



# like family

## Social Carer Success Pack

Everything you need to know about working with the Like Family platform.





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## INTRODUCTION

This guide is intended to help you start your journey as a Social Carer.

For many of you, this may be your first experience working in this industry. For all of you, it is your first experience working on our platform specifically.

This guide will help you get adjusted to our way of work at Like Family, and equip you with high-level information about everything you need to succeed.

In addition to this guide, we highly recommend viewing the articles on the Like Family Help Centre. Much of the content that will be covered in this guide has a dedicated Help Centre article which expands on the information provided here. In the Help Centre, you will find click-through modules, videos and other resources that are designed to expand your knowledge and confidence in using the Like Family platform.

# THE ORIGINS OF LIKE FAMILY

*A message from our Co-Founder, Mat*

It's crazy to remember that my wife Jenna and I founded this organisation all the way back in 2016. At the time, we were working full-time corporate jobs and trying to care for my parents, who had both been diagnosed with life-threatening illnesses. My 75-year-old father suffered from lung cancer, while my 55-year-old mother developed a severe brain virus.

Not once in our time as carers did we struggle to find medical help. Our problem was finding ways for my parents to engage in the community, make friends, and have some fun.

A family friend by the name of Destiny offered to keep my parents company while we were at work, bringing her bright and bubbly personality and love of music into their lives. After only a few short months with Destiny, the change we saw in Mum and Dad's overall happiness and wellbeing was phenomenal, and we knew this was a gift we simply had to share.

Since launching our first website from the dining room table of Jenna's parents' home back in 2016, we have grown to help thousands of Australians achieve their goals, improve their health, and become happier and more independent.

This is more than just a business to us - it is our passion. We hope that as you meet these incredible Members and see the difference you can make in their lives, it becomes your passion as well!



*Mat Bertrand*

Like Family Co-Founder



## PART ONE

Using the Like Family  
platform

## WEBSITE VS MOBILE APP

As a Social Carer, you can access the Like Family platform via our website or mobile app. Both are incredibly useful tools that will allow you to easily manage your Social Carer account, your communication with Members and your bookings. Most Social Carers will find the mobile app suited to their daily admin needs whereas the website (which is accessible via a mobile device) is more suited to detailed account updates. The following table breaks down some of the key things you can do on both the app and the website:

FUNCTIONALITY	MOBILE APP	WEBSITE
Apply for Activities	✓	✓
Message Members	✓	✓
Create Bookings	✓	✓
Accept Bookings	✓	✓
Complete Bookings	✓	✓
Update Profile	✗	✓
View Payment Summary	✗	✓

# UPDATING YOUR PROFILE AND AVAILABILITY

Keeping your profile up to date ensures you are matched with the most appropriate Activities and Members for your current skill set and availability. As you learn new skills, undertake additional training, or simply have a change in schedule, you can update your profile to reflect these changes. This helps Members know when they can book you for Activities.

To update your details, log in to the Like Family website and find the red drop-down arrow near your profile picture. Click on "My Account".

Find the area you need to update:

## CONTACT INFO

Name and Address  
Email and Phone Number  
Emergency Contact

## DOCUMENTATION

NDIS Worker Check  
COVID-19 Vax Certificate  
WWCC/Blue Card  
Driver Licence & Rego

## ABOUT ME

Profile Picture and Bio  
Activities and Interests  
Hobbies  
Qualifications

## ACCOUNT SETTINGS

Password Change  
Notification Preferences  
Bank Account Details

## AVAILABILITY

Set current work availability  
Set profile to "unavailable"



