

Practice Guide

Writing a progress note for the person I support

Why write progress notes?

Notes are records created for each shift to document the support provided, the Customer's activities, observations, and progress towards goals. They are used to monitor how the Customer is working towards their goals and to capture routine updates. These notes serve as a tool to ensure continuity of care, track progress, and facilitate effective communication between different support workers.

What should I write?



What did you do with the Customer during the shift?



How was the Customer and their environment presenting?
(Mood, clean clothing, smells, facial expressions, information the Customer shared etc)



What was planned for your next shift?
(Shopping list appointments, community access ideas etc)



Details of Customer transport, to and from, and kilometres travelled



How you and the Customer are working together to achieve their goals



What notes are for: Shift notes track day-to-day progress, activities, and the Customer's feelings. They are used to monitor how the Customer is working towards their goals and to capture routine updates. They are also used as evidence of support provided.



What notes are not for: You can comment that an incident occurred, but Serious concerns or incidents should not be handled through notes alone. Put an incident in the incident management system and escalate to your supervisor.

Dos and Dont's for writing notes:



- **Be Clear and Concise:** Write clearly and use straight forward language. Avoid jargon and unnecessary detail.
- **Respect Customers and Others:** Ensure notes are always respectful of the Customers, other support workers, and anyone else involved.
- **Be Accurate and Objective:** Document facts, not opinions. Ensure all information is correct and unbiased.
- **Include Relevant Details:** Include key details like dates, times, specific observations, and actions taken.
- **Follow Confidentiality Protocols:** Ensure all notes adhere to privacy policies and do not disclose sensitive information.
- **Document Actions and Outcomes:** Record what actions were taken and the outcomes, including any follow-up needed.



- **Don't Delay Notetaking:** Record notes as in the final ten minutes of the shift with the Customer if they are happy to contribute, or as soon as possible after shift, to ensure accuracy and completeness.

Examples:

Day-to-Day Shift Notes (No incident or concern)

Note example: Support was provided as per the Support Plan. The Customer enjoyed playing bowling, smiling and laughing while engaging with staff. Afterward, the Customer used her mobile to order fish and chips for dinner. Staff assisted with the order by prompting her to navigate to the "chips" page. After dinner, the Customer helped fold and put away some clothes.

Day-to-Day Shift Notes (Incident or concern)

Note example: Everything was going well, and the customer appeared happy throughout the shift. After lunch, the Customer accidentally hit their leg on the dining table while trying to get up. Staff assisted the customer to their bed and checked if they were okay. The Customer said they were fine, just experiencing a little pain. Before finishing my shift, staff followed up with the Customer to ensure they were okay and comfortable with my departure. An incident report has been created on the incident system, and my supervisor was advised of the incident.