

# DELIVERY OF PERSONAL SUPPORTS TO PARTICIPANTS THAT LIVE ALONE: POLICY AND PROCEDURE

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## POLICY

### 1. PURPOSE

To identify and manage risks to participants who live alone and receive assistance with personal supports in their home from a sole worker.

### 2. SCOPE

This policy and procedure applies to Key Personnel and any person employed or otherwise engaged by **Provider Name** to deliver personal supports to a participant in their home. In this policy and procedure, a reference to the “participant” is a reference to a participant who lives alone.

The requirements of policy and procedure applies only to the supports and services involving the provision of personal supports by a sole worker to NDIS participants (**participants**) who live alone (referred to as “**lone working**”). Nothing in this policy and procedure limits requirements of **Provider Name**'s other policies and procedures.

### 3. POLICY STATEMENT

**Provider Name** will not assign an unsupervised worker (“**sole worker**”) to deliver assistance with Daily Personal Activities (“**personal supports**”) to a participant who lives alone unless:

- a risk assessment has been carried out (see [3.4] below); and
- a service agreement has been entered into that documents the processes for monitoring support delivery, supervising the sole worker and communicating with the participant (see Attachment A);<sup>1</sup> and
- if a relevant risk factor is identified, there is a documented plan for supervising the sole support worker.<sup>2</sup>

**Provider Name** will make a record of, and keep records up to date for:

- all participants that live alone and receive personal supports by a sole worker; and
- staff who work alone (sole workers) when delivering personal supports to participants in their home.

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<sup>1</sup> Alternatively, where all reasonable efforts have been made to enter into the service agreement and a copy of the written service agreement has been given to the participant.

<sup>2</sup> In this document, “**relevant risk factor**” refers to a risk factor listed in [3.2].

### 3.1 What must be done?

Where a participant lives alone and personal supports are delivered to the participant by a sole worker, **Provider Name** will:

- Identify if there are any factors (see [3.2]) that may impact on the participant's capacity to engage in the community and prepare a risk assessment (see [3.4]).<sup>3</sup>
- Identify processes for monitoring support delivery, supervising the sole worker and communicating with the participant, using methods and at a frequency that is relevant and proportionate to the participant's needs, preferences and risk factors (if any are identified).
- Identify how the participant's support worker will be selected, including the participant's role in selecting workers and their preferences for workers (e.g. gender).
- Where relevant, identify processes to engage with other providers that deliver supports or services in the participant's home or support them to access activities in the community.
- Develop the processes for monitoring, supervision, communication and worker selection in consultation with the participant and document these arrangements in the service agreement.
- Checking directly with the participant ("**Participant Check-Ins**") about their satisfaction with the type, quality and frequency of personal supports.
- Monitor implementation of the above processes to ensure they are being implemented in accordance with the service agreement.

### 3.2 Who is at risk?

Participants who live alone and are assisted with personal supports are at risk where there are factors that have a significant detrimental impact on the person's capacity to engage in the community. Relevant risk factors are:

- The person does not receive supports from any other NDIS provider that involves regular, face-to-face contact.
- The person has limited or no regular contact with relatives, friends or other people that the individual is well acquainted with.
- The person relies on equipment or another person to assist with their physical mobility.
- The person relies on equipment to communicate, or on another person to assist them to communicate or to use a communication device.

See [3.4] below for more information.

### 3.3 Engagement with other providers

Where there are other providers involved in delivering supports or services to the participant, the participant will be consulted about whether they would like **Provider Name** to share information with the other providers. Where information is to be shared, **Provider Name** will obtain consent to collect and disclose information.

If the participant does not want to share information or consent cannot be obtained, **Provider Name** will identify other ways to engage with other providers. This may include, but is not limited to, obtaining contact details and nominating a contact person so that issues that pose an immediate risk to health, safety or wellbeing can be managed or notified, where required.

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<sup>3</sup> Refer to the "*Risk Assessment and Monitoring for Personal Support to Participants Who Live Alone*".

# PROCEDURE

## 3.4 Risk assessment

A risk assessment must be completed by [ **insert role(s)** ]. Where possible, the participant will be invited to contribute to developing the assessment and consent obtained to collect information for the assessment and/or share the results of the assessment with others, where appropriate.<sup>4</sup>

If a relevant risk factor is identified, a *Monitoring and Supervision Plan* must be developed (see [3.5] below).

### ***Approval and review of the risk assessment***

A risk assessment must be approved by [ **insert role** ]. This risk assessment will be reviewed:

- if there are no relevant risk factors, annually as part of the annual review of the participant's support plan and general personal and environmental risk factors;
- if a relevant risk factor is identified, within the time specified in the assessment; or
- if there is a change circumstance that has a significant impact on the provision of personal supports to the participant, as soon as practicable.