# APPLYING FOR ACTIVITIES

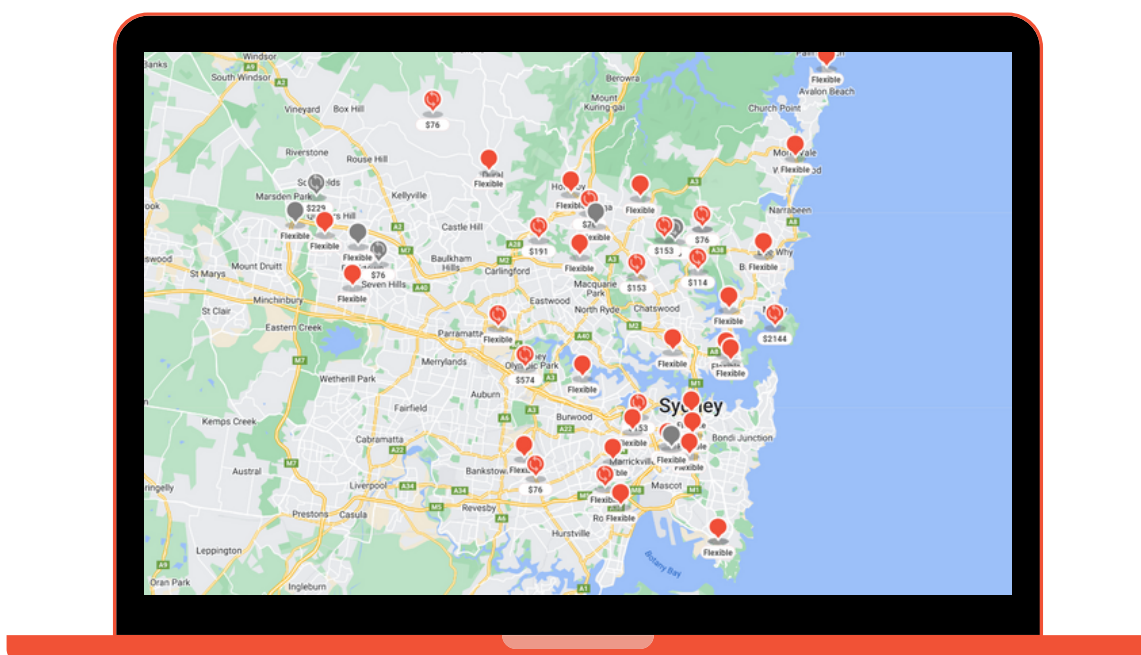
“Activities” are job opportunities that are posted on the Like Family platform. They contain information about the type of support required by specific Members. Members may post Activities themselves, or they may be posted on their behalf by family members, support coordinators, or account managers.

As a Social Carer, you can express interest in working with a Member by applying for an Activity. You can view and apply for available Activities on either the Like Family app or the website.

To view available Activities, log in to the dashboard and click on the “Activities” tab. This is located at the top of the screen on the website and at the bottom of the screen on the mobile app.

You can view Activities near you in a list or map view. Click on the Activities that pique your interest to learn more about them or to submit an application.

To learn more about searching and applying for Activities, including screenshots and walkthroughs, check out our "[How do I apply for Activities?](#)" article on the Like Family Help Centre.



## POSTING YOUR OWN ACTIVITIES

In May 2023, Like Family launched a pilot program that allowed Social Carers to post Activities for Members to apply to. This gives Social Carers the opportunity to be more proactive about finding work in their area by sharing their interests, skills and hobbies with Members nearby.

To post an Activity as a Social Carer, open the "Activities" tab on the Like Family website dashboard. Click on "My Activities", "Posted by Me" and then "Create a New Activity". From there:

1. Give your Activity an eye-catching name!
2. Add where your Activity will take place, or how far you are willing to travel to facilitate it.
3. Add all the details for your Activity – the more the better!
4. Add a time and day for your Activity. This could be a specific time, or when you are available to facilitate it.
5. Select the category that best fits your Activity.
6. Post your activity and wait for a Member to show interest!

If you receive interest from several Members about your Activity, consider offering a group booking. Group bookings give Members an opportunity to meet other people with similar interests and are paid at a higher hourly rate for Social Carers.

Activities can be posted by Social Carers who have passed a Like Family induction. For more information on Social Carer Activities including ideas on what to post, check out the "[Social Carer Posted Activities - Pilot Program](#)" article on the Help Centre.

## MEET AND GREETINGS

A Meet and Greet gives you the opportunity to get to know a Member, ask questions and potentially arrange the finer details of bookings before they begin. Likewise, it helps a Member make sure you are the right fit for them. It also prevents any surprises during your first booking so you get off to a great start together!

A Meet and Greet is not compulsory, but highly recommended for long-term bookings.

Meet and Greet generally occur at the Member's home, workplace, or a public location such as a coffee shop. They can also be done via phone or online.

You will be paid for a 1-hour Meet and Greet, so make sure you cover everything within that hour!

For more tips on how to prepare for a Meet and Greet, check out our ["What is a Meet and Greet and how can I prepare for one?"](#) article on the Like Family Help Centre.



## CREATING BOOKINGS

Once you have agreed to a Meet and Greet (or have decided to go straight to providing support), you will need to create a booking between the Member and yourself.

The best way to understand how to create a booking is to think of creating your work roster for a certain amount of time i.e. “These are the shifts I am committing to attend over this time period”.

Before a booking can be created, you must have contact with the Member on the platform. This can occur when you apply for their Activity, or when the Member sends you a message. Bookings can be created via the Like Family website or mobile app.

