



NWRH



COMMUNITY SERVICES

SCOPE OF PRACTICE 2024

ihca
CERTIFICATION

AS/NZS ISO 9001:2015
QUALITY CERTIFIED
ORGANISATION



DOMESTIC ASSISTANCE

Our Domestic Assistance service is designed to assist you with your household tasks, tailored to meet your specific needs and preferences.

Our dedicated Care Support Workers are here to support you in achieving your goals, focusing on tasks you may find challenging while encouraging you to undertake tasks you are able to manage.

Here's what you can expect from our **DOMESTIC ASSISTANCE** service:



SERVICE DURATION

Each visit typically lasts 30 minutes with two (2) Care Support Workers, on a weekly rotation. **PAYMENT POLICY** For shopping services, we strictly adhere to our Handling Client Money Policy and Procedure. All transactions must be in cash, and staff will fill out a Form 7201A Form Client Money Transaction Request.

SCOPE OF SERVICE

Our services include tasks such as vacuuming and mopping floors, changing bed linen, assisting with laundry, cleaning kitchen surfaces, cleaning the bathroom and toilet, and cleaning out expired food from the fridge and cupboards. We can also help with unaccompanied shopping, utilising 'Click and Collect' services or cash transactions (bank cards not permitted).



CLIENT RESPONSIBILITIES

While our staff will come equipped with necessary personal protective equipment (PPE), including gloves, masks, and shoe covers, clients are responsible for providing cleaning products and equipment i.e. mop, mop bucket, vacuum cleaner, and cloths.

EXCLUSIONS

Please note that our service excludes hazardous manual handling tasks (such as moving overhead stored items or heavy furniture), working above ground height (e.g. standing on chairs or ladders), handling hazardous chemicals, cleaning black mold, and cleaning after pets.

It's important to us that our staff always prioritise safety, especially when working with household cleaning products or in unsanitary environments. Additionally, please note that gardening services are not included in our Domestic Assistance service.





Our Social Support Individual service is dedicated to providing personalised, one-on-one support to ensure you can fully engage in social activities and meaningful interactions.

SOCIAL SUPPORT INDIVIDUAL

Whether you prefer outings, running errands, medical appointments, or simply spending time in the community, our team is here to support you every step of the way. We understand the significance of social connections in enhancing overall well-being, and we're committed to providing you with the support you need to lead a fulfilling life.

Here's what you can expect from our **SOCIAL SUPPORT** service:



SERVICE DURATION

Each visit typically lasts for approximately 1 to 2 hours, allowing ample time for enjoyable activities.

ACCOMPANIED ACTIVITIES

Our service includes accompanied social activities such as shopping, bill paying, social outings, and attending medical appointments. Additionally, we offer assistance with scheduling medical appointments during our visits.



TRANSPORTATION

If transportation is needed, our team can arrange it for you to ensure seamless participation in outings and appointments. Please inform the office if you require a vehicle for your service.



EXCLUSIONS

Please note that our service does not cover unaccompanied shopping (which is included in our Domestic Assistance service), assistance with activities outside of visiting time, or social support provided in group-based environments (Social Support Groups).





PERSONAL CARE

Our Personal Care service is designed to assisting you with your daily personal care activities, promoting independence and enhancing your overall well-being.

Whether it's showering, dressing, oral care, or grooming our team is here to support you.

We understand the importance of maintaining personal hygiene and independence in daily activities, and we're dedicated to providing you with the support you need to thrive in your own home.

Here's what you can expect from our **PERSONAL CARE** service:



SERVICE DURATION

Each visit typically lasts between 15 to 45 minutes, ensuring efficient and effective support tailored to your needs.

MEDICATION ASSISTANCE

We provide assistance for clients to self-administer their prescribed medications, including verbal prompts and reporting any failures in medication intake. *Please note: to proceed with this service NWRH requires a medication summary from your health care provider.*



PERSONAL CARE ACTIVITIES

Our service includes assistance with various personal care activities, such as showering, bathing, dressing, brushing hair, brushing teeth, shaving, applying moisturiser, applying compression (TED) stockings, toileting including changing continence aids, and assistance with mobility aids usage.

EXCLUSIONS

Please note that our service does not involve administering medication, prompting medication not prescribed to the client, assisting with PRN medication (prescribed "as required"), or tasks that must be undertaken by a Clinician (e.g. wound dressings, injections, changing catheters, rehabilitative massage, cutting toenails, changing mobility equipment, giving medical advice, etc.).





