
Employee Handbook

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Overview of the Organisation

Headway Gippsland is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries and other disabilities since 1981. Headway is registered with the Australian Charities and Not-for-profits Commission.

Headway Gippsland's mission is to support and empower people with disabilities to live independent, meaningful, and enriched lives. With offices based in Morwell, Drouin and Newborough, we have staff across the Gippsland region.

Our people are our priority and our proudest strength as an organisation; we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of services for our participants.

Our Services include:

- Social Support Groups
- Support Coordination
- Plan Management
- 1:1 Supports in the community and in the home.
- Home Care

Headway Gippsland Inc. are now a registered provider for:

- NDIS
- TAC (Social Support Groups only)

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Our Mission

Headway Gippsland's mission is to support and empower people with disabilities to live independent, meaningful, and enriched lives.

Our Values

- Respect
- Collaboration
- Innovation
- Diversity
- Integrity



Our Philosophy

1. We promote independence, choice, and inclusion for all individuals with disabilities, and empower them to achieve their goals.
2. We believe in collaborating with our clients, their families, and the community to provide high-quality services.
3. We foster a co-design approach where individuals with disabilities are at the centre of their own care.
4. We strive to inspire a society that respects and celebrates human diversity.
5. We endeavour to share our knowledge, seek learning opportunities, and grow together.

Our Commitment to Child Safety

Headway Gippsland is a child safe organisation. We are committed to the safety and wellbeing of all children accessing our services, including the cultural safety of Aboriginal children, children from all CALD backgrounds and children with a disability. Headway Gippsland has zero tolerance for child abuse, and has specific policies and procedures in place to support and educate our staff and volunteers. All allegations and safety concerns are treated seriously and acted upon immediately.

Organisation Chart

An Organisation chart is available upon request, or on our website.

Alcohol & Recreational Drugs

Please refer to the Alcohol & Recreational Drugs Policy, that can be found on the Headway Gippsland Portal, or please feel free to email your manager and they can assist you with getting a copy of this.

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Code of Conduct

Refer to Code of Conduct Policy.

Employees are expected to:

- Demonstrate current knowledge, skill, care and courtesy at all times.
- Adhere to policies and procedures as specified by Headway Gippsland Inc.
- Attend allocated work at the specified time or as determined by Headway Gippsland Inc.
- Approach people accessing services, employees and members of the public with courtesy at all times.
- Work within occupational health and safety legislative requirements, and organisational policy ensuring participants and employees are not endangered in any manner.
- Be appropriately dressed at all times taking into consideration the worksite attended.
- Respect the rights of the participants and organisation to confidentiality.
- Conduct themselves in a professional manner at all times, as they are representing the organisation.
- Ensure they have appropriate information at the commencement of each shift to ensure all duties can be carried out efficiently and effectively.
- Be aware of the Duty of Care responsibilities and to work in a safe and professional manner at all times.
- Approach all individuals with respect, dignity and as valued customers of the organisation.
- Behave according to acceptable professional and social standards at all times.

Employees working with people with a disability in Victoria are also required to sign a copy of the NDIS Code of Conduct.

The NDIS Code of Conduct requires workers and providers who deliver NDIS supports to:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.
- Respect the privacy of people with disability.
- Provide supports and services in a safe and competent manner with care and skill.
- Act with integrity, honesty and transparency.
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to participants with disability.
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.

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Confidentiality

Employees have access to participant's confidential information while on duty. Current legislation requires all employees to abide by confidentiality policies and procedures. Breaches of confidentiality policies and procedures will result in disciplinary action. Confidentiality includes information about employees as well as participants.

Computer Use- office staff/ SSG Coordinators

Employees are required to use computers as part of their everyday work. To ensure confidentiality and privacy is maintained at all times no USBs are to be used on computers for storage of information. No employees are authorised to access social network websites and any other inappropriate websites.

Difficulties At the Worksite

On occasions you may experience difficulties or have work related issues that require attention and improvement. Depending on the risk related to the matter it may be best managed in the first instance by discussion with your direct supervisor, and/or an incident report or continuous improvement forms are available. These processes will prompt an investigation, and facilitate improvements to be identified and implemented.

