

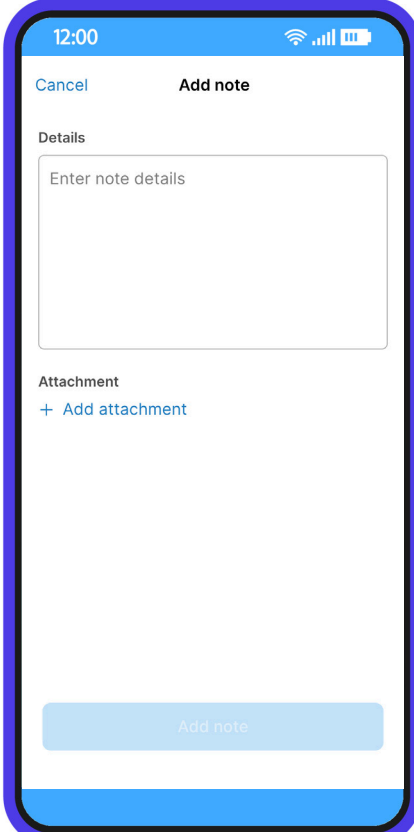
# How to write shift notes for Disability Support shifts

**At the end of each shift all Support Workers are required to write shift notes.**

**Shift notes are an important tool that helps keep a record of the care and support you provide.**

When writing shift notes, you should provide details about the below areas of care:

- **Activities**  
What did you both do during the shift?
- **Observations**  
How was the client and their environment presenting? (Mood, clean clothing, smells, facial expressions, information the client shared etc.)
- **Planning**  
What to plan ahead for your next shift. (Shopping list, appointments, community access ideas, etc.)
- **Transport notes**  
Details of client transport, to and from, kilometres travelled.
- **Goals**  
How are you and the client working together to achieve their goals?



The screenshot shows a mobile app interface for adding a note. At the top, the time is 12:00 and there are icons for signal strength, Wi-Fi, and battery. Below the status bar, there are 'Cancel' and 'Add note' buttons. The main content area is titled 'Details' and contains a large text input field with the placeholder text 'Enter note details'. Below this is an 'Attachment' section with a '+ Add attachment' button. At the bottom of the screen, there is a large blue button labeled 'Add note'.

Shift notes should be concise and contain all the appropriate details. They must also be accurate and free from judgement, opinions, prejudices and bias.

Remember that **other Support Workers can see your shift notes in the GoodHuman app.** Please make sure your shift notes are always respectful of the client and other Support Workers.

You may complete shift notes in the final ten minutes of the shift with the client if they are happy to contribute. This only applies to Disability Support shifts.

Please write and submit your shift notes in the GoodHuman app. To do this:

1. Tap *shift notes* in the relevant shift booking
2. You will then see the screen in the top right corner of this fact sheet. Please make sure your shift note includes the details above (activities, observations, planning, transport notes and goals)
3. Tap *add note*.