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Before you begin

This learner guide is based on the unit of competency *CHCCCS002 Assist with movement*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: www.training.gov.au.

How to work through this learner guide

This learner guide contains a number of features that will assist you in your learning. Your trainer will advise which parts of the learner guide you need to read, and which practice tasks and learning checkpoints you need to complete. The features of this learner guide are detailed in the following table.

Icon	Feature	How you can use each feature
	Learning content	▶ Read each topic in this learner guide. If you come across content that is confusing, make a note and discuss it with your trainer. Your trainer is in the best position to offer assistance. It is very important that you take on some of the responsibility for the learning you will undertake.
	Examples	▶ These highlight key learning points and provide realistic examples of workplace situations.
	Practice tasks	▶ Practice tasks give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which practice tasks to complete.
	Summaries	▶ Key learning points are provided at the end of each topic.
	Learning checkpoints	▶ There is a learning checkpoint at the end of each topic. Your trainer will tell you which learning checkpoints to complete. These checkpoints give you an opportunity to check your progress and apply the skills and knowledge you have learnt.

Foundation skills

As you complete learning using this guide, you will be developing the foundation skills relevant for this unit. Foundation skills are the language, literacy and numeracy (LLN) skills and the employability skills required for participation in modern workplaces and contemporary life.

The following table outlines specific foundation skills noted for your learning in this learner guide.

Foundation skill area	Foundation skill description
Learning	<ul style="list-style-type: none"> ▶ Understanding your job role, organisational procedures and legal responsibilities ▶ Managing your work and seeing how well you are going ▶ Making goals for yourself at work ▶ Seeking professional development opportunities for continuous improvement
Reading	<ul style="list-style-type: none"> ▶ Understanding how documents are presented and being able to navigate through documents ▶ Understanding industry- and job-specific terminology ▶ Interpreting key information in relevant documents ▶ Understanding routine workplace checklists and documentation
Writing	<ul style="list-style-type: none"> ▶ Planning, drafting and writing reports and documents ▶ Communicating through written letters, email and online ▶ Recording progress; reporting incidents
Oral communication	<ul style="list-style-type: none"> ▶ Clarifying instructions ▶ Providing information ▶ Supporting others through encouragement, negotiation and conflict resolution ▶ Using body language to model desired behaviour and responding to others' body language
Numeracy	<ul style="list-style-type: none"> ▶ Calculating costs, weights, measurements of height and distance ▶ Interpreting measurements
Teamwork	<ul style="list-style-type: none"> ▶ Working well with other people by cooperating, collaborating, encouraging and building rapport
Planning and organising	<ul style="list-style-type: none"> ▶ Planning your workload and commitments ▶ Implementing tasks ▶ Completing work on time ▶ Knowing how to deal with hazards and risks
Making decisions	<ul style="list-style-type: none"> ▶ Understanding and applying decision-making processes ▶ Reviewing the impact of your decisions
Problem-solving	<ul style="list-style-type: none"> ▶ Identifying problems ▶ Working out how to fix a problem using problem-solving processes. Reviewing the outcome
Innovation and creation	<ul style="list-style-type: none"> ▶ Recognising opportunities to develop and apply new ideas ▶ Generating ideas by thinking of new ways to do something ▶ Making suggestions to improve work

Foundation skill area	Foundation skill description
Technology and digital literacy	<ul style="list-style-type: none"> ▶ Efficiently using digitally based technologies and systems correctly and safely ▶ Accessing, organising and presenting information ▶ Using equipment correctly and safely

What do you already know?

Use the following table to identify what you may already know. This may assist you to work out what to focus on in your learning.

Topic	Key outcomes	Rate your confidence in each section
Topic 1 Prepare to assist a person with movement	1A Confirm movement requirements and risks	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1B Prepare equipment and the environment	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1C Explain and confirm the movement procedure	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1D Follow safe work practices	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 2 Assist with movement	2A Carry out movements	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2B Ensure client safety and comfort	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2C Maintain communication with client	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 3 Complete assistance with movement	3A Return and clean equipment	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3B Complete reporting requirements	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident



Topic 2

In this topic, you will learn how to:

2A Carry out movements

2B Ensure client safety and comfort

2C Maintain communication with the client

Assist with movement

It is vital that you carry out a movement using the appropriate safe handling method.

