

# Welcome

to our community of local care and support workers

This is your guide to working independently  
on Better Caring.



## Congratulations on joining our community!

We are so pleased you have made the choice to join other local care and support workers determined to make community care better – for you and your clients.

Your profile is now active. Because of the unique way Better Caring connects community care workers like yourself directly with clients, this guide includes handy hints and tips to help you navigate our platform.

We are here to help you succeed. But your success begins with **YOU**, the quality of care you deliver and the responsibility you take for your clients.

**The Better Caring Team**

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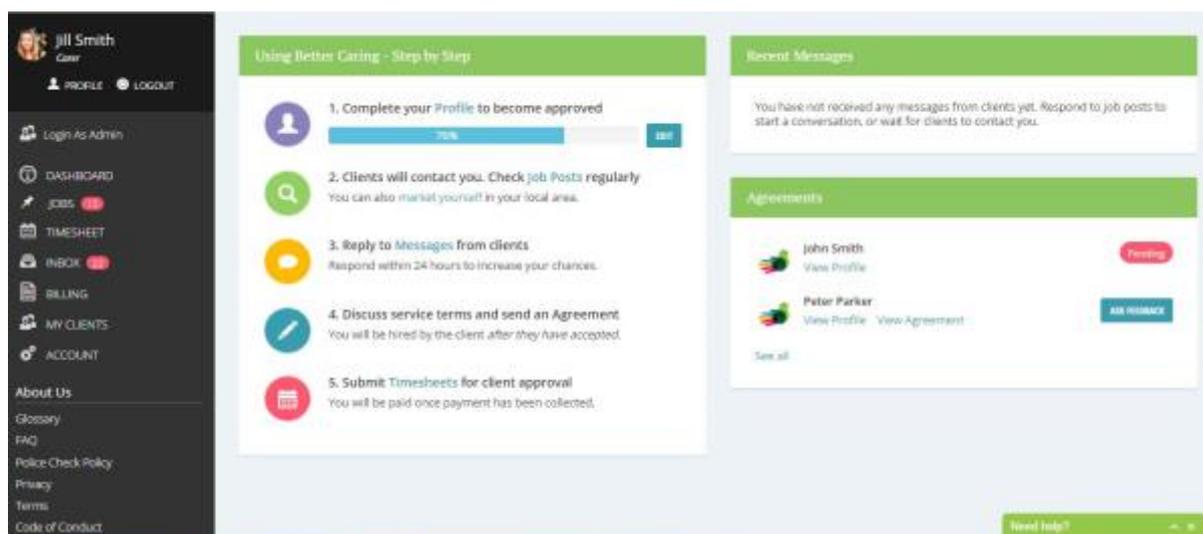
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## Your Better Caring Dashboard and Menu Bar

Make sure you are familiar with the dashboard and menu bar which are visible when you are logged in. Learn more about how to use the Better Caring website by watching the short training videos located in the Help Centre: <https://help.bettercaring.com.au/article-categories/training-video-care-workers/>.



From your dashboard you can access the following:

- **Step by step guide** – this will walk you through chronologically what you need to do to be booked by a client and how to submit timesheets.
- **Recent messages** – here, you will see messages that you have not replied to yet.
- **Agreements** – here, you can view all current agreements with your clients. You can also easily access their profile, or ask for feedback.

From your menu bar you can access the following:

- **Inbox** – this is where clients will contact you, where you discuss and agree terms (the schedule and hourly rate) and where you send an agreement for the client. Once accepted by the consumer, you are welcome to start working.
- **Jobs** – this is where you can view any posted jobs. Make sure you check this section now that you are approved - there might be jobs posted in your area! If you are interested, you can click reply. Once you've replied, the messages will then be moved to your inbox.

