DELEGATION OF CARE POLICY AND PROCEDURE

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Purpose and Scope

The purpose of this policy and procedure is to ensure that delegation of care activities are conducted safely, appropriately and in accordance with legislative and professional requirements. To support high quality, person-centred care that upholds consumer's rights:

- Bilingual Care has appropriate, qualified professionals delegating care and services to a mix of staff who are suitably skilled,
- delegation only occurs where it is safe to do so and where accountability is maintained as per Bilingual Care's clinical governance framework, and
- Bilingual Care consumers receive the best possible care and services via a workforce that is respectful, flexible, and responsive.

This policy and procedure applies to all staff engaged by Bilingual Care who are involved in delegated care activities occurring in a consumer's home or community setting, including:

- Registered and Enrolled Nurses
- Allied Health professionals
- Personal care/support workers, and
- Clinical leaders involved in assessment, planning and care delivery

It meets relevant legislation, regulations, and Standards

Applicable Strengthened Aged Care Quality Standards

- *Standard 1 - The Person*
- *Standard 2 - The Organisation*
- *Standard 3 - The Care and Services*
- *Standard 5 – Clinical Care*

Definitions

Delegation of Care[1] - when a Registered Nurse (RN) or other health professional delegates aspects of their practice to another person, such as an enrolled nurse (EN), a student nurse, or a person who is not a nurse (such as a support worker). Delegations of care are made to meet consumers' needs and enable delivery of appropriate health care services - that is, to ensure the right person is available at the right time to provide the right service.

Health professionals such as RNs who delegate care retain accountability for the decision to delegate. They are also accountable for monitoring the communication of the delegation to the relevant people and for the practice outcomes. Both parties share the responsibility of making the delegation decision, which includes assessment of the risks and capabilities. In some instances, delegation may be preceded by teaching and competency assessment.

[1] Nursing and Midwifery Board 2025, *Registered Nurse Standards for Practice – Glossary*, Australian Health Practitioner Regulation Agency, accessed 18 April 2026, https://www.nursingmidwiferyboard.gov.au/codes-guidelines-statements/professional-standards/registered-nurse-standards-for-practice.aspx

Delegating Health Professional - a registered health practitioner (e.g. Registered Nurse) who is authorised, competent and accountable for assessing, planning and delegating care.

Delegated Worker - a worker who accepts delegated care activities and is responsible for performing them safely, competently and within their scope of training.

Policy

Bilingual Care must ensure all aged care clinical and care services delivered by non-clinical staff are planned, delegated, supervised, and documented by a Registered Nurse

Bilingual Care is committed to ensuring that delegation of care:

- is person-centred, evidence-based and risk-assessed
- occurs only where it is clinically appropriate and safe
- is supported by clear documentation, training and supervision
- preserves consumer dignity, autonomy and choice, and
- operates within a strong clinical governance framework

Delegation does not remove professional accountability from the delegating practitioner or organisational accountability from Bilingual Care.

Principles

Principles of Delegation

Delegation of care must adhere to the following principles:

- care is delegated only after an individual assessment of the consumer
- the consumer's needs, preferences and consent are considered
- the task being delegated is appropriate to delegate and does not require professional judgment once delegated
- the worker has the skills, training and competence required to perform the delegated tasks
- clear instructions, supervision and review processes are in place
- delegation is accurately documented and regularly reviewed

All delegation practices must align with the *Statement of Rights* and uphold consumer's dignity and autonomy.

Procedures

Roles and Responsibilities

The **Clinical Advisor** is responsible for:

- ensuring appropriate clinical governance and oversight in accordance with Bilingual Care's *Clinical Governance Framework*
- providing training and supervision
- maintaining records of delegation and competency
- monitoring compliance through audits and supervision

The **Delegating Health Professional** is responsible for:

- assessing the consumer and determining the appropriateness of delegation

- confirming the delegated worker's competence
- providing clear instructions and parameters for the delegated worker
- ensuring the consumer's documentation is current and accurate
- monitoring consumer outcomes and regularly reviewing the effectiveness of delegation

The **Delegated Worker** is responsible for:

- only performing tasks they are trained and authorised to undertake by the Delegating Health Professional
- following instructions and consumer *Care Plans* precisely
- raising concerns or refusing tasks beyond their competence
- reporting changes in consumer condition promptly

Consumers have the **right** to:

- be informed about who is delivering their care, when and how
- ask questions and raise concerns if they are unsure or need further information
- decline delegated care, where appropriate

General

When determining staffing needs, the Clinical Advisor must ensure there are sufficient clinical staff engaged to assist with planning, delegating, and documenting service delivery, as well as supervising more junior clinical staff and support staff.