1. On the website dashboard, click the link to “Make a booking”. On the mobile app, find the “Bookings” tab at the bottom of the page and tap on the red pencil icon in the top right-hand corner of the screen.
2. Enter the details of the booking in the relevant fields, including the Member you wish to create a booking with, the booking description (e.g. fun outing to the aquarium), and the date and time of the booking.
3. Click on “Request Booking” to send a copy of the booking details to the Member for them to confirm.

For a more detailed walkthrough of how to create a booking, including screenshots, see our “How do I create a booking?” articles on the Like Family Help Centre for both the [website](#) and [mobile app](#).



## ACCEPTING BOOKINGS

Social Carers need to accept bookings if they are not the ones to create them. In these cases, the booking request is sent from the Member's profile, and accepting the booking lets them know you have seen it and agree to provide the services requested.

To accept a booking:

1. Find the bookings section on the dashboard and filter by "Requests" or "Requested" depending on whether you are on the website or app.
2. Review the details of the booking to ensure everything is correct.
3. Click "Accept". This will send a notification to the Member letting them know you have agreed to the booking.

For a more detailed walkthrough of how to accept a booking, see our "How do I accept a booking?" article on the Like Family Help Centre for both the [website](#) and [mobile app](#).

## COMPLETING BOOKINGS

In order to be paid for the services they provide, Social Carers must complete bookings in a timely manner. By completing a booking, you are confirming your start and end time for the booking you were scheduled for, similar to clocking on and off for a rostered shift.

It is always the Social Carer who completes a booking - regardless of who created the booking. Bookings may be completed via the website or the mobile app, but they cannot be completed until the scheduled time of the booking has passed.

## COMPLETING BOOKINGS (CONT.)

To complete a booking:

1. Navigate to the bookings section on the dashboard and filter by “To complete” on either the website or the mobile app.
2. Review the start and end times and adjust as needed.



It is important that you stick to the scheduled start and end time of a booking wherever possible. If you are asked to work for longer, ensure the times are adjusted to reflect the time you worked for.

3. Add any kilometres you need to be reimbursed for.



You can only charge for kilometres incurred while transporting a Member during a booking, not the kilometres to and from a booking.

4. Complete the booking notes section



Further information on how to complete booking notes can be found on page 35 of this guide

5. Click "Complete" which will send the booking to the Member for confirmation.

For a more detailed walkthrough of how to complete a booking, including screenshots, see our “How do I complete a booking?” articles on the Like Family Help Centre for the [website](#) and [mobile app](#).

## BOOKING EXPENSES

Depending on the nature of the support you are providing, there can be additional expenses attached to bookings. This is particularly common with community access activities which can often incur expenses related to food, tickets and parking.

All additional expenses related to bookings must be discussed and agreed upon with your Member and their support network before the booking takes place. Like Family does not organise payment or invoices for these types of additional expenses.

We recommend using your Meet and Greet to discuss how expenses should be covered. Generally speaking, Members will usually agree to cover the cost of admission into public facilities (such as zoos or cinemas) for their Social Carers, either through a Companion Card or private payment directly to the facility. If you have a meal as part of your booking, you would cover the cost of your own meal while the Member would cover the cost of theirs. This is not the case for all Members though, so be sure to discuss this beforehand.

## TRANSPORT

Transport is another expense that should be discussed with your Member prior to a booking, but it is the only expense that you are able to invoice through Like Family.

If your Member agrees to cover the cost of transport, you can claim \$0.90 per kilometre for transport during a booking (but not transport to and from a booking).

From 1 March 2020, NDIS participants can flexibly use their plan's core support funding to claim service provider costs associated with transporting participants to and from NDIS funded community-based activities.

## TRANSPORT (CONT.)

Important: By adding kilometres to your booking, it will create an invoice line for transportation. Please verify with your Member if they have funding for transportation. If they do not, they will need to pay separately.

For more information on providing transport, view our collection of "[Transport](#)" articles on the Like Family Help Centre.

## PAYMENT DATES

Payment rates for Social Carers and Members are reviewed every September. To see our current payment amounts, check our "[How much am I paid?](#)" Help Centre article.

Payments for Social Carers are processed on the 1st and the 15th of every month, or the next business day if the 1st or 15th falls on a weekend or public holiday. Payments can take 1-3 business days to appear in your account.

The amount you are paid each payment cycle is based on the number of bookings you completed within that cycle. Bookings that are completed between the 1st and 15th of the month are paid on the 1st of the following month. Social Carers must log the booking as complete on the platform by 11:59 PM on the 15th to be paid for this period.



If you had a booking on 4 June that you completed on 6 June, you will be paid for that booking on 1 July.