- **Timesheet** – this is where you submit timesheets. You submit these after every shift by choosing your client in the dropdown menu and then adding a session. Make sure you include detailed shift notes including any incidents that might have occurred on your shift! Once your timesheet is submitted, it goes to your client for approval.
- **My Clients** – once you have an agreement with a client, they will appear in “My Clients.” Here, you can see for each client, a copy of your agreement, their profile, shift notes history etc.
- **Billing** – this details all care sessions confirmed by you, and accepted by your client, as delivered. Delivered sessions trigger payment. All money collected on your behalf is paid the next business day into your nominated bank account. There is an “export” function which transfers all delivered care sessions into an excel spreadsheet which can be used for your records.
- **Account** – where you can update your email, password, address, phone and emergency contact. From this section you can also download personalised business cards and flyers which can be used to promote your services in your local area and download a copy of your insurance certificates.

You can also find on the bottom of your menu bar additional helpful information:

- [FAQ's \(Frequently Asked Questions\)](#)
- [Code of Contact](#)
- [Terms of Use](#)
- [Insurance](#)

## Am I working for myself?

Whether the relationship is one of an employee or contract depends on the combination of a number of factors – the number of hours you work, whether it is ongoing, how much direction or control your client has, if you are required to wear a uniform etc. You can find a full list on the [ATO](#) and [Fair Work](#) websites.

Most care workers on the Better Caring platform work for themselves, have multiple clients or provide services on a one-off or ad hoc basis. If there are instances where clients would like to engage a care worker in an employment relationship, we work with them individually to make the necessary arrangements (awards, tax, super etc.) Please feel free to give us a call on 1300 73 65 73 if you would like to discuss this further with us.

## How to be successful on Better Caring

### Keep your Profile up to Date

Think of your profile as living and breathing, reflecting both skill development, experience, and transparent client feedback. Make it the best it can be, and make sure it's always up to date! For any critical changes to your profile, you will need to contact Better Caring for approval. You can email [info@bettercaring.com.au](mailto:info@bettercaring.com.au) with your request.

### Profile Photo

Believe it or not, the photo you choose to display on your profile makes a huge first impression with potential clients. Make sure clients can clearly see you. Sunglasses and hats don't help. Most importantly, make sure you look friendly!

### About Section

What have you told potential clients about yourself in the "About" you section of your profile - your background, interests, skills/ qualifications, why you became a care worker and your approach to providing support? This is your opportunity to introduce yourself and help consumers make the decision that you are the right carer for them. Consumers viewing your profile consider not only if you have the necessary experience, skills and qualifications, but they also want to learn more about you as a person. Can you connect socially with them or their loved one? Also remember, to check your spelling and grammar.

## Qualifications and Work History

If you undergo any new training or work, make sure you let us know so we can update your profile! Depending on the training you have undergone, you may be eligible to offer additional services.

## Availability

Check your availability regularly and update it as necessary. Make sure you include all the post codes where you are prepared to work.

We have also given you the option to change your profile from 'available' to 'unavailable.' If you are too busy to take any new clients, you can change yourself to 'unavailable.' This will hide you in search results.

## Consider your Rates

You will need to set rates that will make you profitable, but which are still fair to your customers. When setting your rates you'll want to consider: your location, your qualifications and experience, and the level of service you deliver. Care workers who get great reviews are able to charge a bit more than workers without.

Better Caring is committed to supporting the rights of workers. You cannot enter or agree to an hourly rate of less than \$20 per hour. When setting 24 hour, overnight or flat rates please ensure that the hourly rate for the hours that you work is at least \$20 per hour, after taking into consideration the time that you spend sleeping or on a passive shift. For example, if you spend 8 hours of a 24 hour shift sleeping, then the hourly rate should be at least \$15 per hour.

## Deliver an Excellent Level of Service

In order to generate positive feedback and referrals, make sure you exceed your client's expectations. A little attention to detail makes all the difference.

## Be Trustworthy and Reliable

- Always show up on time or communicate clearly in advance if you cannot make a scheduled shift.
- Respond to messages and calls promptly and appropriately.
- Respect your client's privacy.
- Know your limitations – say 'no' if you feel a role does not match your skill level or qualifications.

