LIFE WITHOUT BARRIERS

Purpose

Life Without Barriers (LWB) is committed to partnering with the people we support and enabling them to have a lifestyle of choice and to receive supports in a way that matters to them. Our role is to deliver high quality supports that value the person's right to self-determination, independence and choice, and improve their safety by minimising potential risks to their health and wellbeing.

The NDIS LWB 5001 Client Profile is a single reference document that provides a clear understanding of the person, how best to support what is important to and for the person, and assess and manage any risks. This procedure provides LWB staff with a clear understanding of how to develop and review a Client Profile with the people we support. This procedure will be reflected in our practice in supporting adults with Disability within Shared and Supported Living (SSL) and Lifestyle Supports (LS).

The Client Profile

The Client Profile demonstrates how LWB works with the people we support to translate information into a format that allows staff to understand their needs and deliver supports safely and competently. It identifies information about the person's support network, support requirements, communication needs and refers staff to other relevant support documentation.

The Client Profile provides evidence of how LWB works in collaboration with the person to identify, assess and minimise risks, and yet focus on enabling them to achieve their personal goals, while maintaining safety with the support of LWB staff.

The Client Profile is closely aligned with the Individual Support Plan (ISP), working together to guide service delivery. The Client Profile captures what is important for the person and what their support requirements are, where as the ISP focuses on what is important to the person and how they would like their support delivered.

The Client Profile is completed by the Disability Support Leader (DSL)[1] in consultation with the person we support and their support network.
Note: A DSL can delegate the development of the Client Profile to a suitable Disability Support Worker (DSW), however it remains the responsibility of the DSL to ensure that the task is completed within the allocated timeframe and to the required standard.

To assist in the completion of the Client Profile, staff can refer to the:
NDIS LWB 5001b Client Profile – Quick Reference Guide
NDIS LWB 5001c Client Profile – Resource for Client Risk Checklist Management
NDIS LWB 5001d Client Profile – Example.

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

Who needs to have a Client Profile completed?

Any person who receives Shared and Supported Living (SSL) and/or Lifestyle Supports (LS) from LWB is required to have a current Client Profile. The Client Profile is a key source of client information for LWB staff which is developed on the commencement of service delivery and reviewed at least annually.

Developing a Client Profile

Initial Client Profile Development Meeting	**The Disability Support Leader will:** • Arrange a meeting with the person we support and anyone they would like there to support them, to gather the information needed for the Client Profile. • Hold the meeting in a private area that is comfortable for the person we support. • Complete all sections of the NDIS LWB 5001 Client Profile. • Communicate in a way to allow the person to feel comfortable talking about their support needs, and to make informed choices and provide consent about what information they would like to share. This includes supporting the person to have conversations with their decision-making support network or authorised decision-maker. • Ensure the person's dignity, privacy and rights are always considered during the meeting, especially during discussions about intimate personal care needs. • Talk to the person we support and include them in all aspects of the conversation, even if they have limited communication. Avoid talking about the person to their support network. • Look for non-verbal communication that might indicate the person we support is feeling embarrassed or uncomfortable with the conversation; offer to have a short break or come back to that section later if required. • Be sensitive and respectful in phrasing questions, responses and statements. • Ask open-ended questions so that the information gathered is in the person's words, not simply a yes/no response to a question.
	The Disability Support Leader will: • Ensure the person's Personal Information details are completed – this can be found on the person's Engagement Form, taken from the previous version of Client Profile and/or by talking with the person we support. • Upload a recent photograph of the person to include on the front page