Clinical staff must understand the differences in accountability and responsibility when delegating aspects of care to others. This includes:

- delegating aspects of care based on staff role, function, capabilities, and learning needs
- monitoring aspects of care that have been delegated to others, and providing clarification or assistance as required
- acknowledging and recognising their own accountabilities and responsibilities when delegating aspects of care to others, ensuring delegation is consistent with legislation and this policy and procedure and
- taking into consideration the five rights of delegation:
    1. the right task
    2. in the right circumstances
    3. to the right person
    4. communicated in the right way and
    5. getting the right feedback.

All delegated care must be appropriately documented in clinical records and kept on consumer files.

All staff must work within the framework of the relevant national standards that apply to their practice, and meet all State, Territory and Commonwealth statutory requirements. The national standards developed by the *Nursing and Midwifery Board of Australia (NMBA)* provide the framework and *Code of Conduct* for professional nursing practice in Australia (RNs and ENs).

What Can Be Delegated

The following tasks may be delegated (subject to assessment and competency):

- routine personal care tasks
- assistance with activities of daily living

- pre-packed or non-complex medication assistance (where permitted)
- low-risk clinical tasks supported by training and protocols

What Cannot Be Delegated

The following tasks must not be delegated:

- clinical assessments
- development or modification of consumer's *Care Plans*
- tasks requiring ongoing clinical judgement
- any activity outside the staff member's permitted role or training

Delegation of Care

1. The Clinical Advisor to conduct a **comprehensive assessment** of the consumer, taking into consideration risks, complexity and environmental factors. Ensure the consumer has provided informed consent to delegate care, as required.

2. **Determine the appropriateness** of the delegation – can the task can be safely delegated?

3. If yes, **identify potential staff** with a relevant role, and confirm they have the appropriate training and experience for the delegated tasks.

4. **Provide specific training and instruction** to the identified staff member, with clear written and verbal instructions. Confirm the staff member has understood the instructions, expectations and their responsibilities. Competency must be assessed and documented using a *Staff Competency Assessment Form*.

5. **Inform the consumer** and their family/supporters about who will be performing the delegated tasks, when and how they will be performed, and **seek their consent**.

6. **Document delegation** – record details of the delegation in the consumer's clinical notes in EziHealth and/or the consumer's *Care Plan*. This should include:
   - description of the task/s delegated
   - name of the responsible delegating health professional
   - name of the delegated worker
   - date training provided
   - review timeframe

7. The delegating health professional must **monitor outcomes** and adjust or revoke delegated tasks if risks emerge. If risks to consumer safety are identified, delegation must cease immediately and the Clinical Advisor must undertake a review to determine appropriate next steps.

8. If staff identify any **changes in a consumer's condition** during service delivery, this must be immediately escalated to the Clinical Advisor.

9. The Clinical Advisor will review delegations and appropriateness as consumer needs change.

10. Any incidents that occur while delegated tasks are being performed must be reported as per Bilingual Care's *Incident Management* policies and procedures. As part of the investigation, the Clinical Advisor will review delegation decisions and ongoing

suitability and appropriateness based on the consumer's needs.

Training and Competency

Delegated workers must receive relevant initial training before undertaking any delegated care activities. Training must be aligned to the specific tasks being delegated and reflect the consumer's needs, level of risk, and the care environment. The delegated worker must have a clear understanding of:

- the consumer's needs and preferences
- their role
- the limits of their delegation, and
- the actions required if concerns arise or there is an emergency.

The delegating health professional must assess competency, which requires the worker to demonstrate their ability and competence to perform the delegated tasks. Delegation must not occur unless the worker has been assessed as competent to safely perform the task in accordance with the explicit instructions and the consumer's *Care Plan*.

Refresher training and reassessment of competency must be provided where there is a change to the delegated task, consumer needs change, new risks are identified, or where performance concerns are observed. Training and competency records must be maintained to support clinical governance, supervision and continuous improvement.

Consumer Transferring to Another Provider

Where assessment of a consumer's needs, and care delegation requirements for that consumer, indicate that transfer to another provider (such as a residential aged care provider) is required, Bilingual Care must ensure the consumer's care is not compromised. The Clinical Advisor must oversee and manage such transfers. This includes providing a *Transfer Plan* to the other provider before transferring over the consumer, to promote continuity of clinical oversight and care, as per the *Service Exit Policy and Procedure*.

Supporting Documents

Documents relevant to this policy and procedure include:

- *Clinical Governance Framework*
- *Consumer Incident Management Policy and Procedure*
- *Service Exit Policy and Procedure*
- *Workplace Incident Management Policy and Procedure*
- *Care Plans*
- *Staff Competency Assessment Form*
- *Transfer Plans*

Monitoring and Review

This Policy and Procedure will be reviewed at least every three years by the Leadership team. Reviews will incorporate staff, consumer, and other stakeholder feedback.

Bilingual Care's *Continuous Improvement Plan* will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of Bilingual Care's service planning and delivery processes.

DOCUMENT CONTROL

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2.0	01/07/2026	MD
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