



Good Progress Note Writing Rule

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Progress notes should be **factual, respectful, clear, and linked to the support provided**. Staff should write what they **observed**, what support they **provided**, how the participant **responded**, and whether any **follow-up** is required.

Avoid writing opinions like “participant was lazy” or “participant was difficult.”
Use respectful wording like “participant declined support” or “participant required encouragement and verbal prompts.”

Example 1: Home Support – Morning Routine

Date: 04/05/2026

Shift Time: 7:00am – 10:00am

Location: Participant’s home

Support Type: Morning routine / personal care / meal support

Participant presented as calm and settled on arrival. Staff greeted the participant and prompted them to begin their morning routine. Participant required verbal prompting to get out of bed, choose clothing, complete oral hygiene, and prepare for the day.

Staff supported the participant with showering, grooming, dressing, and room organisation. Participant completed some tasks independently and required verbal prompts for sequencing.

Staff prepared breakfast as requested. Participant ate toast and fruit and drank one glass of water. Staff encouraged hydration throughout the shift.

No behaviours of concern were observed. No health concerns were reported. Handover was provided to the next staff member.

Follow-up: Continue encouraging participant to follow their morning routine and complete tasks as independently as possible.

Example 2: SIL Accommodation – Daily Living and Household Tasks

Date: 04/05/2026

Shift Time: 3:00pm – 9:00pm

Location: SIL accommodation

Support Type: Daily living / meal preparation / household tasks

Participant presented as settled and engaged with staff during the shift. Staff supported the participant to complete household tasks, including placing laundry in the washing machine, folding clean clothes, tidying their bedroom, and wiping the kitchen bench after meal preparation.

Participant required verbal prompting and encouragement to stay on task. Staff used step-by-step instructions, and participant was able to complete some tasks with minimal support.

Staff supported the participant to prepare dinner. Participant helped wash vegetables and set the table. Participant ate dinner and drank water with the meal.

Participant spent time watching television after dinner and appeared relaxed. No incidents or behaviours of concern occurred during the shift.

Follow-up: Continue building participant's independence with laundry, bedroom organisation, and basic cooking skills.

Example 3: SDA House – High Support Needs / Personal Care

Date: 04/05/2026

Shift Time: 6:00am – 2:00pm

Location: SDA property

Support Type: Personal care / mobility / meal support

Participant presented as awake and calm at the start of the shift. Staff followed the participant's care plan and supported them with morning personal care, including showering, dressing, grooming, continence support, and repositioning.

Staff used safe manual handling procedures as per the participant's manual handling plan. Participant required full physical assistance with transfers and personal care tasks.

Breakfast was prepared according to the participant's dietary requirements. Participant ate breakfast with staff support and was encouraged to maintain fluids throughout the morning.

Staff checked the participant's skin during personal care and observed no redness, swelling, or visible skin breakdown. No pain or discomfort was reported by the participant.

Follow-up: Continue monitoring skin integrity, hydration, and comfort during personal care and transfers.

Example 4: Community Access – Shopping and Social Participation

Date: 04/05/2026

Shift Time: 10:00am – 2:00pm

Location: Community

Support Type: Community access / shopping / social participation

Participant presented as happy and ready to attend community access. Staff supported the participant to prepare for the outing, including checking they had their phone, wallet, water bottle, and required items.

Staff transported the participant to the shopping centre. Participant purchased groceries using their shopping list. Staff provided verbal prompts to compare prices, check items off the list, and remain within budget.

Participant then attended a café and ordered lunch with staff support. Participant engaged appropriately with staff and café workers. Participant appeared to enjoy the outing and stated they would like to go again.

No safety concerns were observed during the outing. Participant returned home safely.

Follow-up: Continue supporting participant to build budgeting, shopping, and community participation skills.

