

# Health and Safety

Responsibilities in the workplace



# Disclaimer



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This document is intended to provide general health and safety information in the form of a guideline only. It should not be used as the only, or definitive, source of information about health and safety issues.

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# Introduction

## Health and Safety is everyone's responsibility

It is important that you understand your responsibilities under current health and safety legislation, and what this means in the home environment which is also a place of work.

Understanding a few things about Health and Safety can help reduce the chance of you, or your support worker, getting hurt while working.

- 🕒 Your support worker may be someone you have just met, they may be a relative or a friend.
- 🕒 Your support worker may know you and your home well, or may be coming into your home for the first time.
- 🕒 Just because it's your own home, it doesn't mean your support workers will not get hurt while working.

## Through your Individualised Funding:

- 🕒 You are paying a support worker to do work for you.
- 🕒 Your support worker is your worker.
- 🕒 You have a working relationship.

It is important that you understand what type of things could cause harm in the work place.

They can be everyday items or activities and with a few small changes you can make the environment safer for everyone.

The purpose of this handbook is to provide you and your support workers with information to get you thinking about health and safety.



**Read through it**



**Start asking questions**



**Start making some changes**

New Zealand's health and safety legislation keeps employees and their workspaces safe for everyone.

There is no one size fits all approach to meeting your obligations under the Act, but it is important that you understand the key terms on the following page.



This handbook is intended for people who purchase support services with Individualised Funding in a domestic setting. It is not intended for use within a hospital, residential care facility or any other medical care facility.

# Glossary

## Worker

An individual who carries out work in any capacity. This includes work as an employee or as a contractor.

## Workplace

A place where work is being carried out, or is customarily carried out. This includes any place where a worker goes, or is likely to be, while at work. It includes vehicles.

## Management of Risks

There is a responsibility to eliminate risks to health and safety, so far as reasonably practicable. If it is not reasonably practicable to eliminate risks, then minimise them.

## PCBU




This is a 'Person Conducting a Business or Undertaking' for your workplace. For IF users, this is the agent or employer who has the responsibility to ensure the health and safety of their workers; any workers they influence or direct; and any other people who could be put at risk by the work carried out (for example, the general public while out in the community).

## Primary Duty of Care

This means you must ensure (as far as reasonably practicable) the health and safety of your workers while they are at work, and that you and your worker are not putting others at risk.

## Reasonably Practicable

Doing what is (or was at the time) reasonably able to be done in relation to ensuring health and safety, taking into account:

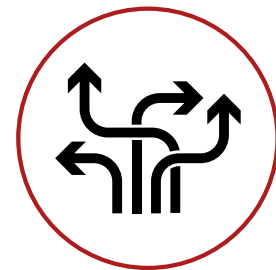
-  The likelihood of the hazard or risk occurring, and
-  The degree of harm that might result from the hazard or risk, and
-  What you know (or should know) about the risk and how to eliminate or minimise it.



1. KNOW



5. RECORD

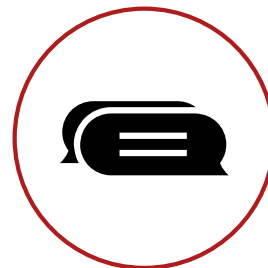


2. CONTROL

**The  
simple  
five:**



4. TRAIN



3. TALK

Health and safety is not about ticking boxes, it is about being socially responsible because you want to be a good employer.

## What you need to do:

WHAT	HOW	WHEN
<p><b>KNOW</b> what events and things can cause you and your support worker harm.</p>	<p><b>GO</b> on a hazard hunt now and record hazards on a register.</p> <p><b>USE</b> this handbook to assist you.</p>	<p><b>NOW</b></p>
<p><b>CONTROL</b> and record all hazards.</p> <p>Provide a safe work environment.</p>	<p><b>THINK</b> about how you can remove the hazard. If you can't remove it, how can you reduce it?</p> <p><b>THINK</b> about how you can do things safer.</p> <p><b>THINK</b> about what you'd do in an emergency.</p> <p>You also need to <b>CONSIDER</b> the visitors who come into your home and how they could impact on your workers safety.</p>	<p><b>ONGOING</b></p>
<p><b>TALK</b> to workers about the hazards.</p>	<p><b>TALK</b> your support workers through the hazard register and other issues or incidents as they arise.</p>	<p><b>ON THE FIRST DAY AND ONGOING</b></p>
<p><b>TRAIN</b> workers to do the job.</p>	<p>You can <b>TALK</b> workers through the safest way to do their tasks.</p>	<p><b>ON FIRST DAY</b></p>
<p><b>REPORT</b> all injuries and new hazards.</p>	<p><b>KEEP</b> a log of injuries.</p> <p><b>LEARN</b> from the injuries so that they don't happen again.</p>	<p><b>WHEN THEY HAPPEN</b></p>



## Guiding Best Practice:

This handbook is set out to give you ideas on what to think about, and has identified a number of possible hazards and ways you can control them.

It is not a full list of everything that could happen to you or your support worker.

## The Areas Are Colour Coded:

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
These should be avoided.	This means you are on the right track, but things can still be improved.	This is the best option, and is what you should aim to do.



# Chemicals and Cleaning Products

The chemicals you have at home are probably ones you bought from the supermarket. But even those can do harm if you do not use and store them correctly.

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Use of bleach without gloves.	Use of bleach, but only used with gloves.	Substitution of bleach with a less hazardous cleaning product or disinfectant.  Provide disposable gloves and a washable apron.
Mixing and putting chemicals into unlabelled containers.	Pouring chemicals into smaller containers which are labelled.	Use products which don't need to be mixed or put into smaller containers. Keep in original containers.



