



INTERNAL AND EXTERNAL ESCALATION SAMPLE GUIDELINE

For health services working with people with disability

JANUARY 2020

Who is this escalation sample guideline for?

This guideline is relevant for health services staff working in a health setting with people with disability aged under 65. When assisting people with disability, there may be circumstances where internal and/or external interface practice issues occur that require escalation.

What is the purpose of the escalation sample guideline?

- Early identification of barriers to discharge planning
- Proactive rather than reactive response
- Concise and clear timeframes and actions for staff
- Defining roles and responsibilities for staff

The attached flow chart outlines the recommended escalation process. Staff may follow either the internal or external escalation pathway, or at times, may need to follow both pathways concurrently, depending on the issue they are addressing.

Both escalations aim to overcome barriers to discharge – one with **internal health stakeholders** and one with **external stakeholders**.

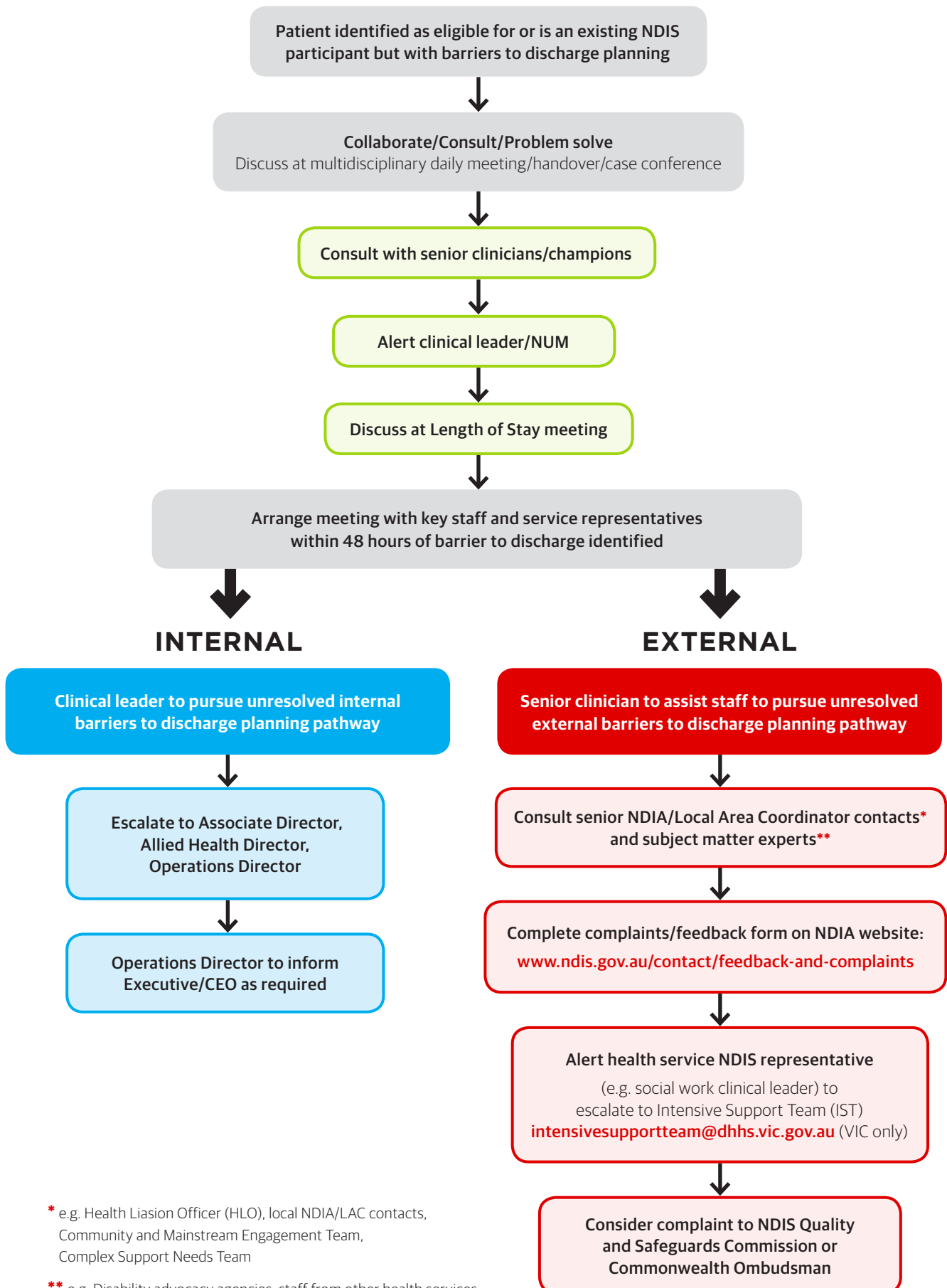
Examples of the need for internal escalation include (but are not limited to):

- Staff/team not meeting their obligations in regards to assisting a person with disability to navigate the National Disability Insurance Scheme (NDIS) pathway (e.g. not meeting internal key performance indicators such as starting NDIS process early)
- Alternative options to discharge are not appropriately explored (e.g. pressure to place person in residential aged care facility (RACF) rather than coordinate an age appropriate discharge plan)
- Lack of agreement among the clinical team about the discharge plan
- Decisions for discharge planning require higher level agreement (e.g. use of resources to facilitate a timely discharge)

Examples of external escalation include (but are not limited to):

- National Disability Insurance Agency (NDIA) agreed time frames have been exceeded and no update given, e.g. no access decision post 21 days (NDIA access decision key performance indicator)
- Change in a participant's support or care needs that requires a time critical response and you are experiencing difficulty engaging the NDIA
- Communication with an NDIA employee is inconsistent with understood NDIA protocol
- Unable to engage an NDIS funded service provider to coordinate timely support and care for a person
- Disability accommodation provider or carer relinquishes care of the person with disability

INTERNAL AND EXTERNAL ESCALATION SAMPLE GUIDELINE FOR HEALTH SERVICES WORKING WITH PERSON UNDER 65 WITH DISABILITY



* e.g. Health Liasion Officer (HLO), local NDIA/LAC contacts, Community and Mainstream Engagement Team, Complex Support Needs Team

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