## Go the Extra Mile

- Find a 'buddy' care worker on Better Caring who can fill in for shifts if you are ever sick or on holiday. This will give both you and your client some peace of mind.
- Be flexible - Do not assume a client will require or want the same tasks to be carried out at every visit. Customer and household needs change from time to time and there may be special tasks that need completing on a particular day.
- Do something special for them now and again to show your appreciation for their business. It doesn't have to be much, it could even be just staying an extra 10 minutes without charge every once and awhile.
- Be a source of knowledge for your clients. For example, keep yourself informed about relevant services in the community or about aged care and disability funding so you can help your clients navigate this.

## Market yourself

### Speak up

Tell people what you do and ask your friends, family, church members, sporting mates, in fact anybody you meet (or see in the street!) if they know anyone who needs care. Get the word out. Everybody knows someone who needs care – but you have to ask them to refer you.

### Business cards and flyers

Better Caring can provide you with a template to create your very own personalised business cards and flyers to print and pass on. These are available to download straight from your profile!

Once your profile is approved, all you need to do is log into your profile and click 'account.' You will see an option to select 'business cards and flyer.' From there, you can download a digital copy of the files so you can get them printed to support your efforts. We recommend you print these on a high quality printer or take them to a shop for printing.

### Visit local health and community services

Take your personalised business cards and flyers and go visit your local health and community service organisations. They would love to know that you are available, and that it is easy to contact you through the Better Caring platform.

You'll probably need to visit them a few times before they remember you and get to know you. You'll find many of the addresses and phone numbers in your local council's seniors services guide. For a list of places you could visit, please go to our help centre: [How do I get clients?](#)

### Use social media

Advertise your services on Facebook, Instagram, Twitter – let your friends and followers know what you do and that you are available for hire. Please view our help article '[Five ways to market yourself on Facebook.](#)'

You can go one step further and create a corporate Facebook page: '[How to create a Facebook page to promote your business.](#)'

### For those working independently: understand you are running your own business

When you choose to work independently, you are not an employee of Better Caring or the client. Rather, you work for yourself as a sole trader / independent contractor and provide services for your client through the Better Caring platform.

### You take care of your own tax and super

When you choose to work independently on Better Caring, you will need to take control of your own tax and super. Please view our help article to get some helpful tips on handling this yourself. [How do I work out my tax and super?](#)

In addition, also view a [guide to operating a business as a sole trader](#), prepared by Pharus Advisor Group to help you understand your tax obligations.

### You are your own boss

This means you have the flexibility to choose:

- When you work
- Where you work
- Who you work for
- What services you offer (provided you are qualified)
- How much you charge

### There is accountability

You are responsible for your own actions.

Clients can give workers feedback. This is a great way of celebrating those who have delivered a great service and it is also a way of holding workers accountable if they do not meet certain standards of conduct.

Care workers who delight their clients will receive great feedback and will be chosen time and again and have a real opportunity to develop their business.

You are responsible for the safety of yourself and your client

Independent care workers are required by law to comply with workplace health and safety (WHS) laws and regulations. Please refer to the WHS section of this guide for more information.

## Service Descriptions

When finding clients through the Better Caring platform you can only provide services that you are qualified and comfortable providing. To provide personal care or nursing services, you are required to have the appropriate qualifications. All care workers are required to maintain a current police check and to provide references.

### Social support and domestic assistance

Care and support workers who offer social support and domestic assistance are not required to have any previous experience or qualifications. This includes provision of companionship and support with daily living in the customer's home and in the community, which may include assistance in some or all of the following tasks:

- Activities, outings and community access
- Cleaning and laundry
- Life skills development
- Light gardening
- Meal preparation
- Shopping
- Transport
- Home maintenance
- Companionship
- Lifestyle co-ordinator
- Light housework
- Personal assistant (admin)

- Sports and exercise

### Personal care

Care and support workers who wish to offer personal care require a Certificate 3 or 4 in Aged Care or Disabilities, or other relevant qualification or experience. Provision of personal care may include some or all of the following tasks:

- Showering, dressing, grooming
- Toileting
- Manual Handling (getting in and out of bed)
- Light massage
- Exercise assistance
- Assistance with eating
- Palliative care
- Care assessment, planning, coordination

The following are considered high care personal services and in order to offer them, you must provide evidence of specific training or experience:

- Hoist and transfer
- PEG feeding
- Assistance with ventilator
- Assistance with bowel and bladder management
- Assistant with self medication

### Nursing Services

Those who would like to offer nursing services must be a Registered or Enrolled Nurse and have more than 1 year of relevant nursing experience. Provision of nursing services may include some or all of the following tasks:

- Wound care
- Catheter care
- Continence assessment and management
- Case assessment and management
- Respirator care
- Palliative nursing care
- Medication management
- Bowel and bladder management

- Vital signs monitoring
- Pre and post-acute hospital care

## Workplace Health and Safety – Policies and Procedures for Independent Contractors

Your workplace is likely to be the home of your clients. As an independent care worker you are required by law to follow health and safety policies and procedures to ensure your health and safety, and the health and safety of others, including your clients. We recommend you choose to adopt these policies and procedures, or similar, as your own.

**Some of the policies and procedures listed below are only applicable to care workers who are qualified to provide that type of care. For example: if you are not specifically trained in manual handling, you should not be lifting and moving clients.**

### Violence, harassment, and intimidation

You have the right, and it is your duty to care for your clients, to ensure that you and they are not subject to any discriminatory or unlawful act, including:

- verbal threats in person or over the phone
- threats and/or advances of a sexual nature
- threats and/or advances of a violent nature
- bullying or
- physical assault

Remember this is your own business, and your client is your responsibility. You now have a duty of care to treat all actions of harassment, violence or abuse seriously and to take the appropriate action when it is needed.

You can report your concerns to the relevant authority in your state. If you are unsure who to report to please contact us on 1300 73 65 73.

Feel free to contact Better Caring's Customer Care Centre for advice if you feel that carrying out your service is a threat to your health or wellbeing, if you experience any form of abuse, or if you have any concerns regarding the health or wellbeing of your client.

## Manual handling risk assessment

One of the most common injuries in the workplace is back injury due to improper lifting techniques. This section is meant to emphasise the need for proper lifting techniques, not only of a person being cared for, but also of any other object so as to avoid any injury to yourself.

You are responsible for managing any personal injury. Your client or Better Caring bears no responsibility for any injury you incur in your workplace. If your client requires manual handling, you should undertake manual handling training and ensure appropriate equipment is available. Better Caring has arranged group accident insurance on behalf of care workers operating on the platform. For details of insurances see <https://bettercaring.com.au/help/insurance/>

## Proper lifting techniques

Improper lifting techniques can cause damage to ligaments, tendons and discs. Even lifting a small weight improperly can add excessive stress to your lower back and cause injury.

Before attempting the lift, you should assess the situation to determine the circumstances or constraints they may be under when performing the lift, and which circumstances can be altered in order to perform the lift safely.

Before lifting:

- Make sure that the load is not too heavy for you. To get an idea of the weight, just lift the edge. Be sure that you can lift it without over-exertion.
- Get help with heavy or awkward loads
- Be sure that the load is free to move
- Before you start, determine where you will put the load and how you will get it there.
- Check that the planned location and the path to it are clear and free of obstacles and debris.
- If it is possible, push or pull the load rather than lifting it. Pushing is always better than pulling because you are using the muscles in your legs and the weight of your body to move the object.

Rules for safe lifting:

- Stand close to the load and position your body in the direction you intend to move.