Harassment - This is unwelcome attention from another person which offends or intimidates you. If you experience this in the workplace, bring it to the attention of your immediate supervisor or the Chief Executive Officer.

Dress Code

Employees are required to attend the workplace in comfortable clothing appropriate to meet requirements. Clothing is to be neat, casual and of a tidy appearance.

Support Staff

In accordance with occupational health and safety regulations closed toe shoes are to be worn when employees are involved in any manual handling.

At times personal jewellery may pose an OH&S risk and studs and sleepers are the only acceptable earrings to be worn whilst on duty. We ask that employees dress appropriately (this includes jewellery) for the activities and the tasks that are being performed. If you feel unclear, please seek advice from your manager.

Hygiene

Good hygiene practices create a professional, considerate and healthier environment for all. The following points outline our expectations are as follows:

- Maintain personal hygiene
- Clean and well-maintained fingernails (appropriate length for the task being performed).
- Please be mindful of heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for other employees and participants (refer to Clients support plan)
- Practice good hand hygiene principles by hand washing before and after: - shifts, eating, toileting, coughing/sneezing or touching potentially contaminated surfaces
- Ensure clothing and shoes are clean and in good condition
- Do not attend work when unwell with an infectious illness

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- Cover coughs and sneezes with your elbow or a clean tissue

First Aid/CPR

Some employees are required to maintain a level of competence for the administration of First Aid and CPR. Please read your position description to determine if this is a requirement of your position. Headway Gippsland Inc. may at times organise and offer First Aid training. It is the responsibility of all employees to ensure that First Aid/CPR is kept up to date and copies of appropriate training is recorded on your personnel file.

When administering First Aid it is your responsibility to:

- Assess the situation.
- Identify any life-threatening conditions.
- Prioritise treatment.
- Give appropriate treatment taking into consideration that the participant may have more than one injury.
- Arrange transportation via an ambulance to the nearest medical facility.
- Notify your supervisor or organisations on call on 0448 472 007.

Incident Reports

An Incident Report is an official document detailing an unusual event or an incident, which may affect the safety of participants, employees and/or the general public.

Employees are required to complete an incident/hazard report following in incident and/or when they identify a potential hazard. Please refer to the Incident Reporting procedure for more specific details and the processes.

Headway Gippsland Inc. are required to report some serious incidents externally within 24 hours so it is of the utmost importance that you ring us and tell us about any incidents as well as completing an Incident Report form.

Infection Control

Infection control measures including the use of standard precautions, minimise the transmission of infections such as gastroenteritis, upper respiratory infections, HIV/AIDS and Hepatitis. You can never know when someone is infectious with a disease! People can be infectious before they have any signs or symptoms, they may just have a very mild dose of a disease that makes another person quite ill, or they may not tell us they have an infectious disease. Always assume that you and the people you are working with are infectious in some way and use universal precautions.

Meticulous hand-washing is one of the key measures for preventing the transmission of diseases. The use of personal protective equipment (PPE) and regular cleaning of the environments you work in also helps. If a client you work with has a known infection issue that requires extra precautions, we will work through this with them and treating health professionals, to ensure any extra precautions are implemented, if necessary. Extra precautions might include using extra PPE, such as face masks, goggles or aprons.

Another great way to reduce the risks of getting and spreading diseases is to ensure your personal immunisations are maintained and current, including having the annual flu injection. You should discuss

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the appropriate immunisations with your GP, giving consideration to the industry you work in. Employees have a personal and professional responsibility to familiarise themselves with and apply universal precautions and the Infection Control procedures (refer to Infection Control).

