



## Policy Medication

**Endorsed by:** General Manager

**Document Owner:** Support Services

### Section 1: Preamble

Goulburn Options is committed to working with participants to promote and support independence in all aspects of medication assistance.

This policy supports safe and appropriate use of medication assistance where participants require support.

Goulburn Options adopts a medication management approach that is safe and effective and complies with all relevant legislation and standards

### Section 2: Policy Statement

#### 2.1 Responsibilities

Goulburn Options employees who assist participants in administering medication have the responsibility to:

- Read and understand the Goulburn Options Medication Policy
- Undertake annual medication training and competency assessments
- Follow Goulburn Options Incident Management and Reportable Incidents policy if an accident or unplanned event occurs
- Follow infection control guidelines, including safe sharps disposal, to prevent the spread of infection amongst participants and/or other employees
- Work within the boundaries of their skills and training and comply with relevant training and instruction that is received on day-to-day medication practices

#### 2.2 Staff Training

Training module	Who	Frequency
E-TrainU; Medication Management	Disability Support Workers	Annually

Staff are encouraged to complete relevant medication skill sets within nationally recognised qualifications and subsequently provide training records to Goulburn Options Human Resources.

Additional specific medication training will be offered to staff as required within the scope of their job role.

## 2.3 Medication Management

### 2.3.1 Self-Administration and Administration

Capacity for self-administration should be assumed for all participants, unless:

- a) The participant and/or their nominee requests assistance with medication administration, or
- b) It is established via an assessment process that the participant does not have capacity to administer their medication.

All decisions made in relation to self-administration of medication, as well as the factors contributing to these decisions are recorded in the participant's file.

Participants should, where reasonable, be given the opportunity to develop skills to manage the administration of their own medication. This should be recorded in the participant's file and should identify the objectives, the method/methods used and employees responsible for capacity-building activities.

Where there is any uncertainty about a participant's ability to safely manage and administer their medications, a competency and risk assessment must be undertaken by a suitable qualified health professional in consultation with the participant and those involved in their care.

If a support worker is concerned that a participant is having difficulty in managing and/or administering their medications, the support worker should advise their supervisor of these concerns.

Employees must sign the Employee Signature Record to ensure signatures on medication administration forms can be verified and identified if necessary.

### 2.3.2 Decision Making and Consent

Participants are encouraged and supported to be involved in decision making about prescribed medication, as far as possible according to their capacity.

Consent is required before a participant can receive medical or dental treatment, except in an emergency. If a participant does not have the capacity to consent to receiving medical or dental treatment, a legally appointed guardian or Person Responsible must provide or withhold consent on the individual's behalf, unless in an emergency.

Participants who have the capacity have the right to refuse or withdraw consent to the administration of medication.

### 2.3.3 Documentation

For administration of medications including short-term prescriptions, Goulburn Options is required to have a medication purpose form completed and signed by a qualified Medical Practitioner or Health Professional. Documents accepted are:

- Goulburn Options Medication Purpose Form
- Doctor generated printout (many doctors prefer to use a print-out as it is more efficient, easier to update and clearer to read)

- The CMI (Consumer Medicines Information) available as a QR code on the medication record.

Goulburn Options encourages all prescription medication to be in a Webster-Pak, except for medications in liquid form which must be in original pharmacist packaging with written instructions for use.

It is preferable that Pro Re Nata (PRN) or “as needed” medication is in a Webster-Pak, however, original pharmacist packaging is acceptable with written instructions for use.

#### *2.3.4 Pro Re Nata (PRN) – As needed*

For administration of PRN:

- Goulburn Options PRN Medication Purpose Form must be completed by the prescribing doctor, outlining circumstances under which this medication is to be administered.
- Medication must be presented in either a Webster-Pak or pharmacy packaging clearly stating participant’s name, medication name, medication dosage and date.
- PRN medication is to be signed in on Goulburn Options PRN Sign-in and Administration form.
- Employees are to review all relevant Medication Administration documents prior to administering PRN. In the case of Restrictive Practice PRN, the Support Services Leader or Accommodation and Living Leader must be contacted for approval to administer RP PRN.

After administering PRN medication to a participant, the Goulburn Options employee responsible for administering the medication must initial the medication sheet and, unless working alone, a second Goulburn Options employee witnessing must also initial the medication sheet for the appropriate day and time. In the case of RP PRN, the Goulburn Options Restrictive Practice PRN Confirmation and Record document must be complete.

