1. **PURPOSE**

This policy outlines The Junction Clubhouse Cairns Ltd.’s (“The Junction”) response to participants who live alone or are only supported by one support workers.

|  |  |
| --- | --- |
| **Related documents** | |
| Related policies and procedures, how-to task lists, forms, registers or other organisational documents of The Junction | * Risk Assessment Form * Risk Management Policy * Risk Register |
| Legislation or other requirements | * NDIS Practice Standards and Quality Indicators * Work Health and Safety Act 2011 * Work Health and Safety Regulation 2011 |

|  |  |
| --- | --- |
| **Definitions** | |
| Face-to-face | Communication or contact with a participant physically in person, that does not involve online or virtual methods of communication or contact |
| Scheduled visit or service | A situation where a home visit to provide a service has been prearranged. This could include services such as personal care, home help or transport to an appointment or other activity |
| Participants who live alone | A NDIS participant who is living alone with limited informal supports |
| Personal support | A class of support provision referred to as assistance with daily personal activities under the National Disability Insurance Scheme |
| Risk factors | A selection of factors that may result in significant detrimental impact upon a participant’s capacity to engage in the community. For participants who live alone, these factors include:   * The participant is not receiving, from any other NDIS provider, supports or services that involve regular, face-to-face contact with relatives, friends, or people with whom the participant is well-acquainted. * Without the assistance of another person, the participant has limited or no physical mobility. * The participant uses equipment to enable them to be physically mobile or to facilitate their physical mobility. * Without the assistance of another person the participant has limited or no ability to communicate with others; and/or * The participant uses equipment to enable or facilitate communication with others, including to enable or facilitate the use of a phone or other device. |

1. **Scope**

This policy and procedure applies to all staff, contractors, and volunteers of The Junction Clubhouse.

1. **Policy Statement**

The Junction delivers services in the community which are designed to be flexible and responsive to the individual needs of each participant. A participant’s independence is to be respected and balanced with the duty of care held by The Junction in respect of the care provided to its participants.

Participants who live alone and require (or request) only one support worker from The Junction, must have additional risk mitigations in place to ensure the participant’s health and wellbeing is regularly monitored.

Participants are required to have a planned response for when they do not respond to a scheduled visit. This response will be individualised for each participant, taking into account their living situation, assessed needs and identified goals, and will be followed by staff in the event of no response.

1. **Responsibilities**

The NDIS Program Manager, in liaison with the participant and any identified stakeholders (e.g., family, friends, advocate), is responsible for:

* Planning what to do when participants live alone and require only one support worker.

**Participants who live alone and receive personal support**

In circumstances where the services provided to a participant include the provision of personal support, The Junction will abide by the [Registration Condition for Providers of Assistance with Daily Personal Activities to Participants Who Live Alone](https://www.ndiscommission.gov.au/providers/registered-ndis-providers/registered-provider-obligations-and-requirements/providers).

The Junction will ensure that any participant who lives alone with limited informal supports receives personal supports (or any other NDIS supports) from a minimum of two (2) support workers. The participant can request a different arrangement as it is their right to have choice and control over their support delivery.

When a participant who lives alone requests only one support workers, The Junction will implement additional measures to monitor the ongoing health and wellbeing of the participant, and mitigate the risk of them being neglected, abused or ill-treated. This Policy will be abided by and regular in-person supervision and monitoring of the sole support worker will be performed and documented by the NDIS Program Manager.

The additional measures that The Junction will implement include:

* The completion of a Risk Assessment for Single Workers form, to capture the risk factors present in their circumstances. These risk factors along with appropriate treatments will be documented in the participant’s support plan
* Ensuring that a Service Agreement with the participant is in place, or that all reasonable efforts to put a Service Agreement in place have been made
* The NDIS Program Manager consulting with the participant to directly obtain the participant’s feedback on the support they are receiving
* Incorporating a documented plan (including timeframes) in the participant’s Service Agreement for the assigned support worker to receive regular in-person supervision and performance monitoring whilst providing services to the participant, to assess whether the services provided promote the participant’s safety and well-being in respect of their individual risk factors
* Ensuring all communication with the participant is conducted face-to-face, preferably within their home, based on timeframes specified in the participant’s Service Agreement
* Ensuring a current record of participants who live alone and receive personal supports from only one support worker is kept in a Participants who live alone register. The Junction will also use this register to record the details of participants living alone who receive other NDIS supports (i.e., not person care supports) from only one support worker
* The Managers reviewing (weekly) progress notes from the assigned support worker on the delivery of personal supports, with more frequent progress notes required for participants with higher levels of risk. Reports must cover the nature of care being provided and the skill of the support worker
* Taking appropriate action to address and respond to any concerns highlighted in the Manager’s review of reports without delay, and
* Providing any additional training the support worker requires to appropriately address the participant's risk factors (recorded in the Staff Training register)

**Service Agreements**

The Junction will ensure Service Agreements provided to participants who live alone specify the following:

* The rights and obligations of the parties under the Service Agreement
* How the support worker providing supports to the participant will be selected by The Junction

The Service Agreement will further outline:

* How The Junction will communicate with the participant, including how often communication will occur, the method of communication and any accessibility or preferred modes of communication
* How The Junction will engage other service providers involved in providing supports and services to the participant

The Service Agreement does not need to be limited to providing personal supports only and can include other NDIS supports and services.