# Electrical Safety

Anything which has electricity needs to be checked to make sure it's safe to use.



An RCD is designed to prevent you from getting a fatal electrical shock if you touch something live, such as a bare wire. It can also provide some protection against electrical fires.

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Frayed wires / faulty plugs.	All electrical equipment is looked at before use - looking for any wires sticking out and any sign of burn around plugs.	All electrical equipment is checked before use. A residual current device (RCD) is used.
Not enough plugs, so plugs are piggy backing each other.	Items are unplugged when not in use.	There are enough plugs for all equipment.
Having plugs which are not located in correct location and extension cords are across the floor.	Extension cords are used but they are run away from walk ways, or securely covered.	Plugs are located where they are needed and there are no trip hazards.

# Driving

## Driving is a high risk activity.

Not only do you need to think about the safety of all people in the car, but you also need to think about safety of people who are also on the road, including people walking and cycling.

“Driving for work” does not include your support worker getting to and from their normal work place.

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Not checking if support worker has a valid driver's license.	Checked the support worker has a full and valid license when employed.	Support worker is aware they must inform you of any change to license status.
Vehicle has no warrant of fitness or registration and is not safe to drive.	Keep warrant of fitness and registration up to date at all times.	Check car for damage before driving. Do not drive if you have concerns. Keep tyres pumped up.
Driving on dark or remote roads with no phone or first aid kit.	Keep your mobile phone charged and available to use in case of emergency.	Keep a first aid kit in car. Have a break down service number stored in your phone.
No assistance available for getting you and heavy equipment in and out of car.	Have aids, such as a sliding board for transfer and unloading fitted to vehicle. Lightweight wheelchair used.	Book and use a wheel chair accessible taxi if you don't have the necessary equipment or a support worker trained in safe transfers.
No assistance for carrying lots of items.	Do more than one trip to get items to destination. Don't carry items stacked in front of face (so you can't see where you are going).	Use a lightweight and collapsible trolley to transport items.

**TIP:** ACC has some great videos on transfer to vehicles which you can use to train your support worker(s):

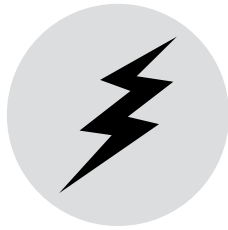
Click on the links to go to the [ACC channel](#):

- [Transfer from a Vehicle to a Wheel Chair](#)
- [Transfer from a Vehicle to a Walking Frame](#)

# Emergency Planning

Due to its location and environment, New Zealand faces many potential disasters. All disasters have the potential to cause disruption, damage property and take lives. So it's vital that you prepare now.

## If a disaster happened now... would you be ready?



SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
There are no smoke alarms. There is no fire extinguisher or fire blanket in the house.	Smoke alarms are installed.	There is a fire extinguisher in the house and the support worker knows how and when to use it. There is a fire blanket in the house.
External doors are blocked.	There is nothing blocking doors and they can all be opened.	You have shown the support worker all exits, (they are kept clear inside and out) and you have an identified place to go if you need to evacuate the house in an emergency.
Don't know who to call in an emergency.	Have a list of key people to contact, such as GP, next of kin, local hospital, dentist.	Have the list of key contacts stored in both your and your support workers mobile phone, and printed out next to landline phone.

# Emergency Planning

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Haven't prepared or considered an emergency.	Built a personal support network with a minimum of 3 people to alert you to any civil defence emergencies.	House has an emergency survival kit. Ensure you keep at least 7 days of essential medication, if needed wear a medical alert tag.
There are tall cabinets which are not secured to the wall.	Arrange to have cabinets secured.	Secure all cabinets to walls, so they cannot fall in an earthquake.

- Check out the Get Ready website for information on what to include in your emergency survival kit:

<https://getready.govt.nz>

- Visit the fire service website and develop an emergency evacuation plan for your home:

<https://www.escapemyhouse.co.nz>

**DROP, COVER AND HOLD**  
Information for people with a physical disability or mobility impairment

In a major earthquake the ground shaking will make it difficult or impossible for you to move any distance

- If you cannot safely get under a table, move near an inside wall of the building away from windows and tall items that can fall on you.
- Cover your head and neck as best you can.
- Lock your wheels if you are in a wheelchair.
- In bed, pull the sheets and blankets over you and use your pillow to protect your head and neck.

Photo courtesy of Age Concern Queensland and Invisia Program, Queensland Red Cross Queensland Community (EDM) Group

For more information visit the Civil Defence Emergency Management Office website located here: [www.getthru.govt.nz](http://www.getthru.govt.nz)

**GET READY GET THRU**

# Emergency Planning

**If you have any of the following conditions, you will want to talk to your support worker about what additional support you would require in an emergency.**

## Hearing impairment

Radio and TV will broadcast emergency information and advice before and during a disaster.

- 🔊 Ask your support worker to alert you to warnings and keep you informed.
- 🔊 Consider installing a system appropriate to your needs such as an alarm with flashing strobe lights to get your attention.
- 🔊 Replace the batteries once a year.
- 🔊 Keep a writing pad and pencils and a torch in your getaway kit so you can communicate with others.
- 🔗 The [Get Ready](#) website has resources to support you to be prepared.

## Asthma and respiratory problems

People with asthma or a respiratory disorder will be more susceptible to dust, volcanic ash, or the stress of an emergency.

- 🔊 Make sure you have dust masks at home and in your emergency getaway kit and sufficient medicines for at least seven days.

## Sight impairment

If you have a guide dog make sure you have a getaway kit for your dog with food, medications, vaccination records, identification and harnesses to take with you.

