

# Safe Support

**A tool for support workers, individuals receiving support (client) & their families to create and maintain safe, supportive relationships in the home**

## About this tool

Safe Support will help to avoid unsafe situations in the home. It can help everyone establish safe and supportive professional relationships. This tool should be completed together by the support worker, the client and their family. An authorised person (e.g a carer or an appointed decision maker) may complete the tool on the behalf of the client. Safe Support upholds the rights of the client and support worker to participate and engage in decisions that affect them.



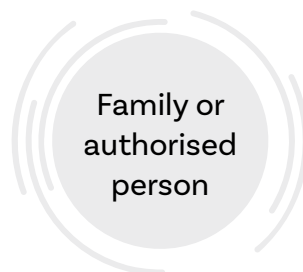
There are 5 cards, each displaying a set of behaviours that everyone in the home can uphold to keep each other safe. It is important that each member of the support relationship is aware of these behaviours and agrees to them.

## Who is this for?

Safe Support is for everyone and can be used in all home support relationships. This can be completed together with the client, support worker, clients family and/or an authorised person.



Client or patient



Family or authorised person



Support worker



Hygiene



Relationships



Boundaries

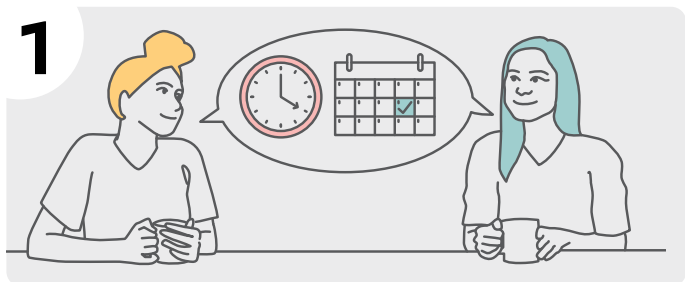


Inclusion

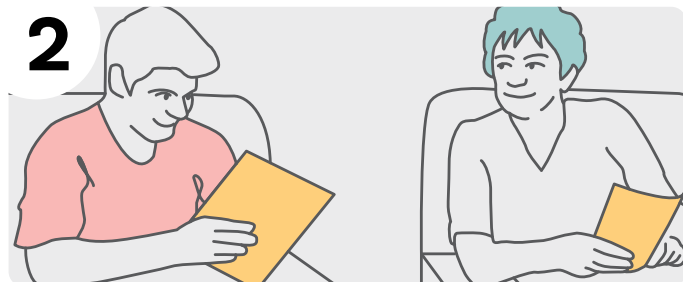


Injuries

# How to use Safe Support



**1** Discuss which cards are most relevant & find a suitable time for everyone to complete them together. You may do this in one sitting or complete the cards over multiple sessions.



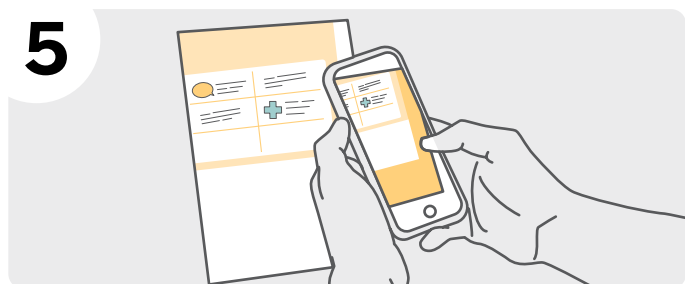
**2** Start by talking through each behaviour and the shared commitment statement on the front of each card.



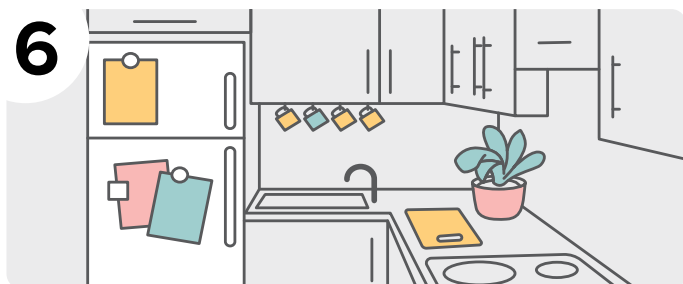
**3** Together the support worker, client and family or authorised person sign on the dotted lines to show your shared commitment to everyone's safety.



