

# SINGLE WORKER POLICY AND PROCEDURE



## SINGLE WORKER POLICY

### Purpose and Scope

The purpose of this policy and procedure is to outline **AACCA**'s response to participants who live alone or are only supported by one support worker.

This policy and procedure applies to **AACCA** staff, contractors and volunteers and meets all legislation, regulations and standards provided by NDIS.

### Definitions

**Face-to-face communication or Face-to-face contact** – 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** – an 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 a 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 the participant.
- And one or more of the following applies to the participant's circumstances:
  - the participant or the participant's plan indicates that the participant has limited or no regular, face-to-face contact with relatives, friends, or other people with whom the participant is well-acquainted.
  - without the assistance of another person, the participant has limited or no physical mobility.

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- 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.

## Policy

Services that **AACCA** delivers in the community 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 **AACCA** duty of care to their participants.

Participants who live alone and require only one support worker from **AACCA** services must have additional risk mitigations to ensure the participant's welfare is monitored.

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

## Procedures

### Developing the Planned approach

The Staff Support Officer 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, **AACCA** will abide by the *Registration Condition for Providers of Assistance with Daily Personal Activities to Participants Who Live Alone*.

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

When a participant who lives alone requests only one support worker, **AACCA** will implement additional measures to monitor the ongoing health and well-being of the participant and mitigate the risk of them being neglected, abused or ill-treated. **AACCA** will have to abide by the *Single Worker Policy* and implement a *Risk Assessment for Single Worker* form.

The additional measures **AACCA** will implement include:

- as per **AACCA**'s *Assessment, Planning and Review Policy and Procedure*, completing a *Risk Assessment for Single Workers* 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, in accordance with **AACCA** *Assessment, Planning and Review Policy and Procedure*;
- providing the participant with a copy of the letter titled "My decision to change your NDIS provider's registration under the National Disability Insurance Scheme Act 2013", sent to **AACCA** by the NDIS Quality and Safeguards Commission;
- the Staff Support Officer consulting with the participant directly to obtain their feedback on the support they are receiving;
- including 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 promotes the participant's safety and well-being in respect to 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*. **AACCA** will also use this register to record the details of participants living alone who receive other NDIS supports (i.e. not personal care supports) from only one support worker;
- the Managers reviewing [weekly] progress notes from the assigned support worker on the provision of personal supports delivered, 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 and Development Register*).

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## *Service Agreements*

**AACCA** will ensure *Service Agreements* provided to participants who live alone specify the following:

- The rights and obligations of the participant and **AACCA** under the *Service Agreement*;
- How **AACCA** will select the support worker providing supports to the participant.

**AACCA** request candidates to fill in an Application Form where they can provide the following information:

- Candidate details
- Their cultural background, skills, and hobbies
- Availability
- Qualifications and Experiences
- Checks and Clearances, including Police Check; International Police Check (if applicable), Working with Children Check, Manual Handling (not compulsory), First Aid Certificate
- Values
- Offences, charges, and related matters
- Medical Information
- NDIS Orientation Module completed
- NDIS Workers Screening completed

We also provide a brochure to the candidate which indicates who we are, the role of the support worker, the duties, and the requirements.

Then candidates are required to follow a link for an online interview.

Following the interview, **AACCA** will have a 20-minute phone conversation with the candidate to gather further information.

Once the candidate has been selected, **AACCA** does the referral checks and organizes a 2hrs induction.

- the process **AACCA** will follow to review how the *Service Agreement* has been implemented. This process must include another staff member who is not the participant's assigned support worker directly meeting with the participant to assess their satisfaction with the type, quality and frequency of the supports they have been provided (*Service Agreement* point 8, page 5):

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- the process and frequency by which **AACCA** will undertake supervision and performance monitoring of the support worker providing support to the participant (refer to Service Agreement point 7, page 4):

## How does **AACCA** ensure workers are following the Guidelines?

- Share all documents published by **AACCA** in a Google Drive account created only for staff.
  - Supervises all staff once every 2 months at a minimum (if working only with Low-Risk participants). If a staff member has at least 1 Medium Risk participant, the supervision must be every month at a minimum. If the participant is High Risk, the supervision must be every 2 weeks at a minimum.
  - Provide Q&A opportunities for staff to ask questions and solve complex situations.
  - Specific Training once every 3 months.
- 
- how **AACCA** will communicate with the participant, including how often communication will occur, the method of communication and any accessibility requirements to support the participant; and
  - how **AACCA** will engage with other service providers involved in providing the participant with other supports and services, either in their home or within the community, where relevant.

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. **AACCA** 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 still develop a *Service Agreement* and keep the Agreement on the participant's file.

