KORU CARE AUSTRALIA
DISABILITY & AGED CARE SUPPORT

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Medication Support Policy and Procedure

Koru Care Australia

This policy defines Koru Care Australia's strict medication service boundary. Workers may provide a verbal reminder only when it is documented in the client's support plan. Workers must not organise, handle, prepare, advise on, dispense or administer medication.

Document governance	Details
Document owner	Operations Manager / Director
Applies to	Directors, employees, contractors, volunteers, students, agency staff, support workers and any person providing or arranging client support on behalf of Koru Care Australia.
Service context	NDIS, aged care, brokered services, private services, community support, social support, transport, personal care, domestic assistance and related administration.
Version	1.0
Status	Draft for approval
Effective date	Upon approval
Review date	12 months after approval, or earlier if legislation, standards, incidents, systems or service delivery arrangements change.
Policy code	KCA-POL-MED-001

Worker quick guide	What this means in practice
Remind only	Give one neutral verbal reminder at the agreed time only when the reminder is documented in the client's support plan.
Hands off	Do not touch medication or packaging, choose a dose, open a pack, measure, prepare, store, carry, collect, dispose of or administer medication.
No medication advice	Do not interpret labels, decide timing, answer dose questions, recommend a missed-dose action or make any decision about medication use.
Client decides	The client must independently identify, access and take their own medication. Respect a refusal and do not pressure or persuade them.
Stop and escalate	If the client needs more than a reminder, is confused, cannot self-administer or a dose may be wrong or missed, stop and contact Koru Care management.
Emergency	Call Triple Zero (000) for immediate danger or serious symptoms. For suspected poisoning or overdose, call the Poisons Information Centre on 13 11 26 and follow directions.

1. Purpose

The purpose of this policy and procedure is to make Koru Care's medication boundary clear, protect clients from preventable harm and ensure workers do not perform medication tasks outside their role, training and authorisation.

Koru Care supports client choice, independence and dignity. A client's request or consent does not authorise a worker to perform a prohibited medication task. Where a client needs more than a verbal reminder, Koru Care will escalate the need so an appropriate arrangement can be considered.

2. Scope

This policy applies to:

- All Koru Care support workers and other non-clinical workers in every service setting;
- All prescriptions, over the counter and complementary medicines, vitamins and supplements;
- All forms of medication, including tablets, capsules, liquids, creams, patches, drops, inhalers, injections, suppositories and medicated preparations;
- Scheduled, short-term, PRN (as needed), controlled, high-risk and emergency medicines; and
- Medication-related planning, reminders, client requests, concerns, incidents, transport, storage, records and escalation.

This policy does not authorise medication administration by any person. If Koru Care separately engages a registered health practitioner or other appropriately qualified clinical provider, that service must operate under a separate, documented and approved clinical governance arrangement. Koru Care support workers must not take over or fill gaps in that arrangement.

3. Definitions

Term	Meaning
Client	Any person receiving services or support from Koru Care, including an NDIS participant, aged care client, private client or person receiving brokered services.
Medication	Any prescription, over the counter, complementary or alternative medicine, vitamin or supplement in any dose form.
Self-administration	The client independently identifies, accesses, prepares where required and takes their own medication without a worker handling the medication or making a medication decision.
Verbal medication reminder	One neutral spoken cue at the time documented in the client's support plan. It does not include identifying a medicine, opening packaging, handling a dose, giving advice or checking that a dose is correct.
Medication assistance	Support with self-administration that can include prompting or opening packaging. Koru Care workers are not authorised to provide this broader assistance; Koru Care permits a verbal reminder only.
Medication administration	Giving a dose of medication to a person, including preparing, measuring, selecting, applying, inserting, instilling or injecting it. Koru Care workers must not administer medication.
Medication incident or concern	An actual, alleged, suspected or near-miss event involving medication that caused, or could have caused, harm, including a wrong, missed, repeated or uncertain dose, adverse reaction, unsafe storage or loss.

