

POLICY NUMBER: NDIS SER DEL 15

INTENT

Real Living Options Association Inc. is committed to providing safe, person-centred overnight support that promotes participant wellbeing while ensuring the health, safety, and wellbeing of workers.

This policy establishes the requirements for the delivery of sleepover support services, including worker responsibilities, participant rights, workplace safety requirements, and the provision of suitable sleepover facilities

DEFINITION

Sleepover shift: *a sleepover shift is a shift where a worker is required to sleep overnight at a participant's residence and be available to provide support if required during a designated sleepover period.*

Sleepover Period: *the designated period during which a worker is expected to sleep while remaining available to respond to participant needs. The sleepover period will be eight (8) hours.*

Active Overnight Support: *support provided during the designated sleepover period, including responding to participant requests, incidents, emergencies or other support needs.*

POLICY STATEMENTS

Real Living Options will:

- Deliver sleepover supports in a manner that promotes participant safety, dignity, privacy, choice, and control.
- Ensure sleepover arrangements are identified within participant support documentation where required.
- Provide workers with the information, training and resources necessary to safely undertake sleepover shifts.
- Comply with the NDIS Practice Standards, Work Health and Safety requirements, SCHADS Award provisions and all relevant legislation.

Date Adopted:	16/02/2009	Next Review Date:	2029	Version:	07	CIR:	02/07/2026
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- Monitor and manage worker fatigue risks associated with sleepover arrangements.
- Ensure workers undertaking sleepover shifts remain available to respond to participant needs throughout the sleepover period.
- Maintain records of active overnight support, incidents and other relevant documentation.

Workers undertaking sleepover shifts must:

- Remain on-site for the duration of the sleepover period unless authorised or in an emergency.
- Be fit for duty and capable of responding to participant needs.
- Follow participant support plans, risk assessments, behaviour support plans, and organisational procedures.
- Respect participant privacy, dignity, and confidentiality.
- Report incidents, hazards, and concerns in accordance with organisational procedures.
- Maintain professional boundaries at all times.

Participants receiving sleepover support have the right to:

- Safe and quality supports.
- Privacy and dignity.
- Choice and control regarding support arrangements.
- Raise concerns or complaints without fear of disadvantage.

PROCEDURES

Sleepover Arrangements

- Sleepover will only be provided where identified through participant support planning, risk assessment, service agreement or other relevant documentation.
- Workers will be provided with relevant participant information before undertaking sleepover shifts.
- Rosters will be developed to minimise fatigue risks and support worker wellbeing.
- Sleepover facilities.

Where practicable, participants receiving sleepover support will provide access to:

- A separate room with a door, a bed (or suitable sleeping arrangement) and clean linen.
- Bathroom facilities.
- Food preparation facilities and a staff area where possible.

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- Reasonable heating, cooling, and lighting.
- A safe environment that supports worker wellbeing and privacy.
- The sleeping area which provides the worker with adequate opportunity for rest while maintaining availability to respond to participant needs.

The suitability of sleepover facilities may be considered as part of participant risk assessments and support planning processes.

Active Overnight Support

- Workers will provide support in accordance with participant plans and organisational procedures.
- All active overnight support provided during the sleepover period must be documented.
- Incidents, injuries or emergencies must be reported in accordance with the Incident Management Procedure.
- Where overnight interruptions regularly impact a worker's ability to obtain reasonable rest, management will review the support arrangement.

Fatigue Management

- Workers are encouraged to report fatigue-related concerns.
- Management will assess fatigue risks associated with sleepover arrangements.
- Where sleepover arrangements are no longer suitable, alternative support models may be considered.

Emergency Response

In an emergency, workers must:

- Ensure immediate safety.
- Contact emergency services (000) where required.
- Follow participant-specific emergency procedures.
- Notify the on-call service or management as soon as practicable.
- Complete all required documentation and incident reporting.

DELEGATIONS

Support Manager and/or Support Facilitator

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- The Support Manager will ensure that all legislative and award conditions are met and Participants, Representatives/Nominees and employees are made aware of these.
- Assess and approve the appropriateness of sleeping conditions for Lifestyle Assistants.
- Make the necessary arrangements for support ensuring all required conditions are met.

RELATED DOCUMENTATION

Intake Support Plan Assessment.

Personal Support and Health & Medical Information.

REFERENCES

Fair Work Act 2009 (Cth).

Work Health and Safety Act 2011 (Qld).

Disability Services Act 2006 (Qld).

National Disability Insurance Scheme Act 2013.

Social, Community, Home Care & Disability Services Industry Award 2010.

AMENDMENTS/REVIEWS

Amended 12/04/2012.

Amended 05/05/2016.

Amended 27/09/2018.

Amended 25/06/2020.

Amended 02/03/2023.

Amended 02/07/2026.

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