- Get a firm footing. Use a wide stance (feet about shoulder width apart) to gain balance and create a strong, wide base.
- Keep your back straight and in balance. Centre your body over your feet.
- Have a good grip on the load by using your whole hand, not just your fingers.
- Tighten your stomach muscles and tuck in your pelvis.
- Tuck your chin into your chest.
- Lift with your legs, not your back, by bending at the knees, not from the waist. Initiate the lift with body weight and straighten your legs to a standing position.
- Keep the load close to your body, making the work easier and reducing strain on the spine.
- Lift smoothly without jerking.
- Avoid twisting and side bending while lifting. Move your feet to turn your body.
- Avoid lifting over your head to avoid putting strain on the joints at the back of the spine. Lift only to shoulder level.
- Put the load down by using the same procedure in reverse. Use your leg muscles to bend your knees and lower the weight.
- If the person or object slips, lower him/her/it gently to the floor while tightening your abdominal muscles, bending your knees and avoiding rotation.
- If more than one person is required to move a particularly heavy object/person, appoint a leader who carries the heaviest part of the load and gives the signals to lift, move and lower.

Where necessary, always use assistive equipment.

### Client handling

Many of the adults who will need care will be unable to move from one place to another independently. The physical limitations of their condition are caused by lack of voluntary control over muscles, difficulty in maintaining equilibrium, or poor body righting abilities.

Physical limitations can be particularly difficult for individuals who have experienced some sort of brain damage, such as individuals who have experienced a stroke. A person who has had central nervous system damage may have abnormal posture, weakness on one side, or poor reflexes. These individuals may need assistance in positioning, transferring and movement. Proper handling and positioning techniques are important in order to maximize the person's comfort and ability to function on a day-to-day basis.

Safety factors for both the physically limited individual and you, the care support worker, should be known and followed as much as possible. More serious injuries occur to individuals and health care providers while moving a person from one surface to another than during any other aspect of health care. Much of this injury occurs during use of

improper procedures while lifting heavy objects, such as a person or not having access to required equipment. Sometimes in an effort to get work done more quickly, an individual will lift more than they should, or use poor body mechanics while lifting.

### WH&S Client home safety

The client's home is also your workplace. The client's home can change on a daily basis and you need to always be on the alert of possible hazards for yourself and the client.

The Home Assessment Safety Checklist provides a list of identifiable areas within a home to assess for possible hazards. We recommend that you complete this checklist when commencing a new service or when you identify a hazard. A copy of the checklist can be downloaded from the [Help Centre](#).

A safe environment for both the client and the care worker is vitally important, and requires assessment on every visit.

### Emergency client procedures

If you find a client in a semi-conscious or unconscious state, or in an unstable condition or showing high critical needs such as blood loss, call '000' for an ambulance immediately.

Always refer to the current support plan for an individual client's emergency procedure.

After you have called 000, call your client's Emergency Contact to enable appropriate support to be provided to your client.

If a customer shows signs of deterioration in health or wellbeing, or concerns are raised by another person, call your client's Emergency Contact.

Should a client fall, do not attempt to lift them back up. Roll the client into the recovery position. If the client cannot lift themselves by using a chair or similar object to upright themselves, call the client's Emergency Contact for assistance. If necessary, call an ambulance. Provide reassurance to the client, make them as comfortable as possible and cover them with a blanket if necessary.

### Fire and safety procedures

When you arrive at a client's house or unit for the first time always take note of the nearest exit should a fire or any other emergency occur.

If you discover a fire, smoke or hear a smoke alarm, you should remain calm and:

- Remove the customer/s from immediate danger
- Phone 000 to alert the fire brigade
- Confine smoke and fire by closing doors and windows
- Extinguish or control the fire to the extent possible, however, at no time should you place yourself at risk
- Reassure client/s based on assessment of the situation
- Evacuate until the all clear is given by fire brigade

### Personal protective equipment

Gloves must be used for:

- Direct contact with blood or body fluids, secretions and excretions e.g., faeces, urine, saliva, mucous and non-intact skin
- Cleaning the toilet

### Infection control

Common ways infections are spread include:

- Coughing and sneezing
- Throat and nose discharges
- Faecal contact
- Orally
- Skin contact
- Contact with blood and body fluids

Practice standard principles of infection control to prevent the transmission of blood borne or other infections which may be spread through contact with body fluids that are airborne, ingested, on the skin or on other surfaces.