Completing the Client Profile	• Ask the person we support if they would like to share any information about their cultural identity and ethnicity and complete the questions if they choose to • Record the person's key contacts. This includes their primary and secondary contact, and other relevant contacts such as their Authorised Decision Maker; Financial Guardian; NDIA or LAC Planner; Plan Nominee; Plan Manager; Self-Managing – Nominee; Support Coordinator and anyone else in their Support Network. • Record the contact details of any Medical and Allied Health Professionals that support the person. This may include their General Practitioner, Dentist, Podiatrist, Psychiatrist, Occupational Therapist, Physiotherapist, Speech Pathologist, Dietitian etc. • Record the details of where the person is regularly located during the day if not at home (e.g. work, school, lifestyle supports centre, etc). • Talk to the person and determine what their support requirements are for each of the listed areas. For all areas which the person requires assistance from LWB, record whether there is a support plan in place for LWB staff to refer to for further information. If there is no support plan, provide details of the person's preferences and how LWB staff can assist them in that area. If support is not required by LWB, select N/A. • Determine if the person has a Communication Support Plan in place – if they don't and it is relevant, provide details about their communication support needs. Provide details of whether the person uses augmentative and alternative communication tools or systems, and if relevant, complete the Communication Dictionary. • Indicate whether the person requires assistance with any HIDPA tasks. LWB staff then refer to the relevant HIDPA support plan for further information. • Indicate whether the person has a Positive Behaviour Support Plan. LWB staff then refer to that plan for further information. • Indicate any alerts (allergies, dysphagia or a Do No Resuscitate Plan) that staff need to be aware of to ensure the person remains safe while being supported.
The Risk Section of the Client Profile	• The Risk section of the NDIS LWB 5001 Client Profile is broken into two areas – The Client Risk Checklist and the associated Risk Management Plans and the process of identifying and managing risk is completed in two stages: 1) Identifying risks relevant to the person by completing the Client Risk Checklist

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2) Developing Client Risk Management Plans for each risk identified

Combined, this allows LWB to confirm the risk exists, who the risk affects, whether the risk affects any goals, what conditions the risk is present, how to prevent the risk, how to manage the risk, where management plans are located and how effective the management is.
The overall aim of Client Risk Management is to enable the person to be supported and participate in the activities they wish through treating the risks identified to minimise their effect on the person we support, staff and their environments.

Note: For the benefit of staff who are reading the Client Profile to quickly understand the person’s support needs, the Client Risk Management Plans appear ahead of where the risk, likelihood and consequences of each risk are identified (these sections are now located in Appendix 1).
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<td>Completing the Client Risk Checklist</td>
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The Disability Support Leader will:

Refer to the NDIS LWB 5001c Client Profile – Resource for Client Risk Checklist Management for assistance with the definition of Risks, examples and suggested Risk Management Strategies.
Work through each Risk Category (shaded blue) within the Risk Checklist to identify risks as follows:

Where no risks within the category apply to the person, select the Not Applicable (NA) option listed in the blue bar and move to the next category.
Where risks within the category are relevant, work through each risk and select either No or Yes. A selection must be recorded for each risk.
Where a particular risk area or a risk associated with an Individual Support Plan is not listed, add details in “Other” section of the category and where numbering is required, apply numbering with an alphabetic references such as 9a, 9b etc.
High Intensity Daily Personal Activities (HIDPA) – Where the person has no HIDPA support requirements, select No HIDPA requirements checkbox at top of the page. Otherwise, work through each category as per previous risk areas.

Ensure completed Nutrition and Swallowing Risk Checklists are referenced when completing this section. Where risk is identified, complete the Nutrition and Swallowing Risk Checklist on behalf of the person and organise for the person and the updated Checklist to be reviewed by the GP if required.
Indicate if a person has no identified risks by checking the box at the end of the Client Risk Checklist.
The Client Risk Checklist is to be completed annually and updated any time a new risk arises, existing risks change or there are environmental

