


Work Health Safety: Safe Work Practice: Support

Shopping with client

 Risks	Risk rating	Risk Controls
Muscle sprain or strain from lifting or carrying shopping	Likelihood: C Consequence: 3 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ensure shopping trolley is easy to steer <input checked="" type="checkbox"/> Use shopping trolley to bring shopping to car <input checked="" type="checkbox"/> Use a semi squat and arms rather than bending back when placing bags in car or taking them out of car <input checked="" type="checkbox"/> Carry no more than 2 plastic bags in each hand, with due consideration for the weight of the contents or no more than 1 green environmentally-friendly bag per hand.
Injury to client or others from client fall/trip	Likelihood: C Consequence: 3 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Staff to ensure clients is attentive when walking across street and car park <input checked="" type="checkbox"/> Allow plenty of time, don't rush the client. <input checked="" type="checkbox"/> Staff to help a client to steady themselves if they lose balance, but never attempt to catch them if they are falling. <input checked="" type="checkbox"/> Allow client to help themselves as much as they are capable to do so.
Injury from vehicle accident	Likelihood: E Consequence: 2 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Follow Safer Driving procedure

Equipment required:

<i>Mercy Services equipment</i>	<i>Others equipment</i>
Motor vehicle or bus, mobile phone Worker to wear <u>footwear</u> that is fully enclosed, slip resistant sole, water repellent/resistant and provides adequate support. Personal Protective Equipment required:	green environmentally-friendly bags

Activity	Worker behaviour	Client/other's behaviour
1. Prepare	a. Check that the client is well enough for an outing on that day. b. Assist client prepare a shopping list (<i>if they want one</i>) c. Collect shopping bags and if buying cold goods, an insulated bag and ice brick. d. Ensure client has sufficient money and safe place to store it e. Assist client into car if necessary f. Drive to shopping centre.	a. client to wear appropriate footwear for walking b. client to concentrate on task c. client to use own strength to stay balanced and to move her/himself
2. At shopping centre	a. Proceed at the client's pace. b. Select a shopping trolley with well-functioning wheels and no metal bars protruding. c. Allow client to select groceries d. Only place groceries in trolley if client is unable (ensuring cold goods are placed in insulated bag with ice brick)	a. Client to decide what to buy, pay cashier, and do as much for her/himself as possible

Activity	Worker behaviour	Client/other's behaviour
	e. Only place groceries on check-out counter if client is unable. f. Place groceries in trolley and wheel to car if the client does not want to. g. Place groceries in car, ensuring boot lid securely open. h. Assist client into car.	
3. Upon return	a. Return to client's home and assist client out of vehicle if necessary b. Unload shopping – take care with groceries to consider the need to transfer frozen or cold food into fridge or freezer as soon as possible, especially in hot weather. c. Pack away groceries in places chosen by client. d. Finalise any receipts and cash with client or accounts staff – whichever is applicable	a. Client to decide where items are stored and do as much for her/himself as possible
4. Follow-up	a. Document any incident and report it to your Coordinator immediately	

As at 11/05/17 this Safe Work Practice is authorised for use in:

<i>Service</i>	<i>Position</i>
Home Care Packages	Community Care Assistant
Home Support Program/NDIS	Community Care Assistant or Volunteer

Date for review of safe work practice: May 2020 (or if injury or changes require)

COMPETENCY ASSESSMENT

Shopping with client

Employee _____

Assessor _____

Date _____

Desired Outcome:

For staff/volunteers to take client shopping without causing injury or distress to self or others

Knowledge required:

Competent in SWP Assisting client in and out of vehicle

Performance Criteria	Competence demonstrated	Comment
1. Prepare		
a. Checks that the client is well enough for an outing on that day.		
b. Assists client prepare a shopping list		
c. Collects shopping bags and if buying cold goods, an insulated bag and ice brick.		
d. Ensures client has sufficient money and safe place to store it		
e. Assists client into car if necessary		
f. Drives to shopping centre.		
2. At shopping centre		
a. Proceeds at the client’s pace.		
b. Selects a shopping trolley with well-functioning wheels and no metal bars protruding.		
c. Allows client to select groceries		
d. Only places groceries in trolley if client is unable (ensuring cold goods are placed in insulated bag with ice brick)		
e. Only places groceries on check-out counter if client is unable.		
f. Places groceries in trolley and wheels to car if the client does not want to.		
g. Places groceries in car, ensuring boot lid securely open.		
h. Assists client into car.		
3. Upon return		
a. Returns to client’s home and assists client out of vehicle if necessary		

Performance Criteria	Competence demonstrated	Comment
b. Unloads shopping – takes care with groceries to consider the need to transfer frozen or cold food into fridge or freezer as soon as possible, especially in hot weather.		
c. Packs away groceries in places chosen by client.		
d. Finalises any receipts and cash with client or accounts staff – whichever is applicable		
4. Follow-up		
a. Documents any incident and reports it to your Coordinator immediately		

Is the worker assessed as being competent? YES NO

Any required follow up action/training: _____

Signature of employee Date.....

Signature of assessor Date.....