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4. Policy principles and Koru Care service boundary

- Koru Care workers may provide a verbal medication reminder only when it is specifically documented in the client's current support plan.
- Koru Care workers must not organise, handle, prepare, advise on, dispense or administer medication.
- The client must remain independently responsible for identifying, accessing, preparing and taking their medication.
- Koru Care's reminders-only boundary is a stricter internal service rule. Some NDIS and aged-care settings may permit broader assistance or administration where lawful systems, clinical governance, training, competency and supervision are in place; Koru Care does not provide those tasks through its support workers.
- A client's consent, family request, health professional instruction, roster pressure or usual practice does not extend a worker's scope under this policy.
- Workers must protect the client's dignity, privacy, choice and right to refuse while acting promptly on safety concerns.
- No worker will be directed or pressured to perform a prohibited medication task. Requests or unsafe gaps must be escalated to management.

5. Assessment, support planning and consent

Before a medication reminder is included in a service, management must confirm with the client or their authorised representative that the client can self-administer independently and needs a verbal reminder only. Koru Care does not make a clinical assessment of medication capacity; clinical advice must be obtained where the client's ability is unclear or changing.

- The support plan must state that the task is a verbal reminder only and record the agreed reminder time or event and preferred wording.
- The service agreement or onboarding information must explain that Koru Care workers do not provide medication assistance or administration.
- Only information reasonably needed to provide the reminder and respond to risk should be collected, used and disclosed.
- The plan must identify who the worker contacts if the client declines, cannot self-administer, appears unwell or raises a medication concern.
- A reminder must not be added merely because medicine is visible in the home or because a worker believes a dose is due.
- If the client needs packaging opened, a dose selected or any other physical or decision-making support, management must arrange a review before the reminder service starts or continues.

6. Permitted support: verbal reminders only

A worker may:

- Give the agreed neutral verbal reminder at the time or event stated in the current support plan;
- Respect the client's choice to act on, delay or decline the reminder without pressure;
- Tell the client that medication questions must be directed to their pharmacist, prescriber, registered health practitioner or authorised representative;
- Contact Koru Care management or the person identified in the support plan when escalation is required; and
- Record that the reminder was offered and the client's stated or observed response using factual, non-clinical wording.

A reminder does not make the worker responsible for the medication, the dose, the timing decision or whether the client takes it. The worker must not describe the reminder as medication assistance or administration.

7. Activities workers must not perform

Workers must not:

- Touch, hold, move or handle medication, a dose, a blister pack, Webster-pak, dosette box, bottle, tube, patch, inhaler, syringe or other medication container or device;
- Select or point out which medication, compartment, sachet, bottle or dose the client should take;
- Open, tear, cut, pierce or otherwise access medication packaging;
- Remove tablets or capsules, pour or measure liquids, split or crush tablets, dissolve medication, mix medication into food or drink, or prepare any dose;
- Place medication in a client's hand or mouth, apply creams or patches, administer drops, assist an inhaler, insert medication or give an injection;
- Fill, refill, organise, label or check a medication organiser, pack, chart, list, alarm or schedule;
- Decide whether a PRN medicine is needed or suggest that a client take it;
- Interpret labels, prescriptions or instructions, calculate a dose, answer clinical questions or advise what to do about a late, missed, refused, vomited or duplicate dose;
- Check or confirm that a medication or dose is correct, act as a medication witness, perform a medication count or sign a medication administration record;
- Store medication, hold keys or codes for medication storage, refrigerate medication, carry medication for a client or secure it in a worker's vehicle;
- Order repeats, request prescriptions, collect or accept delivery of medication, purchase medication or sign pharmacy or controlled-drug records for a client;
- Dispose of unwanted, expired or dropped medication, sharps or medication packaging; or
- Follow a family member's, representative's or health professional's request to perform any prohibited task without an approved change to Koru Care's service model and policy.