Once you have prepared and communicated the requirements of a movement task, it is time to conduct the actual movement. It is your responsibility to ensure the safety and comfort of the client at all times. This topic will teach you how to carry out a movement using appropriate safe handling methods; it also demonstrates how to safely use equipment.

2A Carry out movements

Failing to use the right technique when moving a client can lead to a personal injury.

When moving people, you must consider the client's needs. People who require assistance when moving from one position to another must be treated with respect and sensitivity to promote safety, dignity and comfort. It is vital that you review your organisation's policies and procedures to ensure you correctly manoeuvre clients while at work.

Everyday movement needs

There are several postures and positions you will need to memorise in order to safely assist your clients.

Certain movements require their own set of safe handling steps; after all, no two clients are alike. It is important to use the right equipment for the task and, where possible, refrain from manually lifting and manoeuvring clients.

Refer to the following principles when undertaking movement tasks:

- ▶ Wash your hands thoroughly and use PPE as required.
- ▶ Eliminate any distractions.
- ▶ Remove all obstacles and hazards from the area.
- ▶ Maintain communication with the client during the procedure.
- ▶ Ask a colleague for help, or use the appropriate lifting equipment, if you need to lift a person.

Because you are constantly moving body parts, support workers require a basic understanding of biomechanics. This refers to how the human body moves.

A foundational knowledge of biomechanics will help you understand how the body functions and how clients can be assisted safely with movement. This helps to prevent injuries and maintain the comfort of a client.

Human anatomy

The term anatomy refers to the structure of the human body. In basic terms, the human body is organised into cells, tissues, organs and nerves.

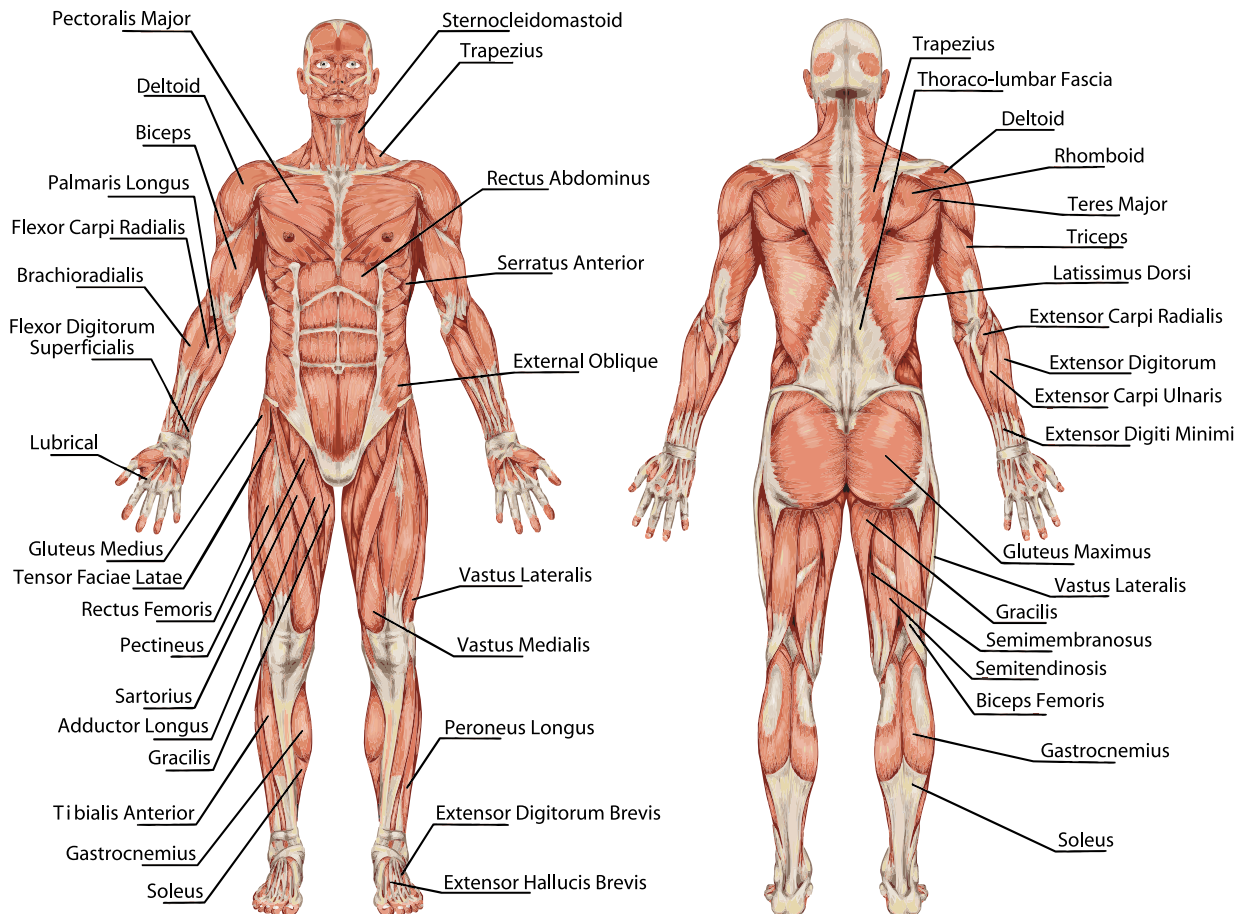
All movements of our body are controlled by the nervous (or neurological) system which is made up of two main parts: The Central Nervous System (CNS) and the Peripheral Nervous System (PNS).