#### *2.3.5 Contraindications (when not to administer)*

Medications must not be administered if:

- The seven rights of medication administration as listed on medication administration sheets have not been met
- a prescription only medication has not been prescribed or recommended by a medical practitioner
- the medication is not contained in the original packaging or a Secure Dose Administration Aid (SDAA)
- the packaging is damaged or the SDAA has been opened
- the medication is past its use by date or has been damaged
- there is any reason to believe that the participant has had an adverse reaction of a previous dose
- if a participant is unable to receive it, such as if they are asleep, unconscious, drowsy, vomiting or having a seizure, unless a suitable dosing form/mechanism is provided for these circumstances (i.e., intranasal midazolam for seizures).
- the medication has been spilt on the floor
- the support worker has uncertainty about their competency to administer the medication or is uncertain about the prescriber’s instructions.
- Advised not to administer by a health professional.

### 2.3.6 Non-prescription Medication

These include any over the counter and complementary medications:

- Cough syrups
- Cold, flu and hay-fever preparations
- Pain killers
- Antacids
- Vitamin and mineral supplements
- Herbal preparations and other natural remedy medicines

Non-prescription medication can be dangerous as it can mask health problems and/or interact adversely with a person's prescribed medications or health conditions. Thus, pre-approval by the doctor to administer these medications is required and must be documented and signed off by the doctor in the same manner as any prescribed medications.

Please note: The above does not apply to those who self-administer non-prescribed medications such as Panadol. However, any non-prescribed medications must be in original packaging and stored in the locked top drawer of the medication cabinet, with keys only to be accessed by Goulburn Options staff. Participants who self-administer must ask staff to access their non-prescribed medication when they require it. Alternatively, medication can be in a locked medication bag.

### 2.3.7 Refusal of Medication

If a participant refuses medication, the following procedures should apply:

When known as a common event, persist (knowing the participant):

- Ask participant why they are refusing.
- Explain implications of not taking medication.
- If refusal continues do not force participant to take medication.
- Contact caregiver. If unavailable, contact Doctor or pharmacist and receive instructions.
- Complete an Incident Report using Goulburn Options Incident Report procedures.
- If refusal is becoming a common event, consult with caregiver and Doctor regarding possible alternatives.

### 2.3.8 Chemical Restraint

If chemical restraint is to be administered to a participant, Goulburn Options has a legal obligation to comply with Section 7, Restrictive Interventions of The Disability Act 2006.

To determine whether the medication is a Chemical Restraint, look at an individual participant's medication and reason for its prescription against the definition of Chemical Restraint to determine whether it is deemed a regulated restrictive practice.

For further clarification on whether a medication is deemed chemical restraint, email the National Quality and Safeguards Commission behaviour support team on:

[VICBehavioursupport@ndiscommission.gov.au](mailto:VICBehavioursupport@ndiscommission.gov.au).

**All participants who are administered chemical restraint must have a current Behaviour Support Plan developed by a Behavioural Support Practitioner.**

### *2.3.9 Reporting of Chemical Restraint*

Administration of Chemical Restraint must be reported monthly to the NDIS Commission by Goulburn Options Authorised Program Officer or delegate via the NDIS Commission Portal.

For further information please refer to:

[NDIS Commission Portal User Guide for Monthly Reporting of Restrictive Practices.](#)

### *2.3.10 Storage of Medications*

- All group programs medication is to be stored with the current medication sign-in and administration form in the locked top drawer of the medication cabinet, with keys only to be accessed by Goulburn Options employees
- Medication that is to be stored in the refrigerator is to be stored with the current medication sign-in and administration form in a locked container, marked "Medication," with keys only to be accessed by Goulburn Options employees
- Medication taken on day and overnight trips is to be stored with the current medication record form and medication sign-in and administration form in a locked medications bag, marked "Medication," with keys only to be accessed by Goulburn Options employees
- Medication in Goulburn Options 24 hour SIL houses is stored in the locked medication bags in the employee room, where a risk assessment has deemed necessary for safety.

### *2.3.11 Schedule 4 (restricted substances) and schedule 8 (controlled substances)*

There are some Schedule 4 (prescription only) medications which are also classified as 'restrictive substances'. These are medications that may have potential for misuse. They require more stringent regulation.

Both S4 restricted and S8 medications must be;

- Recorded on the S4&S8 Medication Inventory Record Sheet each time in supply from the pharmacy and each time administered to participants.
- Accounted for by maintaining the current balance of the medications.
- Stored in a double locked cabinet.
- The keys must be always kept on the support worker on duty.
- Counted by two employees at the start and end of each shift. Any discrepancies must be discussed with the supervisor or on call immediately. A full investigation must be conducted.
- S8 medications must be packed in a separate SDAA to other medications.

