

## 1:1 Support Policy

### 1. Purpose:

The Y recognises the importance and necessity of ensuring that people with a disability are safe within our services and programs. Our disability programs and services consist of children, young people and adults.

### 2. Scope:

This policy is applicable to all staff and volunteers of the Y who provide care and support to a person with a disability.

### 3. Policy

This 1:1 support policy will help strengthen and work in conjunction with our current safeguarding children and young people policy, providing effective and reliable safeguards for people with a disability.

Safety from harm and exploitation is one of our most basic needs and is of particular importance for people who because of their situation or circumstance have increased vulnerability.

The Y acknowledges that people with a disability have an increased risk of being subject to abuse, harm and neglect due to a range of factors such as: limitations in communication and physical ability, cognitive capacity, shared accommodation facilities, increased social isolation and dependence on others for personal care and support.

Abuse, harm and neglect can occur in the community, in the home, in another person's home or in a service setting. The Y shall continue to invest training and resources to all staff within the organisation so that they are aware of the vulnerabilities of people with a disability and the added importance of them being safe in our programs and services and especially in a isolating 1:1 setting.

When providing care for an individual we will commit to and will work with a person with a disability to ensure we have reduced the risk of abuse and neglect, our actions to not roster single staff to work with an individual will ensure that our clients/ participants have access to safe and appropriate support provision.

The procedure to follow will relate to work provided within our Inclusion Services Sector only and includes providing guidelines and process to reduce risk when.

- Providing supports to clients who live alone/ independently
- Working 1:1 providing supports during the day
- Working 1:1 in overnight situations
- Transporting in a 1:1 situation

### 4. Definitions:

**1:1 Support** - 1 staff member supporting 1 or more clients, typically away from a group situation or where there is opportunity to be alone.

**Harm** - the resulting impact of an act, omission, event or circumstance that occurs, and can include physical, emotional or psychological impacts such as physical injuries, emotional impacts such as fear or poor self-esteem, and psychological impacts such as depression or impacts on a person's learning and development.

**Personal Care** - broad term used to refer to supporting with **personal** hygiene and toileting, along with dressing and maintaining your **personal** appearance. It can cover, but is not limited to: Bathing and showering, including bed-baths.

**Risk** - a situation involving exposure to danger.

**Permission** - the action of officially allowing someone to do a particular thing; consent or authorization.

**Assistance** - the action of helping or supporting someone

**Staff** - any person employed by the Y by either paid employment or contract.

**Service User/ Participant/ Client** - any person who is requesting services or eligible to receive supports.

## 5. Related Policies

- Safeguarding Children and Young People’s Policy
- Social media policy

## 6. Related Procedures and Supporting Documents

- Transport Policy and Procedure
- 1:1 Support Procedure
- Staff Code of Conduct
- Service User Code of Conduct
- Practice and Behaviour Guidelines
- Service User Handbook

## 7. Legislative and Industry Requirements

- [National Disability Insurance Scheme Act 2013](#) – (Cth)
- Section 73G of the NDIS Act

The following Standards apply to this policy and supporting documentation:

- [NDIS Practice Standards and Quality Indicators](#)

## 8. Consequences of Breaching this Policy

All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).

## 9. Policy Owner

The General Manager is responsible for keeping this policy current - including making amendments as required, and regular reviews as scheduled.

## 10. Document Control

Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate YMCA personnel.

Policy available on Y-MAC>Communication>Manuals and Files>Policies and Procedures

This document is due for review on 06/01/2027.

Version:	Description of Amendment	Amended by	Approver and Date	Release Date
V7	General reformatting and clearer definitions	Annette Jurisch	06/01/2025 Annette Jurisch	06/01/2025
V6	Review of document, updated information regarding- Section 73G of the NDIS Act	Annette Jurisch	04/05/2022	04/05/2020
V5	Splitting of Policy and Procedure into two separate documents Inclusion of NDIS Commission	Annette Jurisch	19/10/2020	19/10/2020