Manual Handling

Manual handling is any activity requiring the use of force exerted by a person to lift, push, pull or carry or otherwise move or restrain any animate or inanimate object. Tips for manual handling:

1. Size up the job first, wear suitable clothing. Make allowances for the bulk of the load as well as the weight and get help if needed.
2. Plan where you are going to take the load before you start to lift.
3. Correct feet position, assume a well-balanced position facing the direction you intend to move the load. The feet should be parted with one foot alongside the object to be lifted and one behind. The feet comfortably spread gives greater stability and the rear foot is in position for the upward thrust of the lift.
4. Firm hold with palm; the hold must be secure and comfortable. Use palms of hands and not fingertips. Move in close to the object to be lifted with arms and elbows tucked in.
5. Straight flat back, bend at the knees and keep the back straight, but remember that straight does not mean vertical. A straight back keeps the spine, back muscles and body organs in correct alignment.
6. Head raised, chin in, keep the head raised and chin in so then neck and head continue the straight back line. Tucking the chin in keeps the spine straight and firm.
7. Report any concerns.
8. Employees are responsible to familiarise themselves with policy and procedure.

Medication

Refer to Medication Policy

Negligence

You are obligated to act in a manner that avoids harm to people in your care and to members of the general community. To act otherwise may be considered negligent.

To be found negligent you must have performed an unreasonable act involving another person to whom you have a duty of care, and that unreasonable action must have resulted in harm to that other person.

As a support worker your duty of care can be breached either by action or inaction. Harm to others can include physical, psychological emotional or financial damage. Refer to the Duty of Care procedure for more information.

Occupational Health & Safety

The Occupational Health & Safety Act specifies that under legislation all government and non-government organisations are responsible for taking all reasonable steps to maintain the safety and wellbeing of all workers on their premises. This includes prompt action to ensure any identified unsafe work practices or hazards are rectified.

Employers have the responsibility to monitor and maintain safe working conditions, and ensure all employees are trained appropriately and inducted to follow safe work practices.

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Each employee is responsible for taking all reasonable steps to ensure the protection of their own health and safety at work and to make every effort to ensure the health and safety of every other person in the workplace.

Office Hours

Office hours are 9am to 5pm. We ask that all calls be restricted to these hours, unless an emergency arises. The afterhours emergency number is 0448 472 007. The caller has the option to leave a message and on call will contact you as a matter of priority.

For Life Skills Officers after 5 pm and on weekends, on call receive an email if you have not logged on for your shift within 20 minutes of the start time, they will then contact you to see if everything is okay and to see why you haven't clocked on, if you don't answer we will contact the client to make sure you are there and safe, if they advise you are not there we will contact your emergency contact, and follow procedure

Refer to the On-call Procedure

Travel - LSO

As part of the Schads award, you are entitled to be paid when travelling with a client in the car, you may be entitled to paid Travel time and kms or a broken shift depending on your shifts each day.

Please ask your manager for advice and or refer to the schads award for more information

Participant Rights & Responsibilities

People receiving services from Headway Gippsland Inc. have the following rights and responsibilities:

As a person accessing our services you have rights and responsibilities, and these include your right to:

- Access to an expected quality of service
- Access to an advocate of your choice during any interaction with Headway Gippsland Inc.
- Personal privacy and dignity
- Access to personal information
- Access to feedback processes
- A process for complaints, appeals and allegations of abuse and neglect

Freedom from abuse, neglect, violence and preventable injury People receiving services have a responsibility to:

- Respect the human, legal and industrial rights of workers including the right to work in a safe work environment.
- Treat workers without exploitation, abuse, discrimination or harassment.
- Abide by the terms of their written agreement.
- Acknowledge that needs change and negotiate modification to care and services.
- Accept responsibility for personal actions and choices which may contain an element of risk.
- Give enough information to assist Headway Gippsland Inc. to develop, deliver and review goals and action plans.

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- Tell Headway Gippsland Inc. and our employees about any problems with your care and the services you receive.
- Allow safe reasonable access for workers at the times specified in your goals and action plan or otherwise by agreement.
- Provide reasonable notice if they do not require a pre-arranged service.
- Pay any fee as specified in the agreement or negotiate an alternative arrangement with Headway Gippsland Inc. if any changes occur in my financial circumstances.

Participant Money – HCW/LSO

Headway Gippsland Inc. is not responsible for and does not have access to participants' money other than plan management where financial statements are provided monthly, and when requested.

