

## COMPETENCIES

6 / 10

Communication

4 / 10

Critical Thinking & Decision Making

4 / 10

Accountability

6 / 10

Teamwork & Collaboration

4 / 10

Leadership

## SCOPE

This guideline applies to the provision of paid support services in the community. They are relevant Australia-wide or when a participant is travelling overseas with their Australian team of support worker/s.

## DISCLAIMER

*This guideline is provided to help guide best practice in the disability, aged care and community support industry. This information does not in any way replace legislative, regulatory, or contractual requirements. Users of this document should seek appropriate expert advice in relation to their circumstances. ACIA does not accept any liability on the use of this guideline.*

## PURPOSE

This guideline is to assist:

- Ensure that each clients (where they choose) have a planned, individualised program aimed at optimising the client's level of functional ability for mobility and dexterity; and that support is available for clients to work towards achieving their mobility and dexterity goals, wherever possible, thereby assisting the client to be an active participant of the community to the best of their ability.

## DESIRED OUTCOME

- To maintain a quality and safe standard of service delivery support

# DEFINITIONS & SUPPORTING INFORMATION

**Community Supports and/or Services** is defined as the provision of paid supports and services in a service user's home or community. It includes but is not limited to, the following activities of daily living:

- personal care or support
- housework or domestic assistance
- transport assistance
- community access
- social support
- nursing services
- clinical supports
- gardening and home maintenance
- palliative care
- respite care

**Support Worker** - A paid person who assists people to perform tasks of daily living so as to participate in social, family and community activities in the person's home and their community. Support Workers have been commonly known in the past as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.

**Service Provider** - Organisation or person accountable for the delivery of supports to Clients.

**Carer** - a person that provides supports to the Client at no cost (generally family or friend).

**Support Worker Competency** - trained and assessed as competent by a Registered Nurse or a person deemed competent by the provider to safely and appropriately perform a specified task as a support worker.

**Client** means the service user, participant, user, care recipient, consumer or person receiving the nursing or support services.

**Plan** means a Service Plan, Support Plan or Individual Plan (however titled – the plan) is a document developed in response to a request for service. It is developed by a Registered Nurse or a person deemed competent by the provider from the service provider, prior to the commencement of service delivery. It outlines the expected outcomes of the requested care/services and the tasks, duties and interventions required to meet the care and service needs of the client (within the parameters of the funding program). The plan guides and directs the individual support worker or Registered Nurse in their day-to-day delivery of the services.

**Registered Nurse** means a person who has completed the prescribed educational preparation, demonstrated competence for practice, and is registered and licensed with the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse.

**Competent** means having been trained and assessed by a registered nurse or enrolled nurse or approved assessor as competent to safely and appropriately perform a specified task.

# GUIDELINE

Each client's needs regarding mobility and dexterity will be identified through assessment as related to goals and service provision. Information gathered during the assessment process. This assessment is undertaken collaboratively in consultation with the client and key stakeholders (inc. Medical Officer, Registered Nurse, Physiotherapist), with the aim of identifying all strengths, weaknesses and opportunities for maximising the mobility and dexterity capabilities of that client.

A Physiotherapist (and/or a Registered Nurse) will assess each client for their ability to safely mobilise, transfer and reposition and then develop individualised mobility support strategies in line with clients' identified care needs and their goals, if any. A Physiotherapist (and/or a Registered Nurse) will also provide advice to clients and staff on methods of transferring, aids/devices/ equipment to be used and the number of staff required.

An individualised Care Plan (unless is it not an identified care need or choice) will be developed for each client at based on their identified care needs, their goals, if any, and the individualised mobility support strategies. This will include information about mobility and dexterity aids, devices, or equipment if the client needs to use these and the number of staff required to assist the client with mobility, transfers and repositioning, if any.

A supervised and competent support worker may assist clients to implement their individualised mobility and dexterity strategies, under the direction of a Physiotherapist /Medical Practitioner or Registered Nurse. Support workers may also, or alternatively, be required to provide this assistance to clients. They must do so under instruction from a Physiotherapist and/or a Registered Nurse.

Circumstances may arise where it is identified through assessment, or on advice from a medical practitioner or allied health practitioner, that a client requires support from allied health professional/s which is additional to the support usually available at the Centre. In these circumstances, following consultation with the client and/or their support decision maker, efforts will be made to arrange for the relevant allied health professional/s to visit the client. If this is not possible, assistance will be provided to make an appointment and arrange transfer to and from that appointment external.

Regular evaluation / review of each client's progress against their mobility and dexterity goals should take place.

An opportunity to discuss the client's mobility and dexterity needs, goals and support strategies should be provided at each regular case conferences.

Environment must be maintained in a way which aids mobility and supports client independence in relation to mobility and dexterity

Staff may be required to assist clients with moving, walking, wheelchair use, and using devices and appliances designed to aid mobility and dexterity, including the fitting of artificial limbs and other personal mobility aids.

Equipment provided to aid clients with mobility and dexterity, or for a rehabilitation program, will be maintained in good working order, or undertaken by the client. A reporting system needs to be in place to facilitate timely repairs or replacement of aids, devices and equipment where needed.

In the event that a client requires a custom-made device, information should be provided to the client and/or their support decision maker regarding what is available and what other options there may be available for accessing the device.

All relevant staff should be provided with education to ensure they know how to safely use equipment designed to assist clients with their mobility and dexterity and to mitigate the risk of associated injury.

All staff who assist clients with mobility and dexterity must be deemed competent in safe manual handling practices.

Bed poles or Bed Sticks (inclusive of all types and models) are not to be used.

# RESOURCE DOCUMENTS

- External ACIA Guidelines 002 – Care and Service Provision in the Community
- Australian Community Industry Standards ACIS