options Association Inc. will ensure that any response to the death of a Participant is sensitive and appropriate. This includes ensuring that:

- The cultural and religious beliefs and practices of the Participant and their family are respected by staff.
- The response is dignified and prompt to minimise any distress. event.

PROCEDURES

Whether the death of a Participant is expected or sudden the following guidelines must be followed:

- If a staff member arrives at the home of a Participant and after entering the home is unable to rouse the person, they are to call 000 immediately, request an ambulance and provide any relevant information.
- Once an ambulance has been called the staff member should apply relevant first aid only if they are a trained and/or competent Senior First Aider. Any attempt at First Aid undertaken by an unqualified person is undertaken at their own risk and responsibility.
- As soon as possible and practical the staff member should notify the General Manager or Support Manager of Real Living Options Association Inc., who will contact the family where applicable. If it is a weekend the staff member is to contact the On-Call person and ask them to contact the General Manager or Support Manager.
- Ensure that there is minimal contact with all surrounding items as the Police may have to ascertain if the death was due to any suspicious circumstances.
- The General Manager or Support Manager are to respond as soon as possible after being notified.
- Any death of a Participant must be reported to the Quality and Safeguards within 24 hours following the procedures outlined in Policy NDIS GOV 17 Incident Management (and Reportable Incidents).

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File Path:	https://reallivingoptions.sharepoint.com/sites/RealLivingOptions/Shared Documents/All Staff/Governance/PPD - Policies and Procedures/.NDIS PPD/NDIS SERVICE DELIVERY/NDIS SER DEL 22 Death of a Participant.docx			NON-CONFIDENTIAL		Page 1 of 3	

DELEGATIONS

Management Committee

- Support the General Manager and offer any knowledge and advice relevant to the family of the deceased.
- In conjunction with the General Manager and, where appropriate, offer support to the Family/Advocate following the death.

General Manager

- Notify the family or representative of the deceased where applicable.
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- Notify the President of the Management Committee.
- Notify the appropriate governing body and follow their procedures for reporting a death.
- Ensure that, where appropriate, support to the Family/Advocate is provided immediately following the death.
- Offer and facilitate staff support, debriefing and counselling where required.
- Facilitate the preparation of a Critical Incident Report with the relevant staff member.
- If requested by the Family/Advocate of the deceased Participant, notify other Participants and their Family/Advocate who have had a relationship with the deceased person or their family as soon possible.

Support Manager

- Ensure that the General Manager is informed of the death immediately where possible.
- In the absence of the General Manager, notify the family or representative of the deceased where applicable.
- Work alongside the General Manager to provide support to the Family/Advocate and/or Guardian following the death.
- Assist the General Manager to facilitate staff support, debriefing and counselling where required.
- Assist the General Manager to notify other Participants and their Family/Advocate who have had a relationship with the deceased Participant or their family as soon possible.
- Advise all Lifestyle Assistants who support the deceased Participant as soon as possible, unless the Family/Advocate has made a specific request to do this themselves.

All Staff

- Information surrounding the death of a Participant must remain confidential at all times and staff must not discuss the death until it has been ascertained that all immediate family and close friends have been notified.
- Staff who work directly with the deceased Participant are to meet with the General Manager and Support Manager as soon as practical after the death for debriefing.

RELATED DOCUMENTATION

Incident Report Form

REFERENCES

National Disability Insurance Scheme Act 2013 (NDIS ACT)

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NDIS (Incident Management and Reportable Incidents) Rules (2018)
NDIS Practice Standards and Quality Indicators 2018
Privacy Act (1988)
Work Health and Safety Act (2011)

Qld Coroners Act 2003

AMENDMENTS/REVIEWS

Amended 07.06.2012, Amended 23.02.2017, Amended 23.09.21, Amended 06.06.24,
Amended 03.10.24

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