## PAYMENT DATES (CONT.)

Bookings completed from the 16th to the 31st of the month are paid on the 15th of the following month. Social Carers must log the booking as complete on the platform by 11:59 PM on the 30th or 31st to be paid for this period.



If you had a booking on 23 June that you completed on 26 June, you will be paid for that booking on 15 July.

It is your responsibility to ensure your bookings are completed on time. Like Family is unable to pay for bookings that were not completed by the cut off for that payment period. Payment for bookings that aren't completed in time will be deferred until the next payment date.



If you had a booking on 14 June and didn't complete that booking until 17 June, you will not receive payment for that booking until 15 July.

We understand this process may be confusing at first. We highly encourage you to check out our Help Centre article on “[When will I receive payment for my bookings?](#)” that includes a short video that takes you through our payment process in detail.



## PART TWO

Finding Work and  
Building Lasting  
Relationships with  
Members

# WORKING AS AN INDEPENDANT CONTRACTOR

Social Carers are independent contractors who are ultimately responsible for sourcing their own work via the Like Family platform.

As an organisation, Like Family supports Social Carers by:

- Providing a reputable avenue to meet Members and find work
- Ensuring safety, risk, and incident management procedures
- Providing ongoing support through our Customer Care team
- Managing invoices from the collection of payment from the Member to processing of payment for Social Carers
- Insurance coverage for Social Carers when providing approved support

As a contracted Social Carer for Like Family, you are responsible for:

- Promoting yourself, your skills, and your services on our platform
- Completing planned bookings and providing high-quality support to Members
- Ensuring you are complying with Like Family's policies & guidelines
- Adhering to the support types for which you are approved, and never engaging in personal care, medical care, or restrictive practice of any kind.
- Reporting incidents & concerns
- Keeping your profile (including all required documents and clearances) up to date
- Managing your own tax and super obligations

Even though the responsibility to find work on the Like Family platform is yours, there are several tools you can use to promote yourself effectively on our platform. There are also a number of behaviours and characteristics we know our Members look for when trying to find a Social Carer, all of which will be covered in this section.

# PROMITING YOURSELF ON PLATFORM

## YOUR SOCIAL CARER PROFILE

Many Social Carers write their initial application and profile as though a recruiter or interviewer will be reading it, which up until this point has been the case!

Now that you are activated, however, your profile has become visible to Members in your area as well. Much like a social media profile, your Social Carer profile offers Members (and often their primary carers or support coordinators) a first impression of you.

We recommend reviewing your About You section, your availability, and your qualifications specifically to ensure they are well-written and easy to understand. In your review, ask yourself: Do you appear friendly in your profile? Experienced? Authentic? Your profile is the first step to building a connection with Members, so be sure to put your best self forward and really give Members an impression of who you are and why you would be a great Social Carer.

The screenshot displays a user profile for 'Alice N'. At the top left is a profile picture of a young woman. To her right, her name 'Alice N' is shown, followed by location 'Beaumaris, VIC, 21km away', age '19 years old, Female', and status 'Has car' and 'COVID-19: Vaccinated + Booster'. On the top right, there are buttons for 'Message' and 'Ask for a meet and greet', and statistics: 'On Like Family since: March, 2023' and 'Lifetime bookings: 46 bookings'. The main content area is divided into two sections: 'About' and 'Availability'. The 'About' section contains two paragraphs of text about her passion for mental health and her experience with parental responsibilities. The 'Availability' section shows a calendar for June 2023 with icons indicating availability for each day. The 'Languages' section is partially visible at the bottom left.

**Alice N**  
Beaumaris, VIC, 21km away  
19 years old, Female  
Has car COVID-19: Vaccinated + Booster

Message Ask for a meet and greet

On Like Family since: March, 2023  
Lifetime bookings: 46 bookings

**About**

As someone who is passionate about promoting mental health, I strongly believe that providing a safe and supportive space for individuals to express themselves is of utmost importance. Being an empathetic individual, I approach every conversation with understanding and empathy, and I strive to promote healthy communication in all aspects of my life.

Growing up with a younger brother and nephew meant taking on a lot of parental responsibilities, from physical tasks like changing diapers to providing emotional support and encouragement for their personal growth.

Creative activities allow people to become in tune with themselves and their wellbeing. It has been scientifically proven that being creative can increase positive emotions, reduce depressive symptoms and anxiety, and improve the function of our immune systems. Creativity is essential for problem-solving skills, encouraging teamwork and collaboration too. The benefits are endless.

**Languages**

**Availability**

Today

June 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6



# PROFILE TIPS

## Profile Photo:

- A picture says a thousand words. Choose a headshot in which you are smiling, looking friendly, and even doing something you love, such as cooking or painting! Unlike social media, keep distractions and filters to a minimum.