- 🔊 Keep extra canes at home and in the workplace even if you use a guide dog.
- 🔊 Be aware that animals may become confused or disoriented in an emergency.
- 🔗 The [Get Ready](#) website has resources to support you to be prepared.

## Special food requirements

If you have special dietary needs.

- 🔊 Make sure there is sufficient stock of these food items for at least seven days at home, and in the emergency getaway kit.
- 🔊 If you have to be evacuated, emergency shelters are unlikely to have the special food items you may need.

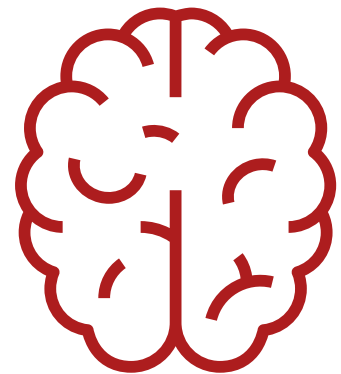
# Mental Wellbeing

A respectful workplace culture is one which is healthy, safe and supportive, and values diversity. It is a place where workers feel valued and conflict is addressed in a positive way.

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Accepting or allowing bullying to occur within the workplace.	Any issues are openly discussed and addressed.	When an issue is raised an independent third party talks to both parties and helps mediate a result.
Discriminating against race, culture, religion or sexual preference.	Acknowledge diversity of workplace, be respectful of all differences.	Actively celebrate diversity in workplace, support any diversity in cultural, religious or sexuality etc.

**TIP:** These services are examples of good third party options:

1. Mediation Services NZ  
[www.employment.govt.nz/resolving-problems/steps-to-resolve/mediation](http://www.employment.govt.nz/resolving-problems/steps-to-resolve/mediation)  
Call: 0800 20 90 20
2. Citizen Advice Bureau  
[www.cab.org.nz](http://www.cab.org.nz)
3. Employers & Manufacturers Association  
[www.ema.co.nz](http://www.ema.co.nz)





# Mental Wellbeing

**You might want to encourage your support worker to get extra support if they:**

- 🕒 Can't remember things, concentrate, or pay attention.
- 🕒 Have extreme mood swings.
- 🕒 Feel anxious, stressed, nervous or scared a lot.
- 🕒 Don't take care of their appearance or personal hygiene.
- 🕒 Have physical signs of injury or that they are hurting themselves.
- 🕒 Have panic attacks - rapid heartbeat, unable to breathe, feeling dizzy and extremely scared or anxious all at once.




🔗 **For a list of helplines visit the [Mental Health Foundation of New Zealand website](#).**



# Fatigue

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Support worker is working a sleepover shift and then also during the day.	Ensure that you have dark blinds in the bedroom.	Schedule hours so that support worker has sufficient time off. WorkSafe NZ recommends at least two consecutive full night's sleep in each week.
Support worker is unable to perform role due to fatigue/no sleep.	There is good communication where support worker is able to talk to employer about inability to work.	A contingency plan is in place so a replacement can be organised.
		There are no specific rules for how long, or when, rest and meal breaks should be. These should be discussed in good faith.

## Fatigue is the end result of:

-  Not getting enough sleep.
-  Working at times you would normally be asleep.
-  Extreme physical or mental exertion.

People who do shift work are more at risk because their natural body clock and sleep rhythms are disrupted.

### DID YOU KNOW

Research shows shift workers are six times more likely to be involved in a fatigue-related road crash than any other workers.

## Fatigue prevention tips:

Health foods provide energy to function and sleep well

Alcohol negatively influences quality of sleep






Caffeine wakes you up but is only good for short term use

If you are tired, only sleep can improve your concentration

# First Aid

You have a “primary duty of care” to provide first aid, as this is seen as being a basic requirement of any workplace.

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Not having a first aid kit in house.	First aid kit is missing items or some items have expired.	First aid kit is fully stocked and all items are still within the expiry period.
Support worker not having a valid first aid certificate.	Support worker knows basic first aid from previous work experience. Encourage support worker to attend a first aid course.	Support worker has a valid first aid certificate and you have the expiry date noted on their employee file.
Support worker not informing you of any blood borne or infectious disease they have such as hepatitis A, B or C, campylobacter, flu, measles, scabies, HIV and AIDS.	Ask as part of the employment process. Talk to support worker about this when they start.	Support worker to always cover their broken skin e.g. all cuts, scratches and open sores. Extra caution taken when giving first aid assistance e.g. using gloves. Put all used gloves, bandages, plasters into a secure bag before putting into rubbish bin.

-  Take the time to prepare a kit to have available for home and travel.
-  First aid kits may be basic or comprehensive. You can make a simple and inexpensive first aid kit yourself.
-  In case of emergencies when first aid is only the beginning of care, people should be prepared to give emergency personnel all of their current and past medical history.
-  You can use your funding to cover the purchase of a comprehensive first aid kit from providers like St John.
-  <https://buy.stjohn.org.nz/firstaid/buy-first-aid-products/first-aid-kits>

# Alcohol and Drugs

Workers with alcohol and drug problems face a higher chance of injuring themselves on the job. It also affects performance and productivity.

 [Refer to: www.alcohol.org.nz](http://www.alcohol.org.nz) for more information.

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Support worker consuming alcohol or drugs during, or prior to, starting work.		Support worker does not drink alcohol at work, or for eight hours before arriving at work.
Support worker drinking at a social celebration during work hours and then driving you!	If support worker is drinking alcohol at a social celebration during work, ensure food is provided.	Have a discussion with support worker about what is acceptable at social functions that they attend with you during work time.
Support worker working while taking prescription medication that may affect their ability to carry out their work.	Support worker to tell you as soon as possible that they are taking medication that may affect their work. Encourage them to stop work if feeling sick or drowsy.	Support worker to ask their doctor if the medication they are on will affect their ability to do their job and lets you know.