Participants are supported to spend their own money when accessing the community. Employees should support participants to handle their own money when in the community.

Participants are not provided with financial advice and employees must not act as financial advocates for participants accessing services from Headway Gippsland Inc.

Payroll/Wage Information

If you are a casual employee, all holiday and sick leave entitlement is included in your casual loading. Wages are paid fortnightly by electronic funds transfer to nominated bank accounts.

Employee Assistance Program

Here at Headway, we provide you and your immediate family with the ability to access our Employee Assistance Program, please speak with your manager for more information regarding this.

Employee Meals

Employees are responsible for bringing or purchasing their own meals when on duty including tea or coffee.

An exception to this can be on a planned outing with the participants:

Social Support Program

If you are on an outing with Headway Gippsland Inc. participants and part of this program is having a meal together Headway Gippsland Inc. will reimburse you as per the award. A receipt for this expense will need to be submitted to the office with your claim (e.g., if you submit a reimbursement for a meal and drink to the value of \$30 as per the award).

If you are a volunteer and you are on a planned outing with Headway participants. Headway will reimburse you \$13 of this meal including drinks (e.g., if you submit a reimbursement for a meal and drink to the value of \$30 Headway will reimburse you \$13).

Individual Support Program

If you are working with a participant in the Individual Support Program, reimbursement of meals and activities will be listed as part of the participants Individual Support Plan. Headway does not hold additional funds to pay for employee meals and activities. If the meal and activity undertaken is not part of a clients approved plan then reimbursement will not occur. In this program you need to consult with

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the participant about whether you need to bring your own tea and coffee. For a copy of the reimbursement form please contact the Administration Officer at the Morwell office.

Sun Safe Policy

Employees are obligated to ensure safety of participants and the need to assist them in the wearing of appropriate protective clothing such as hats and shirts (preferably long sleeves); and the use of an appropriate sun block as required. Headway Gippsland Inc. will ensure sunscreen is available in all Headway Gippsland vehicles and on outings. If you have any allergies to sunscreen, please provide your own.

Telephones

Headway Gippsland Inc. recommends that employees carry their mobile phones whilst on shift in case you need to be contacted. As you are required to devote all of your time and attention to the participant whilst on shift, we request that you please keep any personal calls to emergency only. If at any time you need to use a participant's phone, please ask the participant.

Assisted Eating

Key points to effectively assist participants with eating:

- Read the participant's Support Plan and ensure that any dietary requirements are followed regarding food choices, food consistency, and temperatures.
- Seat the person as upright as possible to provide physical support and comfort.
- Use techniques that are comfortable for the participant. Remember, many people may eat slowly. If they require a break, you may need to reheat their meal. Do not assume this means they have had enough.
- Provide a relaxed environment, e.g., not rushed and not too noisy. Position the participant slowly and gently. Talk to the person about the meal in relaxed anticipation.
- People with an ABI can lack control of their mouth muscles, have tongue thrusts and/or lack the gag reflex. Read the participant's Goals and Action Plan regarding any speech pathology assessments and instructions; also request the advice of other employees to demonstrate individualised techniques to assist participants with their meal.
- Supporting participants to eat independently requires a planned approach to skill development and a thorough assessment of the person's ability. Always allow each participant to use and develop their skills and refer to regular employees for strategies.

Behaviours Of Concern

Where a person demonstrates different or harmful behaviours, these are sometimes described as "behaviours of concern". These behaviours can sometimes create a barrier to a person's participation in daily life activities. To support participants effectively you need to agree on a workable plan of action with the client and your colleagues. Always consult the Behaviour Support Plans when working with participants who display behaviours of concern to safeguard the physical safety of the person and ensure that other participants are not at risk.

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Participant Activities/Outings

Our participants have the same rights as you to enjoy facilities, services and activities which meet their needs. Employees can assist participants to participate in community activities and be respectful of their rights.

