

Participant Privacy & Dignity



Supporting participants with personal care in
MDNSW programs

Person Centred Supports

- All team members/workers are required to treat participants with dignity and respect and always protect their privacy, particularly when providing personal care.
 - A person-centred approach is where the person is placed at the centre of the service and treated as a person first.
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Participant Choice and Independence

- **Workers should always ask participants how they wish to be supported in each situation** before providing supports.
- Workers should always **explain** what is involved in a personal support and ask the participant's **permission** before providing it.



Right to refuse

Personal supports may include healthcare supports or assisting with daily hygiene routines like toileting, showering or dressing.

Asking permission places the choice and control with the participant and **empowers** them in the situation.

Participants also have the **right to refuse** a support. If this happens, check with a supervisor for next steps!



Complaints

MDNSW create an environment that is safe for children and adults with a disability to raise their concerns, tell us how they would like things done, have their rights respected and feel empowered.

The aim is to support participants to:

- Assert their rights to feel safe
- Make decisions regarding their bodies and personal space
- Speak up – tell us what is ok and what isn't
- Raise complaints independently or seek support to make a complaint



This video provides an insight to the thoughts and feeling of people who receive personal care.



2.54 mins

www.youtube.com/watch?v=YOHvS9C897E

Working one-to-one with children, and people with disability

The following summary of expectations applies to all situations where staff, support workers or volunteers are providing one-to-one support, e.g.:

- Personal care, including dressing
 - Toileting assistance
 - Assisting them into bed
 - Showering
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Make it respectful and person-centred

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Always show respect to the person you are supporting

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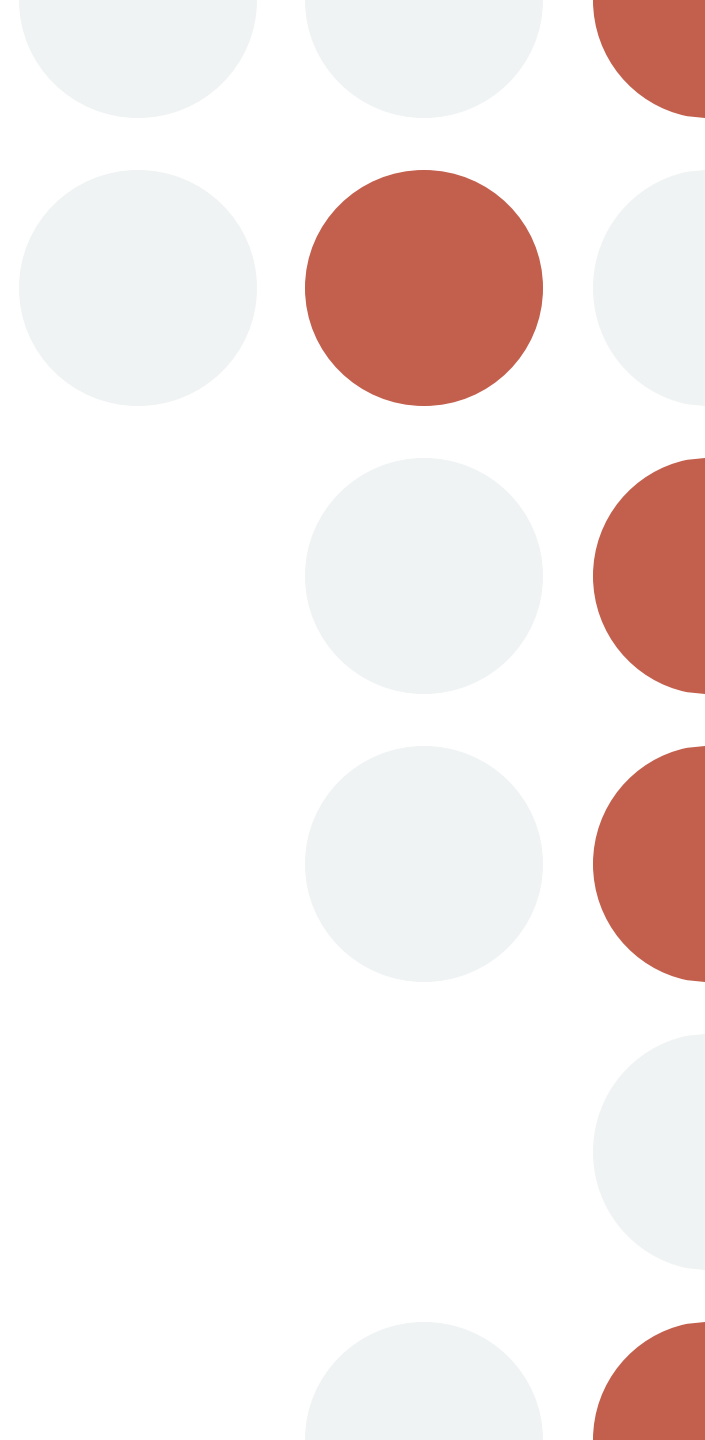
Always ask permission to provide the support

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Always talk through the process when providing the support

Make it 'public'

- Have another person busy in the room or nearby when providing supports to children
 - Do not use personal email, phones, social media, apps or websites to communicate with participants, particularly children and young people
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Make it authorised

- Parents/participants should be informed and give consent to personal care supports (Application Form)
 - Seek additional verbal consent from the participant each time before delivering the support
 - The activity must be authorised by the team leader
 - The activity is a legitimate part of your role
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Make it professional

- Always be respectful and courteous
 - As far as possible, provide supports during normal work hours
 - Supports should be concise and not unnecessarily prolonged
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Make it purposeful

- The activity addresses or is linked to an identified wellbeing and/or learning need of the participant.
 - And always report any concerns to a supervisor.
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