



# Helping Hands Support Services Ipswich

## Shift Notes – Training Guide

### Purpose

Shift notes are a formal record of support delivered under the NDIS. They provide evidence for billing, continuity of care, and compliance with the NDIS Practice Standards.

### Key Principles (Always Remember)

- Notes must be factual, objective, and professional
- Complete notes during or immediately after the shift
- Record observable facts only – what occurred, what was said, what support was delivered
- Use clear, plain, and respectful language
- Maintain privacy, dignity, and confidentiality always

### Do Not Include:

- Personal opinions, assumptions, or emotional language
- Diagnoses, clinical judgements, or labels unless reported by a third party i.e. Doctor, Physio or OT etc.
- Unclear or non-standard abbreviations

### Required HHSSI Shift Note Layout

**Client Name:**

**Date of Support:**

**Shift Start & Finish Time:**

**Support Worker Name:**

**Locations Attended:**

**Travel Details:**

- Own Car / Company Car
- Total kilometres driven (if applicable)
- No kilometres travelled (if applicable)

### Supports Provided

Briefly and clearly document the support delivered during the shift, such as: - Personal care - Community access - Domestic assistance - Skill development

*Audit Example:*

> Supported client with meal preparation and community access to local shops in line with NDIS plan supports.

## Client Presentation & Engagement

Document observable presentation only: - Mood and behaviour - Communication and interaction - Level of engagement

*Audit Example:*

> Client appeared calm, communicated clearly, and engaged in all planned activities.

## Activities Completed

List of key activities undertaken during the shift: - Appointments attended - Community outings - Home-based tasks

## Progress Toward NDIS Goals

Clearly link activities to the participant's NDIS goals: - Skills practiced - Independence encouraged - Outcomes achieved

*Audit Example:*

> Client independently selected groceries and completed payment, supporting goals related to independent living and decision-making.

## Health, Safety & Incidents

Document any: - Incidents or near misses - Injuries or health concerns observed or reported - Medication prompts (do not administer unless authorised)

If **no issues**, record:

> *No incidents, injuries, or safety concerns observed during this shift.*

## Handover / Follow-Up Actions

Document any required follow-up: - Upcoming appointments - Concerns to escalate to HHSSI management - Items to monitor during the next shift

## HHSSI Compliance Checklist

- Shift times recorded accurately
- Supports delivered align with the participant's NDIS plan
- Notes are factual, objective, and free from opinion
- Incidents documented and escalated in line with HHSSI procedures
- Travel recorded correctly and consistently

## Staff Reminder

**If it is not documented, it cannot be verified, billed, or audited.**