

# SD4

## High Intensity Daily Personal Activities

Thrive Care Group Subsidiaries



This policy is part of Thrive Care Group's (Thrive) comprehensive policy suite, designed to guide and govern operations across all subsidiaries. It establishes a unified framework that ensures consistent standards, accountability, and alignment with Thrive core values and strategic objectives. The policy applies to all employees, contractors, and stakeholders within Thrive and its subsidiaries, supporting seamless governance and compliance throughout the organisation.

# SD4 High Intensity Daily Personal Activities

## Policy Statement

1. Thrive is committed to ensuring that team members possess the qualifications, skills and experience required to provide safe, appropriate and person-centred support to clients who require high intensity daily personal care.
2. Thrive will ensure that all supports are delivered in accordance with the NDIS Practice Standards and the Aged Care Quality Standards, and that each client receives support that is proportionate to their individual needs, preferences and health status.
3. Thrive will:
  - a. Ensure that team members receive training tailored to the client's needs, condition and the relevant high intensity support skills descriptor.
  - b. Develop specific training plans for each high intensity support area, including complex bowel care, enteral feeding, tracheostomy care, urinary catheter management, ventilator support, subcutaneous injections, diabetes management, seizure management, and complex wound care.
  - c. Ensure that all team members complete competency-based training and are assessed as competent before delivering high intensity supports.
  - d. Provide ongoing supervision, annual performance reviews and development plans to maintain team members competency.
  - e. Involve clients in the development and review of their individual support plans and ensure that all care is delivered in accordance with these plans.
  - f. Ensure that all plans identify how risks, incidents and emergencies will be managed, including required actions and escalation procedures.

## Procedures

### 1. Complex Bowel Care

Thrive will:

- a. Involve the client in the assessment and development of their bowel management plan.
- b. Obtain client consent before conducting assessments.

- c. Ensure assessments are completed by appropriately qualified health practitioners and reviewed regularly.
- d. Include risk management and escalation procedures in the plan.
- e. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – Information Management Policy.
- f. Provide client-specific training to team members, delivered by a qualified health practitioner or a person who meets the high intensity support skills descriptor for complex bowel care.
- g. Ensure team members do not alter management plans and report any concerns to their supervisor.

## 2. Enteral Feeding Management

Thrive will:

- a. Involve the client in the development of their enteral feeding plan.
- b. Ensure assessments are conducted by qualified health practitioners and reviewed regularly.
- c. Include procedures for managing risks, incidents and emergencies.
- d. Provide training specific to the client's needs, type and method of enteral feeding, delivered by a qualified health practitioner or a person who meets the high intensity support skills descriptor for enteral feeding.
- e. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – Information Management Policy.
- f. Ensure team members do not replace or change feeding tubes unless authorised and trained.

## 3. Severe Dysphagia Management

Thrive will:

- a. Identify clients requiring severe dysphagia support and obtain consent for assessment.
- b. Ensure assessments are conducted by qualified health practitioners and reviewed regularly.

- c. Develop a severe dysphagia management plan that includes food and fluid preferences, preparation techniques, feeding equipment and risk management procedures.
- d. Provide training specific to each client's needs, delivered by a qualified health practitioner with expertise in severe dysphagia.
- e. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – Information Management Policy.

#### 4. Tracheostomy Management

Thrive will:

- a. Involve the client in the development of their tracheostomy management plan.
- b. Ensure assessments are conducted by qualified health practitioners and reviewed regularly.
- c. Include procedures for suctioning, equipment maintenance, emergency response and escalation.
- d. Provide training specific to each client's needs, delivered by a qualified health practitioner or a person who meets the high intensity support skills descriptor for tracheostomy care and ventilator support.
- e. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – Information Management Policy.

#### 5. Urinary Catheter Management

Thrive will:

- a. Involve the client in the development of their catheter management plan.
- b. Ensure assessments are conducted by qualified health practitioners and reviewed regularly.
- c. Include procedures for infection control, catheter care, monitoring and escalation.
- d. Provide training specific to each client's needs, delivered by a qualified health practitioner or a person who meets the high intensity support skills descriptor for catheter management.

- e. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – information Management Policy.

## 6. Ventilator Management

Thrive will:

- a. Involve the client in the development of their ventilator management plan.
- b. Ensure assessments are conducted by qualified health practitioners and reviewed regularly.
- c. Include procedures for equipment setup, monitoring, troubleshooting and emergency response.
- d. Provide training specific to each client's needs, delivered by a qualified health practitioner or a person who meets the high intensity support skills descriptor for ventilator management.
- e. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – information Management Policy.

## 7. Subcutaneous Injections

Thrive will:

- a. Involve the client in the development of their medication plan, including dosage measurement and calculation.
- b. Ensure assessments are conducted by qualified health practitioners and reviewed regularly.
- c. Obtain written or phone orders from the prescribing health practitioner.
- d. Provide training specific to each client's needs, delivered by a qualified health practitioner or a person who meets the high intensity support skills descriptor for subcutaneous injections.
- e. Ensure team members understand the client's related health condition and emergency procedures.
- f. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – information Management Policy.

## 8. Diabetes Management

Thrive will:

- a. Develop a diabetes management plan with input from a qualified health practitioner.
- b. Include procedures for monitoring blood sugar levels, administering medication and managing hypoglycemic episodes.
- c. Provide training specific to each client's needs, including insulin types, timing and site rotation.
- d. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – information Management Policy.

## 9. Seizure Management

Thrive will:

- a. Develop a seizure management plan with input from a qualified health practitioner.
- b. Include procedures for identifying triggers, monitoring seizure activity, administering PRN medication and emergency response.
- c. Provide training specific to each client's needs, including seizure types, patterns and risks.
- d. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – information Management Policy.