# Smoking in the Home

Section 5 of the Smokefree Environments and Regulated Products Act 1990 prohibits all smoking and vaping at any time in a workplace (this includes vehicles used for work). There is currently no law to stop you from smoking in your own home, **BUT** because your support worker is employed by you it is their workplace. As soon as the home becomes a workplace (a support worker/employee is present on the job), then the home/workplace must remain vape and smokefree and you, the employer, must take appropriate steps to ensure this.

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Smoking in the home, as this is a place of work.		Have a designated smoking area outside the home.
Smoking in a vehicle being driven by your support worker.		Ask the support worker to smoke when stopped and away from the vehicle.



# House Keeping Jobs

Your support worker may be employed to help with your house work.

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Vacuum cleaner wand length is short so have to bend back.		Support worker is able to do job standing up straight as wand length can be adjusted to their height.
Access to the cleaning equipment is blocked by other objects.		Regularly look into cupboards to ensure everything is stored correctly and nothing is going to fall out.
Short mop handle means support worker has to bend over and has to bend to lift a heavy bucket. Spilled water from bucket is a slip hazard.	Buy a bucket with wheels as this removes the need to lift.	A long mop handle removes the need to bend.
Support worker has to bend over in an awkward posture to clean surfaces including toilet / bath.	Support worker to use padding for limited period while doing certain cleaning tasks.	Use a long handled brush and mop / squeegee to reach difficult areas, which allows your support worker to be in more upright position.
Low bed that is up against a wall so it's hard to reach.	If able to, lift bed to waist height. Pull bed away from wall so support worker can reach all sides.	Use an adjustable bed (electric profiling bed - EPB), which is pulled away from the wall so all sides are accessible and posture is improved.

# Infection Control

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Support worker has not had any immunisations.	Discuss the need for immunisation with support worker.	Support worker has had the following immunisations before starting: <ul style="list-style-type: none"> <li>• Hepatitis A</li> <li>• Hepatitis B</li> <li>• Influenza</li> <li>• Tetanus</li> <li>• TB</li> <li>• Polio</li> <li>• COVID-19</li> </ul>
Contact with potentially infected materials without protective clothing, such as gloves.	Inform support worker if you have been diagnosed with an infectious disease. Support worker to cover all cuts, grazes, breaks in the skin with water proof bandages.	Disposable gloves used when cleaning followed by thorough hand washing.
Personal care of clients involves potential contact with body fluids.	Inform support worker if you have been diagnosed with an infectious disease. Support worker to cover all cuts, grazes, breaks in the skin with water proof bandages.	Immediately clean and disinfect after spillage if there is potential for contact. Use single disposable gloves followed by thorough hand washing.
Support worker is more at risk of infection if pregnant or sick themselves.	Discuss possible infections with support worker, such as when they have the flu or a skin infection so you can decide effective management.	Keep the house clean and tidy which will help to reduce risk of infection.

# Injuries and Incidents

## What to do:

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Not talking about injuries, incidents, accidents or near misses.	Discuss any injuries, incidents or accidents that have occurred in the past with any new support worker.	Keep a record / register of all injuries, incidents, accidents or near misses. Know who to call if there's an accident or emergency. Know where to get help if there's an accident or emergency.
Same incident or accident keeps happening.	Think about ways to stop the incident happening again.	Change things so that the incident doesn't happen again. Look at removing/resolving the issue which caused the harm. Ask for advice.

An ACC form should be filled in by the support worker at the treating medical providers practice.