The CNS is the command centre of the human body and consists of the brain and spinal cord. It is responsible for managing all higher-level functions of the body.

The PNS includes all nervous tissue outside the CNS, including our cranial, spinal and peripheral nerves. Nerves are like tree branches: they branch out from the brain (cranial nerves) and spinal cord (spinal nerves) and connect to our organs and skeletal muscles to control movement. Nerves are also responsible for maintaining the function of our body systems, such as our musculoskeletal and cardiovascular system.

Muscle type	Definition
Cardiac	<ul style="list-style-type: none"> ▶ The muscles of the heart structure, which contract and relax the heart.
Smooth	<ul style="list-style-type: none"> ▶ Groups of tissues located in various internal body structures and systems that contract involuntarily. ▶ Examples include the lungs, uterus and blood vessels.

The following diagram illustrates some of the main muscles in the human body:



Active and passive movement

Mobility refers to a person's ability to move their joints through their full range of motion without restriction or pain.

A person's ability to move their joints through their full range of motion (ROM) greatly enhances their quality of life and decreases the likelihood of injury and pain.

Joint ROM is dependent on numerous factors, including the type of joint, muscle flexibility, joint health and blockages within the joint capsule and the condition of ligaments and muscle tendons. For example, a healthy ball and socket joint has more range of motion than a hinge joint. Age and genetics also play a part.

Two key types of movement include active and passive movement, also known as active and passive ROM. The following table provides additional information that will help you in your role as a support worker:

Walking frame

- ▶ Walk alongside and slightly behind the client and stay close to the frame at all times.
- ▶ Gently hold the handrail/gutter closest to you and help direct the client's walking pattern.
- ▶ Provide additional support when assisting clients through uneven surfaces.

When working with clients who are using mobility aids, such as wheelchairs, trolleys and beds, it is important to maintain good communication at all times.

Support workers need to identify the client's capacity to operate their mobility equipment. You also need to determine the location where the client needs to be relocated as well as any special equipment that needs to accompany the person, such as intra-venous (IV) stands and oxygen masks. Refer to the following list for general guidelines for relocating clients with mobility aids:

- ▶ Check additional equipment are secured and there are no entanglements with the wheels of the equipment.
- ▶ Check the brakes are on or off depending on the task required.
- ▶ Check the pathway and destination and remove any obstacles before relocating the client.
- ▶ Check that guard rails are up.
- ▶ Push the client from behind with your legs.
- ▶ Keep the equipment close to your body.
- ▶ Move the client slowly and avoid jerky movements.
- ▶ Once you arrive at the location, apply the brakes.
- ▶ If taking a client down a steep decline, move backwards.
- ▶ If taking a client up a steep incline, push them forwards.