8. Procedure before providing a reminder

- Check the current support plan and confirm that a verbal reminder is authorised for that service occasion.
- Use only the recorded reminder time, event and wording. Do not rely on memory, a medicine label, a handwritten note or a verbal change.
- Confirm that the client is present and appears able to complete every medication step independently.
- Do not provide the reminder if there is reason to think the medication may already have been taken, the plan may be wrong, the packaging has changed, or the client is unusually confused or unwell. Contact management instead.
- Protect privacy by giving the reminder discreetly and only sharing information with people authorised to receive it.

9. Procedure for providing a reminder

Give the reminder

- Use the agreed neutral wording, for example: 'This is your medication reminder.'
- Give the reminder once for that scheduled occasion unless the support plan expressly specifies a different neutral reminder arrangement approved by management.
- Step back and allow the client to locate, identify, open, prepare and take the medication independently.

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- Do not direct the client to a package, compartment or dose and do not check the medication against a label or list.

If the client asks a question

Say that you cannot give medication advice or handle medication. Encourage the client to check their own authorised instructions or contact their pharmacist, prescriber, registered health practitioner or authorised representative. Contact Koru Care management if the client cannot proceed independently.

Record the service

Record only the reminder and factual response. Suitable wording includes 'Verbal medication reminder offered at 8.00 am; client declined' or 'Verbal medication reminder offered; client stated they had already taken it'. Do not write 'medication administered', 'dose given', 'medication checked' or a clinical conclusion that the dose was correct.

10. Refusal, missed, late or uncertain dose

- Respect the client's decision and do not pressure, persuade, argue, threaten or repeatedly prompt.
- Do not recommend taking the medication later, skipping it, doubling it or changing the next dose.
- If the client says a dose was missed, late, refused, vomited, repeated or may have been taken incorrectly, do not try to correct the situation by giving medication.
- Follow the support plan's notification instructions and contact Koru Care management as soon as possible.
- Encourage the client or authorised representative to obtain advice from the pharmacist, prescriber or registered health practitioner. A worker may make an urgent call only as directed by the support plan, management, the Poisons Information Centre or emergency services.
- Escalate immediately if the client is unwell, the amount is uncertain, a double dose is possible, or delay could present a serious risk.
- Document the facts, the client's words, who was contacted, advice received and actions taken. Do not diagnose or speculate.

11. Requests for support outside Koru Care's scope

If a client asks a worker to do more than give a verbal reminder, the worker must:

- Decline respectfully and explain that Koru Care workers are not authorised to handle, prepare, advise on or administer medication;
- Not perform the task as a favour, one-off exception, usual family practice or because another person says it is safe;
- Ensure the client is not left in immediate danger and call Triple Zero (000) if there is a medical emergency;
- Contact Koru Care management and follow the support plan's escalation contacts;
- Record the request and response factually; and
- Continue only with other supports that remain safe and within scope.

Management must review whether the service remains suitable and assist the client or representative to consider an appropriately qualified provider, registered health practitioner, pharmacy service or other safe arrangement. A Koru Care worker must not provide temporary medication assistance while another arrangement is being organised.

12. Medication changes and new instructions

- Workers must not change reminder times or instructions because of a verbal message, new package, hospital discharge paper, pharmacy note or change noticed in the home.
- When a client or representative reports a change, record the information as reported and notify management. Do not interpret or act on medication instructions.
- Management may update the reminder wording or timing only after the change is confirmed through the client's authorised planning process and remains within the reminders-only boundary.
- Any change that means the client can no longer self-administer independently requires a service and risk review before reminders continue.
- Workers must promptly report observed changes in alertness, behaviour, mobility, swallowing, confusion or wellbeing without stating that medication caused the change unless a qualified person has confirmed this.

13. Medication storage, transport and disposal

The client or their authorised medication support provider is responsible for medication storage, security, temperature control, transport and disposal. Koru Care workers must not take custody of medication.

