

Information Sheet - Home and Community Support

Home and Community Support at the Y offers support to people with a disability to be safe and independent at home and within community activities.

These include but are not limited to:

- Home Supports
 - Personal Care
 - Domestic/ Cleaning Services
 - Overnight Services
- Community Support
 - Shopping and appointment assistance
 - Social groups/social group functions
 - Community events and occasions planned by you
 - Classes/sporting groups/after school activities
 - Access to sport and recreation facilities
- Life Skills Training
 - Travel Training
 - Health and Wellbeing tasks
 - Household tasks (Domestic Assistance)
 - Connecting with people/interpersonal activities

Office Hours and Out of Hours Communication

Home and Community Support Services operates seven days a week. Our office is only open from 9:00am to 5:00pm Monday to Friday.

For any out of hours needs you have regarding existing schedule supports please contact 1300 69 9622 and someone will return your call.

Please note this is not an emergency service, for emergency services please call 000.

Limited services may be available on public holidays as your regular worker may not be available. Services will be prioritised to accommodate staff shortages during those times. You will be contacted regarding changes.

Home and Community Support Safety Rules?

Checks that your home is safe for you and support worker

To ensure that your home is safe for you and our worker, a home safety inspection will be undertaken before services commence. Your home must be safe during the whole time you receive services. An initial Phone Assessment will be conducted prior to any Y staff member visiting your home.

The Y has an obligation to provide a safe workplace for our staff team. If your home situation changes, please let the program coordinator know.

You must agree to the following:

- Provide safe and easy access to and within your home.
- You or a household member must be at home while staff are present.
- Do not smoke indoors just prior to or during a staff visit.
- Pets must be always restrained or placed outside while staff are present unless a prior written agreement has been made between the staff member, HCS Coordinator and client.
- Cleaning equipment used by staff must be in a safe working order. Damaged or faulty equipment will not be used.
- Do not ask staff to do additional tasks if not on their list of agreed tasks.
- Wheelchairs cannot be lifted into or transported in staff vehicles. Alternative suitable transport arrangements must be made which are suitable for the safe transportation of a wheelchair (e.g., taxi). Please note that the cost of transport of both yourself and the support worker is your responsibility.
- Needles/ syringes must be capped and discarded safely in a sharp's container. Supports may be put on hold if there is evidence of needles not being disposed of appropriately.

Staff must not be harassed, intimidated, or abused which may include:

- Following staff around
- Inappropriate physical contact
- Discussing another staff worker
- Using sexually explicit or abusive language

Home Support (Personal Care)

Personal Care services are provided by support workers who are trained and skilled to assist with you in a supportive and sensitive manner that offers you comfort.

Personal Care Services include:

- Toileting
- Showering/bathing
- Grooming/ Dressing
- Assistance with basic exercise programs
- Assistance with eating and drinking
- Emptying commodes
- Meal preparation
- Bedtime assistance
- Assistance with prescribed and 'over the counter' medications

Do I need to supply protective equipment?

You will need to supply any equipment used for a staff to complete personal care tasks, including but is not limited to:

- Plastic gloves (disposable)
- Baby wipes
- Apron
- Overshoes
- Kneeling boards
- Disposable shower cap
- Non-slip mats
- Eye protection

Home Support (domestic and cleaning assistance)

This service is not a full cleaning service. Its purpose is to support you to undertake and/or develop skills to ensure that your environment is safe, and your wellbeing is maintained. Staff can only do agreed tasks and within the agreed timelines.

Tasks that can be undertaken include:

- Vacuuming large areas
- Mopping large areas
- Cleaning bathrooms/toilets
- Washing and drying laundry
- Ironing
- Dusting
- Cobweb removal
- Window cleaning (internal and external)
- Cleaning blinds and shutters
- Making the bed/changing bed linen
- Emptying bins
- Cleaning spas

What tasks cannot be undertaken during a House Cleaning or Domestic Assistance?

Tasks that are strictly not permitted include:

- Lifting/moving heavy furniture
- Cleaning after pets, including emptying litter trays or cages
- Withdrawing money or using your debit card on your behalf
- Cleaning spas
- Undertaking nursing duties including
- Climbing on furniture or ladders
- Washing windows, blinds, and shutters
- Tasks that require climbing

Do I need to supply cleaning products?

You need to supply cleaning products that you and staff can use safely. Staff are expected to read all safety instructions for use prior to using the product and always wear gloves whilst providing home care and personal care.

You will need to provide adequate and appropriate cleaning cloths and disposable gloves.