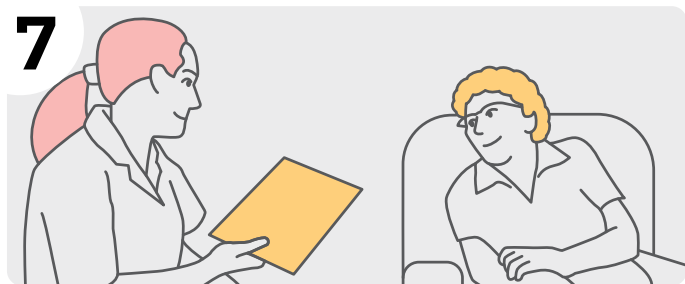
**4** On the flip side of each card, decide together if there are any additional behaviours you wish to include.



**5** Take pictures of the completed cards to refer back to them. You can also download a PDF version from our website to save each version to your device.



**6** Store the completed cards in a secure place where they can easily be accessed e.g. the fridge or communal area.



**7** Refer to the Safe Support cards regularly to remind each other about safe behaviour and whenever you are unsure about safety. Schedule a time to review the cards later to see if anything has changed.

## Important note

Any incidents or safety concerns should be reported immediately to the manager or case coordinator. Please complete this tool in line with the service agreement, behaviour support plans or any other relevant documents.



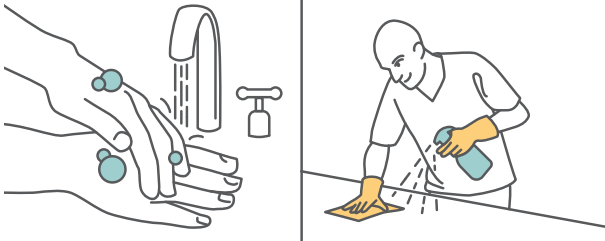
# Infection control & hygiene



Contact your doctor or seek medical assistance where needed



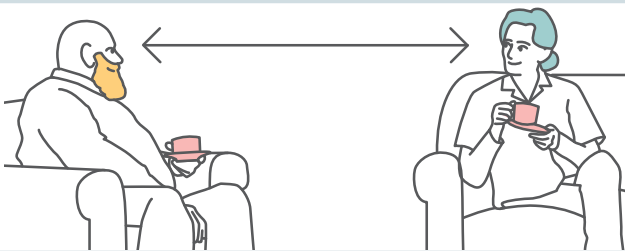
Support worker, client and family monitor any symptoms and let the employer or provider know



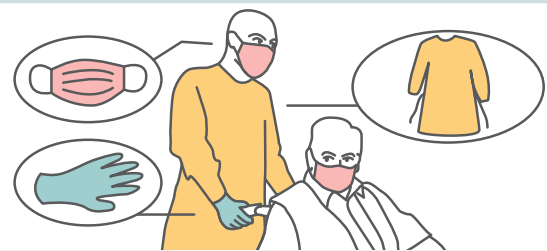
Wash hands regularly and wipe down surfaces regularly



Coughing and sneezing into my arm or elbow



Follow physical distancing rules when possible



Use personal protective equipment when required

## Our commitment

We will be proactive in taking measures to protect and prevent transmission of infectious diseases.

## Support worker, client and family member sign here:

.....  
.....



# Infection control & hygiene

Write or draw some other infection control steps that are important to you in the home:


## Conversation starters & activities

“ What could we **change** to make sure that we’re protecting ourselves from infectious diseases? ”

“ Do we feel **comfortable** with what’s in place to protect us from infection? ”

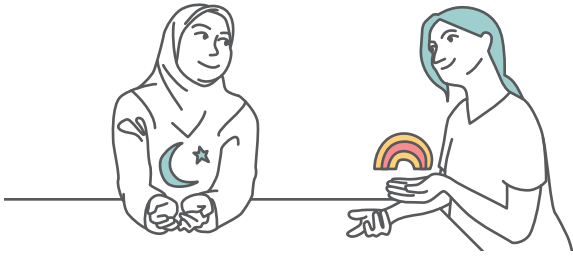
## Additional information

Contact your provider or employer for advice.

Contact your GP or if symptoms are severe, call 000. Notify emergency contacts.