## **Risk Assessments**

As per its *Assessment, Planning and Review Policy and Procedure*, **AACCA** will ensure a *Risk Assessment for Single Workers* is completed as part of the Participant Intake process to accurately document the risk factors present in the participant's circumstances as well as any actions to manage and mitigate the risks.

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A Risk Assessment for Single Workers will include the following:

## Risk Assessment for Single Workers who support a Participant who live alone

Hazard description	YES / NO	COMMENT
Do you have contact with friends and or family?		if the answer is NO, we need to complete the Single Worker form below

## Risk Assessment for Single Workers (when answered NO to question the question above):

		YES	NO	COMMENTS
1	Do you receive support from other Agencies? (OT, Nurses, Psychologists, etc.) If YES, can we have the details of the other agency?	1 Pts	2 Pts	
2	Are you happy to have at least 2 workers to work with you? (If NO, provide reasons)	1 Pts	2 Pts	
3	Do you have relatives or friends that visit you regularly?	1 Pts	2 Pts	
If all the answers above are YES, there is not need to continue with the second part of the assessment				
4	Do you need assistance with your daily activities (shower, cooking, going up and down stairs, etc.)?	2 Pts	1 Pts	
5	Do you use any equipment to help you move around the house or when outside? (scooter, a walker, etc.)	2 Pts	1 Pts	
6	Do you experience difficulties to communicate (e.g. hearing loss)?	2 Pts	1 Pts	
7	Do you use any equipment to help you communicate (e.g. TTY, translator, etc.)	2 Pts	1 Pts	

**TOTAL POINTS RECORDED:** \_\_\_\_\_

**According to the score above we recommend the following:**

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Total Points Scored	Number of Support Workers	Level of Risk	How often Disability Talk will contact Participant or Representative and Worker
10-14 Pts	Participant Living Alone and receiving support from 1 Single Worker (under the 107 Condition)	High Risk	Fortnightly at a minimum
8-9 Pts	Participant Living Alone and receiving support from minimum 2 Workers	Medium Risk	Monthly at a minimum
7 Pts	Participant not living alone and with multiple workers	Low Risk	Every 2 months at a minimum

- Supervision for Low Risk is via phone call or video conference every 2 months at a minimum. Followed by a site visit from one of the managers every 2 months at a minimum.
- Supervision for Medium Risk is via phone call or video conference every 1 month at a minimum. Followed by a site visit from one of the managers every 1 month at a minimum.
- Supervision for High Risk is via phone call or video conference every 2 weeks at a minimum. Followed by a site visit from one of the managers every 1 months at a minimum.

How should **AACA** management contact the participant to conduct an onsite visit?

☐ Phone Call    ☐ Email    ☐ SMS    ☐ Face2Face    ☐ Contact the Coordinator directly

☐ Other(specify): \_\_\_\_\_

**AACA** and the participant agrees on the following actions:

- **Number of workers who will work with the participant:**

.....

- **We will contact the participant (or a representative) to check on the service received every:**

.....

If a Representative is involved, provide details:

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NAME: \_\_\_\_\_

MOBILE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

ROLE: \_\_\_\_\_

- **We will supervise the worker involved every:**

.....

- **In case the worker is sick or on holidays, we will provide the following service:**

.....

Participants who live alone should have a *Risk Assessment – Single Workers* completed prior to their *Service Agreement* being developed and signed to ensure stipulations for the support worker providing supports are accurately documented.

**AACA** will document *Risk Assessment for Single Workers* in accordance with **AACA** 'S Records and Information Management and Risk Management policies and procedures.

The original version of the *Risk Assessment for Single Workers* will be securely stored on the participant's file. will ensure the participant receives a copy of the *Risk Assessment for Single Workers* within a reasonably practical timeframe once it has been completed, in a format that is accessible to them.

In the instance a participant's circumstances change, will ensure:

- their *Risk Assessment for Single Workers* is updated to account for any changes.
- an updated copy of the *Risk Assessment for Single Workers* is securely stored within the participant's file; and



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- the participant is provided with a copy of the newly updated *Risk Assessment for Single Workers* as soon as reasonably practical.

**AACCA** will review the participant's *Service Agreement* as per its *Assessment, Planning and Review Policy and Procedure*.

## Monitoring and Review

This policy and procedure will be reviewed annually by the Manager. This process will include a review and evaluation of current practices and service, delivery types and locations, the *Incident Register*, policy and procedure, the *Complaints Register*, and will incorporate staff, participant and other stakeholder's feedback. The policy and procedure could be review before the end of the year in case changes there is any amend effective before the date indicated in the documents.

**AACCA** *Continuous Improvement Plan* will be used to record and monitor progress of any improvements identified and will be incorporated into service planning and delivery processes.

## DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
1	13.09.2021	AACCA
Version History		
Version No.	Review Date	Revision Description