We recommend that you are immunised for Hepatitis B, Tetanus and Influenza.

### Hand washing

Thoroughly wash hands and use anti-bacterial hand wash:

- Before handling food
- Immediately after handling raw food, especially raw meat or poultry
- After using the toilet
- After handling money
- After blowing your nose, sneezing or coughing

- Between client visits

### Safe food handling

- Maintain prepared foods at correct temperatures: hot food above 60 degrees centigrade, cold food below 5 degree centigrade
- Do not leave cooked foods, especially meat, poultry and seafood at room temperature for any longer than is absolutely necessary
- Do not thaw frozen food at room temperature – use a microwave or thaw in the refrigerator
- Keep food covered and free of dust, dirt, insects etc.
- Discard any food that show signs of spoilage
- Do not reheat left over food more than once
- Do not use contents of a swollen can
- Do not store poisons or chemicals in food containers or drink bottles
- Wash utensils thoroughly in very hot water and detergent and clean the kitchen well after use
- Use different chopping boards/work surfaces and utensils for raw and ready to eat food
- Minimise the time chilled food remains out of the refrigerator

## Other important information

### Code of Conduct

Please ensure you read our '[Code of Ethical Conduct](#)' which is important to follow for anyone using the Better Caring platform. Great carers always conduct themselves in a professional manner – whether they are working unsupervised or with others present.

Be aware that different states have their own relevant codes of conduct you are required to abide by as well:

[NSW Code of Conduct for Unregistered Health Practitioners](#)

[SA Code of Conduct for Unregistered Health Practitioners](#)

[QLD Code of Conduct for Health Care Workers](#)

In order to achieve national consistency, the above states have agreed to adjust their codes to create a national code of conduct for unregistered health care workers operational in

2017. The national code will stipulate that a health care worker must provide services in a safe and ethical manner, report concerns about conduct of other health care workers, not misinform clients, and not financially exploit clients. View the full code on the [COAG Health Council website](#).

Serious breaches of the code can result in a person having conditions placed on their practice or being banned from practising all together.

### Privacy and respect

Each person's view on and sensitivity to privacy is different. Opinions and attitudes to privacy are shaped by and based on an infinite number of variables including personal circumstance, culture, beliefs, past experiences, sensitivities of the person and sensitivity of information.

Always remember you are a visitor in a private home. Conduct yourself in a professional manner and abide by our Privacy and Confidentiality procedure at all times:

*Care Workers undertake to not discuss with a third party any information gained about Clients or the personnel of Clients or any other Members in the course of the supply of the Home Care Services; and only uses personal information and health information of Clients in accordance with applicable laws (including applicable health records legislation, the Privacy Act and the national privacy principles under the Privacy Act) and any relevant direction, guideline, determination or recommendation made by the Australian Privacy Commissioner or a state or territory privacy commissioner, health services commissioner and/or any equivalent body or agency*

**Under the Commonwealth Privacy Act, the more sensitive the information, the higher the standard expected to protect it. Health information is considered as the most sensitive information by the Act and is therefore subject to the highest standards.**

In practice this means that:

- You should not discuss the circumstances or details of any client with other people, including other clients.
- You should not share contact details for clients, such as name, phone number, address or email, with other people unless you have their permission.
- When a client finishes working with you, you should destroy all copies of their health information once you no longer need it.

## Elder abuse, child abuse and abuse of vulnerable people

Abuse may take the form of physical, emotional, mental, or sexual abuse or neglect. Some signs of possible abuse include:

- Unexplained physical injuries
- Dehydration or lack of food
- Poor hygiene
- Nervous behaviour in the presence of a particular individual
- Reluctance to talk openly and avoidance of face or eye contact

**Should you observe any signs of abuse, you must report them to the appropriate state authority. If you are not sure where to report abuse in your state please contact Better Caring.**

You may also have concerns regarding the financial management of a client's funds. Report any area of concern to the appropriate authorities who will follow up in an appropriate manner. All abuse issues are to be treated with the utmost respect and discretion. Report only what you see without making any judgements. We all have a duty of care to ensure the safety and wellbeing of the clients we serve.