## About You:

- Keep it detailed, relevant, and concise. Members don't want to read an essay, but they do want to know if you would make a suitable Social Carer for them.
- Include your passions, skills, and personality as well as what you do when you are not a Social Carer (Play any sports? Have any creative hobbies or other activities that you enjoy?)
- You may also want to include some of your previous experiences (both lived or professional, with care) and why you choose to work as a Social Carer.
- Spelling & grammar is important – it ensures what you're communicating will be received as intended, but also shows that you have taken care with creating your profile.

## Qualifications:

- Some Members are looking for specific experience. While this will not always determine whether or not they book with you, it helps Members understand what knowledge, skills and experience you have.
- Remember, it does not have to be 'social care' specific. Do you run your own business? Do you have a degree in Marine Biology? Make sure to include this!

## Availability:

- Keep this regularly updated! If you are unavailable (such as for a holiday or taking a break from working as a Social Carer) save yourself and Members time by reflecting this on your profile. It can be easily changed and updated when you are available again.

# PROMOTING YOURSELF ON PLATFORM

## APPLYING FOR ACTIVITIES

The basics of how to apply for an Activity have been covered in part one of this guide. This section will instead cover how to potentially have more success when applying for Activities.

### Be proactive

- New Activities are being added to the Like Family platform daily so be sure to regularly check for new opportunities in your area.

### Check you meet the criteria

- Members have every right to be selective about the type of carer they want to work with. Be sure to check the Activity description and the Member's profile to ensure you are the right fit in terms of skills, experience, interests and availability.

### Personalise your application

- We understand that it might be tempting to use the auto-application message that comes up when applying for Activities. However, we strongly advise against it. You will likely not be the only person applying for that Activity, so write a personalised message that stands out and actually tells the Member why you are interested in working with them and why you would be a good fit. Be clear and concise, pointing out your relevant interests and skills that make you a good fit. You do not want your application to just be one of many "Hi, I'm interested in your activity" messages the Member has to sift through.

### Suggest a Meet and Greet

- To really get ahead of the game, consider adding in your availability for a Meet and Greet in your initial application to try and help move things along. Never be pushy – just be clear about when you are free to chat with them if they think you will be a good fit for their Activity.

# PROMOTING YOURSELF ON PLATFORM

## The Meet and Greet

As mentioned previously, a Meet and Greet gives you an opportunity to get to know the Member, their support network, their care needs and ultimately decide whether you want to work together. The key to ensuring a successful Meet and Greet is to make sure you are prepared for it ahead of time, which may involve:

- Confirming the date, time and location prior to the day
- Researching information ahead of time that is related to the Member's support requirements or care needs
- Preparing a list of questions you might want to ask the Member
- Printing out the "Meet and Greet Toolkit" to bring along with you



# PROMOTING YOURSELF ON PLATFORM

## The Meet and Greet Toolkit

The Social Carer Toolkit is a collection of documents that you can fill out during your initial meeting with the Member as well as during subsequent bookings. These can help you better understand the Member's needs, goals, triggers, and existing support system.

### Good Day vs Bad Day

Helps you understand what matters most to a Member and the support needed to promote more 'good' days and reduce 'bad' days. This can be helpful in understanding a Member's triggers and will assist you in developing a plan as to how you can best support them – regardless of whether it's a 'good' or 'bad' day.

### Relationship Circle

Helps you and the Member identify who is important to them and how these networks and relationships can help them live the life they choose. This tool can be useful for Members who struggle to feel like they are understood or cared about and can help them recognise the existing support network they have around them. This should not become a confronting exercise – approach it with sensitivity & care. Some Members may not have many people who they consider to be close to in their life, so only use this exercise if you think it would be beneficial to both the Member and yourself as their Social Carer. It can be revisited at a later point too.

### Four Plus One

Most beneficial when used after you have known the Member for some time. This is a great resource for helping you track the Member's progress against goals they have set and are working towards with you.

Each resource in the Social Carer Toolkit will be included on the coming pages for you to print and use as desired.

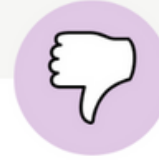


# Good Day vs Bad Day

Understand what matters most to someone and the support needed to promote more 'good' days and reduce 'bad' days in their daily life.