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	changes e.g. a new activity, an injury or illness that may affect the level of risk associated with different activities. The Client Risk Checklist should also be reviewed following an incident and amended if relevant.
Completing Client Risk Management Plans	**The Disability Support Leader will:** • Develop Risk Management Plans for every risk answered with a Yes in the Client Risk Checklist as follows: - Using the table included in Appendix 1 (page 20) in the Client Profile as a guide, complete the Risk Management Plan table on page 7 for the first identified risk. - For all additional risks, copy the Risk Management Plan table in Appendix 2 and paste to the intentionally blank page (page 8) as many times as required to cover off all risks identified. OR • Talk with the person to determine if they choose to manage the risk themselves. In this case LWB will provide general emergency response only. Where the person chooses to manage their own risk, complete Section 7.1. and do not develop a Client Risk Management Plan. OR • Talk with the person to determine if they would like to explore alternate risk management strategies regarding the identified risk/s outside of usual LWB Risk Management practice through enacting the LWB NDIS 936 Statement of Informed Choice. Use of the Statement of Informed choice is detailed within the NDIS LWB 931 Independence and Informed Choice Procedure, and NDIS LWB 932 Independence and Informed Choice Practice Guide. Where the person chooses to enact the Statement of Informed Choice, complete Section 7.2 of the Client Profile and do not develop a Client Risk Management Plan. • Ensure that if a person has Restrictive Practices in place to assist manage risk, including for Behaviour Support, the details of each practice, its Authorisation date and Expiry date are recorded in the Restricted Practices section. This section must be updated any time a new practice is authorised or a practice is ceased.
	The Disability Support Leader will: • Sign the Client Profile as the staff member completing the document (unless otherwise delegated), along with the person we support and/or their Authorised Decision Maker. • Ensure that all staff rostered to support the person have signed the Staff accountability section of the Client Profile. Once all relevant DSWs have signed the plan, it can be saved to CIRTS.

Finalising the Client Profile	• Ensure the Client Profile is saved in the person's CIRTS record via this pathway: - **Shared and Supported Living** – Client CIRTS Record > Plans and Assessments > Add New Plan > Service Type – *Choose the applicable SSL service type* > Plan Name - *select Client Profile* > Complete as per plan and attach document. - **Lifestyle Supports** – Client CIRTS Record > Plans and Assessments > Add New Plan > Service Type – *Choose the applicable LS service type* > Plan Name - *select Client Profile*> Complete as per plan and attach document. • Ensure, where possible (and if there is a safe, easy to access place it can be stored), that the Client Profile is printed and a copy maintained where the person resides or receives Lifestyle Supports. • Ensure all new staff read the Client Profile and understand their responsibilities in supporting the person to manage risks identified using the management strategies listed or refer to related management plans where listed. • Apply apply ethical principles and best practice standards for substitute decision making, and ensure that no LWB staff member will act as an authorised decision-maker for any people they support. Instead, LWB staff will support decision making by focusing on resources and support that enables a flexible approach to enhance choice and control of the people we support, by strengthening opportunities for a person to be part of a collaborative network of relationships that influence how and what decisions will be made.
Review	**The Disability Support Leader will:** • Ensure that the Client Profile is reviewed at least annually and when any new risks are identified, any risks have ceased or a risk management plan is no longer required. This review needs to occur 16 weeks prior to the Service Agreement ending for people receiving SSL support and 8 weeks prior to the Service Agreement ending for people receiving LS support. • Review the Client Profile as follows: - Check whether the version they have is the latest, where it is not, download from the LWB Disability Pathway. Where the version is the same, save as a new document - Check that all details are still correct in each section of the Client Profile and Risk Management Plans, and update information and dates as needed.

	- If applicable, re-complete section 7.1 and/or 7.2 and ensure the Statement of Informed Choice is still current (renew if required) - Check all Restrictive Practices information recorded is current and correct - Upload entire Client Profile document to CIRTS. • Ensure all support plans identified within the Client Risk Management Plan are reviewed as needed from the relevant external professional in line with the person's NDIS Plan funding requirements. • Ensure all updated plans should be recorded in the Client Risk Management Plan and uploaded to CIRTS. • Identified risks, risk management strategies within the Client Profile and related support plans are reviewed with the person and their support network and amended where required, as well as following any incident relevant to the risk or when things change in relation to a person's environment, support requirements or behaviour.