Assisting a client to walk

Helping a client to walk may be part of their rehabilitation process following a fall or injury; it may also be needed to help build a client's basic confidence and independence to walk without equipment.

Assisting clients to walk should only be attempted on clients who can bear part of their own weight. This must be assessed before undertaking the movement task. Refer to the following guidelines when assisting a client to walk:

- ▶ Walk close to the client with a handrail or other support aid where possible.
- ▶ Place one hand behind the client's back and hold their hand with your other hand, using the 'duckbill' position (refer to the image).
- ▶ Walk next to and slightly behind the client.
- ▶ Use a walking belt where possible to avoid the client bearing weight onto the worker.
- ▶ Talk to the client to assess their fatigue and confidence levels.
- ▶ Walk slowly and at the client's pace.
- ▶ Take regular breaks as needed.



Source: Manual handling, "Based on the ANMF 'No. Lift, no injury' protocol", Health Care Australia, Feb 2013, V.4.0

The following table explains the key points to consider when transferring clients into a wheelchair:

Position	Instructions
The client is laying on their back (e.g. in bed)	<ul style="list-style-type: none"> ▶ Use the bed sheet, or slide sheet, to shift the client close to the edge of the bed. ▶ Bend the client's knees to prepare them for sitting up. ▶ Place one arm of the client over their chest to turn them onto their side and facing the wheelchair. ▶ Ask the client to use their hand to push themselves up (if they can) as you gently assist them to a seated position. ▶ Use the mechanical handling equipment and other aids where possible to reduce the need for manual lifting. ▶ Keep the client close to you and use small steps to rotate the person to the wheelchair. ▶ Ask a colleague for help if you need to lift the client into the chair.
The client is sitting on a chair	<ul style="list-style-type: none"> ▶ Ask the client to use their hand to push themselves up (if possible) using the sides of the chair. ▶ Gently pull their knees off the chair and assist them to a seated position. ▶ Use the mechanical handling equipment and other aids where possible to reduce the need for manual lifting. ▶ Keep the client close to you and use small steps to rotate the person to the wheelchair. ▶ Ask a colleague for help if you need to lift a person .

Dependent clients require assistance with personal care and hygiene as part of their everyday health routines. When helping clients with their personal showering and toilet needs, support workers will need to provide physical assistance from their mobility aids to a shower chair and toilet seat. When doing this, use the following steps:

- ▶ Position the wheelchair in front of the toilet or shower chair.
- ▶ Apply the brakes and remove the leg rests to ensure they are not an obstacle.
- ▶ Stand near the client's weaker side to provide support as they stand; you may use your knee in between the client's legs to provide additional support.
- ▶ Ask the client to shuffle forward on their chair so their legs are under their knees and their hands are on the arm rests.
- ▶ Place your arms either side of the client's torso (under their arms) and ask them to lean forward
- ▶ On the count of 3-2-1-go, stand up with the client.
- ▶ Maintain a firm grip on the client's torso and gently shuffle the client towards the chair.
- ▶ Once the client is directly in front of the seat, with their backside aligned with the seat, assist them in removing their clothes (maintain one arm on the client at all times for support).
- ▶ Gently lower yourself with the client to sit on the seat and ask them to take a firm grip of the arm rests until seated.

