

Pain Management Policy and Procedure

1.0 Purpose

Pain is more common in participants than in the general population and can often go unrecognised. Untreated pain can also have negative physical and mental health effects and can be a cause of behaviours of concern.

Participants have a right to maintain optimal health. Our organisation must monitor participants' health, safety and wellbeing, support participants to maintain their health and access appropriate health services.

2.0 Scope

This policy and procedure guide all staff who develop and implement support plans.

3.0 Policy

All staff working with participants are required to monitor their health and safety. Pain can be part of the participant's everyday life and must be monitored to ensure that a Pain Management Plan can be devised by their doctor if required. This Pain Management Plan may include physical, psychological or pharmacological interventions, and dental checks are essential for pain management (see *Oral Health Policy and Procedure*).

Staff are required to observe, record and report physical and behavioural changes in participants that may indicate pain. Staff must inform their supervisor of the pain or discomfort experienced by the participant. General Manager/Community Engagement Coordinator will be informed of the symptoms and concerns so they can arrange access to a medical review.

Providers must comply with the NDIS Code of Conduct and the NDIS Practice Standards when supporting participants at risk of increased pain

All staff must follow the NDIS Code of Conduct and undertake the following:

- provide supports and services safely and competently with care and skill
- promptly take steps to raise and act on matters that may impact the quality and safety of participants' support and services.

121 Supports Hunter Pty Ltd is committed to demonstrating compliance with the [National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#) and the [NDIS Code of Conduct](#). This policy is linked to the NDIS Practice Standards, including:

- **Access to supports:** each participant can access the most appropriate supports that meet their needs, goals and preferences.
- **Human resource management:** each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.
- **Incident management:** each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, responded to, well-managed and learned from.
- **Independence and informed choice:** each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.
- **Information management:** each participant's information is managed to ensure that it is identifiable, accurately recorded, current and confidential. Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.
- **Responsive support provision:** each participant can access responsive, timely, competent and appropriate supports to meet their needs, desired outcomes and goals.
- **Risk management:** risks to participants, workers and the provider are identified and managed.
- **Safe environment:** each participant accesses supports in a safe environment that is appropriate to their needs.
- **Support planning:** each participant is actively involved in the development of their support plans. Support plans reflect participant needs, requirements, preferences, strengths, and goals, and are regularly reviewed.

4.0 Procedure

At intake, the participant's current pain management plan is recorded. Strategies will be designed using this pain management plan to allow staff to implement the requirements.

Staff will observe and record the participant's pain. When the pain increases or the pain management is not working, or upon the participant's request, the worker will inform their supervisor, so Director can contact the participant and their relevant people to seek additional support.

4.1 Supporting Participants

Participants are also less likely to have accessed preventative health assessments and treatments that reduce the pain, such as regular oral health care and pain management assessments.

4.1.1 Comprehensive health assessments

Regular comprehensive health assessment improves detection of health needs, enables active management, and significantly reduces health risks and poor health outcomes. The annual review of the support plan will ensure a comprehensive health assessment, as required.

Comprehensive health assessments of participants include reviewing factors that may increase the risk of increased pain. (see *Comprehensive Health Policy and Procedure*).

121 Supports Hunter and our staff can support participants in proactively talking to their doctor about developing pain management plans.

5.0 Related Documents

- 121 Person Centered Support Plan
- Access to Supports Policy and Procedure
- Support Planning Policy and Procedure.
- Responsive Support Provision Policy and Procedure
- Independence and informed choice Policy and Procedure
- Incident Management Policy and Procedure
- Information Management Policy and Procedure
- Lifestyle Risk Factors Policy and Procedure
- Comprehensive Health Policy and Procedure
- Oral Health Policy and Procedure

6.0 References

- NDIS Practice Alert <https://www.ndiscommission.gov.au/document/3311> Pain Management
- NDIS Code of Conduct Rules 2018
- NDIS Practice Standards and Quality Indicators 2021