- Do not access medication cupboards, safes, refrigerators, lock boxes or storage codes for medication purposes.
- Do not move medication to another location, even to tidy the home or prepare for an outing.
- Do not carry medication in a bag, pocket or vehicle or accept responsibility for maintaining temperature or security.
- Do not pick up dropped medication, place it back in packaging or dispose of it.
- Do not handle sharps. Keep others away from an immediate sharps hazard and follow Koru Care's hazard and incident procedures.
- Report unsafe storage, missing medication, accessible controlled medication, damaged packaging or a risk to children or other people to management promptly.

14. Prescriptions, pharmacy visits and purchasing

- Workers may transport or accompany a client to a pharmacy or health appointment only where this is an authorised general support task.
- The client or authorised representative must independently order, collect, pay for, receive and carry medication and receive medication instructions.
- Workers must not request or collect prescriptions, order repeats, purchase medication, accept deliveries, sign pharmacy records or use client funds for a medication transaction.
- Workers must not relay medication instructions as though they are responsible for implementing them. If information is given to a worker unexpectedly, pass it on unchanged to the client, authorised representative and management without interpretation.
- If the client cannot complete the pharmacy task independently, contact management so the service arrangement can be reviewed.

15. PRN, controlled, high-risk and emergency medicines

PRN medicines require a decision about whether and when they are needed. Workers must not prompt, select, prepare or administer PRN medication. Workers must not handle controlled, high-risk or emergency medicines.

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- A fixed-time verbal reminder may only relate to medication the client can self-administer independently under their own authorised instructions.
- Koru Care must not accept a support arrangement that relies on a worker assessing symptoms, making a PRN decision, checking a controlled-drug count or administering rescue medication.
- Where a client's safety depends on another person administering emergency or rescue medication, a separate appropriately qualified and approved arrangement must be in place before the service starts or continues.
- This policy does not delay emergency assistance. Call Triple Zero (000), provide first aid within training and follow emergency service directions.

16. Outings, transport and appointments

- The client must independently select, carry, secure and self-administer any medication needed during an outing or journey.
- Before an outing, workers must not pack medication or check that the correct medication or quantity has been brought.
- If the client cannot independently manage the medication needed while away from home, contact management before departure. The outing may need to be delayed, changed or supported through another arrangement.
- Workers may support general communication at an appointment only where authorised, but must not accept responsibility for medication decisions or agree to implement medication instructions.
- Any written information handed to the worker must be passed on securely and promptly to the client, authorised representative or management without alteration or interpretation.

17. Change in the client's ability to self-administer

A verbal reminder is only suitable while the client can complete all medication tasks independently. Workers must report signs that this may no longer be the case, including when the client:

- Asks the worker to choose a medication, open packaging, measure a dose or physically help;
- Appears unable to identify the correct medication, dose, time or method;
- Is newly confused, drowsy, distressed, physically unable or repeatedly forgetful;
- Repeatedly reports missed, duplicated, lost or incorrect doses;
- Has difficulty swallowing or safely using a medication device; or
- Has a change in health, living arrangements or available informal support that affects self-administration.

The worker must stop the medication reminder task where continuing could create risk, contact management and document the concern. Management must review the support plan and seek appropriate clinical or representative input. Workers must not assess capacity, test the client or compensate by providing hands-on help.

18. Suspected medication error, adverse reaction, overdose or poisoning

Treat any suspected wrong, repeated, excessive or unknown dose, adverse reaction, accidental ingestion or poisoning as a safety concern. Do not wait for symptoms to worsen before seeking advice.

- Do not give another medicine, food or drink, induce vomiting or attempt a home remedy unless directed by the Poisons Information Centre or emergency services.
- Call Triple Zero (000) immediately if the client is unconscious, difficult to wake, having trouble breathing, having a seizure, collapsing, severely unwell or in immediate danger.

- For suspected poisoning, overdose, double dose or uncertainty, call the Poisons Information Centre on 13 11 26 for 24-hour advice and follow its directions.
- Ask the client or authorised representative to make medication packaging and relevant information available for the health professional or emergency responder where possible.
- Stay with the client when safe to do so, provide first aid within training and do not leave a person at immediate risk alone.
- Notify Koru Care management as soon as the urgent response is underway and complete the required incident documentation.