**What makes a Good day?**



**What makes a Bad day?**

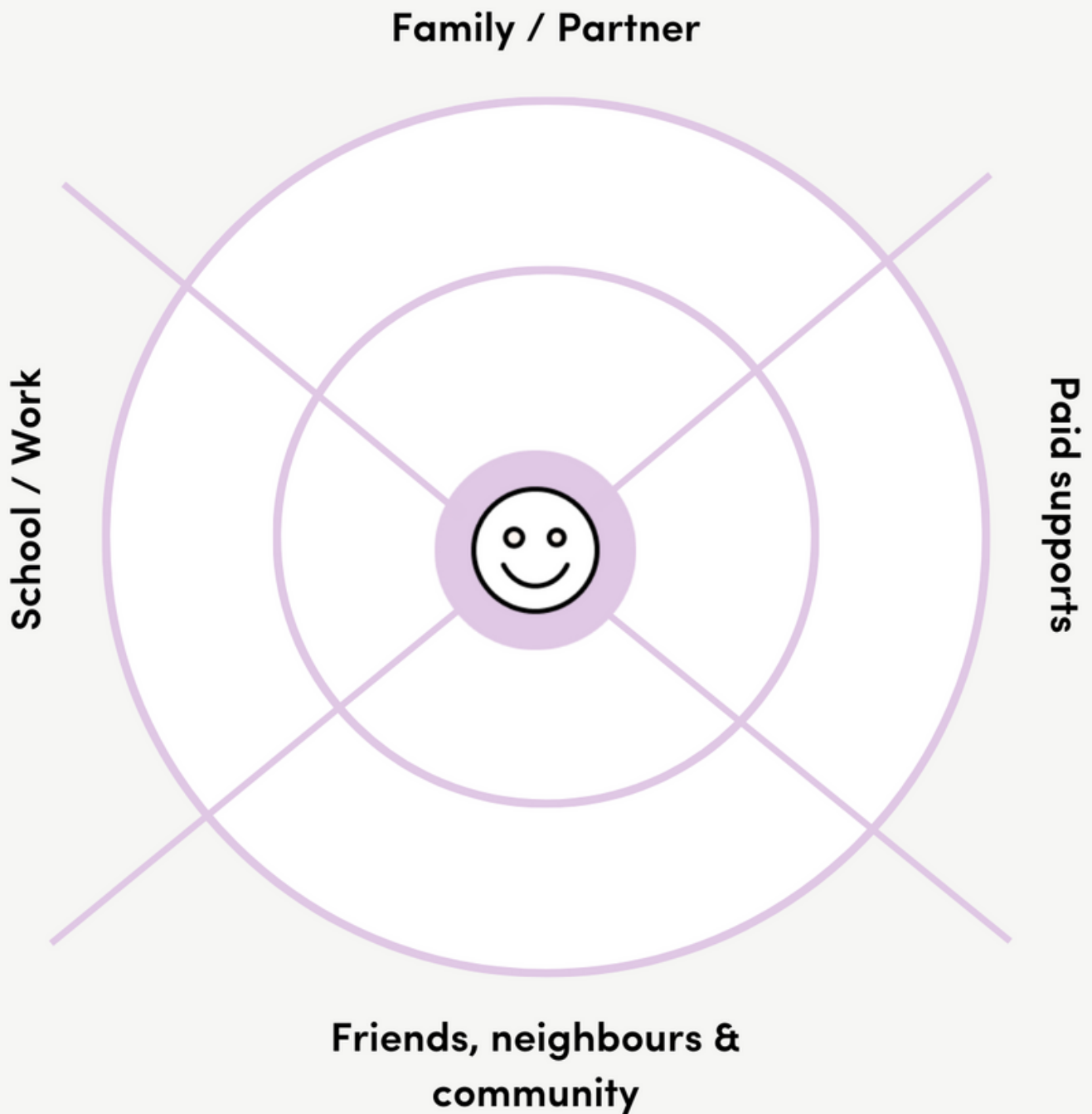
**How can we have more good days and less bad days?**

Adapted from Helen Sanderson, Founder of Person-Centred Practice

# Relationship Circle

Understand who is important to someone and how these networks and relationships can help them to lead the life they choose.

Write the names of those closest to you in the inner circle according to each domain.  
Next, write the names of those who you are less close with in the outer circle.



Adapted from Helen Sanderson, Founder of Person-Centred Practice

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# 4+1 Questions

Consider an individual's goals & answer each question related to these goals. Explore what they have tried, what has worked and what should be explored next.



**What have we tried?**



**What have we learned?**



**What are we pleased about?**



**What are we concerned about?**

**What do we need to do next?**

Adapted from Helen Sanderson, Founder of Person-Centred Practice

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# BUILDING MEANINGFUL RELATIONSHIPS

The ability to build meaningful relationships is a skill that requires practise and a commitment to understanding and working in partnership with Members.