You can source additional information online from the following sources:

- ▶ **Safe Work Australia:** aspirelr.link/safeworkaustralia
- ▶ **WorkCover Queensland:** aspirelr.link/worksafe-qld
- ▶ **Healthcare Australia:** aspirelr.link/healthcare-aus

Example

Safe manual handling procedure

As part of Meta Care's client movement procedure, the following practices must be followed when lifting and manoeuvring clients:

Steps when moving or lifting clients

Plan the move	<ul style="list-style-type: none"> ▶ Make sure you know where you are going and how far you are taking the client. ▶ Remove obstacles and clear the pathway to the destination. ▶ Check the weight of the person to ensure they are safe to lift. ▶ In most cases, clients who are overweight or obese will require a team lift or mechanical equipment.
Check equipment	<ul style="list-style-type: none"> ▶ Check equipment suitability: confirm the weight limits on lifting equipment before getting assistance from a colleague (ask your supervisor if unsure). ▶ Examples include a support bar, gait belt, trolley or other specialised lifting equipment.
Get into position	<ul style="list-style-type: none"> ▶ Set your body position and posture and stay close to the person at all times. ▶ Bend your knees and keep your spine in its neutral 'S' curve shape. ▶ Brace your core muscles to lock your spine in a strong position. ▶ Stand with both feet flat on the ground.
Safe lifting techniques	<ul style="list-style-type: none"> ▶ Lift the person safely and keep your back in its neutral 'S' curve position; never round your spine. ▶ Keep your feet flat on the ground and keep the person or object close to your body at all times. ▶ Make sure you are using the equipment as it is intended to complete the task.

Example**Hand washing procedure**

Wendy is a support worker for In-House Client Services. The organisation hires support workers to visit clients who living with a disability. Workers assist clients with their daily living needs, such as showering, bathing, dressing and meal preparation.

Wendy has just arrived at a client's home to help the person get out of bed and get dressed for the day. Before starting the task, Wendy completes a thorough hand-washing process to remove any harmful germs from her skin that she may have accumulated from driving to and entering the client's home.

Wendy follows the eight steps of her workplace hand washing procedure, which she learnt in her induction training:

- ▶ Wet hands thoroughly (use warm water).
- ▶ Use approved soap.
- ▶ Rub hands together.
- ▶ Clean between each finger.
- ▶ Rub the thumbs.
- ▶ Clean backs of hands and under fingernails.
- ▶ Rinse hands thoroughly.
- ▶ Use paper towel for drying.
- ▶ Turn off the tap using a disposable paper towel.

After Wendy has washed her hands, she puts on disposable gloves before handling the client.



Practice task 6

Question 1

Why is it important to protect the client's skin when relocating them from one location to another?

Question 2

Which of the following methods should you use to protect your client's skin when relocating them? Tick all that apply.

- ☐ Regular handwashing
- ☐ Applying organisational policies and procedures on client movement protocols
- ☐ Ensure the client is well hydrated
- ☐ Using personal protective equipment
- ☐ Applying antibacterial lotions to the client
- ☐ Plan the movement task, including removal of any obstacles prior to starting