## 10. Complex Wound Management

Thrive will:

- a. Involve the client in the development of their wound management plan.
- b. Ensure assessments are conducted by qualified health practitioners and reviewed regularly.
- c. Include procedures for skin inspection, dressing changes, infection control and escalation.
- d. Provide training specific to each client's needs, delivered by a qualified health practitioner or a person who meets the high intensity support skills descriptor for wound management.

- e. Ensure that team members responsible for the delivery of support that involves implementation of the relevant Management Plan have access to it, in accordance with Thrive's OM8 – information Management Policy.

## 11. Training and Competency

Thrive will:

- a. Deliver client-specific training for each high intensity support area.
- b. Ensure training is delivered by qualified health practitioners or persons who meet the relevant high intensity support skills descriptor.
- c. Maintain records of training, competency assessments and refresher training.
- d. Conduct annual performance reviews and development planning.

## 12. Risk Management and Incident Reporting

Thrive will:

- a. Ensure each support plan includes procedures for managing risks, incidents and emergencies.
- b. Record and investigate all incidents in accordance with Thrive's OM6 – Incident Management Policy.
- c. Review incident data to inform service improvements and training needs.

## 13. Information Management

Thrive will:

- a. Maintain accurate and up-to-date client records in accordance with Thrive's OM8 – Information Management Policy.
- b. Ensure support plans and training records are securely stored and accessible to authorised personnel.

## Related Business Procedures

1. SP1 – Person Centred Assessment & Support Planning Policy
2. OM6 – Incident Management Policy
3. OM8 – Information Management Policy

4. SD5 – Infection Prevention & Control Policy
5. SD6 – Mealtime Management Policy
6. SD7 – Medication Management & Monitoring Policy

## Responsible Persons

1. The Chief Executive Officer must:
  - a. Manage and monitor compliance with this policy.
  - b. Support team member competence and compliance with this policy.
2. Management must:
  - a. Manage and monitor compliance with this policy.
  - b. Ensure team members receive appropriate training, supervision and debriefing to comply with this policy.
3. All Thrive team members must:
  - a. Comply with this policy.
  - b. Act in accordance with legislation and the organisation's systems relating to the policy.
  - c. Participate in training and report any concerns or limitations in delivering high intensity supports.

## Definitions

1. **Carer:** A person who provides support to the client at no cost, typically a family member or friend.
2. **Catheter:** A flexible tube inserted into the body to drain fluids or deliver medication. In clinical care, catheters are commonly used for urinary drainage, airway clearance, or intravenous access. Catheter care includes monitoring for infection, maintaining hygiene, and ensuring correct placement and securement.
3. **Client:** Any individual who receives support or care from Thrive or accesses the services provided by Thrive.

4. **Competent:** Having been trained and assessed by a registered nurse, enrolled nurse, or approved assessor as capable of safely and appropriately performing a specified task.
5. **Enteral Feeding:** A method of supplying nutrients directly into the gastrointestinal tract via feeding tube.
6. **Infection Control:** Measures aimed at preventing and controlling infection, including hygiene practices, use of personal protective equipment and environmental cleaning.
7. **Management Plan:** A document that outlines how Thrive team members will provide support to a client for specific health or care needs. A management plan is a supplementary plan that support the implementation of a support plan. It details the agreed strategies, procedures, and responsibilities required to ensure safe, effective, and consistent support. Examples include an Epilepsy Management Plan, Diabetes Management Plan, or Enteral Feeding Plan. Each Management Plan includes but is not limited to the purpose and scope of the plan, step-by-step procedures, roles and responsibilities and risk management strategies.
8. **Medication:** Any substance prescribed or supplied for therapeutic use, including oral, topical, injectable and natural therapy products.
9. **Person Centred:** An approach that respects and responds to the preferences, needs and values of the individual.
10. **Qualified Health Practitioner:** A person registered with the Australian Health Practitioner Regulation Agency (AHPRA) or equivalent.
11. **Registered Nurse:** A nurse register with the Australian Health Practitioner Regulation Agency (AHPRA) who is authorized to administer medications.
12. **Subcutaneous Injection (SC):** An injection delivered directly under the skin, typically using a pen or pump device.
13. **Support Plan:** A document developed in partnership with the client and, where appropriate, their family or Guardian. It outlines the supports Thrive will provide and/or co-ordinate to meet the client's individual needs and goals. The Support Plan is person-centred and includes, but is not limited to goals, preferences, risks and specific requirements.
14. **Team Member:** All Thrive employees, volunteers and subcontractors.
15. **Thrive:** Thrive Care Group Pty Ltd ABN 68 637 232 752, together with each of its subsidiaries.
16. **Wound:** Skin tissue damaged by trauma either accidental or surgical.

## References

1. Aged Care Act 2024 (Cth) and its associated regulations
2. National Disability Insurance Scheme (NDIS) Practice Standards and their associated regulations
3. Privacy Act 1988 (Cth)
4. Australian Health Practitioner Regulation Agency (AHPRA) – Registration standards and guidelines
5. Australian Guidelines for the Prevention and Control of Infection in Healthcare – National Health and Medical Research Council
6. Therapeutic Goods Administration (TGA) – Guidelines for medication and medical device safety
7. Work Health and Safety Act 2011 (Cth)

## Version Control

Version 1      31 August 2025      New policy creation



**Thrive Care Group**

Visit: [thrivecaregroup.com.au](http://thrivecaregroup.com.au)

Email: [hello@thrivecaregroup.com.au](mailto:hello@thrivecaregroup.com.au)