



TRAUMA-INFORMED & CLINICAL GOVERNANCE FOREWORD:

"Participants with complex medical and behavioural profiles require more than routine care; they deserve empathetic, trauma-informed clinical oversight that honours their dignity, fosters independence, and upholds strict safety standards. SunnyJoy Ability Care combines clinical precision with genuine human compassion."

0104 APPROVED
HIGH INTENSITY PERSONAL
CARE

**RESTRICTIVE
PRACTICES**
NDIS REGISTERED
IMPLEMENTATION

DCJ REGISTERED
WORKING WITH CHILDREN
(WWCC)

**MEDICATION
MGMT**
DAY-TO-DAY SAFE &
AUDITED

FLEXIBLE MATCH
KEEP OR PARTNER
SUPPORT STAFF

REGISTERED HIGH INTENSITY SUPPORT TYPES (NDIS GROUP 0104)

Pachedu Services Pty Ltd (T/A SunnyJoy Ability Care) is specifically registered and audited by the NDIS Quality & Safeguards Commission to deliver the following 8 specialized high-intensity clinical supports:

1. Complex Bowel Care

Digital stimulation, PRN enema/suppository admin, stoma care, autonomic dysreflexia monitoring.

2. Tracheostomy Care

Airway suctioning, tube & tie changes, inner cannula maintenance, stoma hygiene & emergency safety.

3. Urinary Catheter Mgmt

Indwelling (IDC), suprapubic (SPC) & intermittent catheter care, drainage hygiene, infection checks.

4. Complex Wound Care

Pressure injury staging & dressing, post-surgical aseptic care, skin integrity maintenance, RN plans.

5. Sub-cutaneous Injections

Insulin, Clexane & prescribed sub-Q admin, sharps safe disposal, blood glucose tracking.

6. Enteral Feeding (PEG/NG)

PEG, PEJ, and nasogastric tube feed administration, flushes, tube site dressing & pump mgmt.

7. Ventilator Management

BiPAP, CPAP, mechanical ventilation monitoring, circuit hygiene, humidification & emergency backup.

8. Severe Dysphagia Mgmt

IDDSI food/fluid texture modification, speech pathologist mealtime plans, choking risk mitigation.

APPROVED PRACTICE STANDARDS & SAFEGUARDS

Implementing Restrictive Practices (NDIS Approved)

Formally registered to implement authorised restrictive practices with transparent reporting to the NDIS Commission:

- **Authorised Delivery:** Chemical, environmental, mechanical, and physical practice implementation strictly in line with Behaviour Support Plans (BSPs).
- **Reduction & Elimination:** Active partnership with registered BSPs and psychologists to fade and eliminate practices over time.
- **PBS & Trauma-Informed:** Positive Behaviour Support prioritizing verbal de-escalation and emotional co-regulation.

Authorised Implementing Provider

PBS Framework

Medication & Clinical Waste Approvals

Officially approved for comprehensive medical safety protocols:

- **Day-to-Day Medication Management:** Webster-pak compliance, Five Rights validation, digital MAR logs, and PRN monitoring.
- **Disposal of Waste & Hazardous Substances:** Certified safe handling and clinical disposal of sharps, cytotoxic, and infectious waste.

Safe Medication Record

Hazardous Waste Certified

DCJ Registered & Working With Children

Adhering strictly to NSW Department of Communities and Justice standards:

- **100% Cleared Staff:** Mandatory WWCC, NDIS Worker Screening, and national police criminal checks.
- **Youth & Pediatric Focus:** Trauma-informed care for neurodivergent children and adolescents with complex physical needs.

PERSON-CENTRED CARE IN THE COMMUNITY



Empowering Community Mobility & Active Living

We Accommodate YOUR Support Worker & Coordinator

Your choices, your trust, your continuity of care.

- **Keep Your Trusted Support Worker:** Bring your existing support worker—we onboard, insure, and support them with award conditions.
- **Seamless Coordinator Collaboration:** We partner smoothly with your current Support Coordinator, providing regular progress notes and plan review evidence.
- **Need an Experienced Team?** Access our partnered network of trusted Support Coordinators, Specialist BSPs, and RNs across NSW.

Verified Family & Participant Endorsement

"SunnyJoy Ability Care helped reinstate my son's confidence in leading daily life. They have successfully helped in **eliminating a restrictive practice** in close collaboration with our Behaviour Support Practitioner."

— Shailendra Thakur, Parent • Central Coast NSW



REGISTERED CLASSES OF SUPPORT (NDIS CERTIFICATE 4-JQ2RMR5)

Clinical & High Care

- **0104 Assist Personal Activities High:** All 8 complex high-intensity personal care types.
- **0114 Community Nursing Care:** Clinical assessments, complex dressing, catheter & PEG care by RNs.
- **Medication Day-to-Day:** Prescribed dose admin, digital charts, and PRN protocols.

In-Home, SIL & Respite

- **0115 Daily Tasks / Shared Living:** 24/7 Supported Independent Living (SIL).
- **0107 Assist Personal Activities:** Daily personal hygiene, grooming, and transfers.
- **0120 Household Tasks:** Nutritious meal prep, domestic cleaning, and laundry.

Community & Skill Building

- **0108 Assist-Travel/Transport:** Safe transit to appointments & social outings.
- **0125 Participate Community & 0136 Group/Centre:** Inclusive social & recreation groups.
- **0117 Development-Life Skills & 0116 Innov Community:** Autonomy & capacity building.
- **0102 Assist Access/Maintain Employ:** Workplace support.

Enhanced Safeguards: Participants Living Alone (Condition 3 Compliance)

We strictly uphold NDIS Condition 3 requirements for participants receiving personal support in their own home: comprehensive risk factor assessments, written service agreements, transparent support worker matching, regular in-person supervisory visits, and key personnel executive oversight to ensure absolute safety and satisfaction.

THE SUNNYJOY FOUNDATION: SIX CLINICAL PILLARS

1. People First

Participant values, dignity, and personal voice direct every plan.

2. Comfort & Safety

Trauma-informed, low-stress environments that calm and empower.

3. Autonomy & Choice

Self-advocacy, dignity of risk, and flexible worker selection.

4. Care Innovation

Clinical governance, digital MAR auditing, and PBS practices.

5. Education & Skill

Continuous training for workers and adaptive life skills for clients.

6. Love Through Leadership

Leading with empathy, integrity, and proactive coordinator liaison.

SEAMLESS 4-STEP INTAKE & COLLABORATION JOURNEY



PARTNER WITH A REGISTERED HIGH-INTENSITY NDIS PROVIDER

Are you a Support Coordinator with a complex high-intensity referral, or a family seeking qualified clinical care? Contact our intake team today for immediate capacity and fast-turnaround service agreements.

Make a Referral Today

1300 064 143

Service Coverage Across NSW: Greater Sydney • Northern Beaches (Dee Why Office) • Western Sydney • Newcastle • Central Coast • Regional NSW.