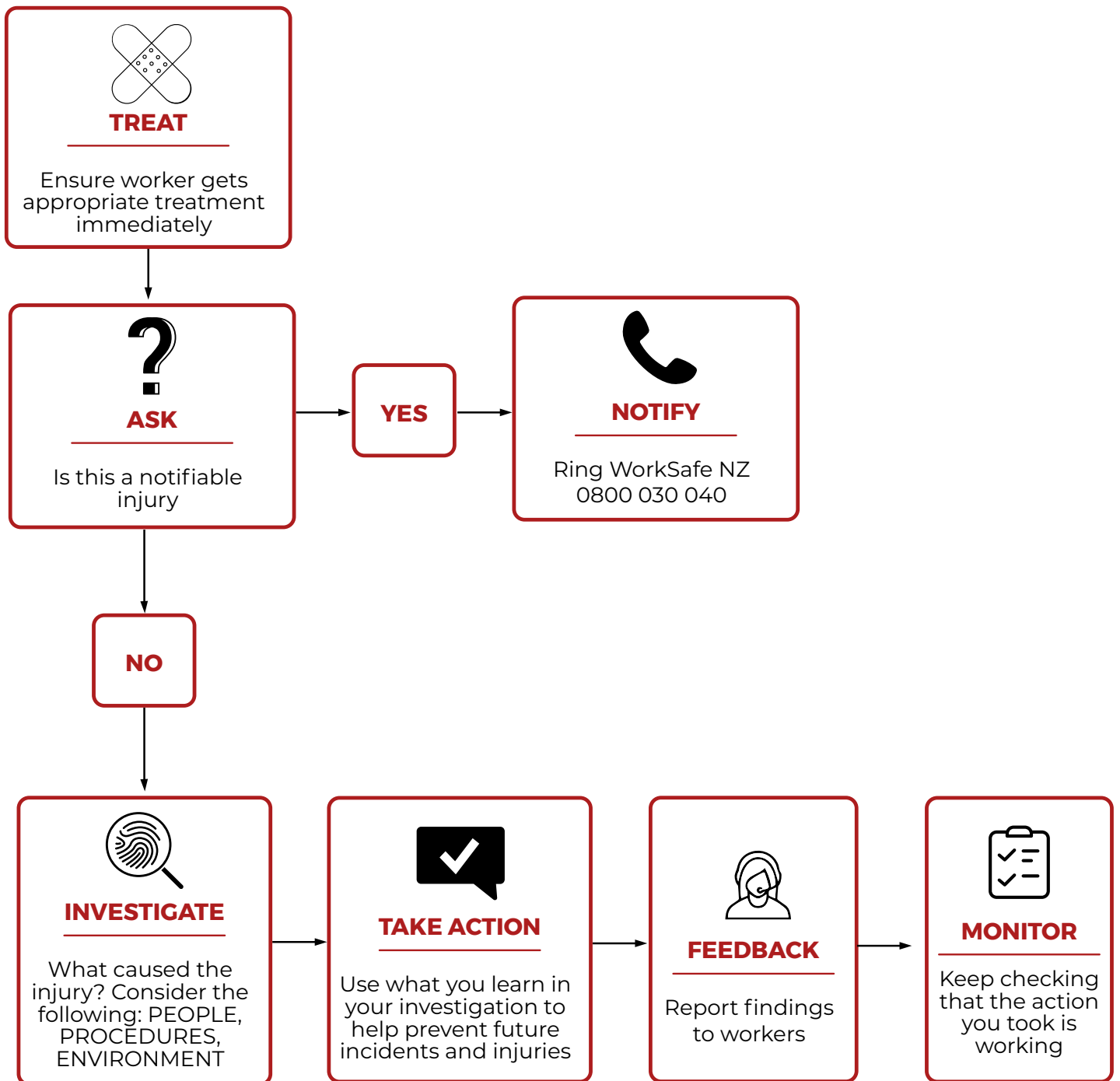
## What is a notifiable Injury or Illness?

- A.** Any of the following injuries or illnesses that require the person to have immediate treatment (other than first aid):
- The amputation of any part of the body
  - A serious head injury
  - A serious eye injury
  - A serious burn
  - The separation of his or her skin from an underlying tissue (such as degloving or scalping)
  - A spinal injury
  - The loss of bodily function
  - Serious lacerations
- B.** An injury or illness which requires the person to be admitted to hospital
- C.** An injury or illness which requires the person to have medical treatment within 48 hours of exposure
- D.** A serious infection




# Injuries And Incidents



## If an injury happens ...



# Manual Handling

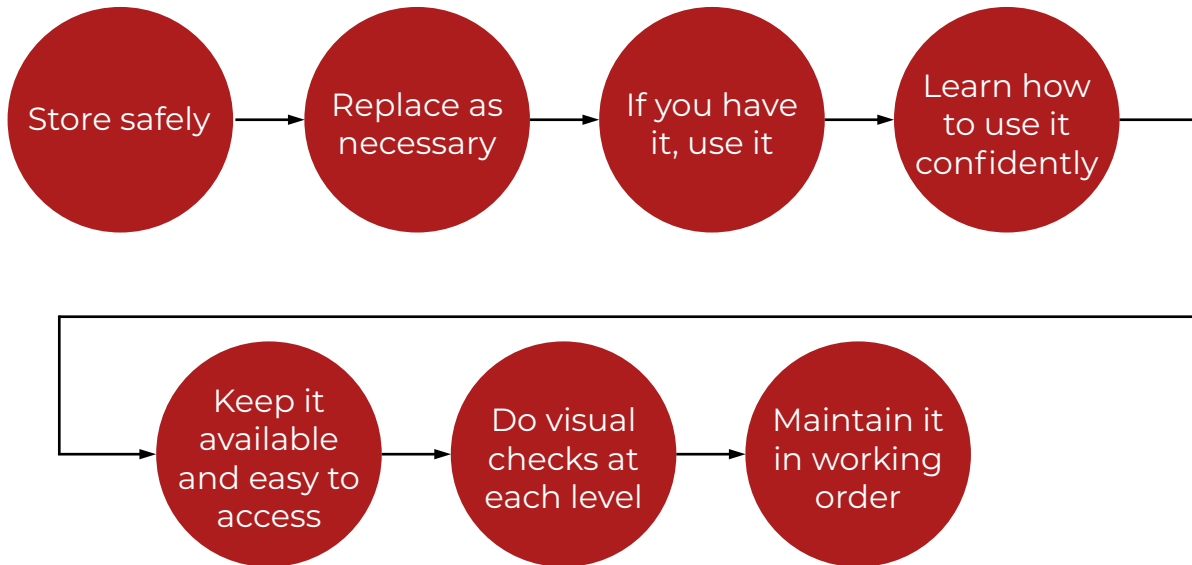
SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
<p>Support worker has not received any training on lifting techniques.</p>	<p>Get the support worker to buddy someone already trained to learn technique, and ensure you cover off where to put hands and feet. You can also act as a buddy and direct your support worker through the process.</p>	<p>Ensure that the support worker has been buddy trained, covering off what good practice is, and also what to watch out for. Get buddy to catch up with support worker to ensure that they are not experiencing any discomfort.</p> <p>If using lifting equipment talk the support worker through the instruction booklet, if unsure use the internet to search for that piece of equipment, or use the  ACC Patient Handling Guide.</p>
<p>Having to move heavy furniture.</p>	<p>Push rather than pull furniture and limit the number of items to be moved.</p>	<p>Use the “nudge” test to decide if the furniture can be moved - if not, don’t move it.</p>
<p>Putting items away in overhead storage by standing on chair / bench.</p>	<p>Stand on a step ladder, keep both feet on ladder at all times.</p>	<p>Wait until someone else is in the house to lift item to you or your support worker, whilst you/they are standing on the step ladder.</p> <p>Use  graph to look at weight versus body position, page 29.</p>