### *2.3.12 Medical Cannabis*

Medical cannabis can be either a Schedule 4 or Schedule 8 substance depending upon the classification of active ingredients in a product. This is commonly prescribed as CBD oil and is classified as a schedule 4. Support workers are

able to administer this medication when accessed by a legal prescription and has been dispensed and labelled by a pharmacist.

In the event that a client is prescribed medical cannabis products that are Schedule 8, this is raised with the Support Services Leader or Accommodation and Living Leader prior to administration to facilitate an internal review with senior management.

### *2.3.13 Incorrect Medication*

If a participant receives the wrong medication, is given medication at the wrong time, is given the wrong dosage, or no medication is given at all, the following procedures should apply:

- Report incident to the Accommodation and Living Leader or Support Services Leader
- Contact the participant's caregiver.
- If the caregiver is unavailable, consider contacting the participant's Doctor or any Doctor at the relevant surgery. Alternatively, contact a pharmacist to discuss implications and receive directions.
- In an emergency, consider contacting Poisons Information Centre on Phone Number: 131126 (24hrs a day)
- Follow instructions given, observe for side effects.
- Complete an Incident Report using Goulburn Options Incident Report procedures.

### *2.3.14 Discrepancies and Employee Concerns*

If an employee finds a discrepancy with the dosage, they are required to immediately contact the Pharmacist for directions.

If employees have concerns about medication side effects, etc. or if they require information in general, they should speak with the Accommodation and Living Leader or Support Services Leader and may be advised to contact the participant's Doctor or pharmacist.

### *2.3.15 Disputes about a Participant's Medication*

If an employee has concerns about a participant's medication, they should raise the matter with the Support Services Leader. If the Support Services Leader agrees, they should discuss the matter with the participant and caregiver and request the medication be reviewed by the participant's Doctor.

If an agreement cannot be reached and there appears to be a concern that there is an apparent risk to a participant's wellbeing, the participant will be referred to an appropriate external advocacy agency. (See resources cabinet [Disability Advocacy](#) on the NDIS Commission website).

If a participant requires further support in this matter an individual may contact the Office of the Public Advocate, who may in turn make a referral to VCAT for further investigation (under the Guardianship and Administration Act 2019).

## Section 3: Roles

Role	Responsibilities and Accountabilities
Board	<ul style="list-style-type: none"> <li>Oversee the development, review, and implementation of policies regarding medication administration.</li> <li>Ensure resources are allocated to training and compliance.</li> </ul>
Executive Management	<ul style="list-style-type: none"> <li>Ensure that policies and procedures are followed in relation to medication administration.</li> <li>Ensure staff training and competency assessments are conducted regularly.</li> </ul>
Team Leaders	<ul style="list-style-type: none"> <li>Supervise the administration of medications by Disability Support Workers (DSWs).</li> <li>Address concerns raised by staff regarding medication administration.</li> <li>Ensure staff are trained and competent in medication administration.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>Maintain training records for staff.</li> <li>Ensure all required documentation is kept up to date.</li> <li>Manage medication-related documentation and records.</li> </ul>
Workforce ( <i>DSW, Students, Volunteers</i> )	<ul style="list-style-type: none"> <li>Administer medications according to the policy and within the scope of their training.</li> <li>Complete required medication training and competency assessments.</li> <li>Report any discrepancies or concerns regarding medication administration.</li> </ul>

## Section 4: Related Documentation

Document Name	Document Type
Medication Purpose Form	Form
Training Records	Form
Consumer Medicines Information	Via QR Code
Medication Administration Record	Form
Code of Conduct	Policy
Training and Development	Policy

## Section 5: Definitions

Term	Definition
PRN Medication	Medications taken as needed, rather than on a fixed schedule. Typically used for pain management, anxiety, or other intermittent symptoms.
Schedule 8 Medications	Controlled medications, such as certain opioids or medical cannabis, which have a higher potential for misuse or abuse and require stricter documentation and oversight.
Restrictive Practice	Practices or interventions that restrict a participant's freedom of movement or choice for a particular period, such as physical restraint or the use of specific medications.
Competency Assessment	A process for assessing and confirming that a Disability Support Worker has the required skills and knowledge to administer medications safely.
Self-Administration	The process in which a participant is capable of managing and taking their medication independently, with or without support.

<b>Date of Last Review:</b>	June 2024	<b>Date of Next Review:</b>	June 2026
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