19. Emergency procedure

Immediate response

- Check for immediate danger and the client's responsiveness and breathing.
- Call Triple Zero (000) without delay for a life-threatening or serious condition. Give the location and follow the operator's instructions.
- Provide first aid only within your training and capability. Do not undertake medication administration as a planned support task.
- Contact the Poisons Information Centre on 13 11 26 when poisoning or overdose is suspected, unless this would delay urgent emergency assistance.
- Contact Koru Care management and the authorised representative or emergency contact in accordance with the support plan once immediate safety actions are in progress.

Information to provide

- The client's name, location, current condition and immediate symptoms;
- What the client or another person reported happened and when;
- The name and amount of medication if known from a reliable source, without guessing;
- Who has been contacted and the directions received; and
- Any relevant emergency information in the client's support plan.

After the emergency

Preserve factual information, cooperate with emergency responders, protect privacy and complete Koru Care's incident and handover requirements. Management must review the service before medication reminders resume where the incident raises doubt about safe self-administration.

20. Documentation, incident reporting and escalation

- Record each planned reminder in the approved client record using factual wording and the actual time provided.
- Record the client's stated or observed response without claiming that a dose was correct or administered.
- Report requests for prohibited support, inability to self-administer, missed or uncertain doses, unsafe storage, adverse symptoms, errors, near misses and other medication concerns to management as soon as possible.
- Complete a Koru Care incident report in the approved system, such as ShiftCare or BrightSafe as directed, within 24 hours where practicable or as soon as possible if the worker is unable to report sooner.
- Do not photograph medication, labels, prescriptions or health records unless management has authorised this for a lawful and necessary purpose and privacy requirements are met.
- Management will assess the response, service review, open disclosure, safeguarding action and any external notification required under NDIS incident obligations, the Serious Incident Response Scheme or another law. Workers must not decide reportability themselves.

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- Records must be objective, accurate, timely, confidential and limited to information relevant to the service and safety response.

21. Roles and responsibilities

Role	Responsibilities
Director / Operations Manager	Approve this policy; set and communicate the reminders-only service boundary; ensure governance, insurance and service agreements align; respond to serious concerns; arrange regulatory advice and external notifications; approve corrective action.
Managers / Coordinators	Assess service suitability; document reminder arrangements and escalation contacts; brief workers; respond to requests and concerns; arrange reviews and alternative qualified supports; check records; manage incidents and follow-up actions.
Support workers	Give only authorised verbal reminders; maintain the hands-off boundary; respect client decisions; stop and escalate when more help is needed; respond to emergencies; document factually; report incidents and concerns promptly.
All staff	Understand that consent does not extend worker scope; do not direct or pressure workers to perform prohibited medication tasks; protect privacy; raise risks early; cooperate with reviews, training and continuous improvement.

22. Training, implementation, monitoring and review

- This policy will be included in induction and made available to all workers, managers, coordinators and relevant contractors.
- Training will cover the reminders-only boundary, prohibited tasks, client rights, respectful refusal, warning signs, emergency response, the Poisons Information Centre, documentation, privacy and incident escalation.
- Workers do not become authorised to provide medication assistance or administration by completing general medication awareness, first aid or another provider's training.
- Managers will check that support plans and service agreements describe reminder tasks consistently and do not create an implied administration responsibility.
- Management will monitor requests outside scope, missed or uncertain doses, incidents, complaints, record quality and repeated self-administration concerns and will take corrective action where required.
- This policy will be reviewed at least annually and earlier after a serious incident, legislative or standards change, audit finding, service-model change or identified control failure.
- Clients, representatives, workers and relevant clinical or safeguarding advisers may be consulted when the policy or medication-related service controls are reviewed.