# Manual Handling

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Support worker needing to do manual transfers.	Use sliding boards for safe lifting technique.	Use a hoist when practical. See  training links on page 30.
Lifting heavy item off floor and using back like a crane.	Bend knees and squat down to pick item up. Put weight through heels.	Don't put heavy items onto floor, as it is further to lift them. Keep them stored at waist height. Use  lifting weight graph on page 29 to look at weight versus body position.
Deciding not to use equipment because it takes too long.	Use equipment to lift.	Use the correct equipment for the task. For example a toileting sling should only be used for that task as it gives little support otherwise.
Lifting equipment is moving when being used.		Ensure equipment has locks on wheels and they are being used.

# Manual Handling and Lifting

## Equipment use:



## Handling tips:

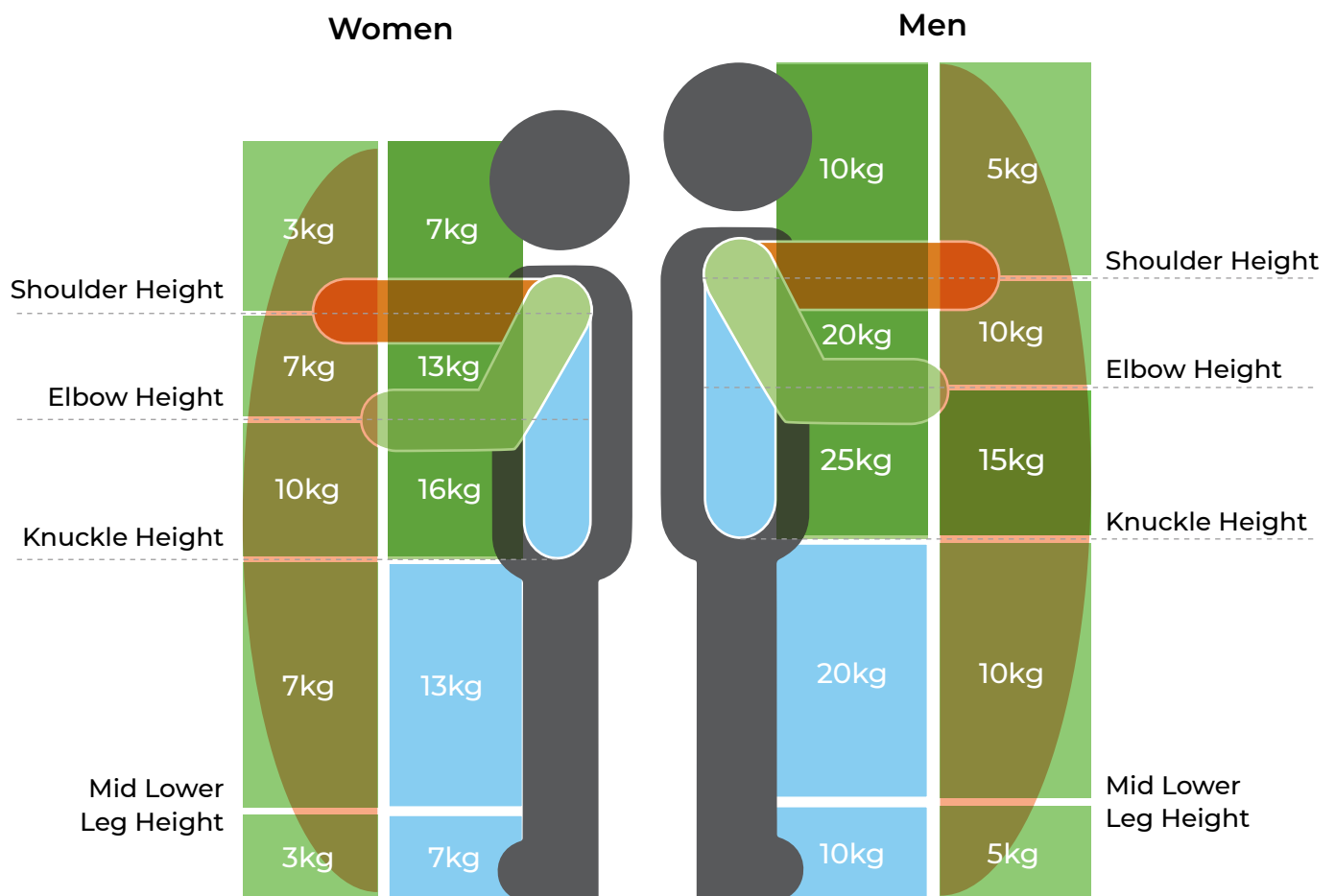
- 🚫 Think and plan before lifting / handling.
- 🚫 Keep loads close to body.
- 🚫 Adopt a stable position.
- 🚫 Get a good hold.
- 🚫 Avoid bending your back.
- 🚫 Avoid twisting or leaning sideways.
- 🚫 Move smoothly.
- 🚫 Put down load then adjust its position.

# Lifting Weight Versus Body Position

## How much you should or shouldn't lift can depend on:

- 🕒 Your gender.
- 🕒 The distance of the load from your body,
- 🕒 The height of the load.

You can lift the most weight safely, when you are holding the load close to your body, and at a waist height. The below diagram provides some guidance, showing the difference in safe weights between holding your arms straight out, arms by your side with elbows bent, and arms straight down by your side.



