



Helping Hands Support Services Ipswich Pty Ltd

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Welcome to the Team

Support Worker - Onboarding Support Introduction

Dear Team Member,

Welcome to HHSSI. We're excited to have you join us in providing respectful, person-centred, and empowering support to our clients. Your role is vital in promoting independence, engagement, and quality of life for the people we support.

Below are important procedures and best practices to help guide you as you begin.

Essential Protocols and Responsibilities

1. Clients Not at Home for Scheduled Supports

If you arrive at a scheduled support and the client is not home:

- **Call the office immediately** and await instructions.
- If the support is cancelled, you must:
 - Take a **selfie in front of the client's residence** as verification, and
 - **Email the photo to the office** promptly.
 - **Complete shift notes** detailing who you spoke with in the office to advise client was not at home.

2. Client Finishing Support Early

If a client ends their support earlier than scheduled:

- You are required to **phone the office while still with the client** to inform us.
- This must be clearly **documented in your shift notes**, including the reason for the early finish.

3. Low Fuel in Company Vehicles

If you are using a **company vehicle** and notice the petrol is running low:

- Please **email the office** with the vehicle's registration and fuel status, so arrangements can be made to refuel.

4. Shopping for Clients

If a client asks you to purchase items for them during support:

- At the conclusion of the support, take a photo of the receipt and
- Email it to the office for records and accountability.
- Record activity in the shift notes.

5. Risk Notifications & Travel Budget in Brevity

- Always check the “Risk Notification” section in Brevity prior to attending a support session.
- If a client wishes to travel somewhere:
 - Ensure the trip fits within their approved travel budget.
 - If a longer or unexpected trip is requested, you must contact the office for approval before proceeding.
 - Document this clearly in your shift notes at the conclusion of the shift.

Tips for Community Access

Understanding Community Access

Community access supports clients to engage in environments outside their homes. This can include:

- Appointments (e.g. GP, allied health)
- Shopping or errands
- Social, leisure, and recreational outings

These experiences are crucial for building independence, confidence, and social connection.

Planning and Preparation

- Choose activities that are appropriate for the client's abilities and preferences.
- Assess functional capacity, skill level, and past experience.
- Visit new locations in advance, when possible, to check for accessibility or safety issues.
- Refer to the client's care plan to align outings with their goals and interests.

Getting to Know the Client

- Take time to build rapport—learn what the client enjoys and values.
- Personalise activities to ensure meaningful engagement and social inclusion.
- Benefits of regular community access include:
 - Increased self-esteem
 - Physical health improvements
 - Reduced isolation

Equipment Use

- Match equipment to the client's needs and the outing.
- Consider:
 - Wheelchair type (manual vs. electric)
 - Frame design (fixed or folding)
 - Accessories (e.g. brakes, cushions, headrests)
- For more complex environments, such as outdoor paths or curbs, equipment like tilt-in-space wheelchairs may be necessary.

Important: If an activity falls outside a client's usual routine or may pose any risk to the client or yourself, you must obtain approval from management before proceeding.

Disability Support Worker – In-Home Support Do’s and Don’ts

Safety and Professional Conduct	
Do’s:	Don’t:
<ul style="list-style-type: none"> • Follow emergency procedures. • Know who to contact for incidents or urgent concerns. • Maintain confidentiality and professionalism. • Use respectful, person-centred communication. • Immediately report incidents, injuries, hazards, or allegations. 	<ul style="list-style-type: none"> • Share client information with unauthorised people. • Take photos inside the client’s home unless authorised. • Use the client’s phone, money, bank cards, or personal accounts. • Accept inappropriate gifts or become financially involved with clients. • Ignore unsafe practices or behaviours.

General Expectations Throughout the Home

Do:	Don’t:
<ul style="list-style-type: none"> • Always ask the client how they would like tasks completed before starting. • Respect that the client’s home is their personal space and workplace expectations must align with the client’s preferences and routines. • Encourage client participation and independence wherever possible. • Maintain professional boundaries at all times. • Observe and report any hazards, changes in presentation, health concerns, or safety issues to management. • Keep walkways clear and reduce trip hazards. • Clean up after all activities and leave areas tidy. • Wash hands regularly and follow infection control procedures. • Use gloves and appropriate PPE when required. • Secure pets safely if requested by the client. • Report damaged equipment, unsafe conditions, or maintenance concerns promptly. • Ensure all shift notes are factual, objective, and completed before the end of shift. 	<ul style="list-style-type: none"> • Rearrange furniture or belongings without the client’s permission. • Assume how the client likes tasks done. • Use the client’s personal belongings without permission. • Leave wet floors, clutter, cords, or hazards unattended. • Use strong chemicals unless approved and appropriate. • Discuss personal opinions, workplace issues, or confidential information in the client’s home. • Use your mobile phone unnecessarily during supports unless for work related tasks. • Smoke, vape, or consume alcohol at or near the client’s home. • Bring visitors, friends, or family members to shifts.