The original version of the Service Agreement will be securely stored on the participant's file. The Junction will also provide a copy of the Service Agreement to the participant and document the date it was provided in their file.

Where a participant does not wish to have a written Service Agreement, staff will develop a Service Agreement and keep the Agreement on the participant's file.

**Risk Assessments**

The Junction will ensure a Risk Assessment for Single Workers is completed as part of the Participant Intake (and review) processes to accurately document the risk factors present in the participant’s circumstances as well as any actions to manage and mitigate the risks. Participants who live alone should have a *Risk Assessment – Single Workers* (next page) completed prior to their Service Agreement being developed and signed, to ensure any stipulations are accurately documented.

**Risk Assessment – Single Workers**

The Junction will ensure the participant receives a copy of the completed risk assessment within a reasonable timeframe and in a format that is accessible to them.

In the instance a participant’s circumstances change, The Junction will ensure that:

* Their *Risk Assessment – Single Workers* is updated to account for any changes
* An updated copy of the risk assessment is securely stored within the participant's file, and
* The participant is provided with a copy of the newly updated risk assessment as soon as reasonably practicable

Below is the *Risk Assessment – Single Workers*:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Hazard Description** | | **Yes / No** | **Comment** | |
| Do you have contact with friends and/or family? | |  | If the answer is No, the single worker form is to be completed (below) | |
|  | | | | |
| **Risk Assessment for Single Workers**  (when No is answered to the question above) | | | | |
|  |  | **Yes** | **No** | **Comments** |
| 1. | **Do you receive support from other agencies? (OT, Nurses, Support services, Psychologists, etc.)**  If yes, please supply the details of the other agencies in the comments | 1 Pt | 2 Pts |  |
| 2. | **Are you happy to have at least 2 workers from The Junction to work with you?**  If no, please provide reasons in the comments | 1 Pt | 2 Pts |  |
| 3. | **Do you have relatives or friends that you visit, or who visit you regularly?** | 1 Pt | 2 Pts |  |
| *If all the answers above are Yes, there is no need to continue with the second part of the assessment below* | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk Assessment for Single Workers**  (continued) | | | | |
|  |  | **Yes** | **No** | **Comments** |
| 4. | **Do you need assistance with your daily activities (shower, cooking, transport, etc)?** | 2 Pts | 1 Pt |  |
| 5. | **Do you use any equipment to help you move around the house or when outside (e.g., scooter, a walker, wheelchair, etc)?** | 2 Pts | 1 Pt |  |
| 6. | **Do you experience difficulties communicating (e.g., hearing loss)?** | 2 Pts | 1 Pt |  |
| 7. | **Do you use any equipment to help you communicate (e.g., TTY, translator, etc)?** | 2 Pts | 1 Pt |  |

Total points recorded: \_\_\_\_\_\_\_\_

According to the total points recorded score, The Junction recommends the following:

|  |  |  |  |
| --- | --- | --- | --- |
| **Total Points Scored** | **Number of Support Workers** | **Level of Risk** | **How often The Junction will contact Participant (or representative) and support worker** |
| 10 – 14 points | Participant living alone and receiving support from a single worker | High | Fortnightly at a minimum |
| 8 – 9 points | Participant living alone and receiving support from minimum 2 workers | Medium | Monthly at a minimum |
| 7 points | Participant not living alone and with multiple workers | Low | Every 2 months at a minimum |

*See below for recommended frequency and mode of supervision per assessed risk.*

* Supervision for Low Risk is via a phone call (or videoconference) every 2 months at a minimum. A Site Visit from a program manager is to be conducted every 2 months at a minimum
* Supervision for Medium Risk is via a phone call (or videoconference) every 1 month at a minimum. A Site Visit from a program manager is to be conducted monthly at a minimum
* Supervision for High Risk is via a phone call (or videoconference) every 2 weeks at a minimum. A Site Visit from a program manager is to be conducted every month at a minimum

How should The Junction management contact you to conduct an onsite visit?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Phone call | Email | SMS | Face-to-face | Participant will contact the coordinator | Other (specify): |

The Junction and the participant agree on the following actions:

* Number of workers who will provide supports to the participant: \_\_\_\_\_\_\_\_\_\_
* The Junction will contact the participant (or their representative) to check on their received services every: \_\_\_\_\_\_\_\_\_\_
* Where a sole worker is providing services to the participant, The Junction will conduct supervision of that worker every: \_\_\_\_\_\_\_\_
* In the event of the sole worker being sick or on holidays, The Junction and the participant have agreed to the following: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_