# Manual Handling





## Manual Handling Best Practice - ACC

ACC has some great resources on moving and handling people. These include videos, and written instructions such as those listed below:

### [PATIENT HANDLING GUIDE - 2012](#)



### [ACC: Techniques for Moving and Handling People](#)

-  Sitting and standing.
-  Moving people in bed.
-  Lateral transfer.
-  Using hoists.

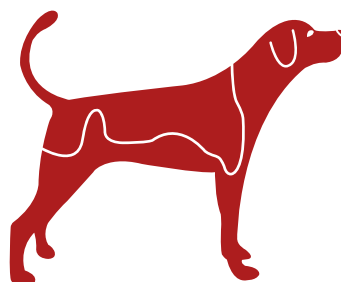


# Dogs

Dogs can be unpredictable so it is important you keep your support worker safe from them. If your dog can be aggressive you should keep it tied up and talk your support worker through the following points.

Before approaching a dog look at its posture and use these tips to know if it is safe to move closer.

	<b>AGGRESSIVE POSTURE</b>	<b>FEARFUL POSTURE</b>	<b>PLAYFUL POSTURE</b>
<b>How they present:</b>	Erect ears. Makes itself bigger. Lifts lips to show its teeth. Barks / Growls / Snarls. Raises its tail. This dog is ready to bite.	Ears are back. Makes itself smaller / lies down. Head is down. Tail is between legs. This dog will bite if it feels threatened.	Front half of body is low / rear of body raised. Smiling with tongue out wagging tail. Looks at you.
<b>What you should do:</b>	Avoid direct eye contact. Stand still, looking down and keep arms still in front of you. Slowly and calmly start moving away without turning your back.	Speak quietly and soothingly. Avoid direct eye contact. Walk away slowly and calmly, staying side on to the dog.	This dog wants to play. If play gets rough, or dog gets excited, this dog may nip.



# Training

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Assuming support worker has the information, skills and equipment they need to do their jobs without checking.	Having a process to provide support workers with the information and training they require - such as a buddy programme.	Support worker training is recorded on a register, and they are signed off as being able to do all tasks safely by a trainer (i.e. another support worker or yourself).

## **TIP: New Zealand Certificate in Health and Wellbeing - Level 3 (Support Worker)**

This industry training programme aims to develop the skills and knowledge required to support and empower people in home and community settings.

Contact [learning@manawanui.org.nz](mailto:learning@manawanui.org.nz) for more information or refer to  Careerforce.



# Training

## Employee Training Level

You can act as the “Trainer” / “Buddy”

LEVEL	TECHNIQUE
Beginner or new employee	Trainer present at all times “buddy system”.
Partly experienced employee	Trainer tells support worker what to do, and watches part of task (watch the part with the biggest risk). Trainer to give feedback.
Experienced employee but still has a few things to learn	Trainer tells support worker what needs to be done, and can answer questions. Trainer to give feedback.
Employee capable of stepping up to the trainer position	Support worker has gained considerable experience and/or a qualification. Trainer is confident the support worker is aware of all health and safety concerns. Support worker working unsupervised and can train others.

# Slips / Trips / Falls

There are simple things you can do within your home to help prevent slips, trips and falls from happening.


## DID YOU KNOW

Slips, trips and falls are the number one contributor to injuries in NZ. There are over 770,000 fall-related claims to ACC every year.

SHOULD AVOID	GOOD PROGRESS	GOOD PRACTICE
Things left on the floor. For example toys, clutter, piles of newspaper, clothes.	Items are kept off floor.	Floor is free from items. Floor is regularly cleaned.
Entry and exit to the house is slippery.	Schedule regular tidy up to clear moss, weeds, leaves from entry. Stairways / ramps are in good condition.	Entry is well lit and kept clean and clear of obstacles.
Wet area as client being transferred to shower.	Mop wet areas dry before transfer.	Use of rails or other client aids.
Floors are slippery from items such as dust, talcum powder, spilt food.	Floors are regularly cleaned. Wear appropriate footwear (socks are not appropriate).	All spills are cleaned up immediately and wet spills are dried off.
Employer or employee getting dizzy spells and not telling anyone.	Never stand up too quickly. Have open communication with your support worker.	Understand changes to medication, and ability for this to affect balance. Have open communication with your support worker around if they are OK to work.
Rug or mat keeps turning up at corner and moving around.	Secure rugs / mats using tape, tacks or non-skid backing so that they don't slide around or turn up at corners.	Remove mats and rugs to prevent trips and falls.

# Appendix

## 1. Injury Reporting Form

 You can download a copy of this form for your own use from the Manawanui website.

## Injury Reporting Form

Injured Person: \_\_\_\_\_

Event Date: \_\_\_\_\_ Shift/Start Time: \_\_\_\_\_

Event Time: \_\_\_\_\_ Fatigued:  Yes  No

Total Hours Sleep in last 24 Hours: \_\_\_\_\_

**What happened:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Initial actions:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**How could we prevent this type of injury:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Injury Type**

- LTI (Lost Time Injury)
- Illness
- First Aid
- MTI (Medical Treatment Injury)
- Pain/Discomfort
- Non-Work Related

**Risk Assessment**

**Consequences:**

- Catastrophic
- Major
- Moderate
- Minor
- Insignificant

**Likelihood:**

- Almost Certain
- Likely
- Possible
- Unlikely
- Rare

**Sign Off**

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_


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# Appendix

## 2. Hazard / Near Miss Reporting Form

 You can download a copy of this form for your own use from the Manawanui website.

