



NWRH



Community Services Scope of Practice 2026



Registered
NDIS
Provider



DOMESTIC ASSISTANCE



SERVICE DESCRIPTION

Our Domestic Assistance service supports clients to maintain a safe, clean, and healthy home environment while encouraging independence. Care Support Workers and In Home Cleaners focus on assisting with tasks clients find challenging, while supporting them to continue tasks they are able to manage themselves.



SERVICE DURATION

Each visit typically lasts **30 minutes** and is delivered by **two (2) Care Support Workers and In Home Cleaners** on a scheduled rotation.



INCLUDED SERVICES

- Vacuuming and mopping floors
- Changing bed linen
- Laundry assistance
- Cleaning kitchen surfaces
- Light dusting
- Cleaning bathroom and toilet areas
- Removing expired food from the fridge and cupboards
- Unaccompanied shopping via **Click and Collect** or **cash transactions only** (bank cards not permitted)



CLIENT RESPONSIBILITIES

Clients must provide all cleaning equipment and products, including:

- Mop and bucket
- Vacuum cleaner
- Cleaning cloths and products

Workers will supply required PPE (gloves, masks, shoe covers)



EXCLUSIONS

- Hazardous manual handling (e.g. moving heavy furniture or overhead items)
- Working above ground height (chairs, ladders)
- Handling hazardous chemicals
- Cleaning black mould
- Cleaning after pets
- Gardening services
- Washing external windows
- Cleaning ceilings or walls
- Oven cleaning
- Using Credit or Debit Cards
- Withdrawing of cash on behalf of clients



PAYMENT POLICY

All shopping services comply with NWRH's Handling Client Money Policy and Procedure. Cash-only transactions apply, and staff will complete Form 7201A – Client Money Transaction Request.



INDIVIDUAL SOCIAL SUPPORT



SERVICE DESCRIPTION

Our Individual Social Support service provides personalised, one-on-one support to help clients remain socially connected and actively engaged in their community. Support is goal-focused and designed to build confidence, maintain independence and reduce social isolation.



SERVICE DURATION

Each visit typically lasts **1 to 2 hours**.



INCLUDED ACTIVITIES

- Accompanied shopping
- Assistance with Personal Affairs including support with bill paying
- Social and community outings
- Attending medical appointments
- Assistance with scheduling medical appointments



Our Care Support Workers provide support within their training, competency, organisational policies, and funding guidelines. Services are delivered in accordance with your care plan and assessed goals. If your needs change, a reassessment may be required to ensure the appropriate supports are in place.



TRANSPORT

Transportation can be arranged if required. Clients must advise the office if a vehicle is needed.



EXCLUSIONS

- Unaccompanied shopping (covered under Domestic Assistance)
- Support outside scheduled service times
- Group-based social support (refer to Social Support Groups)

PERSONAL CARE



SERVICE DESCRIPTION

Our Personal Care service supports clients with daily personal care tasks while promoting dignity, independence, and wellbeing. Assistance is provided based on assessed need and client goals.



SERVICE DURATION

Each visit typically lasts **15 to 60 minutes**.



INCLUDED SERVICES

- Showering and bathing
- Dressing and grooming
- Oral hygiene (brushing teeth)
- Hair brushing
- Shaving
- Applying moisturiser
- Applying compression (TED) stockings
- Toileting, including changing continence aids
- Assistance with correct use of mobility aids



MEDICATION ASSISTANCE

Care Support Workers may assist clients to self-administer medication where authorised under NWRH policy and where a current medication summary is available. This includes:

- Verbal prompts
- Monitoring and reporting missed doses



EXCLUSIONS

- Administering medication
- PRN ("as required") medications / Non-prescribed medications
- Nail cutting
- Stoma Care
- Ear cleaning
- Clinical or nursing tasks, including:
 - Wound care
 - Injections
 - Catheter care
 - Toenail cutting
 - Mobility equipment adjustments
 - Medical advice



FLEXIBLE RESPITE



SERVICE DESCRIPTION

Flexible Respite provides short-term, in-home support to clients while their informal carers attend appointments, social activities, or take a break from caring responsibilities.



SERVICE DURATION

Services are typically **1 to 2 hours**, depending on assessed need.



