



HS1	Healthy and Safe Services	Client Health Care Needs Policy and Procedures
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What this policy aims to do	To support and respond to the health care needs of clients.
Who this policy applies to	All staff and volunteers involved in service delivery
Who is responsible for carrying out this policy	The CEO or responsible managers and service delivery staff
What words used in this policy mean	<p><i>'Person responsible'</i> means someone who can make decisions on another person's behalf</p> <p><i>'Medical treatment'</i> means any procedure conducted by a registered medical professional</p>
Legislation this policy is based on	<p>National Disability Service Standards</p> <p>Human Services Standards</p> <p>Victorian Child Safe Standards</p> <p>NDIS Practice Standards 2020, Core Module</p>
Other relevant policies	<p>HS13 Duty of Care</p> <p>HS15 First Aid</p> <p>A1 Client Rights and Responsibilities</p> <p>HS3 Health Promotion</p> <p>HS2 Medication Safety</p> <p>HS7 Information Privacy</p>

Version	Date	Author/Editor	Approved by	Notes
1.0	26/8/2016	Peter Lane		
1.1	31/5/2018	D Stephenson		Update format
1.2	25/3/2019	D Stephenson	S Reeves	Rewrite to better overlay First Aid Policy and Medication Management Policy.
1.3	16/6/2020	D Stephenson	S Reeves	Annual Review. Added Guardian and Client Incident Report.
1.4	3/12/2021	T de Vries	S Reeves	Added NDIS Standards Reference, NDIS Quality & Safeguards Commission

Client Health Care Needs

MASS will work to ensure that all clients feel safe and supported while accessing MASS services. At the start of any service for a client, MASS will work to develop and maintain clear plans and processes to support a client's health care needs and will allocate time to discuss, practice and review health support planning policies and processes.

Goals

The goals of the health care needs policy are to:

- Promote client engagement in learning and wellbeing
- Provide access to education
- Respond to diverse client needs, including health care.

To achieve these goals MASS will:

- Provide short or long term first aid planning (HS15), supervision for safety, routine health and personal care support (A8) and occasional complex medical care support.
- Make local decisions
- Create innovative solutions to meet all client's needs
- Anticipate, plan and manage health support.

Managing Client Illness

MASS staff will work to ensure that clients who are ill receive suitable medical care, as quickly as possible. An Individual Health Support Plan and if appropriate an Emergency Care Plan will be developed for all clients accessing MASS services. This policy provides further information to the care of clients after the provision of first aid and before emergency care may be considered the most appropriate measure.

Parents/carers/guardians must provide MASS with information on the health status of the client, including:

- Medical conditions, current treatments and treatment plan
- Medication list and administration method
- Immunisation status
- Known allergies
- Previous injury
- Name and contact details of medical practitioners.

MASS staff will discuss all aspects of medical care - including doctors, hospitals, chemists, emergency services - with the person who is unwell and/or their family or guardian where the person is a child or young person, and provide support to adult clients so they can make their own choices about treatment/s as far as possible.

Every step in the treatment of illness will be recorded in the person's file, with dates, times and legible signatures from all professionals providing medical services.

MASS staff make sure any external people also respond to a person's illness in ways that protect the person's privacy and dignity as well as their health and safety. All staff involved in providing support to the ill person will be told about the treatment plan, but information will be shared only as needed to balance the person's right to privacy and duty of care.

Any health or screening tests or other follow-up action recommended by the doctor will be arranged as soon as possible.

All medication will be administered in accordance with MASS' medication safety policy (HS2).