23. Related Koru Care documents

- Incident Management and Reportable Incident Procedure
- Risk Management Policy and Procedure
- Emergency and Disaster Management Policy
- Client Rights and Responsibilities Policy
- Privacy and Confidentiality Policy
- Duty of Care and Dignity of Risk Guidance
- Work Health and Safety Policy
- Code of Conduct

- First Aid and Emergency Response procedures
- Service agreements, client support plans, risk assessments and emergency plans
- ShiftCare, BrightSafe and client documentation procedures

24. Legislative, regulatory and standards framework

This policy is intended to operate consistently with requirements applicable to Koru Care's services, registration categories and contractual arrangements. Relevant frameworks include:

- NDIS Code of Conduct, including respect for self-determination and privacy, safe and competent support, and prompt action on quality and safety concerns.
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018, Schedule 1 clause 26. The medication management standard applies where a provider is responsible for administering medication; Koru Care's support workers do not undertake that responsibility under this policy.
- National Disability Insurance Scheme (Quality Indicators for NDIS Practice Standards) Guidelines 2018, section 26, where medication administration and storage are provided.
- Aged Care Act 2024 and Aged Care Rules 2025, including the Aged Care Code of Conduct, applicable Quality Standards and incident management requirements.
- Aged Care Quality and Safety Commission guidance for Outcome 5.3, which distinguishes medication assistance from medication administration and requires providers to define safe systems appropriate to their service context.
- Privacy Act 1988, Australian Privacy Principles and Health Records Act 2001 (Victoria) for medication and health information.
- Occupational Health and Safety Act 2004 (Victoria), common law duties, first aid obligations and other applicable Commonwealth, state or territory requirements.

Where another framework permits a broader medication task, Koru Care workers must still follow this stricter reminders-only policy unless Koru Care formally changes its service model, governance, authorisation and policy. Nothing in this policy prevents a worker from calling emergency services or following lawful emergency directions.

25. Staff acknowledgement

I acknowledge that I have read and understood this Medication Support Policy and Procedure. I understand that Koru Care workers may provide a verbal reminder only when documented in the client's support plan. I will not organise, handle, prepare, advise on, dispense or administer medication. I will stop, report and seek guidance when a client needs more support or a medication concern arises.

Name	Signature	Date

26. Review history

Version	Date	Summary of changes	Approved by
1.0	07/09/2026	Medication support policy and procedure developed for Koru Care Australia, establishing a verbal-reminders-only boundary and current NDIS and aged-care-aligned safety and escalation controls.	Pending approval

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27. Reference sources used for this policy

Official sources checked on 7 September 2026:

Source	Relevance to this policy
NDIS Quality and Safeguards Commission: NDIS Code of Conduct	Client rights and decision-making, privacy, safe and competent support and prompt action on quality and safety concerns.
National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 — current compilation 26 June 2026	Schedule 1 clause 26 applies where a provider is responsible for administering medication and defines the medication management outcome.
National Disability Insurance Scheme (Quality Indicators for NDIS Practice Standards) Guidelines 2018 — current compilation 1 July 2026	Section 26 identifies medication records, trained workers and safe storage indicators when administration is provided.
Aged Care Quality and Safety Commission: Safe and quality use of medicines — Outcome 5.3	Distinguishes medication assistance from administration and describes systems, training, documentation and escalation expected for the provider's service context.
Aged Care Act 2024 and Aged Care Rules 2025 — current compilation 1 July 2026	Aged Care Code of Conduct, applicable Quality Standards, person-centred care, safe and competent services, clinical care and medicine-related adverse event requirements.
Aged Care Quality and Safety Commission: Incident management and SIRS guidance	Recording, responding to and reviewing incidents and near misses, and management assessment of external reportability.
Victorian Department of Health: Victorian Poisons Information Centre	24-hour poisoning and overdose advice through 13 11 26; Triple Zero (000) remains the emergency response for immediate danger or serious symptoms.
Privacy Act 1988 and Health Records Act 2001 (Victoria)	Collection, use, disclosure, storage and protection of medication and health information.