**INTERNAL AND EXTERNAL ESCALATION SAMPLE GUIDELINE**

**FOR HEALTH SERVICES WORKING WITH PERSON UNDER 65 WITH DISABILITY**

**Patient identified as eligible for NDIS but with barriers to discharge planning**

**Consider complaint to NDIS Quality   
and Safeguards Commission or Commonwealth Ombudsman**

\*e.g. Health Liasion Officer (HLO), NDIA team leader/director/engagement lead, complex   
support needs liaison.

\*\* e.g. disability advocacy agencies,   
staff from other health services

**Alert health service NDIS representative**(e.g. social work clinical leader) to   
escalate to Intensive Support Team (IST)[intensivesupportteam@dhhs.vic.gov.au](mailto:intensivesupportteam@dhhs.vic.gov.au)

**Operations Director to inform Executive/CEO as required**

**Complete complaints/feedback   
form on NDIA website:** [www.ndis.gov.au/contact/feedback-and-complaints](https://www.ndis.gov.au/contact/feedback-and-complaints)

**Consult senior NDIA/Local Area   
Coordinator contacts\* and subject matter experts\*\***

**Escalate to Associate Director,   
Allied Health Director,   
Operations Director**

**INTERNAL**

**Clinical leader to pursue unresolved internal   
barriers to discharge planning pathway**

**Senior clinician to assist staff to pursue unresolved external barriers to discharge planning pathway**

**EXTERNAL**

**Arrange meeting with key staff and service representatives   
within 48 hours of barrier to discharge identified**

**Discuss Length of Stay meeting**

**Alert clinical leader/NUM**

**Consult with social work senior clinicians/champions**

**Clarify team plan**

Discuss at multidisciplinary daily meeting/handover/case conference