

Y Whittlesea

Direct Health Support Policy

1. Purpose:

The purpose of this policy is to guide staff on acceptable practices for providing direct health related supports to service users of the Y. The policy also covers the High Intensity Daily Personal Activities requirement specified under the NDIS Practice Standards.

The policy outlines how the Y will safely support service users to manage their conditions by ensuring that supports are individualised, recognises their rights, and needs and that any potential risks are managed.

2. Scope:

This policy applies to all staff including permanent, casual, contract workers, temporary agency workers, and volunteers.

3. Definitions:

- **Y Person/People:** includes employees, volunteers, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of the Y Whittlesea.
- **'The Y' or 'Y' or 'Y Whittlesea':** refer to YMCA Whittlesea Inc and YMCA Whittlesea Community Services
- **Client/Participant/Service User:** any person accessing Y program
- **Health Supports:** supports performed, provided, or arranged to promote, improve, conserve or restore mental or physical well-being of a person. This includes asthma, anaphylaxis, diabetes, allergy or any other medical condition that typically requires an action plan to effectively manage the condition
- **High Intensity Daily Personal Activities:** a term used by the NDIS to describe the more complex supports some people need to manage their daily lives.
- **Enteral Feeding:** intake of food via gastrointestinal (GI) tract. Enteral feeding may mean nutrition taken through the mouth or through a tube that goes directly to the stomach or small intestine.
- **Subcutaneous Injections:** injection that is given in the fatty tissue just under the skin
- **Diabetes:** a disease in which the body's ability to produce or respond to the hormone insulin is impaired, resulting in abnormal metabolism to carbohydrates and elevated levels of glucose in the blood.
- **Insulin:** a hormone produced in the pancreas by the islets of Langerhans, which regulates the amount of glucose in the blood. The lack of insulin causes a form of diabetes.
- **AQHP/ Appropriately Qualified Health Practitioner:** a practitioner with appropriate recognised training and registration specific to the health concern. For example, physician, doctor, specialist, nurse, psychiatrist, psychologist, dietician, speech pathologist and occupational therapist.

4. Principles:

- The Y will comply with the NDIS Practice Standards
- People can access the most appropriate supports that meet their needs, goals and preferences in a way that ensures their safety, promotes, upholds, and respects their legal and human rights
- Medical support needs must be prescribed by a doctor and all processes must be documented and authorised by a doctor
- Direct health supports for people must be provided by trained, skilled and competent staff
- Training for specific direct health supports must be provided by a suitable qualified person
- Supports are provided in ways that respect a person's dignity and right to privacy

4.1 The role of staff at the Y

Staff required to deliver health related supports as specified in this policy will have access to relevant plans and training required to deliver the supports safely and in line with a person's needs and preferences.

4.2 Key actions

- When a person first accesses the Y services, information about any medical or complex supports will be added to the person's service record based on information provided in the enrolment/registration and assessment. This includes information about the type of support, process, frequency, dosage and any other relevant information.
- Any required management plans will be developed by an AQHP and include instructions on how to manage the person's condition, risks that may be present, how to respond in the event of a related incident or emergency and will specify a required review period. This will be store on the person's file and also kept with any necessary medication/equipment.
- The participant and/or their guardians/supports will be consulted to understand any additional risks related to the health supports and to develop risk minimisation strategies.
- Coordinators are responsible for ensuring staff are trained and competent at delivering the required health supports prior to service delivery and that written evidence of this training is kept on staff's file. A staff member **must not** provide health-related supports that they are **not** trained to provide.
- The Y maintains a database of trained staff and the direct health supports that they are trained to provide.
- All workers responsible for administering health supports must understand the effects and side effects of any medications and the steps to task in the event of an incident involving medication. Staff have access to the internet which provides access to product information and consumer medication information. For detailed instructions please read the [Medication Procedure](#).
- If trained staff are not available, the Y will support the person to seek medical services such as a nurse or doctor.

Direct health supports that the Y is registered to provide under the NDIS:

- Complex bowel care
- Enteral (PEG) Feeding and Management
- Subcutaneous injections (adrenaline auto-injectors such as EpiPen)
- Severe Dysphagia Management
- Midazolam administration (for high risk of seizures)
- Mealtime Management
- Diabetes Management
- Medication Management
- Disposing of Wastes
- Implementing Restrictive Practices

Future supports may include:

- Urinary catheter management
- Tracheostomy management
- Ventilator management

If a person accessing the Y services develops/acquires a new health condition that requires ongoing health support, the person will be required to undertake a health needs assessment by an AQHP before the supports can be provided.

If a person uses multiple service providers, the provider undertaking the support coordination role on behalf of the participant is responsible for ensuring all providers work collaboratively in supporting the person. For people with complex needs, a written agreement may be needed to document how, where and when the person will be supported, and this must be signed by all service providers who support the person.

Any mistake or error in providing direct health supports must be reported immediately using incident management policy.

5. Related policies and Related Procedures:

- [Connection and Assessment Policy](#)
- [Food Safety Policy and Procedure](#)
- [Medication Policy](#)

6. Related Procedures:

- [Connection and Assessment Procedure](#)
- [Medication Procedure](#)
- [Mealtime Management Procedure](#)
- [Enteral Feeding Procedure](#)
- [Diabetes Procedure](#)

7. Supporting documents:

- Annual Registration and Assessment Form
- Diabetes Action Plan
- Anaphylaxis Action Plan
- Enteral (PEG) Feeding Plan
- Epilepsy Management Plan
- Other Health Management/Action Plans (as required)
- Medication treatment summary
- Medication administration sign off sheet

8. Legislative and Industry Requirements:

- [Link](#) to Legislative Compliance Register

9. Consequences of breaching this policy:

All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).

10. Variations:

Y Whittlesea reserves the right to vary, replace or terminate this policy from time to time.

11. Policy owner:

The General Manager is responsible for keeping this policy current - including making amendments as required, and regular reviews as scheduled.

12. Document Control:

Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate Y People.

Policy available on Y-MAC>Communication>Manuals and Files>Policies and Procedures

This document is due for review on 6/01/2027.

Version:	Description of Amendment	Amended by	Approver and Date	Release Date
4.0	Reviewed, general reformatting, removing e-mims reference and updating to include internet	Annette Jurisch	Annette Jurisch 06/01/2025	06/01/2025
3.0	Merge Diabetes Policy, Enteral (PEG) Feeding Policy and Medical Conditions Policy into the Direct Health Supports Policy	Maxine Vu	Annette Jurisch 06/12/2021	06/12/2022
2.0	Inclusion of Mealtime Management	Annette Jurisch	Annette Jurisch 06/04/2022	06/04/2022
1.0	Document creation	Annette Jurisch	Annette Jurisch 12/12/2021	12/12/2021