







What To Do If a Person We Support Goes Missing During Support.

Use this Procedure if a person goes missing during support. For supporting guidance see [LWB NDIS 5141 Person We Support Goes Missing – Practice Guide](#).

- Follow the [NDIS LWB 5143 Person We Support Goes Missing Action Plan](#) for the person we support.
- Follow the steps below as required

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| <p>Phone</p>  | <ul style="list-style-type: none"> • Phone the missing person if they have a mobile phone. <i>Note: If you are calling from your personal phone, you may wish to hide your caller ID. Steps for how to hide your caller ID can be found on the internet.</i> • Call the Disability Support Leader¹ (DSL) or On-Call to advise that the person is missing from support and ask for help. |
| <p>Search</p>  | <ul style="list-style-type: none"> • Conduct a search of the immediate area and places where the person was last seen. • Call out the person's name or alternative for hearing impaired. • If there is more than one staff available: <ul style="list-style-type: none"> - One staff member remains in the area. - The other staff member searches other areas or retraces steps. • Retrace your steps to the last place where you remember seeing the person. • Look in nearby areas or places. Search places that you know are places of interest for the person, or places the person was reluctant to leave. |
| <p>Talk</p>  | <ul style="list-style-type: none"> • Speak to other people we support and people in the area where the person went missing. • See if they have any information which could assist in finding the person. • Ask people who are in the area to assist in the search, including neighbours, security or store employees. |

¹ All references to a DSL includes other Frontline Leadership roles, such as House Supervisors.

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| <p>Contact</p>  | <ul style="list-style-type: none"> • Call Emergency Contacts to see if they have any information that could assist in finding the person. • Maintain contact with the DSL or On-Call and update them. They are available to provide you with any necessary instruction or support and assistance. |
| <p>Phone</p>  | <ul style="list-style-type: none"> • Continue to look for the person and phone them if they have a mobile phone. • Check their Person We Support Goes Missing Action Plan to confirm the time to notify the Police (000). • Contact the Police as required and provide details of the person’s last known whereabouts, a description of them and any helpful information listed in their Person We Support Goes Missing Action Plan. • The Police may ask you to attend a local police station to complete a report instead of the Police attending the site. Call the DSL or On-call for assistance if that is the case. |
| <p>Documentation</p>  | <ul style="list-style-type: none"> • Update the DSL or On-Call of any changes or if the person is found. • Before your shift ends, write a Progress note and i-Sight report [client missing>missing>whereabouts unknown] detailing the event and your actions. • If the person reported missing is not found by the end of your shift, provide the next worker on shift with all the relevant information, including who has been informed and when. • Tell staff where they can find any files or information about the missing person or event. • The DSL or On-Call is to ensure emergency services have the name and contact details of staff coming on shift. • The DSL or On-Call is to help with handover if staff are needed in a different location. |

Looking After You

Dealing with a missing person is difficult. Please talk to the DSL or On-Call. They are there to help and assist you. You may like to contact the LWB Employee Assistance Program, Converge, and chat with them. Call 1300 687 327 (24/7).