# Building relationships



Respect each other's beliefs and preferences



Listen and communicate carefully and in a language understood by all



Encourage capacity building to support one another to achieve their goals



Be patient and understanding



Learn about each other's strengths & focus on what they can do rather than what they can't



Be open and honest in all communication

## Our commitment

**We will work together to build & keep a respectful relationship through open communication, respecting personal beliefs and focusing on each other's positive characteristics.**

## Support worker, client and family member sign here:

.....  
.....



# Building relationships

Write or draw some other behaviours or values that are important to building better relationships in the home:


## Conversation starters & activities

We feel most comfortable when  
(list three of your shared values):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Suggestions: You may want to agree on an activity that helps you express your feelings at the end of each shift. For example; “I like, I wish”

“ How will we make sure that we’re checking in and **communicating** with each other? ”

## Additional information

Contact your provider or employer for advice.

Call People with Disabilities Australia Wayfinder Hub on 1800 843 929

or email [info@wayfinderhub.com.au](mailto:info@wayfinderhub.com.au)



# Upholding professional boundaries



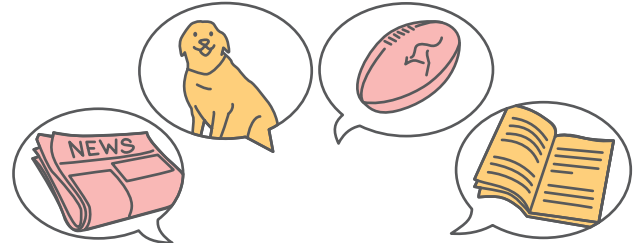
Don't ask for or complete tasks outside of the service agreement including working beyond a shift unless agreed by the provider



Visitors to the home can't make requests to the support worker unless outlined in the service agreement



Set clear expectations around how to openly and respectfully communicate any issues



Share what topics we are comfortable discussing



When professional boundaries are not upheld, things can go wrong and lead to a termination of support. Over stepping boundaries or breaching privacy can put both clients and support workers at risk

## Our commitment

We will be aware of what each other can and can't do in our professional relationship and will keep within these boundaries.

## Support worker, client and family member sign here:

.....  
.....



# Upholding professional boundaries

Write or draw some other behaviours or values that are important to us when upholding professional boundaries:


## Conversation starters & activities

The best person to contact if the client needs additional support is:

Name: \_\_\_\_\_

Number: \_\_\_\_\_

Name: \_\_\_\_\_

Number: \_\_\_\_\_

Suggestions: You may want to agree on a statement like this one, "I'm sorry, I can't do what you have asked because it breaches our boundaries."

“How will we let each other know that the request is outside of our professional boundaries?”

## Additional information

To report an incident call WorkSafe Advisory - 1800 136 089  
Contact My Aged Care on 1800 200 422 or  
NDIS on 1800 800 110

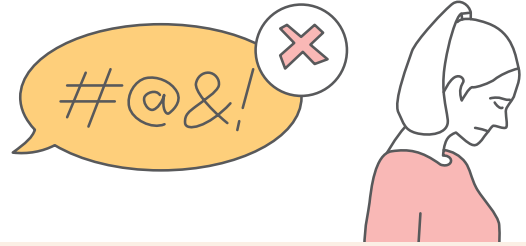




# Respect and Inclusion



Respect each other's right to say "no"



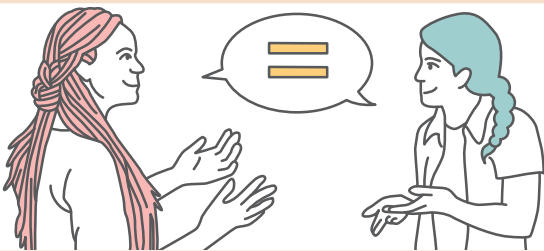
No racist, sexist, discriminatory or offensive behaviour



Be kind and inclusive, with no neglectful behaviour



No physical or verbal violence, aggression or abuse



Be respectful of one another's ability, culture, background & religious beliefs



Report anything that seems unsafe to the employer or provider

## Our commitment

We will treat each other with respect and will work together to recognise, report and prevent unacceptable behaviour.

## Support worker, client and family member sign here:

.....  
.....



