PROCEDURE

Participant Not Home Procedure

What to do when you arrive for a shift and the participant is not home or does not answer.

APPLIES TO	DOCUMENT TYPE	VERSION
All Axis Supports support workers (employees and contractors), ACT and NSW	Procedure	2.0

EFFECTIVE	NEXT REVIEW
October 2026	October 2027

1 Purpose

Axis Supports is committed to the safety and wellbeing of participants and workers, and to providing reliable, professional supports. This procedure explains what a worker must do when they arrive for a scheduled shift and the participant is not there.

2 Procedure

2.1 When you arrive

1. Arrive at the participant's home at the scheduled start time.
2. Try to make contact by knocking on the door and ringing the doorbell. If the participant's phone number is in your shift details, call them.

2.2 Phone the office straight away

3. If there is no answer, phone the office on **1300 696 888**, or the on-call coordinator outside business hours.
4. The office will usually ask you to wait until 15 minutes past the scheduled start time.
5. While you wait, stay visible and approachable near the home and behave professionally.

2.3 If you are worried about the participant's safety

- If you see or hear anything that suggests the participant may be hurt or unwell, such as a call for help, signs of a fall or smoke, call **000** immediately, then phone the office.
- Do not force entry. Only enter the home if the participant lets you in or emergency services tell you to.

2.4 After the 15 minute wait

6. If the participant has not arrived or made contact, phone the office again.
7. Give the office the participant's name and address, the time you arrived and everything you have tried.

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2.5 What the office will do

- Try to contact the participant, their nominee or emergency contact, and their support coordinator if needed.
- If no one can be reached and there is a concern for the participant's wellbeing, the office may ask the police to do a welfare check.
- Tell you what to do next: for example, keep waiting, come back later, or end the shift.

Do not leave the area until the office tells you to.

2.6 Recording

- Record in your shift notes the time you arrived, the steps you took, every attempt to make contact and the instructions you were given.
- Submit your notes as soon as possible and tell the office staff verbally as well.

2.7 Follow up

- The office decides the next steps based on what you report, and follows up with the participant to check they are safe.
- The office manages any short notice cancellation charge in line with the participant's service agreement and the current NDIS Pricing Arrangements.
- If this happens more than once, the office will talk with the participant (and their supporters, if the participant agrees) about whether their supports or schedule need to change.

3 Not following this procedure

Following this procedure is essential to keep participants safe and maintain the quality of our supports. Not following it may lead to disciplinary action, up to and including termination of employment or engagement.

4 Contacts

Office: 1300 696 888. During business hours ask for Scheduling. Outside business hours, contact the on-call coordinator.

Canberra office: Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911, admin@axissupports.com.au
Sydney office: Shop 1, 5 George Street, North Strathfield NSW 2137, adminnsw@axissupports.com.au

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Document control

Document type	Procedure
Version	2.0
Effective date	October 2026
Next review	October 2027
Document owner	Director
Approved by	Director
Related documents	Support Worker Late Cancellation Policy; Incident Report Form; Incident Management Policy; Service Agreement
Legislation and standards	NDIS Code of Conduct; NDIS Practice Standards (Core Module); NDIS Pricing Arrangements and Price Limits (cancellations)
Version history	v1.0 (2024) issued as Client Not Home Policy. v2.0 (October 2026) full review: renamed, template wording removed, welfare check steps added, both office addresses, Axis Supports branding.

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