We always need to respect and support Members to make their own decisions.

Planning for and nurturing relationships with Members helps:

- Members feel reassured and confident that they will have ongoing support to help them achieve their goals
- Provides consistency & regularity for Members and Social Carers
- Reduces ambiguity & insecurity for Members and their loved ones
- Enables Members & Social Carers to work together
- Ensures you continue to have bookings scheduled and more consistent work

The attitude and conduct of a Social Carer go a long way towards influencing the tone of the overall relationships they are able to establish with their Members. In our community, we value Social Carers who are proactive, reliable, responsive, and professional. This section will provide some guidance on how you can exhibit these behaviours to ensure you are putting your best foot forward with Members and opening yourself up to more potential work.

## SECURING ONGOING WORK

Ultimately, Members choose which Social Carers they want to work with, and it can sometimes feel difficult to secure ongoing, meaningful work on the Like Family platform. If you are able to progress to a Meet and Greet and feel good about working with the Member, it can be tempting to really push to secure your first booking together. Try to avoid this – no one likes feeling pushed towards making a decision, but show you are eager and proactive by:

- Offering suggestions for Activities you might do together in future
- Asking "Would you like to book something for next week?" or "What do the next couple of weeks look like for you?". This shows eagerness but also allows the Member to be the one to make the decision.
- If they seem really keen to work with you, but unsure about Like Family, offer to help them with the platform or create the booking.

Ultimately, if they want to wait to make their decision, you must respect this. These prompts are a great way to show the Member that you are engaged and excited to continue working with them.

## DEMONSTRATING RELIABILITY

One of the easiest ways to lose work as a Social Carer is to be unreliable. Do not make the mistake of thinking that because the work Social Carers do does not require formal qualifications, it is somehow less important than other types of support work.

To Like Family Members, being reliable is one of the most important qualities a Social Carer can have. Regardless of the type of support you are providing, whether it's helping someone around the home, getting groceries with them, or taking them on a fun community outing, it is all important to the Member you are supporting.



## DEMONSTRATING RELIABILITY (CONT.)

Social Carers who have demonstrated reliability are much more likely to have ongoing bookings with their Members. They are more likely to establish positive relationships with the Members they work with and are more likely to be considered for other available work on the Like Family platform.

Social Carers who are unreliable are more likely to have negative ratings on their account, which deters other Members from considering them for available work.

## AVOIDING CANCELLATIONS

We understand that life happens, and on occasion, you will be required to cancel a booking due to a personal emergency or other circumstance beyond your control. However, cancellations should never be taken lightly and should always be communicated in advance where possible.

If you need to cancel a booking, notify the Member and Like Family as soon as possible. If cancellations are communicated early enough, we may be able to find someone to cover the shift for you in your absence.

Cancellations that occur frequently or for silly reasons such as poor planning or change of mind may result in your removal from the platform in order to safeguard the experience of our Members. Your cancellation rate is shown on your Social Carer account, and will impact your ability to get bookings if it becomes too high.

## RESPONDING TO MESSAGES

Another simple way that Social Carers can demonstrate reliability is by promptly responding to Member messages. In addition to posting Activities, Members can choose to message Social Carers directly about work they have available. You will receive an email notification whenever a Member has messaged you, giving you ample notice to log in to your Social Carer account to reply. Your responsiveness rate is also shown on your account, so be sure to respond to all messages in a timely manner, even if you are not interested in the work they are offering.

For tips on how to send high quality messages on the Like Family platform, check out our "[Guide to Good Messaging](#)" article on the Help Centre.

## MAINTAINING BOUNDARIES

While we ask our Social Carers to treat Members "Like Family" in terms of the quality of services they provide, it is important that Social Carers still maintain professional boundaries in their work. Signs that there may be boundary problems in your relationship with your Members include:

- Discussion of personal, marital, or financial problems.
- Visiting Members outside of bookings.
- Inviting Members to your home or introducing them to your family members or friends.
- Accepting money or expensive gifts.
- Asking for favours or unreasonable flexibility with shift arrangements.
- Members expressing feelings of sexual attraction towards you, or you experiencing these feelings towards your Member.

All of these should be reported to Like Family at the earliest opportunity so we can help you deal with them. For more suggestions on maintaining boundaries in support work, check out our "[Boundaries in support work](#)" Help Centre article.



## PART THREE

Your responsibilities  
as a Social Carer

# IDENTIFYING AND MANAGING RISKS

Here are the 4 steps that you as a Social Carer should take to assess and manage any risks during any booking.



## 1. Identify hazards

Keep an eye out for hazards before & during bookings.

