

**Shopping and Paying Bills without a Client**

WI.Co.W.12.03

QUALIFICATIONS	SPECIFIC TRAINING	REFERENCES
Knowledge and understanding of this work instruction.	Manual Handling	Manual Handling Code of Practice

TASK	METHOD	HAZARD	CONTROL MEASURES
Complete cash transaction form	Fill out Client cash transaction form detailing amount of cash given by client, getting client to sign to verify. Fm.A.Co.06. Current version	None	
Prepare for shopping	If requested or as per client notes assist client to prepare a shopping list Ask client preferred brands, size or volume of item – client may have one for you to view Check you have sufficient money – a coin or token for trolley if needed (you may need to get change for trolley from supermarket) Check destination is approved – refer to client notes	Bending, Lifting & carrying heavy objects	Manual Handling Code of Practice and PPE equipment
Drive to Shopping Centre	Drive according to Victorian/NSW Road Rules	Risk of Accident	Road Rules
Shopping	Select a trolley which is well functioning/moving well Place groceries into trolley – don't overreach or lift heavy items (if applicable request home delivery) – do not overfill trolley Place groceries onto check-out counter Check receipts and change given by check out assistant Ensure shopping bags are not too heavy Place groceries into trolley and wheel to car Place groceries into car with even weight in each hand Return trolley to trolley bay – remove coin/token if applicable	Bending, Lifting & carrying heavy objects	

TASK	METHOD	HAZARD	CONTROL MEASURES
Putting shopping away	<p>Return to clients home, park as close as possible to client's door</p> <p>Carry no more than two small plastic bags in each hand or one green environmental bag in each hand – make several trips if required</p> <p>Unload shopping bags onto table or bench</p> <p>Ensure frozen and cold foods are put away first into fridge/freezer</p> <p>If time permits or requested assist client to pack away groceries</p>	Bending, Lifting & carrying heavy objects	
Complete Cash transaction form	<p>Finalise form detailing receipt and amount of cash returned to client, ensuring client signs to verify</p> <p>Form to be returned to the office on a Friday with roster</p>	None	
<b>Road Infringements</b>	<b>All parking and road infringements are the responsibility of the driver</b>		