- Participants should choose and plan activities/outings that suit their interests.
- If the outing will involve cost to the employees, clarification on reimbursement of funds must be sought before commencing the outing.
- If employees are required to use their own vehicles, they must ensure the following, the vehicle used has current registration and full comprehensive insurance cover and copies of above are supplied to Administration personnel along with copy of current drivers' licence for storage on CRM.
- No smoking in the vehicle, employees drive according to the road rules and they are responsible for any traffic infringements incurred whilst driving and notify management of any accidents or near misses that occur whilst performing official duties.
- If in the event you are required to drive the Participants car, you will be required to complete a use of authorised vehicle form which your manager can provide you, and you will need to seek approval from management.
- Any activities must be safe for all participants and employees involved. Risk assessments should be undertaken to ensure participants are afforded dignity of risk and are supported to pursue activities within their capabilities.

Participants with a disability have the right to be treated with dignity and respect.

Privacy is:

- Whenever possible, employees should be of the same sex as the participant when attending to personal hygiene or dressing.
- Knocking before entering a person's bedroom or bathroom.
- People having the opportunity to spend time on their own if they wish to do so.

Dignity is:

- Maintaining privacy in dressing, toileting and bathing. Knocking on doors and asking what assistance they would like rather than assuming.
- Receiving encouragement and praise, in a non-patronising manner.
- Being treated as an individual with individual needs.
- Being listened to.
- Having a place of your own for personal belongings.
- Being paid appropriately for work completed.
- Having the opportunity to contribute your ideas or suggestions.
- Clothes that fit appropriately, are age appropriate and well presented.

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Supporting People

The role of employees is to provide each person with the appropriate level of support in order for them to achieve their maximum level of independence. It is important to allocate enough time and support to meet the needs of the person, but ensure that you do not do too many tasks for them that they could do themselves. If you are in doubt about a person's abilities, check with them, or their support plan/NDIS plan.

It is important for participants to maintain control over their own lives and their personal space.

To encourage this:

- Include people in decision making that affects them.
- Allow people to communicate for themselves.
- Financial assistance (see [Participant Money](#)).
- Record any money spent.
- Do not touch any personal possessions of the person without obtaining permission.
- Don't assume how the person feels.
- Do not touch, hold hands or cuddle people unless appropriate e.g., providing head support when giving meal assistance.
- Ask the person what assistance is required and which techniques they prefer to be used.
- Respect the person individually.
- Always consult with the person before undertaking any procedures or actions involving them.

Alcohol & Recreational Drugs

Refer to the medication Policy, that can be found on the Headway Gippsland Portal, or please feel free to email your manager and they can assist you with getting a copy of this.

No Smoking Policy

No smoking is allowed in offices/rooms/spaces used by Headway Gippsland Inc. staff, participants, family members, and volunteers.

When transporting participants, smoking is prohibited in vehicles, participant homes or in a volunteer's / worker's vehicle.

Under Division 2 Section 21 Duties of employers to employees (1) of the Occupational Health & Safety Act 2004:

"An employer must, so far as is reasonably practicable, provide and maintain for employees of the employer a working environment that is safe and without health risks."

Under Victoria's Tobacco Act 1987:

'Smoking and the use of e-cigarettes (vaping) is prohibited in all enclosed workplaces and certain public spaces where members of the public gather.

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This is because there may be exposure to second-hand tobacco smoke and the aerosol (vapour) from e-cigarettes.”

Smoking and Vaping are to occur a minimum of 5 meters away from the entrances and exits of every Headway office. If you have concerns with this please speak to your manager

Inability to Work – HCW/LSO

Home Care Officers and Life Skills Officers are required to notify the Head Office (Morwell Office) as soon as practicable if they cannot attend their shift.

Notification Monday – Friday 9:00 am – 5:00 pm should be done via Head office (Morwell), if you have a shift before 9:00 am please contact the On-Call mobile number on 0448 472 007

Pets – HCW/LSO

Pets must be restrained before any LSO/HCW enters the participant's property and for the duration of the visit. Any risk to the LSO/HCW resulting from pets will be viewed as a dangerous work environment. Headway Gippsland reserves the right to withdraw the provision of services to the participant in this situation.

