



<b>A8</b>	<b>Appropriate Services</b>	<b>Providing Personal Care Policy</b>
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<b>What this policy aims to do</b>	Provide guidance and requirements for staff providing personal care to MASS clients
<b>Who this policy applies to</b>	MASS staff and volunteers providing personal care to clients
<b>Who is responsible for carrying out this policy</b>	MASS Staff
<b>What words used in this policy mean</b>	<p><i>'Personal care'</i> is assistance with washing, dressing and other personal needs, provided by a staff member for somebody who is unable to manage alone.</p> <p><i>Appropriate</i> means appropriate having regard to the client's risk factors.</p>
<b>Legislation this policy is based on</b>	<p>Working with Children Act 2005</p> <p>Disability Act 2006 (Vic)</p> <p>NDIS Practice Standards and Quality Indicators Nov 2021</p>
<b>Other relevant policies</b>	<p>A1 Rights and Responsibilities</p> <p>HS1 Client Health Care Needs</p> <p>HS2 Medication Safety</p> <p>HS5 Freedom from abuse and neglect</p> <p>HS13 Duty of Care</p> <p>HS14 Child Safe</p> <p>HS15 First Aid</p>

<b>Version</b>	<b>Date</b>	<b>Author/Editor</b>	<b>Approved by</b>	<b>Notes</b>
1.0	3/4/19	D Stephenson		New policy
1.1	11/2/20	D Stephenson	S Reeves	Transferred items from HS7 Privacy Policy
1.2	2/12/2020	D Stephenson		Included section on providing supports to clients where services are provided by only one person over an extended period of time. Letter of notice NDIS Quality and Safeguards Commission 23/11/2020.
1.3	2/12/2021	D Stephenson	S. Reeves	Added reference to NDIS Practice Standards Nov 2021 and healthy meal choices.

## Providing Personal Care Policy

Personal care supports relate to assistance with daily personal activities including assistance with, or supervision of, personal tasks of daily life. For example:

- Personal hygiene, including showering, bathing, oral hygiene, dressing and grooming
- Toileting, bladder and bowel management and menstrual care
- Eating and drinking
- Attending appointments
- Use of aids and appliances, hearing and communication devices
- Mobility and transferring
- Application of splints, basic first aid due to injuries sustained as a result of the person's disability.

Personal care supports may be required across a variety of settings. For example, while the client attends a camp, attends a school as a day student or on a term therapeutic placement, as a resident of long-term care, or when undertaking social, recreational or employment opportunities.

MASS staff and volunteers will provide all aspects of personal care support in a manner that maximise the client's safety, comfort, independence, choice, dignity, privacy and learning. Adults and children will be encouraged and supported to be as independent as possible in their personal care.

MASS clients will be provided support to receive healthy and nutritious meals that are appropriate to their personal requirements and served in a manner to support their independence and choice for the enjoyment of their meal. Clients and the parents/carers/service providers will be requested to provide information on meal requirements and preferences while receiving MASS services.

MASS will elicit a client's preference for the gender of the person to provide personal care support and document that so that any service respects the client's rights for choice, privacy and dignity.

MASS staff will report any incident involving a breach of privacy to their manager or CEO, to enable the completion of an incident report and undertake any action required to manage the incident