Our Flexible Respite services support the carers in the home by facilitating and nurturing care connections between care givers and our clients.

We provide in home respite enabling care givers to enjoy much needed breaks.

Here's what you can expect from our **FLEXIBLE RESPITE** service:

FLEXIBLE RESPITE

SERVICE DURATION

The duration of this services varies depending on need usually a minimum of 1 – 2 hours.

ACTIVITIES

Flexible respite provides carers with the opportunity to attend social engagements, appointments etc, while our client is supported in the home by our Care Support Workers.

EXCLUDED SERVICES

Flexible respite is to be provided in the client's home. We are unable to support residential respite, group-based respite, overnight or weekend supports.





TRANSPORT

Service is available
Monday to Friday
7am to 4pm

We understand the importance of accessible transportation, ensuring you can participate fully in community activities and appointments.

Our Community Services Team operates community buses specifically designed to provide you with just that. Whether you need to attend appointments, go shopping, run errands, or join NWRH Groups sessions, our transportation service is here to assist you.

Here's what you can expect from our **TRANSPORT** service:



COMMUNITY BUSES

Our community buses are equipped to accommodate clients comfortably and safely with modified steps, handrails and wheelchair access.

EXCLUSIONS

Our transport officers are unable to assist with the unpacking of purchases. Space on the buses is limited, please be mindful of this when planning your trip.



BOOKING REQUIREMENTS

Transport can be booked on a recurring basis or as required, with a minimum notice of 24 hours. This flexibility allows you to schedule transportation according to your needs and preferences.

Contact 4744 7608 to make your bookings. Return trips must be included when booking. Please let us know if you have a wheelchair or mobility aids.

If medical appointments fall outside of operating hours please contact us for alternative options.





Our Social Support Groups program offers daily sessions led by our Groups Coordinator at the NWRH Office located at 53 Enid St, Mount Isa.

SOCIAL SUPPORT GROUPS

These sessions provide eligible clients with opportunities to participate in various activities and events, promoting social interaction and community engagement. We understand the importance of social connections and meaningful experiences in enhancing overall wellbeing, and our Social Support Groups program is designed to provide just that.

Here's what you can expect from our **SOCIAL SUPPORT GROUPS** service:



TYPICAL DURATION

Each session typically lasts for about 2 hours, allowing ample time for enjoyable activities and socialising.

ACTIVITIES

Sessions often include engaging activities such as crafts, board games, and cards, providing a fun and stimulating environment for all participants.



SPECIAL EVENTS

We host monthly special events for all group attendees, such as trips to the cinema, morning tea gatherings, or visits to Lake Moondarra. These events offer unique experiences and opportunities for shared enjoyment.



CALENDAR

A monthly calendar is provided, allowing clients to select which sessions and events they would like to attend based on their interests and availability.



HOME AND YARD MAINTENANCE

Our Yard Maintenance service is provided seasonally and is designed to support you in keeping your garden and yard in a safe condition, ensuring a pleasant and accessible outdoor space.

Our team is committed to providing reliable assistance while prioritising your safety and well-being.

Here's what you can expect from our **HOME AND YARD MAINTENANCE** service



TYPICAL DURATION

Each visit typically lasts for approximately 1.25 hours, allowing us to efficiently complete the necessary tasks while respecting your time.

EQUIPMENT USAGE

Similar to our Domestic Assistance service, our staff will utilise your gardening equipment to carry out the required tasks.



INCLUDED SERVICES

Lawn Mowing,
Minor Pruning,
Path Sweeping,
Rubbish Removal
and Washing Down
Slippery Outdoor
Walking Areas.



EXCLUDED SERVICES

Hazardous Manual Handling Tasks,
Working Above Ground Height,
Hazardous Chemicals:

We refrain from using products displaying hazard information labels to ensure your safety and well-being.



NWRH

NORTH WEST (MOUNT ISA)

53 Enid Street, Mount Isa QLD 4825

Free call: 1800 221 131 | **Tel:** 07 4744 7600 | **Fax:** 07 4744 7688

NDIS Organisation ID: 4050002432

NWRH would respectfully like to acknowledge all traditional Owners, Ancestors, Elders and Leaders past, present and emerging as First Nations peoples of the lands across which we deliver all our services.



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