Example 5: Community Access – Participant Refused Outing

Date: 04/05/2026

Shift Time: 9:00am – 1:00pm

Location: Participant's home

Support Type: Community access

Participant presented as tired and withdrawn at the start of the shift. Community access was planned for grocery shopping and a short walk. Staff encouraged participant to attend the planned outing and offered choices, including going to the shops, going for a short walk, or completing an activity at home.

Participant declined to go out and stated they wanted to stay in their room. Staff respected participant's choice and continued to provide gentle encouragement. Staff offered an alternative activity at home, and participant agreed to complete colouring for approximately 20 minutes.

Participant remained settled throughout the shift. No behaviours of concern were observed.

Follow-up: Continue offering choices and encouraging community access at the participant's pace.

Example 6: Medication Prompt / Administration

Date: 04/05/2026

Shift Time: 7:00am – 3:00pm

Location: SIL accommodation

Support Type: Medication support / daily living

Participant presented as calm and cooperative. Staff provided medication support as per the participant's medication chart and care plan.

Medication was administered at the scheduled time. Participant took medication with water and did not report any side effects. Staff documented medication administration as required.

Participant ate breakfast after medication and continued with their morning routine.

No medication concerns were observed during the shift.

Follow-up: Continue medication support as per medication chart and report any refusal, missed dose, or side effects immediately.

Example 7: Medication Refusal

Date: 04/05/2026

Shift Time: 7:00am – 11:00am

Location: Participant's home

Support Type: Medication support

Participant presented as anxious in the morning. Staff prompted participant to take morning medication as per medication chart. Participant refused medication and stated, "I don't want it today."

Staff provided reassurance and offered the participant time and space. Staff re-prompted after 15 minutes; however, participant continued to refuse.

Staff did not force medication. Staff followed medication refusal procedure and notified the team leader/coordinator. Medication refusal was documented as required.

Follow-up: Coordinator/team leader to follow up as required. Continue monitoring participant and follow medication support plan.

Example 8: Behaviour of Concern – Refusal and Verbal Agitation

Date: 04/05/2026

Shift Time: 2:00pm – 8:00pm

Location: SIL accommodation

Support Type: Daily living / behaviour support

Participant presented as unsettled during the shift. Staff prompted participant to complete their room cleaning routine. Participant became verbally agitated and raised their voice, stating they did not want to clean.

Staff remained calm, reduced demands, and offered participant choices, including completing the task later or cleaning one small area first. Participant chose to take a break in their room.

After approximately 20 minutes, staff re-engaged with participant using a calm tone. Participant agreed to place dirty clothes in the laundry basket and tidy the bedside table.

No physical aggression occurred. No injuries were observed. Incident report was not required as the behaviour was managed safely and did not result in harm.

Follow-up: Continue using calm communication, reduced demands, and choice-based support when participant becomes overwhelmed.

Example 9: Health Concern – Headache

Date: 04/05/2026

Shift Time: 7:00am – 3:00pm

Location: SIL accommodation

Support Type: Daily support / health monitoring

Participant presented as settled in the morning. At approximately 11:30am, participant reported having a headache. Staff encouraged participant to drink water and rest in a quiet area.

PRN medication was administered as per medication chart and authorised protocol. Participant was monitored after medication was given. At approximately 12:30pm, participant reported the headache had improved.

No further health concerns were reported during the shift. Participant ate lunch and remained settled.

Follow-up: Continue monitoring for any further complaints of headache and escalate if symptoms continue or worsen.

Example 10: Appointment Support

Date: 05/05/2026

Shift Time: 8:30am – 1:00pm

Location: Medical appointment

Support Type: Appointment support / transport

Staff supported participant to attend an appointment with the doctor. Staff assisted participant to prepare for the appointment and ensured relevant documents, medication list, and hospital reports were taken.

Participant travelled safely to the appointment. Staff provided support with communication and helped participant explain current needs to the doctor.

Doctor reviewed participant's medication and provided a new prescription. Staff asked whether any blood tests were required as requested. Doctor advised follow-up as required.

Participant returned home safely after the appointment.

