

Participant Care Policy

Optimum Choice as the provider of choice in the NDIS field shall ensure through the detailed selection process, that the employees that they engage are:

- Suitably trained
- Competent
- Respectful
- Trustworthy
- Professional and
- Honest

As part of the values listed above:

- You are required to exhibit these behaviours to both participants and other team members at all times.

As part of the specialised duties that you are engaged for, you are required to and without exception:

- To follow all the requirements as detailed in the individually completed and approved "Participant Management Plans".

Where one (1) on one (1) duties are specified, you as the carer engaged in the care of the participant, are required to be with them at **all** times. The participant is not to be left alone or isolated at any time whilst they are in your care.

For group activities whereby there are multiple participants and carers present, there may be times when an individual carer may venture off for a short duration,

However at no time will multiple carers go off together (e.g. group lunch) and leave multiple participants in the care of a single carer or left by themselves.

This type of behaviour will not be tolerated by the management of Optimum Choice and may result in disciplinary action being initiated.

The full, professional and ongoing care of our participants is our primary purpose / goal, and this must be the focus at all times when you engaged to care for these important people.

Date 28/03/2020