Use Of Household Electrical Equipment

As part of your care duties, you may be required to use certain items of the participant's household electrical equipment for cleaning, ironing, etc. The preliminary risk assessment referred to above will have established the condition of the customer's fixed and portable household appliances and identified the need for any repairs, or precautions that should be taken when using them. If in doubt about any equipment do not use it and ask the head office to source an RCD device for your use.

Cleaning Products

The use of chemicals is an important adjunct to cleaning, since chemical agents may reduce labour. However, chemicals, particularly after constant exposure, can be harmful to the user.

The use of toxic agents for cleaning is not allowed. These agents include oven cleaners, exit mould, domestos, and bleach. Do not use any cleaning products that cause overwhelming side effects and are not in its original packaging/container.

To ensure the safety of our employee's a list of recommended cleaning products has been developed and can be found on an additional policy, MSDS forms can be found on our QMS. If you have been affected by any chemicals, please call the poisons line on 13 11 26 for further advice.

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Hazard & Control Summary

Within the workplace there are many hazards, below are controls to assist you in reducing the risk of the workplace

Vacuuming	Risk	Risk Control Strategies
Accessing vacuum cleaner from storage location	Lifting, carrying, reaching	Work with the participant to establish a storage location for the vacuum that is easily accessible and close to the area of main use
Using poorly designed vacuum cleaners	Lifting, carrying, high force	Assess the vacuum cleaner for weight, ease of use, suction effectiveness, noise, and intact power cord. Ask the participant to provide a suitable vacuum (if required) preferably a lightweight vacuum
Time spent vacuuming	Long duration of task, repetitive movement	Limiting vacuuming to 20-30 minutes at one time. If more vacuuming needs to be done, rotate to another task with non-related body movement e.g., dusting Do not do other tasks with similar movements e.g., sweeping, or mopping immediately before or after vacuuming
Vacuuming technique & body position	Bending, force through shoulders, arms & back twisting	Work forward with the vacuum behind Wrap the hose around your back so that you are pulling the vacuum with one hand and guiding it with the other Intermittently alternate your hands between pulling and pushing Stand upright Use lightweight vacuum where possible Walk with a vacuum do not reach
Vacuuming on uneven surfaces or thick carpet	Force through shoulders & arms	Open head-on vacuum to reduce drag Operate the suction relief valve on the pipe Do not vacuum stairs while standing on them vacuum them from the bottom, middle, or top landing
Emptying of vacuum cleaner	Installation of dust, irritation to nose, throat, eyes from dust	Use personal protective equipment, masks and gloves

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Mopping	Risk	Risk Control Strategies
Accessing mop and bucket from storage location	Lifting, carrying, reaching	Work with the participant to establish a storage location for the mop and bucket that is easily accessible and close to the area of the main use
Using poorly designed mops or buckets	Lifting, carrying, high force	Assess the mop and bucket for weight, handle height, wringing device, and ease of use. Do not use hand-wringing mops. Ask the participant to provide push down mop bucket
Mopping posture and body positioning	Bending, force through shoulder, arm & back twisting	Use the correct mopping technique Use the full length of the handle and keep your hands high on the handle Stand in an upright position Walk with the mop do not reach or twist Encourage lunging with legs and short push/pull actions of mop
Squeezing mop	Application of force through hands, wrist, neck, shoulders	Do not use hand wring mops Ensure stable posture when using any foot-operated squeezing device
Carrying mop and bucket	Heavy lifting and carrying	Lightweight buckets or bucket on wheels preferred Fill the mop bucket as close to the area to be mopped Fill bucket to minimum level Use safe lifting techniques, bend at the knees
Mopping	Risk	Risk Control Strategies