## 3.5 Monitoring, supervision and reporting where participant is at risk

### ***Developing the Monitoring and Supervision Plan***

The Monitoring and Supervision Plan identifies:

- arrangements for supervising the sole worker(s); and
- how support provision(s) will be monitored; and
- requirements for reporting ("**Monitoring Report**") to Key Personnel about the supports that are provided.<sup>5</sup>

The Monitoring and Supervision Plan is developed according to the specific risks that arise when personal supports are delivered by a sole worker in the participant's home.<sup>6</sup> The method and frequency of supervision and reporting is determined based on what is appropriate, having regard to the relevant risk factors and circumstances of the individual participant.

Other personal and environmental risk factors (and strategies for treating those risks) that are identified in the participant's risk assessment and/or support plan should be considered when developing the Monitoring and Supervision Plan.

### ***Monitoring and Reporting***

#### Monitoring

**Provider Name** will monitor issues that may adversely impact the participant's health, safety and wellbeing or the provision of personal support. The purpose of monitoring is to:

- Check that the performance of the support worker is consistent with the requirements of the service agreement and **Provider Name**'s standards for quality and safety.
- Check that the participant is healthy, safe and being cared for appropriately.

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<sup>4</sup> Note that if the participant has a legally appointed decision maker (i.e. guardian), consent may need to be obtained from that person.

<sup>5</sup> The Monitoring Report will include information that enables assessment of the care and skill with which the personal supports are being provided to the participant. The types of information to be included and frequency of reporting is identified in the Monitoring and Supervision Plan for the participant.

<sup>6</sup> Issues to consider when assessing these risks are detailed in the risk assessment.

- Identify changes that have the potential to significantly impact the provision of personal supports to the participant, this includes:
  - changes in personal circumstances, support needs, or home environment; and
  - issues that may impact the suitability and/or performance of the worker;

Generally, monitor may include a combination of:

- Direct communication with the participant (by a person other than the support worker), which must include face-to-face contact at a frequency that is appropriate (having regard to the participant's risk factors).<sup>7</sup>
- On-site monitoring to supervise and review performance of the support worker, observe supports delivery and the support provision environment.
- Engagement with the participant to obtain feedback ("**Participant Check-Ins**").
- Review of Monitoring Reports to Key Personnel and the participant's progress notes.

### 3.6 Treating risks and responding to concerns

#### ***Identifying, assessing and treating risks***

Anything which has the potential to significantly impact the provision of personal supports or the health, safety or wellbeing of the participant or workers is a risk. All risks are assessed and treated in accordance with **Provider Name's** [ *insert name policy or procedure that governs risk management* ].<sup>8</sup> Actions that may be taken to treat risks include, but are not limited to:

- removing the worker;
- increasing the frequency or level of supervision and/or monitoring;
- training and development for the worker;
- strategies to promote more engagement between the participant and individuals with their support network;
- identifying devices, aids or equipment to enable or facilitate mobility and/or communication; or
- removing or treating the hazard.

#### ***Responding to concerns***

If a concern about the health, safety or wellbeing of a participant or the performance of a worker is identified, **Provider Name** will take appropriate action to address those concerns.

### 3.7 Staffing, recruitment and development

**Provider Name** ensures that personal supports are provided by workers who have the necessary skills, qualifications and experience to deliver personal support that is of high quality, safely. All persons employed or engaged by **Provider Name**, are to deliver personal supports are screened in accordance with the *National Disability Insurance Scheme (Practice Standards–Worker Screening) Rules 2018* (Cth).

#### ***Selection***

**Provider Name** will consult with the participant to identify their preferences (including gender) for workers. The participant's preferences and process for selecting workers (including the

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<sup>7</sup> The methods, frequency and other details for communicating with the participant are identified in the *Monitoring and Supervision Plan* and, once agreed with the participant, recorded in the service agreement.

<sup>8</sup> **Provider Name's** [ *insert name of work health safety policy* ] applies to any risks that impact that health, safety or wellbeing of workers.

participant's role in selecting workers) will be discussed and agreed with the participant and documented in the service agreement.

**Provider Name** will use reasonable efforts to ensure that personal supports are provided by a person that meets the participant's preferences. Where someone new is working with the participant for the first time, **Provider Name** may 'buddy' or 'shadow' new workers to ensure a smooth transition.

### ***Planning and managing workload***

**Provider Name** implements a process to assess staffing levels and allocate workloads based on participant needs, preferences and the availability and skills of staff. **Provider Name** will ensure that the workload of individual workers is planned so that there is enough time for travel, administrative tasks (e.g. progress noting and record keeping) and handovers (where relevant).

As part of the monitoring of personal supports that are provided, **Provider Name** may review progress notes and other records.

### ***Performance management and worker suitability***

Performance issues that impact the quality and/or safety of personal supports by a member of staff are managed in accordance with **Provider Name's** [ *insert name policy or procedure that governs performance management* ].

**Provider Name** will review areas for training and development to make sure the worker's skills and strengths are aligned with, and appropriate for, the needs of the participant, particularly where there has been a change in circumstances.

<b>REVISIONS TO THIS DOCUMENT</b>		
<b>Date</b>	<b>Description of change</b>	<b>Authorised by</b>

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