Follow-up: Provide prescription to pharmacy and update coordinator/guardian if required.

Example 11: Meal Preparation and Food Safety

Date: 04/05/2026

Shift Time: 12:00pm – 6:00pm

Location: SIL accommodation

Support Type: Meal preparation / daily living skills

Participant presented as calm and engaged. Staff supported participant to prepare dinner. Participant chose spaghetti bolognese from available meal options.

Staff supported participant to wash hands, prepare ingredients, and follow kitchen safety practices. Participant assisted with stirring sauce and setting the table.

Leftover food was stored safely in labelled containers and placed in the fridge/freezer as appropriate. Staff cleaned kitchen surfaces after meal preparation.

Participant ate dinner and appeared satisfied with the meal.

Follow-up: Continue encouraging participant involvement in meal preparation to build independence and daily living skills.

Example 12: Overnight / Sleepover Shift

Date: 04/05/2026 – 05/05/2026

Shift Time: 10:00pm – 6:00am

Location: SIL accommodation

Support Type: Overnight support

Participant was in their room at the start of the shift and appeared settled. Staff completed routine safety checks as required.

Participant slept for most of the night. Participant woke once at approximately 2:15am and requested water. Staff provided verbal support and encouraged participant to return to bed. Participant returned to sleep shortly after.

No behaviours of concern were observed overnight. No health concerns were reported.

Follow-up: Continue overnight monitoring as per support plan.

Example 13: Domestic Assistance at Home

Date: 04/05/2026

Shift Time: 10:00am – 12:00pm

Location: Participant's home

Support Type: Domestic assistance

Participant presented as calm and greeted staff on arrival. Staff supported participant with domestic tasks as agreed in the support plan.

Tasks completed included vacuuming the living area, wiping kitchen benches, washing dishes, taking rubbish out, and changing bed linen. Participant participated by collecting rubbish from their room and placing dishes near the sink.

Participant required verbal prompting to remain involved but responded well to encouragement.

No risks or concerns were noted in the home environment during the shift.

Follow-up: Continue encouraging participant to participate in household tasks where possible.

Example 14: Psychosocial / Emotional Support

Date: 04/05/2026

Shift Time: 1:00pm – 5:00pm

Location: Participant's home

Support Type: Psychosocial support / emotional support

Participant presented as anxious and reported feeling overwhelmed. Staff provided reassurance and used calm communication. Staff encouraged participant to use coping strategies, including deep breathing, taking a break, and choosing a quiet activity.

Participant chose to sit outside for fresh air and later engaged in a short colouring activity. Participant appeared calmer after approximately 30 minutes.

Staff encouraged participant to drink water and have a light snack. Participant remained settled for the rest of the shift.

No safety concerns were identified.

Follow-up: Continue supporting participant to use coping strategies when feeling anxious or overwhelmed.

Example 15: Short End-of-Shift Note

Date: 04/05/2026

Shift Time: 3:00pm – 6:00pm

Location: Community and home

Support Type: Community access / daily living

Participant presented as calm and settled. Staff supported participant to attend the local shops and purchase groceries. Participant required verbal prompts to follow the shopping list and remain within budget.

Participant returned home safely. Staff supported participant to unpack groceries and prepare a light meal. Participant ate well and drank water.

No behaviours of concern, incidents, or health concerns were observed.

Follow-up: Continue encouraging participant to build shopping, budgeting, and meal preparation skills.

Simple structure staff can use every time

- 1. Presentation:** How did the participant appear?
- 2. Support provided:** What did staff help with?
- 3. Participant response:** How did the participant engage?
- 4. Meals/medication/health:** Any important updates?
- 5. Risks/incidents:** Any concerns or no concerns?
- 6. Follow-up:** What needs to happen next?

Example sentence starter:

“Participant presented as _____ during the shift. Staff supported participant with _____. Participant required _____ support and responded by _____. No health concerns / behaviours of concern / incidents were observed. Follow-up required: _____.”

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