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Slipping on a wet floor or tripping over a bucket	Slip, trips & falls	<p>Plan to mop floors early in the visit so that floors can be checked before leaving</p> <p>Inform all other people in the house that the floor is wet</p> <p>Move from the farthest corner to the door to eliminate employee standing on a wet floor – do not place the bucket behind you</p> <p>Only use the recommended amount of cleaner in the water to reduce residue</p> <p>Wear nonslip footwear</p>
Time spent mopping	Long duration of task & receptive movement	<p>Limit mopping to 20-30 minutes at one time. If more mopping needs to be done, rotate to another task e.g., dusting</p> <p>Do not do other tasks with similar movements e.g., sweeping, or vacuuming immediately before or after mopping</p>
Using chemical	Exposure to hazardous substances	<p>Only use chemicals that have been approved by Headway Gippsland</p> <p>Do not use any bleach products</p> <p>Do not use chemicals not in their original containers</p> <p>Do not mix chemicals</p> <p>Use personal protective equipment – masks, gloves</p>
Sweeping	Risk	Risk Control Strategies
Accessing broom from storage location	Lifting, Carrying reaching	<p>Work with the participant to establish a storage location for broom that is easily accessible and close to area of main use</p>

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Using poorly designed or broken brooms	Reaching, bending, high force	Assess broom for weight, handle height and ease of use, ask participant to provide a suitable broom
Sweeping posture and body positioning	Bending, force through shoulder, arm & back twisting	Use correct sweeping technique Use full length of handle, keep hands high on handle Stand in upright body position Walk with the broom, do not reach or twist Minimise time spent sweeping under furniture
Time spent sweeping	Long duration of task & repetitive movement	Limit sweeping to 20-30 minutes, if more sweeping needs to be done then rotate to another task with non-related body movements e.g., dusting Do not do other tasks with similar movements e.g., Mopping, vacuuming immediately before or after sweeping
Disposing of dust	Allergies, irritation	Wear protective personal equipment e.g.: masks, gloves Empty dust into the bin in an environment protected from the wind
Cleaning baths, spas, showers	Risk	Risk Control Strategies
Cleaning posture & body positioning	Reaching, bending, twisting, kneeling, repetitive movement	Use the correct cleaning technique Kneel rather than bend or squat. Use a folded towel or kneepad when kneeling If you need to clean tiles on the far side of the bath/spa/shower – ensure there is a non-slip mat available and clean from the inside

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		<p>Use one hand on the bath to support weight when cleaning and when rising from kneeling</p> <p>Minimise time spent kneeling</p>
Scrubbing surfaces – cleaning techniques	Force through arms & shoulders	<p>Do not use excessive force – let the chemical do the work</p> <p>May need to apply the chemical, and leave for a few minutes before returning to remove the chemical</p> <p>Rinse off chemicals with handheld shower where possible</p>
Use of chemicals	Irritation/allergies to eyes, throat, hands	<p>Only use chemicals that have been approved by Headway Gippsland</p> <p>Do not use bleach</p> <p>Only use chemicals in their original containers</p> <p>Wear personal protective equipment – masks, apron, gloves</p> <p>Ensure the bathroom is well ventilated before use – open window, door, turn on the exhaust fan</p>
Slipping on wet floor	Slips, trips & falls	<p>Use non-slip mats inside and outside the bath/shower</p> <p>Wear nonslip footwear</p> <p>Dry mop floors after cleaning</p>
Cleaning toilet	Risk	Risk Control Strategies
Cleaning posture & body positioning	Reaching, bending twisting, kneeling, repetitive movements	<p>Use the correct cleaning technique</p> <p>Brace body by resting a hand on the wall</p> <p>When kneeling use a folder towel or kneepad – minimise time spent kneeling</p>

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		Do not overreach – use a mop to clean behind the toilet, use long-handled toilet brush
Scrubbing surfaces – cleaning technique	Force through arms and shoulders	Do not use excessive force – let the chemicals do the work You may need to apply the chemical leave and return in a few minutes to complete the job
Using Chemicals	Irritation/allergies to eyes, throat and hands	Only use chemicals that have been approved by Headway Gippsland Use personal protective Equipment – Mask, gloves Ensure toilet is well ventilated – open window, door, turn on exhaust fan
Slipping on wet floor	Slips, trips & falls	Wear nonslip footwear Work from inside room back to door
Cleaning unhygienic areas	Exposure to biological hazards	Use personal protective equipment – gloves Wash hands after cleaning
Making Beds	Risk	Risk Control Strategies
Moving bed into position	Heavy lifting, excessive force	If bed is against wall, can it be moved out from the wall permanently, if this is not practicable, ensure the bed is fitted with castors Only move bed if on castors and castors run smoothly across the floor