## In summary: 10 important rules to consider as you get started

### Rule 1: In an emergency call 000 immediately

If you are ever in doubt, you should call emergency services straight away. The safety of yourself and your clients is of utmost importance.

Once the situation has been escalated to emergency services, also notify your client's Emergency Contact and Better Caring.

### Rule 2: You are responsible for the safety of yourself and your client

As an independent care or support worker, you are required by law to comply with workplace health and safety (WHS) laws and regulations. Please refer to the detailed WHS information in this guide for more information.

### Rule 3: Immediately report any abuse or neglect of elders, children or people with disabilities to the relevant authority in your state

It is your duty to report abuse and neglect of vulnerable people. If you fail to report this, you could face penalties.

Please also call us at Better Caring so we are made aware of the situation. If you are unsure who you should report to, we can help.

### Rule 4: When working independently, you are running your own business

As a sole trader / independent contractor running your own business, you are responsible for all of your actions.

In addition, we are not aware of each care worker's tax status, and as such we do not take any responsibility for, nor action anything in relation to taxes. We recommend that you consult your account or tax advisor for specific advice, but for general tips, please view our help article ['How do I work out my tax and super?'](#)

### Rule 5: Do not perform services that you are not qualified for

This is particularly important regarding the service of assisting clients with medications.

If this was not covered in your qualification, you will need a separate medication assistance qualification before you can offer this service.

### Rule 6: You must only accept payment through the Better Caring platform

You are only covered by insurance for care that is properly recorded as delivered and paid for via Better Caring. The agreement you create with your client also allows you to keep record of the services you have offered and creates transparency which could help resolve any potential disputes.

**Please inform us if a client ever offers to pay you in cash as this is unacceptable under the Better Caring Terms of Use. Penalties may apply.**

### Rule 7: Do not work for any clients until you have sent them an offer and they have accepted

If you work for a client before your offer has been accepted, you run the risk of:

- Not being covered by the insurance we arrange on your behalf

- Not being paid by the client (as their payment method may not be confirmed until the offer is accepted)

For instructions on how to send an offer, please view our help article, '[How do I send an offer?](#)'

### Rule 8: Respond to all messages within 24 hours

We ask that you reply to all direct messages from clients within 24 hours *even if* you are unavailable in that particular instance. If you are unavailable, you could suggest alternative times that you might be able to assist, or politely decline.

### Rule 9: If you are running late or have to cancel a shift, call the client ASAP

Clients are counting on you to show up on time. They will likely need to make special arrangements if you are late or unable to work at a previously discussed time.

If you cannot get a hold of your client, also call their emergency contact that will be listed in their profile. Failing that, also send them a message on the platform.

### Rule 10: Maintain the privacy of clients at all times

Do not share any information about your clients. This includes speaking about your clients with other care workers.

If you are experiencing an issue with a client that may be private you should speak with your client themselves, your client's emergency contact, a family member of your client, the Case Manager if applicable, or Better Caring.

## Preparing for your first visit

The following table and checklist will help you prepare for your first visit with a client.