## Hazard / Near Miss Reporting Form

Reported by: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Identify hazard / near miss: (What? Where?)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What did you do to eliminate, isolate or minimise the hazard or risk?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What follow up action is required?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Risk Assessment**

**Consequences:**

Catastrophic

Major

Moderate

Minor

Insignificant

**Likelihood:**

Almost Certain

Likely

Possible

Unlikely

Rare

**Sign Off**

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_


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# Appendix

## 3. Emergency Plan Reporting Form

 You can download a copy of this form for your own use from the Manawanui website.

## Emergency Plan

Name: _____	Name: _____
Relationship: _____	Relationship: _____
Phone: _____	Phone: _____
Alternative Contact: _____	Alternative Contact: _____
Name: _____	Name: _____
Relationship: _____	Relationship: _____
Phone: _____	Phone: _____
Alternative Contact: _____	Alternative Contact: _____
<b>Emergency Services: 111</b>	<b>Poison Helpline: 0800 764 766</b>
Local Police Station: _____	Water Supplier: _____
Doctor: _____	Electricity Supplier: _____
A H Medical Centre: _____	Electrician: _____
Nearest Hospital: _____	Plumber: _____
Insurance Company: _____	Builder: _____
Vet/Kennel: _____	Gas Supplier: _____
Council Emergency Helpline: _____	<b>WorkSafe: 0800 030 040</b>

Directions from nearest major intersection. (Why? An employee or family member unfamiliar with the area may be the one that needs to direct emergency personnel to the location.)

\_\_\_\_\_

\_\_\_\_\_


\_\_\_\_\_ House GPS Co-ordinates: \_\_\_\_\_

Where we meet up if all contact is lost:


\_\_\_\_\_

\_\_\_\_\_

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# Appendix

## 4. Support Worker Training Register

 You can download a copy of this form for your own use from the Manawanui website.

### Support Worker Training Register

Support Worker's Name: \_\_\_\_\_


Location: \_\_\_\_\_ Date of Issue: \_\_\_\_\_


- Initially assess new Support Worker, if new to the task fill out the "in training" section and ensure they are supervised.
- If after initial assessment it is clear the new Support Worker is experienced, fill out the "trained" section and they may work unsupervised.
- Once "in training" Support Worker is assessed as competent, they become "trained" and can work unsupervised.
- Support Workers that are very competent and good at teaching others the job can be marked as "able to train others".
- Ensure Support Worker and trainer both sign and initial the form to show that they have reached that training level.
- Keep these sheets as training records. may work unsupervised.

Task Description	In Training (Date & initials)	Trained (Date & Initials)	Able to Train Others (Date & Initials)	Support Worker Signature	Trainer Signature
	Date	Date	Date		
	Support Worker	Support Worker	Support Worker		
	Trainer	Trainer	Trainer		
	Date	Date	Date		
	Support Worker	Support Worker	Support Worker		
	Trainer	Trainer	Trainer		
	Date	Date	Date		
	Support Worker	Support Worker	Support Worker		
	Trainer	Trainer	Trainer		

# Appendix

## 5. Risk Register

 You can download a copy of this form for your own use from the Manawanui website.



**Risk Register**

Location: \_\_\_\_\_ Date of Issue: \_\_\_\_\_

Hazard: \_\_\_\_\_

Potential Outcome: \_\_\_\_\_

Controls: \_\_\_\_\_

Training or information required: \_\_\_\_\_

Who is responsible? \_\_\_\_\_

Regular checks of risk controls in place:

Date: _____	Date: _____	Date: _____
Initial: _____	Initial: _____	Initial: _____
Date Checked: _____	Date Checked: _____	Date Checked: _____
Initial: _____	Initial: _____	Initial: _____

**Notifiable Event?**

Yes

No

**Action Required:**

Eliminate

Minimise

Location: \_\_\_\_\_ Date of Issue: \_\_\_\_\_

Hazard: \_\_\_\_\_

Potential Outcome: \_\_\_\_\_

Controls: \_\_\_\_\_

Training or information required: \_\_\_\_\_

Who is responsible? \_\_\_\_\_

Regular checks of risk controls in place:

Date: _____	Date: _____	Date: _____
Initial: _____	Initial: _____	Initial: _____
Date Checked: _____	Date Checked: _____	Date Checked: _____
Initial: _____	Initial: _____	Initial: _____

**Notifiable Event?**

Yes


No

**Action Required:**

Eliminate

Minimise

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# Appendix

## 6. Immunisation Register

we need a link for this page



### Immunisation Register

Staff Person's Name: \_\_\_\_\_

I have / have not had the following immunisations. Please list any additional vaccines you have had.

Immunisation	I have had this vaccine	I understand the risk but have chosen not to have this vaccine but have chosen not to have this vaccine
Hepatitis A	<input type="radio"/>	<input type="radio"/>
Hepatitis B	<input type="radio"/>	<input type="radio"/>
Influenza	<input type="radio"/>	<input type="radio"/>
Tetanus	<input type="radio"/>	<input type="radio"/>
TB	<input type="radio"/>	<input type="radio"/>
Polio	<input type="radio"/>	<input type="radio"/>
COVID-19	<input type="radio"/>	<input type="radio"/>

Sign Off

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_



# Useful References



- [WorkSafe NZ](#)
- [Health and Safety at Work Act 2015](#)
- [Get Ready. Get Thru](#)
- [ACC: Techniques for Moving People](#)
- [ACC: Preventing Injuries](#)
- [Mental Health Foundation NZ](#)
- [Citizen Advice Bureau](#)
- [Mediation Services](#)
- [Alcohol Advisory Council](#)
- [Manawanui Resources](#)
- [Careerforce](#)



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