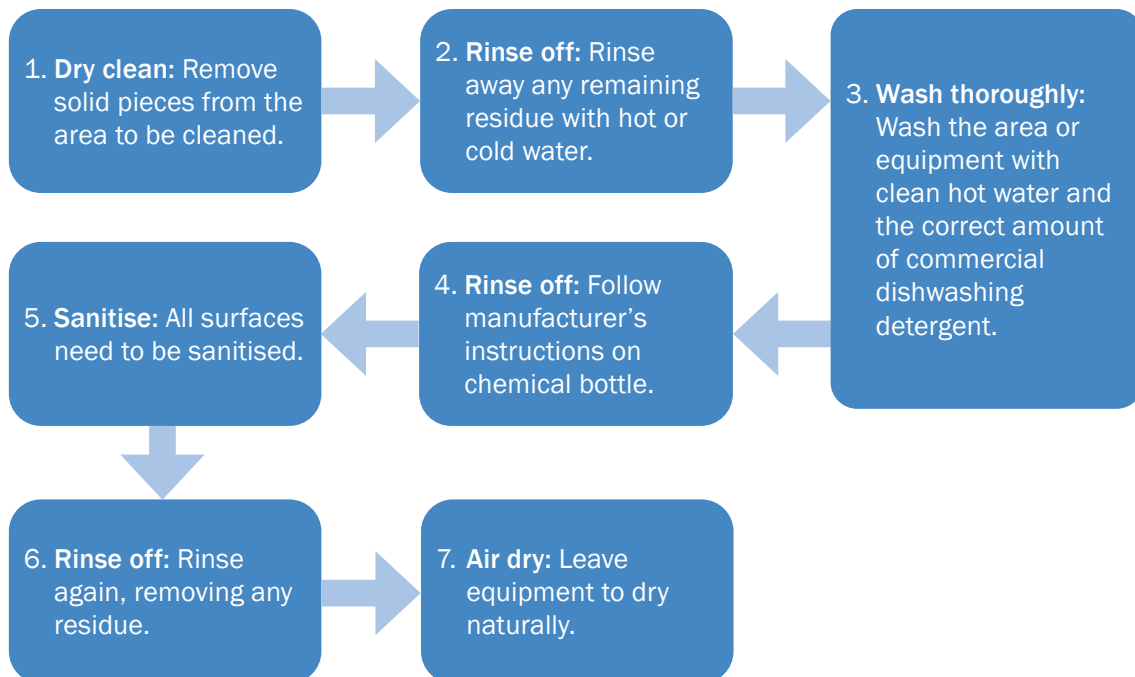


Gowns or aprons

- ▶ Gowns and waterproof aprons act as barriers between workers and contaminants.
- ▶ Gowns must be worn if there is a possibility contamination or if there is a known presence of pathogens.

Cleaning is the removal of surface dirt and grime; however, this process does not always kill bacteria. Sanitation is the process of killing bacteria by using a chemical, heat or a combination of both. In order to properly remove harmful bacteria, manual lifting equipment must first be cleaned then sanitised.

Cleaning generally involves seven steps:



Where possible, components of equipment, such as rails, bars and belts, should be cleaned by immersing the equipment for thirty seconds in water that exceeds 77 °C. If this is not possible, appropriate chemicals must be used according to your workplace procedures.

Once the equipment has been cleaned and sanitised, allow it to air dry. Air drying minimises risk of re-contamination by removing moisture that encourages new bacteria to grow.

Every workplace will have a designated form for support workers to complete when reporting an injury or accident. The relevant WHS specialist will then analyse the information provided in incident reports. This analysis identifies ways to reduce or remove risks from the workplace in the future.

Writing case notes

Clients receiving support will have an information file kept about them.

Client records may be referred to as case notes or file notes. They may be hand-written and stored or electronically recorded and filed.

Adhere to the following guidelines when creating case notes:

Be objective	Only report the facts and don't include opinions or assumptions.
Be concise	All workers struggle with a busy workload and don't have a lot of time for note writing. Only report relevant information that is essential to the task that has been completed.
Be clear	Other people will be reading your; keep in mind the information needs of these readers and use plain English that is easily understood.
Be timely	Write your notes as soon as possible to ensure you include all the relevant information.
Be thorough	Ensure your notes are complete. By omitting relevant information, you may be diminishing the quality of care provided to people because decisions could not be made effectively.
Be simple	Avoid using personal abbreviations so your notes can be readily understood by other staff members.
Be diligent	Spell things correctly. Your note-writing reflects your work practice and so it should be professional; use a dictionary if necessary.
Be specific	Each entry in a person's file must be dated and it should be specified whether the information is taken from an interview or telephone conversation.
Be precise	All relevant interactions with clients, carers, family members and organisational staff must be documented.
Be smart	Never record incriminating information about the person. These records may be used as evidence in court, so seek guidance from your supervisor.

You can source online information from the following sources:

- ▶ **Office of the Australian Information Commissioner:** aspirelr.link/oaic
- ▶ **Department of Health:** aspirelr.link/dep-of-health
- ▶ **Safe Work Australia:** aspirelr.link/safeworkaustralia

Question 3

Why should you complete your client case notes as soon as possible?



Summary

- ▶ Return all manual lifting equipment to its rightful location to ensure other users can locate the equipment when needed.
- ▶ Check equipment for damage.
- ▶ Clean and sanitise the equipment to remove contaminants.
- ▶ Complete the workplace reporting requirements as per policy standards.
- ▶ Report information thoroughly to maintain a record of the client movement task.
- ▶ Complete records in a timely manner and store records according to workplace requirements and privacy laws.