INCLUDED SERVICES

- In-home support
- Assistance with daily routine activities
- Companionship and basic assistance within worker scope



EXCLUSIONS

- Residential respite
- Group-based respite
- Overnight, weekend, or out-of-home respite



TRANSPORT



SERVICE DESCRIPTION

Our Transport service enables clients to attend appointments, shopping, errands, and NWRH group activities, supporting continued community participation.



AVAILABILITY

Monday to Friday, **7:00 am to 4:00 pm**



COMMUNITY BUSES

- Modified steps and handrails
- Wheelchair accessible



BOOKING REQUIREMENTS

- Minimum **24 hours'** notice
- Can be booked regularly or as required
- Return trips must be included at time of booking
- Clients must advise if using a wheelchair or mobility aids

Contact: **07 4744 7608**



EXCLUSIONS

- Unpacking purchases
- Transport outside operating hours (alternative options may be discussed)
- Excess items where space is limited



Services may be modified or ceased if staff safety is compromised due to environmental hazards, aggressive behaviour, unsafe pets, smoking, or other identified risks.

SOCIAL SUPPORT GROUPS



SERVICE DESCRIPTION

Our Social Support Groups provide structured, centre-based sessions that promote social interaction, engagement, and wellbeing in a supportive group environment.



SERVICE DURATION

Each session typically lasts approximately **2 hours**.



ACTIVITIES

- Arts and Crafts
- Board games and cards
- Outings / Community Activities



SPECIAL EVENTS

Special events are scheduled seasonally and advertised on the Social Support Group calendar. Clients must RSVP to attend, as places may be limited. Even if the event falls on your usual group day, availability cannot be guaranteed.



CALENDAR

Clients receive a monthly calendar and may choose sessions based on interests and availability.



HOME AND YARD MAINTENANCE



SERVICE DESCRIPTION

Home and Yard Maintenance is intended to reduce health and safety risks and maintain access to the home. It is not intended for landscaping, property renovation or cosmetic improvements.



SERVICE DURATION

Each visit typically lasts
1 to 2 hours per month.



INCLUDED SERVICES

- Lawn mowing
- Minor pruning
- Path sweeping



EQUIPMENT

- Provided by NWRH



EXCLUSIONS

- Hazardous manual handling
- Working above ground height
- Use of hazardous chemicals
- Large hedge trimming
- Irrigation repairs
- Removal of large branches
- Gutter cleaning
- Roof work
- Weed spraying
- Stump removal
- Fencing repairs



NURSING



SERVICE DESCRIPTION

Nursing provides clinical care and support to help clients maintain their health, wellbeing, independence and quality of life. Nursing services are based on the client's assessed needs, goals and care plan and are provided within the nurse's qualifications, competency and scope of practice.



SERVICE DURATION

15 to 60 minutes dependent on individual need



CLIENT RESPONSIBILITIES

- Provide accurate information about health, medications and medical history.
- Participate in assessments.
- Communicate changes to health, medications or circumstances.
- Provide consent for assessment, treatment and information sharing where required.
- Communicate concerns, feedback or changes in needs.



INCLUDED ACTIVITIES

- Nursing assessments.
- Monitoring health and changes in condition.
- Wound and skin care.
- Health education.
- Liaison with GPs, specialists, allied health and other health services.
- Clinical referrals and escalation of health concerns.



EXCLUSIONS

- Services outside the nurse's qualifications, competency or scope of practice.
- Emergency or hospital-level care.
- Diagnosing, prescribing or changing treatment outside the nurse's authorised scope.
- Specialist procedures where the nurse is not appropriately trained or competent.
- Services not included in the client's care plan or approved funding.
- Replacing the role of a GP, specialist, pharmacist or allied health professional.
- Care that cannot be safely provided in the client's home.



CARE MANAGEMENT

CARE PARTNER



SERVICE DESCRIPTION

The Care Partner provides person-centred care coordination and ongoing support to assist older people to remain living safely and independently at home. The role focuses on goal setting, care planning, service coordination, advocacy and connecting clients with appropriate supports. Care Partners work within a non-clinical scope of practice and collaborate with multidisciplinary teams to deliver wellness and reablement focused care.



SERVICE DURATION

Initial assessment and care planning: 60 to 90 minutes.