Kitchen

Do:

- Follow food safety and hygiene practices.
- Wash hands before handling food.
- Check expiry dates before preparing meals.
- Ask the client where items belong and return them to designated areas.
- Wipe benches and clean spills immediately.
- Ensure stovetops and appliances are turned off after use.
- Use separate chopping boards for raw meats where applicable.
- Prompt and encourage safe participation with meal preparation.
- Ensure floors are dry after cleaning.
- Dispose of rubbish appropriately.

Don't:

- Leave knives or hot items unattended.
- Leave spills on the floor.
- Use appliances you are unfamiliar with without guidance.
- Throw away food or items without client approval.
- Assume dietary requirements or allergies.
- Overfill sinks or leave dirty dishes for long periods unless directed.
- Leave any sharp objects in a sink with water in it.

Bathroom and Toilet Areas

Do:

- Respect the client's privacy and dignity at all times.
- Follow safe manual handling procedures.
- Ensure floors are dried after showers or mopping.
- Use bath mats and reduce slip hazards.
- Check water temperature where assistance is required.
- Use appropriate PPE when assisting with personal care or cleaning bodily fluids.
- Report mould, broken rails, leaks, or hazards.

Don't:

- Rush personal care tasks.
- Leave wet towels or water on the floor.
- Leave cleaning products accessible if unsafe for the client.
- Touch personal hygiene items unnecessarily.
- Use the client's personal items without permission.

Bedroom

Do:

- Knock and wait before entering.
- Respect personal belongings and privacy.
- Make beds and tidy areas according to the client's preferences.
- Ensure pathways are clear for mobility aids.
- Observe for signs of health concerns, poor hygiene, or changes in wellbeing.
- Store clothing and items where the client requests.

Don't:

- Go through drawers, cupboards, or personal belongings.
- Move mobility aids unnecessarily.
- Leave clutter, cords, or trip hazards near beds.
- Open mail or private documents without client assistance and approval..

Laundry

Do:

- Follow the client's instructions regarding washing preferences.
- Separate clothes appropriately if requested.
- Check clothing labels before washing.
- Clean lint filters after dryer use.
- Return clothes neatly to designated areas.
- Ensure laundry floors remain dry and clear.

Don't:

- Mix clothing without checking.
- Use bleach or chemicals without approval.
- Leave wet washing sitting for long periods.
- Overload washing machines or dryers.

Living Areas

Do:

- Maintain a safe and comfortable environment.
- Keep walkways clear.
- Support meaningful engagement and conversation.
- Encourage participation in activities chosen by the client.
- Return remote controls, books, and belongings to their usual locations.
- Monitor for fall risks or environmental hazards.

Don't:

- Dominate television, music, or activities.
- Leave cords stretched across walkways.
- Sit inactive on phones while the client requires engagement.
- Ignore signs the client may be distressed, unwell, or uncomfortable.

Outdoor Areas

Do:

- Check pathways for slip or trip hazards.
- Use sun safety practices when outdoors.
- Ensure gates are secure where required.
- Safely store gardening tools and equipment.
- Report unsafe stairs, rails, uneven surfaces, or pests.

Don't:

- Leave hoses, tools, or equipment creating hazards.
- Perform unsafe lifting or outdoor tasks beyond your training.
- Ignore weather risks such as heat, storms, or wet surfaces.

Cleaning and Household Tasks

Do:

- Follow the client's preferences and routines.
- Use safe cleaning practices.
- Mop floors carefully and complete a dry mop afterwards to reduce slip risks.
- Display wet floor signs where applicable.
- Ventilate rooms when using cleaning products.

Don't:

- Mix chemicals.
- Leave buckets, mops, or equipment in walkways.
- Use excessive water on floors.
- Rush cleaning tasks at the expense of safety.

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| <ul style="list-style-type: none">• Store cleaning products safely after use. | |
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Final Note

By maintaining strong communication, adhering to procedure, and tailoring your support, you play a crucial role in making a positive impact on our clients' lives.

If you have any questions or require clarification at any time, don't hesitate to call the office on **(07) 3517 0104**.

Welcome again—we're happy to have you with us!