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		When moving a bed on castors, move one end first then the other
Turning mattress	Heavy lifting, excessive force	Do not turn participants mattress
Posture & body positioning	Reaching, bending, twisting, kneeling, repetitive movements	<p>Restrict tucking in sheets and blankets to the end of the bed, leave sides of beds untucked where appropriate</p> <p>Kneel to tuck in sheets – preferred method is to kneel, tuck, stand move to the next section of mattress and repeat. Use bed as support when rising from kneeling</p> <p>Do not simultaneously bend, lift mattress and tuck</p>
Handling soiled bed linen	Exposure to biological hazards	<p>Use personal protective equipment – gloves</p> <p>Soiled linen to be treated appropriately as per infection control procedures</p>
Making bed with electric blanket	Electric shock	<p>Unplug the electric blanket before making the bed if practicable</p> <p>Encourage the participant to get a safety check annually on the electric blanket</p>
Washing Clothes and Hanging on the Line	Risk	Risk Control Strategies
Removing laundry from the washing machine	Bending, lifting, reaching	<p>Remove laundry from the washing machine one at time or in small handfuls</p> <p>Disentangle items before placing them in the basket</p> <p>Stand as close as possible to the washing machine when removing items</p> <p>Only half fill the washing basket with wet washing</p>

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Carrying washing to the line	Lifting, carrying, gripping	<p>Where available use a trolley to carry washing basket to the line</p> <p>Carry a few small loads to the line, rather than one large load</p> <p>Ensure the path is clear to the clothes line</p> <p>If carrying washing basket out a door wedge the door open before attempting to move the basket</p>
Walking outside on paths or uneven surfaces	Slips, trips & falls	<p>Ensure the pathway between the laundry and clothes line is not obstructed.</p> <p>If path is inaccessible then hang laundry on drying rack inside – do not place in front of the heater or fire</p>
Hanging Washing	Reaching	<p>Adjust clothesline to suitable height where possible</p> <p>Do not hang laundry if the line is too high to reach comfortably with both feet on the ground</p> <p>Hang half a load at a time, then return to the laundry to collect the next load (to provide rotation of activity)</p>
Handling cleaning products	Irritation or allergies	Wear gloves if required
Exposure to pets	Falls, bites	Pets to be restrained or constrained in another part of the home
Ironing and Folding Clothes	Risk	Risk Control Strategies
Accessing ironing board from storage location	Lifting, carrying, reaching	Work with the participant to establish a storage location for ironing board that is easily accessible and close to the area of main use
Using poorly designed or broken ironing board	Lifting, carrying, high force, electric shock, scalds/burns	Assess ironing board for height, and ease of setting up/putting down. Assess iron for

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		functionality and intact power cord. Ask the participant to provide a suitable iron and ironing board
Using low ironing boards or tables to iron on	Sustained bending	<p>Use ironing board at correct height. The board should be adjusted so that the elbow is level with the top of the iron handle when the iron is resting face down on the surface</p> <p>Maintain a good posture when ironing</p> <p>Do not iron on a low ironing board or table</p>
Retrieving and placing clothes on low tables or the floor	Intermittent bending	Place laundry to be ironed and ironed laundry on a table or chair at an appropriate height to minimise bending
Steam, hot water, hot iron	Scalds, burns	<p>Do not overfill iron</p> <p>If available place iron in an iron holder on board when not in use</p> <p>Do not place iron face down on the ironing board</p>
Time spent ironing	Long duration or task & repetitive movement	Limit ironing to 20 minutes at one time. If more ironing is to be done in the house, rotate to other tasks with non-related body movements e.g., dusting, cleaning the kitchen