Routine review appointments: 30 to 60 minutes.

Telephone coordination contacts: 15 to 30 minutes.

Duration may vary depending on client complexity and individual needs.



CLIENT RESPONSIBILITIES

- Participate in goal setting and care planning.
- Communicate changes in health, wellbeing or circumstances.
- Attend scheduled appointments or notify if unable to attend.
- Provide informed consent for referrals and information sharing.
- Treat staff with respect and contribute to decisions about their care.
- Advise the Care Partner of any concerns regarding services received.



INCLUDED ACTIVITIES

- Comprehensive non-clinical needs assessment.
- Development and review of individual support plans.
- Goal setting using wellness and reablement principles.
- Coordination of approved services.
- Liaison with family, carers and service providers.
- Referral to clinical services, allied health and community supports.
- Monitoring changes in wellbeing and escalating concerns.
- Advocacy and support with navigating aged care and community services.
- Education regarding available services, consumer rights and healthy ageing.
- Documentation and ongoing care reviews.



EXCLUSIONS

- Clinical assessments or diagnosis.
- Medication administration or medication management.
- Wound care or other nursing procedures.
- Allied health treatment or therapy.
- Personal care, Domestic assistance or home maintenance (unless separately rostered under another service).
- Financial or legal advice.
- Transport of clients in private vehicles (unless authorised by organisational policy).
- Making clinical decisions or changing treatment plans.
- Emergency response beyond initial escalation and activation of emergency services when required.

CARE MANAGEMENT

CLINICAL CARE PARTNER



SERVICE DESCRIPTION

Clinical Care Partners provide person-centred care coordination to older people to maintain their health, independence and quality of life. Clinical Care Partners work within their professional qualifications, skills, competency and delegated scope of practice. They may undertake clinical assessment, care planning, monitoring, health education, care coordination and other clinical interventions appropriate to their role. Where a client's needs are outside the Clinical Care Partner's scope of practice, appropriate referral or escalation to a GP, nurse, allied health professional or other relevant service will occur.



SERVICE DURATION

Initial assessment and care planning:
60 to 90 minutes.

Routine review appointments:
30 to 60 minutes.

Telephone coordination contacts:
15 to 30 minutes.

Duration may vary depending on client complexity and individual needs.



CLIENT RESPONSIBILITIES

- Participate in goal setting and care planning.
- Providing accurate and relevant information about their health, medications, medical history and current supports.
- Communicate changes in health, wellbeing or circumstances.
- Attend scheduled appointments or notify if unable to attend.
- Providing informed consent for assessment, treatment, information sharing and referrals where required.
- Treat staff with respect and contribute to decisions about their care.
- Understanding that Clinical Care Partners can only provide services within their professional scope, competency and the services available through the client's funded care arrangements.



INCLUDED ACTIVITIES

- Initial and ongoing clinical assessment.
- Development, implementation and review of clinical care plans.
- Basic clinical observations and monitoring where appropriate to the worker's qualifications and competency.
- Recognising deterioration or changes in a client's condition and escalating concerns appropriately.
- Liaising with GPs, nurses, allied health professionals, hospitals and other health services as required and with appropriate consent.
- Coordinating and supporting referrals to relevant health professionals and services.
- Supporting transitions of care, including following up relevant discharge or treatment recommendations.
- Case conferencing and multidisciplinary team communication where appropriate.
- Documentation of assessments, interventions, outcomes, risks, incidents and changes in the client's condition.
- Review and evaluation of services to determine whether they continue to meet the client's goals and needs.



EXCLUSIONS

- Providing services outside the worker's professional qualifications, registration, competency or approved scope of practice.
- Making decisions on behalf of a client where the client has capacity to make their own decisions.
- Providing ongoing treatment where the client's needs exceed the services that can safely be provided by NWRH.
- Replacing the role of a GP, medical specialist, registered nurse, allied health professional or other treating practitioner.
- Providing services that are not included in the client's approved care and services plan or available funding, unless otherwise authorised.



NWRH

NORTH WEST (MOUNT ISA)

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NDIS Provider 4050002324

NWRH respectfully acknowledge the Traditional Owners, Elders and Leaders past, present and emerging as Custodians of the lands across which we deliver Health Services



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