

Shire of Narrogin looks after their HACC workers



Home and Community Care (HACC) workers face unique risks in their day to day roles. The Shire of Narrogin recently engaged LGIS to provide manual task and client handling workshops tailored to this industry, to best prepare their HACC workers physically and mentally.

Aged care workers provide personal, emotional, and physical support to older persons and people with disabilities who require assistance in their own homes. They carry out duties within the clients' defined care plan and are critical to clients wanting to:

- ▶ Continue living in their own homes
- ▶ Develop and use their skills
- ▶ Form social relationships
- ▶ Increase feelings of self-worth

HACC workers have very special qualities that enable them to fulfil their duties, including but not limited to:

- ▶ A caring and supportive attitude
- ▶ Patience, discretion and a high level of professionalism
- ▶ Good communications skills
- ▶ Physically fit and able to lift heavy objects
- ▶ Committed to the rights of elderly and impaired people

HACC workers are generally highly skilled in carrying out their duties; however there are significant physical and psychosocial risks involved. In 2017, LGIS consultants Lynn Cliff (HR) and Dane Casserly (Injury Prevention) saw an emerging trend in the loss of suitable training for HACC staff, an increase in injuries being sustained (both

musculoskeletal and psychosocial), and an increase in the demand for services.

This led to the development of a HACC workshop series to provide information and awareness training in regards to the risks associated with being a carer, domestic assistant, support worker or transport officer.

In late 2018, this program was strengthened again with the assistance of LGIS Injury Management Consultants Belinda Beros and Melyse Toparlak, who are both registered Occupational Therapists with experience in clinical hospital settings. With the experience and knowledge Belinda and Melyse bring to the team, the program now includes a theoretical and practical based session on client handling.

The HACC series has been developed based on best practice research and includes the following components:

1. Aged care overview
2. Working well
3. Operational requirements
4. Manual tasks
5. Client Handling

“LGIS presented manual handling training to the Narrogin Regional Homecare staff and it was excellent. Now they have developed it according to what is needed in the Home and Community Care industry it would be fabulous for other local governments.”

**- Lynne Yorke,
Manager Community
Care Services
Shire of Narrogin**

If you are interested in workshops tailored to your HACC staff, or any other services by the LGIS WorkCare Services team, please contact WorkCare Services Manager Renee Wockner on 9483 8826