What I want	Want my client wants	Recommended action
<p>You want your client to be confident that you can do the job.</p>	<p>Your client wants to confirm your:</p> <ul style="list-style-type: none"> <li>-skills/qualifications</li> <li>-relevant experience</li> <li>-about you, your motivations</li> <li>- how you approach care work</li> </ul>	<p>Prepare a folder with original copies of all qualifications.</p> <p>Be prepared to talk about yourself and your experience, why you chose to be a care worker and your approach to providing care.</p>
<p>You will want your client to understand what is expected of you when you start work.</p>	<p>Your client needs to know that you know what is required of you.</p>	<p>Prepare a Care Plan for your client, if there isn't already one – you can use the template provided.</p> <p>Write down any questions you might have.</p>
<p>You will want your client to understand your boundaries and limitations, particularly in regards to giving notice for cancelling sessions.</p>	<p>Your client will want to know what will happen if you are sick, or can't attend a session for whatever reason.</p> <p>They will want to know what arrangements you want in case they need to cancel a service urgently.</p>	<p>Be clear about how to you want to communicate issues such as; any last minute cancellations/suspending services</p> <p>Discuss how you would both like to be contacted (SMS, Call etc).</p>
<p>Your client wants to know if you have the right tools and/or equipment to do a good job safely.</p>	<p>Your client expects that if you have any concerns about performing a task with a particular piece of equipment you should ASK.</p>	<p>If you are using equipment provided by the consumer – ensure you know how it is used and that the equipment is safe for use</p>
<p>You will want to feel safe visiting a client.</p>	<p>Your client will want to know what concerns you might have about the premises or environment you will be working in (e.g. people, pets, access)</p>	<p>Conduct a Risk Assessment using the template.</p> <p>Speak up!</p> <p>If you don't feel safe working in that environment – Say "NO"</p>

### Checklist: meeting your client for the first time

Tick	Task/Action Item
	Prepare your folder of original copies of all qualifications and your police check
	Print off a copy of Care Consumer's Profile (and Care Plan if they have one).
	Identify where you can park or access their premises
	Plan your day - Review your calendar; make a plan for each client
	Ensure duties to be performed, and expectations, are fully understood by the client and/or their representative(s)/advocate
	Do you have the necessary skills/qualifications to complete the task(s)?
	The process of cancellations, and methods for contacting me have been the understood and agreed to by or their chosen representative(s)/advocate?
	Do you know how to send an offer, confirm the delivery of care in your timesheet and write shift notes?
	Feedback process is understood by you and your client

### Checklist: what to discuss with your client when meeting them for the first time

Tick	Task/Action Item
	Is there a care plan? If not, complete your own care plan ( <a href="#">see templates here</a> )
	How safe and secure is the home – both for you and your client. Discuss any concerns you have
	Is there any equipment or supplies needed to ensure the comfort or safety of your client or yourself? Discuss these and include the outcome on your client's care plan
	Are any home modifications required to ensure the safety of your client? Discuss these and include the outcome on your client's care plan.

	Who is your primary contact in the case of an emergency or your schedule? Who is the person who will instruct you? Ensure you have their full names and phone number and relationship with the person you are caring for.
	What is your role regarding medications? Is a list of medications available in the case of an emergency? <b>(Please note you can only provide medication assistance if you are qualified to do so).</b>
	Who else will come to the house or is living in the house. Take their full names and contacts.
	What cancellation notice do you want? Advise your client.
	Explain to your client how you will protect your own health and safety, as well as the person you are caring for, by not carrying excessive weight. (Suggest obtaining appropriate equipment if weight bearing tasks are required.)
	Discuss what arrangements you have in place in case you are sick or want to go on holiday. For example, suggest a 'buddy' carer who can fill in for you when you're unavailable.

## Templates and other guides

### [Templates available at Better Caring Help Centre](#)

- Client Profile Proforma
- Home Risk Assessment Form
- Checklist for Manual Handling of People
- Home Visiting Guide
- Care Plan Template
- Code of Conduct
- Medicines List Proforma

# Support

Where do I get further help from?

## Better Caring:

- [Better Caring Help Centre](#) (FAQ's)
- [Terms](#)
- [Code of Ethical Conduct](#)
- [Visit Better Caring on Facebook](#)
- Contact the Better Caring customer care team on 1300 73 65 73 or email [info@bettercaring.com.au](mailto:info@bettercaring.com.au)

## Information about Aged Care and the NDIS:

- [National Disability Insurance Scheme \(NDIS\)](#)
- [My Aged Care](#)