


Work Health Safety: Safe Work Practice: Support

Companionship

 Risks	Risk rating	Risk Controls
Emotional stress due to client/public demands or harassment	Likelihood: D Consequence: 4 Rating = LOW	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Staff/volunteer not to accept gifts or money <input checked="" type="checkbox"/> Staff/volunteer to keep activity within the limits approved by Coordinator - say that organisation policy is that all activities must have prior approval of Coordinator <input checked="" type="checkbox"/> Staff/volunteer to not disclose their address or phone number – say that organisation policy is that all contact must be through the Coordinator <input checked="" type="checkbox"/> Staff/volunteer not to tell anyone, other than Coordinator about the client’s conversation/behaviour <input checked="" type="checkbox"/> Staff/volunteer not to give advice to client as it may have an adverse affect on client’s situation <input checked="" type="checkbox"/> Social Support volunteers not to ask for donation – client can offer up to \$5 donation which must be taken to office <input checked="" type="checkbox"/> Staff/volunteers to leave if they feel harassed
Injury to muscle, ligaments, bones from fall, trip or slip	Likelihood: D Consequence: 4 Rating = LOW	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Coordinator assess safety of client home and other venues before staff/volunteer commences service <input checked="" type="checkbox"/> Coordinator to work with client to rectify hazards in their home if any are identified by staff/volunteer
Infection and irritation from poor hygiene or ill health	Likelihood: E Consequence: 4 Rating = LOW	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Staff/volunteer to not eat/drink if they have concerns about the hygiene or safety of food preparation <input checked="" type="checkbox"/> Coordinator to work with client to improve cleanliness possibly with the help of domestic assistance, personal care, home maintenance <input checked="" type="checkbox"/> Cancel service if either client or staff/volunteer is unwell
Injury to staff or others from client assault	Likelihood: D Consequence: 4 Rating = LOW	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Client Risk Assessment to identify clients with higher likelihood of risk <input checked="" type="checkbox"/> Staff/volunteers to be alert to signs of aggression and leave immediately if they are concerned

Equipment required:.

<i>Mercy Services equipment</i>	<i>Others equipment</i>
Mobile phone, first aid Worker to wear <u>footwear</u> that is fully enclosed, slip resistant sole, water repellent/resistant and provides adequate support. Personal Protective Equipment required:	

Activity	Worker behaviour	Client/other’s behaviour
1. Prepare	a. Phone to the client to: (1) ensure they are home; (2) ensure they want to see you; (3) and assess that the client is well enough to participate in the activity	a. Client/carer to tell staff if the client is unwell or not wanting visitors

Activity	Worker behaviour	Client/other's behaviour
2. Spending time with client	a. Introduce yourself to client at the front door b. Tell client how long you will stay and clarify how the time will be spent. c. Find suitable place to sit - you may need to respectfully ask permission to clear a chair or to open a window d. Engage client in conversation – ask them about their interests and listen attentively. e. Find opportunities to remind the person of their strengths, their ability to overcome adversity, their positive activities/attitudes and the positive people in their life. f. Be attentive to the client's warning signs of anger e.g. clinched fist, tone of voice g. Assess environment always – place yourself between client and exit h. If frustration levels start to rise suggest a break e.g., for a walk, cuppa – if applicable i. Follow SWP “Shopping with client” if applicable j. Never assist client with money unless Coordinator has approved this	a. Client to adhere to appropriate standard of behaviour
3. Transport clients	a. When picking up client ensure they bring their house keys and/or make arrangements with carer for the client's return b. Park in selected area, preferably flat and solid ground, for clients to disembark. c. Adhere to: <ul style="list-style-type: none"> • SWP - Safer vehicle driving • SWP - Client behaviour in vehicle • SWP - Assisting client in and out of car 	a. Client to adhere to appropriate standard of behaviour
4. Eating and drinking with client	a. Assist with preparation of morning or afternoon tea, if appropriate (this enables you to check the hygiene in kitchen). b. Rinse cup with boiling water if concerned about cleanliness c. Discuss with Coordinator if client wants to pay for your food/drink when you go to a café etc.,	a. Client to adhere to appropriate standard of behaviour
5. Follow-up	a. Return paperwork on time and reimbursements and client donation to Mercy Services office b. Report client conversations/ behaviours to Coordinator if there are issues that need addressing c. Document any incident and report it to your Coordinator immediately	

As at 27/09/16 this Safe Work Practice is authorised for use in:

Service	Position
Day Centre	Activity Officer and Coordinator
Home Care Packages	Community Care Assistant
Home Support Program/NDIS	Community Care Assistant
Residential Aged Care	Assistant in Nursing
Support Coordination	Case Manager and Coordinator

Date for review of safe work practice: September 2019 (or if injury or changes require)

COMPETENCY ASSESSMENT

Companionship

Employee _____

Assessor _____

Date _____

Desired Outcome:

Staff/volunteers to provide companionship to clients without causing harm to self or others

Knowledge required:

Possibly:

- SWP - Shopping with client
- SWP - Accompanying client on a walk
- SWP - Safer vehicle driving
- SWP - Client behaviour in vehicle
- SWP - Assisting client in and out of car

Performance Criteria	Competence demonstrated	Comment
1. Prepare		
a. Phone/talk to the client before the activity		
2. Spending time with client		
a. Introduce yourself to client at the front door		
b. Tell client how long you will stay and clarify how the time will be spent.		
c. Find suitable place to sit		
d. Engage client in conversation		
e. Find opportunities to remind the person of their strengths and the positives in their life.		
f. Be attentive to the client's warning signs of anger		
g. Assess environment always – place yourself between client and exit		
h. If frustration levels start to rise suggest a break		
i. If activity involves shopping follow applicable SWP		
j. Never assist client with money unless Coordinator has approved this		
3. Transport client		
a. When picking up client ensure they bring their house keys and/or make arrangements with carer for the client's return		

b. Park in safe area		
c. Adhere to applicable SWP		
4. Eating and drinking with client		
a. Assist with preparation of morning or afternoon tea, if appropriate (this enables you to check the hygiene in kitchen).		
b. Rinse cup with boiling water if concerned about cleanliness		
c. Discuss with Coordinator if client wants to pay for your food/drink when you go to a café etc.,		
5. Follow-up		
a. Return paperwork on time and reimbursements and client donation to Mercy Community Services office		
b. Report client conversations/ behaviours to Coordinator if there are issues that need addressing		
c. Document any incident and report 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.....