




## Domestic Tasks Procedures

### STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) delivers services that promote individual rights to freedom of expression, self-determination and decision-making and actively works to prevent abuse, harm, neglect and violence. PQSA recognizes that its reputation, the quality of the services it provides to the community and community confidence is determined by the integrity and behaviour of the people it engages to provide services on its behalf.

This procedure has been developed for instruction and guidance for ensuring a safe environment and safe practices for staff completing or assisting with domestic tasks in a client's home.

<p>Approved by:</p>  <p>Chief Executive Officer</p>	<p>Date: December 2022</p>
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**In this procedure, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.**

*Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.*

## **SCOPE**

Compliance with this policy is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

## **DEFINITIONS**

Refer to the PQSA Policy and Procedure Definition Glossary

## **RESPONSIBILITIES**

It is our responsibility to communicate our policies and procedures to all workers on a systematic basis. Individual Directors and Supervisors are responsible for monitoring workers' understanding of their obligations and need for compliance with policies and procedures. Workers are responsible for complying with our policies and procedures.

### **Support Workers are to:**

- identify and report any concerns or hazards immediately
- remove, isolate or otherwise manage any immediate hazard at the site if safe to do so (to prevent injury to self/others) when a hazard has been identified/incident occurs.

### **Client Service Coordinator (CSC)/Client Service Officer (CSO) is to:**

- conduct (at least) 12 monthly service/home audit
- liaise with internal and external stakeholders to oversee implementation of hazard controls including documentation when a hazard has been identified/incident occurs.

### **WHS Consultant is to:**

- review incident/hazard report, oversee risk assessment and mitigation strategy
- in the event of an injury, liaise with Support Worker and other appropriate persons to oversee organisational response and management of incident when a hazard is identified/incident occurs.

### **People and Culture is to:**

- in the event of an injury, liaise with Support Worker and other appropriate persons to oversee organisational response and management of incident when a hazard is identified/incident occurs.

## **PROCEDURES**

Refer to client's **My Support Plan** to identify applicable domestic tasks to be undertaken.

The below procedure assists workers to identify and control risks or potential risks within the client's home environment that have the potential to cause harm or injury.

These safety precautions must be undertaken before and during domestic tasks on each occasion, with any hazards or incidents reported promptly via phone call to Head Office, and FOUR report or email to WHS Consultant via email: [whs@pqsa.asn.au](mailto:whs@pqsa.asn.au).

### **General Tasks:**

- cleaning equipment such as vacuums, brooms, buckets are fit for purpose (no visible damage that would impact on effectiveness or safety)
- work areas are free from clutter – benches, tables have adequate space for work to be undertaken
- staff can enter and exit rooms/property and move around rooms as required without tripping, twisting, stepping over items.
- rugs and other items located on floors do not pose a trip/slip hazard.

- PPE is available and suitable for use with any cleaning chemicals (e.g. gloves, goggles if required)
- staff are not to lift any items over 10kg, and are to always utilise safe lifting/handling procedures as per WHS procedure
- ensure that if large items including furniture are required to be moved, the item is on working castors
- ensure rubbish/waste is disposed of in a safe and appropriate manner, and that council bins are accessible to staff – including clear pathways to/from bins
- staff are to minimise over-head reaching
- staff are to place equipment/tools nearby and in a position that reduces twisting, stretching and bending
- worker is to ensure tasks requiring kneeling, lifting, reaching are undertaken in short bursts of a few minutes – reducing potential for injury
- ensure adequate time is allocated for tasks being performed, staff are to work efficiently and effectively without rushing
- per WHS training, staff are to always maintain their own safety and stop and seek guidance if there are any concerns or incidents
- staff are not to use, under any circumstances, a full-height ladder. Step ladders must only be utilised if/as required, if safe to do so. Workers must never ascend to a height of over 2m on a step ladder
- any hazards or incidents must be immediately reported to Head Office via phone and FOUR report or email to WHS Consultant via email: [whs@pqsa.asn.au](mailto:whs@pqsa.asn.au).

#### **Laundry Tasks:**

- ensure appropriate PPE is available for use (gloves, other protective equipment as required on individual cleaning/chemical products)
- ensure environment is free from slip or trip hazards (drainage of water, clear pathways to/from washing machine and washing line)
- ensure bench or working space height is appropriate for tasks being undertaken (waist height of worker)
- ensure all chemicals are in original containers with clear instructions for safe use
- ensure equipment such as washing basket, pegs, washing machine, dryer are free from obvious damage/defect that would impact on safe use (e.g. ensure washing basket has 2 unbroken handles, electrical cords are not frayed)
- staff are not to lift items over 10kg (ensure washing baskets are not overfilled)
- staff are to minimise over-head reaching
- staff are to place baskets or other items nearby and in a position that reduces twisting, stretching and bending.
- ensure washing line is at appropriate work height for staff use (does not require excessive reaching/stretching or bending)

#### **Kitchen Tasks:**

- ensure appropriate PPE and food safety equipment is available for use (gloves, other protective equipment as required on individual cleaning/chemical products)
- ensure environment is free from slip or trip hazards and that there is sufficient space for tasks to be undertaken safely (drainage of water, clear pathways to/from cooking and food storage areas)
- ensure appropriate lighting – specifically, where food items are being prepared

- ensure bench or working space height is appropriate for tasks being undertaken (waist height of worker)
- ensure food preparation equipment is safe for use (e.g. knives are sharp enough to perform tasks, handles are intact)
- electrical equipment is functioning as intended and electrical cords are not frayed. Power boards are not overloaded and are free from visible damage
- a step ladder is available if required for overhead work – the step ladder is fit for purpose and free of visible defects that could impact safety (i.e. no cracks, damage)
- grocery bags are not to be overloaded – maximum weight 10kg
- when carrying items including groceries/shopping, workers are to distribute weight between hands/arms and use safe lifting practices
- worker is to ensure tasks requiring kneeling, lifting, reaching are undertaken in short bursts of a few minutes – reducing potential for injury.

#### **Bedroom Tasks:**

- bed is positioned for easy access on each side
- bed height is adjustable, or, at an appropriate height that does not require worker to bend or stretch when making or unmaking the bed.
- ensure room has appropriate lighting
- ensure floor and pathways are free from clutter and trip/fall hazards
- ensure power-points are free from visible defects or damage and are not overloaded.

#### **Bathroom Tasks:**

- ensure appropriate PPE and food safety equipment is available for use (gloves, other protective equipment as required on individual cleaning/chemical products)
- ensure environment is free from slip or trip hazards and that there is sufficient space for tasks to be undertaken safely (drainage of water, bathmats are not slippery/are positioned to not trip workers)
- ensure appropriate ventilation/air-flow
- walls and ceiling are free from visible mould
- ensure room has appropriate lighting
- worker is to ensure tasks requiring kneeling, lifting, reaching are undertaken in short bursts of a few minutes – reducing potential for injury.

### **SUPPORTING PQSA DOCUMENTATION**

- Documenting and Recording Client - Worker Concerns
- Documenting and Recording Client - Worker Incidents
- Environmental Hazard Report Form
- FOUR Incident/Concern Report Form
- HomeCare+ Support Planning Policy and Procedures
- Infection Prevention and Control Policy
- My Support Plan
- WHSE - Documenting and Recording Incident Concern Reports Policy
- Workplace Health and Safety Management Policy