

Daily Personal Activities (Sole Carer) Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that participants living in their own homes receive respectful, consistent, and high-quality daily personal care tailored to their individual needs, preferences, and goals. It outlines how SilaCa Tasmania Pty Ltd supports participants to maintain independence, dignity, and choice in the delivery of personal care tasks.

Our approach focuses on supporting autonomy, fostering participant involvement in daily routines, and enabling safe decision-making in line with their values and lifestyle. Staff are guided to work collaboratively with participants and their support networks to deliver care that is responsive, culturally safe, and empowering.

2.0 Scope

The policy applies to all staff providing daily personal activities support, including those delivering high-intensity and complex care. Staff must hold current NDIS Worker Screening clearance, complete relevant training, and follow all requirements for supporting advocacy, complaint processes, and participant decision-making.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to delivering daily personal care supports in accordance with the NDIS Practice Standards, the NDIS Code of Conduct, and the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018. All care is delivered in a way that respects the participant's privacy, dignity, preferences, and right to take reasonable risks.

Personal care includes tasks such as hygiene support, toileting, dressing, eating and drinking, mobility, and attending appointments. Care must be tailored to the participant's individual routines, needs, and cultural or communication preferences. Staff will ensure participants are involved in determining the timing, method, and nature of supports.

During onboarding and planning, staff must engage with the participant and their representatives to develop a support plan and service agreement that:

- Maximises participant independence
- Reflects their goals and preferences
- Aligns with their age, needs, and circumstances
- Minimises intrusiveness while safeguarding wellbeing

Participant preferences will also inform:

- The selection and continuity of care workers
- Specific support activities requested
- Scheduling and flexibility of supports, including overnight if needed

Where safety concerns arise or restrictive practices are considered necessary, they must be documented in a Behaviour Support Plan (where relevant) and authorised in accordance with the NDIS (Restrictive Practices and Behaviour Support) Rules 2018. All incidents or near misses must be recorded and managed as per the Reportable Incident, Accident and Emergency Policy and Procedure.

4.0 Procedure

For participants who live in their own homes and request a sole carer, SilaCa Tasmania Pty Ltd will undertake the following steps:

Step 1. Design daily personal activities

- Detail and record all activities required as per the service agreement.
- Gather details on how the participant wants activities undertaken (e.g. how they like to be showered, what time of day, etc.).
- Determine hours and timeframes for each activity.
- Ensure that all identified daily personal activities respect the participant's cultural, gender, and identity preferences. Use communication aids, interpreters, or advocacy services to enable participant voice and choice in support design.

Step 2. Identify preferred carer/s (initial consultation)

- Listen to the participant to determine requirements (e.g. male/female, language preferences, cultural requirements, etc.).
- Identify the skills that the carer/s requires.
- Review current care workers to determine possible matches.
- If no matches in our current workforce, then the Manager will locate appropriate care workers.
- The Manager will locate at least two to three carers for each participant.

Participants will be supported to make informed choices about carers through accessible information, advocacy, and supported decision-making, where needed. Where possible, participants will be involved in trial interactions with selected carers to assess compatibility before final assignment. Participants have the right to refuse or request a change of carer without reprisal.

Step 3. Complete the Safe Environment Checklist - Home and Individual Risk

Assessment Profile

- The Manager will delegate a staff member to visit the home environment to determine the safety of the environment for both the participant and staff. The Safe Environment Checklist - Home will be completed during this visit.
- The participant's support plan documents all information gained from the visit.
- The Individual Risk Assessment Profile will be completed with the participant. Information will be used to develop appropriate risk strategies in the support plan.
- The Manager will develop, finalise and detail support plan strategies and objectives in collaboration with the participant, their family or advocate.

Participants will be actively involved in developing risk assessments and strategies, with a focus on balancing safety and dignity of risk. Participants (and advocates where required) will review and consent to risk management plans impacting their personal autonomy or home life.

Step 4. Staff training

- Staff selected by the participant will be trained in all aspects of their care.
- The Manager or their delegate will train the staff.
- A buddy system (of at least two shifts) is implemented to ensure staff are fully trained in all aspects of the role to meet the participant's requirements.

Staff will complete mandatory training in safeguarding, participant rights, dignity of risk, restrictive practices (authorised vs. unauthorised), incident and complaints management, and privacy/confidentiality before commencing direct care.

Step 5. Supervision

- The Manager will determine an appropriate supervisor.
- The supervisor will visit the participant's home environment every two months.
- The supervisor will complete the Participant's Home Monitoring Visit Report during these visits.
- The supervisor will meet with management to report their findings after each home visit. The meeting will identify risks or issues and inform the continuous improvement required (e.g. additional training, staff change, etc.).

For participants at higher risk, additional unannounced supervisory visits may be implemented to monitor safety and support quality. Supervision outcomes will inform ongoing staff development, support plan adjustments, and continuous improvement processes.

Step 6. Participant feedback

- The Manager will seek the participant's feedback regarding the performance of the staff at least every two months.

- The participant may provide feedback verbally, via email/letter, or through the Complaints and Feedback Form or complete the Annual Participant Survey.

Participants will be provided with accessible information about advocacy services and complaints processes. Staff will ensure participants know they can raise concerns confidentially and can escalate complaints directly to the NDIS Quality and Safeguards Commission if needed.

5.0 Related documents

- Support Plan
- Service Agreement
- Participant Home Monitoring Visit Report
- Annual Participant Survey
- Individual Risk Assessment Profile
- Risk Management Plan Register
- Safe Environment Checklist - Home
- Training Attendance Register – In-house
- Annual Organisational Training Register and Review
- Staff Training Record
- Staff Training Plan
- Complaints and Feedback Form
- Advocacy Support Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- Dignity of Risk and Participant Autonomy Policy
- Consent Policy and Procedure

6.0 References

- NDIS Charter of Rights
- NDIS (Provider Registration and Practice Standards) Rules 2018
- NDIS Practice Standards and Quality Indicators 2021
- NDIS (Quality Indicators) Guidelines 2018
- NDIS Act 2013 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
- Work Health and Safety Act 2011 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- United Nations Convention on the Rights of Persons with Disabilities
- NDIS (Incident Management and Reportable Incidents) Rules 2018