# Respect and Inclusion

Write or draw some other behaviours or values that promote respect and inclusion:


## Conversation starters & activities

I feel most comfortable when  
(list three of your values):

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Suggestions: You may want to agree on a statement like this one: "Please do not say those words as they are hurtful"

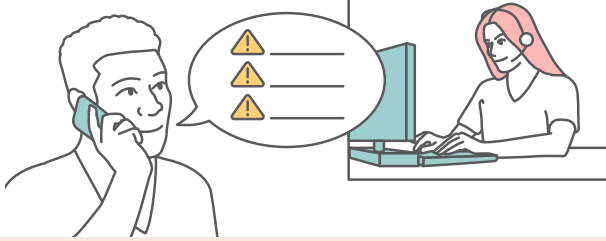
“ How will we raise an issue when we feel uncomfortable? ”

## Additional information

Contact your provider or employer for advice.  
1800 RESPECT (Australia) 1800 737 732  
To report an incident call WorkSafe Advisory - 1800 136 089



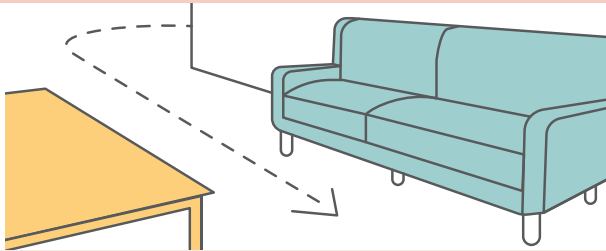
# Preventing risk of injury in the home



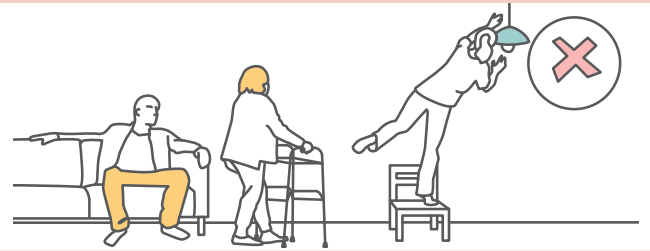
Report any hazards and health and safety incidents, including near misses



Discuss safe lifting and moving of people and equipment and ensure this is followed



Ensure the home environment is free from safety hazards



No encouraging or performing unsafe practices or behaviours



No using dangerous chemicals or products outside the service agreement. Wear PPE when needed



Be respectful and look after each others mental health and wellbeing

## Our commitment

We will consider how our actions and environment may affect other people. We will do our best to remove risks and prevent injury and harm.

## Support worker, client and family member sign here:

.....  
.....



# Preventing risk of injury in the home

Discuss and write what other safety guidelines you should follow in the home:


## Conversation starters & activities

Spend some time spotting the risks in the home together.

- Which risks can be removed now?
- Which risks require more resources?

“ How can we **check for and remove hazards** during each shift? ”

## Additional information

Contact your provider or employer for advice.

To report an incident call WorkSafe Advisory - 1800 136 089

For clients - People with Disabilities Australia Wayfinder Hub on 1800 843 929

or email [info@wayfinderhub.com.au](mailto:info@wayfinderhub.com.au)



# Support worker – Infection control checklist

**This checklist is for support workers to help prevent the spread of infectious diseases.**



## Before your shift

Contact to confirm if the client or member of the household has presented any flu-like symptoms in the past 14 days.

Contact to confirm if the client or member of the household has not had close contact in the last 14 days with someone who is unwell.



## During your shift

### Personal Protective Equipment (PPE)

Depending on anticipated exposure, wear appropriate personal protective equipment (PPE).

### Physical Distancing

Remain at least 1.5 metres apart where possible.

### Hygiene

Practice and encourage good cough/sneeze etiquette.

Standard precautions include hand hygiene before and after every episode of physical contact.

### Monitor Symptoms

Monitor symptoms if you or client experiences fever (temperature of  $\geq 37.5$  degrees or higher) and/or symptoms of acute respiratory infection (e.g. shortness of breath, cough, sore throat, nasal congestion).

### Report Symptoms

Cease face to face service and suggest the person self-isolate. Contact your GP or if symptoms are severe, call 000. Notify emergency contacts and the employer.



## Coming home from your shift

Change out of your clothes immediately and wash them

Wash your hands with anti-bacterial soap or hand sanitiser

If you begin to feel unwell, contact your GP and monitor your symptoms

Let your employer know if you are unwell and continue practicing social distancing