Mop and Bucket

You need to supply a mop and bucket that is lightweight and easy to use. The Y recommends the Vileda mop and bucket however a similar style may be suitable for use but may be approved during your home assessment.

Vacuum Cleaner

When purchasing a new vacuum cleaner for Home Support Workers to use, it needs to be as light as possible (preferably under 8 kg) and

- Have a suction release knob
- Have a dual head for both carpet and floors
- Have an electrical lead that is of a reasonable length Vacuuming will not be undertaken until the appropriate vacuum cleaner is purchased.

What else do I need to know?

- Staff are supplied with individual Safety Switches by the Y to check that your appliances are safe to use
- Deadlocks and external doors need to be unbolted while staff are in the home
- If you or the worker is unwell and have an infectious condition, services may be cancelled until a clearance is provided)
- In extreme weather conditions, staff may undertake modified tasks. Their priority is to monitor your health and wellbeing
- In emergency situations such as fires and floods, your services may be changed or cancelled if you are in affected areas

Community Access

The Y offers support for people with disabilities to be an active member of the community by accessing and engaging in a range of activities outside the home.

Support workers may assist clients to attend a range of individual and group activities in the community including:

- Social groups/social group functions
- Community events
- Classes/sporting groups/after school activities, Sport, and recreation facilities
- Or activities as planned by you
- Community Support may also take place in your home where the primary focus may be on developing necessary skills (e.g., social skills). This can assist in enabling you to participate in community activities safely and positively in the future.

Life Skills Training

Our Life Skills Training program supports clients who want to learn to live more independently. Our workers can assist in the development of a range of fundamental skills that can help you gain or maintain autonomy and independence.

Our support workers can help you develop skills in the areas of:

- Health & wellbeing (healthy eating, grocery shopping, cooking, personal hygiene, developing and implementing daily routines, relaxation, support to join gyms/classes/sporting clubs);
- Household tasks (money skills, budgeting, paying bills, cleaning, laundry/ironing/mending);
- Travel/transport (road safety, using public transport, planning how to get to and from destinations, getting your driver's licence);
- Connecting with people/interpersonal (communication, making friends, socialising, personal presentation, support to join interest groups, eating out)
- Intrapersonal (decision making, problem solving, independence, emotional self-regulation, coping skills)

Overnight Services

Prior to the Y providing an overnight service parent/ carer must:

- Supply any emergency information contacts and medication charts to be completed if required (including any emergency medication ie Panadol etc).
- Parent/Carer to also confirm the order of preference emergency contacts to be called. Parents are required to provide details of the routine that will be followed throughout the shift.
- Parents/ Carer will review home risk assessment to ensure all information provided is still current and correct, eg sleeping arrangements etc. Risk assessment to include overnight sleepover component.
- Provide food for the participant however for the employee this is optional. During the meeting will be discussed any dietary requirements of both the participant and employee (if applicable for employee). If prepared meals are to be made, Parents/Carers are to ensure the date and time is clearly labelled on the meal and that it is stored correctly as well checking all expiry dates.
- Confirm Sleeping routine with program coordinator. Staff are to sleep in a separate room within hearing range of the participant
- It is a requirement that no person, are to enter the premises whilst staff are providing this support. If you would like to authorise a person to enter the house, it must be agreed upon and documented.
- Transport arrangement will be agreed upon during this meeting and documented in shift notes, this will be supported by signed documentation and work in line with organisational transport procedures.
- Parents/carers are to ensure all bedding, towels and other linen are clean and a bed prepared for staff.

Prior to parent/carer departure (Staff arrival)

- Parent/ Carer is to provide staff with a 30min handover prior to departure

Other helpful information?

- Although most service users do have companion cards, they are not accepted everywhere and there will be occasions where your support worker is required to pay an entrance fee. Any additional costs incurred during a community activity are the responsibility of the client. Transport
- If a client has a disabled parking permit and will be travelling in a worker's private vehicle, it is the responsibility of the client to ensure that they have this to display.
- A daily check is conducted by all workers using their personal vehicles to transport clients. If you feel unsafe in a worker's vehicle, you have the right to refuse transport however all concerns must be reported to the program coordinator asap.
- All travel expenses, including transport in a worker's private vehicle and public transport, are the responsibility of the service user. Transport in private vehicles will be billed at an additional amount per kilometre. Clients must also cover the expense of workers who are required to use public transport or other means of transport (i.e. taxi).

What happens if the Support Worker completes the tasks earlier than the agreed time?

If staff completes all agreed tasks earlier than the allocated time, you can discuss with them what additional tasks can be undertaken (tasks must fall into the same category of service, for example if the service being provided is home care, then only home care tasks are able to be completed by the support worker