These can arise from:

- Your physical environment
- Equipment or materials
- Performance of work tasks



## 2. Assess risks

Break risks into 2 parts:

- Likelihood: how likely is it something will go wrong?
- Consequences: what will happen if something goes wrong?



## 3. Control risks

There are 2 ways to control risks:

- Eliminate: remove the risk or avoid the activity
- Substitute: swap the hazard for a safer alternative



## 4. Communicate & discuss

Ensure both Social Carers and Members are aware of the risks and how they have been mitigated or avoided.

Report any incidences to Like Family!

For further information, see our "[Identification and Management of Risk](#)" article on the Like Family Help Centre.

# RECOGNISING AND AVOIDING RESTRICTIVE PRACTICE

Restrictive practice is any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. Social Carers are not authorised to engage in restrictive practice of any kind, and any instances of unauthorised restrictive practice must be reported to the NDIS.

## **Mechanical Restraint**

The use of a device to limit someone's movement or control their behaviour



## **Environmental Restraint**

When a person is denied access to a room or part of their home



## **Seclusion**

Confinement of a person in a room where voluntary exit is not permitted



## **Chemical Restraint**

The use of medication for the primary purpose of influencing a person's behaviour or movement



## **Physical Restraint**

The use of action or force to prevent, restrict or subdue movement of a person's body or part of their body





## RESTRICTIVE PRACTICE (CONT.)

If you have engaged in restrictive practice, or suspect that the support you have been asked to provide could be restrictive practice, you must notify Like Family immediately. For more information on restrictive practice, see the Like Family Help Center article: "[What is restrictive practice and how do I identify it?](#)"

## INCIDENT REPORTING

An Incident is an unplanned event that results in injury, ill health, damage, or any other loss.

An incident can take many forms, but to help you understand what an incident is and how it can be distinguished from a hazard or near miss, we will use the example of providing support to a Member in a wheelchair.

While on a booking, the Member in the wheelchair rolled into traffic and was struck by a car, sustaining injuries and damaging their wheelchair as a result. This is an incident because an unplanned event took place and there were damages sustained as a result of that event.

If you are involved in an incident, you must report it to Like Family within 24 hours of the incident taking place. You can easily report an incident on the Like Family Help Centre by clicking on "Report an Incident" which will redirect you to a Google form where you can provide your details and the details of the incident that took place.

Further information on how to manage incidents can be found in our Help Centre article "[Incident Management for Social Carers](#)".

## BOOKING NOTES

Booking notes summarise the key events of a booking and help a Member's support network stay up to date on their progress and needs. It is the responsibility of the Social Carer to provide clear and concise booking notes at the end of each booking, which can be added to the booking in question when completing it on the Like Family website or mobile app.

Booking notes should provide updates on the support that was provided, the events that took place on the booking, and what was achieved during your time with the Member. You can also upload photos from the booking (with the Member's consent), which can be viewed by the Member and their support network to give them a snapshot of your time together that day.

Tips on writing effective booking notes:

- Write objectively and professionally
- Include both positive and negative updates about the Member's progress and behaviour
- Write clearly and concisely
- Avoid acronyms, slang, abbreviations, and jargon

For more detailed information on how to write effective booking notes, see our ["How do I write effective booking notes?"](#) article on the Like Family Help Centre.

If you are working with Members who belong to some of our Partner Organisations, these companies may have other requirements when it comes to booking notes. These will be communicated to you by that company's designated Like Family account manager.

# THE SOCIAL CARER CODE OF CONDUCT

The Social Carer Code of Conduct is made up of the NDIS and Aged Care Codes of Conduct. It outlines the expectations Like Family has regarding the behaviour and conduct of our Social Carers. All Members have the right to receive high-quality support services which is why the Codes promote safe and ethical service delivery standards.

The Code states that Like Family Social Carers must:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- Respect the privacy of the aged and people with disability
- provide support and services in a safe and competent manner with care and skill
- Act with integrity, honesty, and transparency
- Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of support provided
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- Take all reasonable steps to prevent and respond to sexual misconduct.

You can find more information in the Like Family Help Centre article [“What is the Social Carer Code of Conduct?”](#) and on the NDIS Worker Orientation Module.



## PART FOUR

Common conditions  
on the Like Family  
platform



## INTRODUCTION

Members on the Like Family platform seek support from a Social Carer for a variety of reasons. They may need assistance around the home due to reduced mobility, or they may want the guidance of a mentor who can help them build confidence with social skills and interactions. They may be ageing, autistic, or have anxiety or depression.

This section will provide you with a brief overview of ageing, autism, anxiety, and depression to deepen your understanding of the impact these conditions have on Members, and how you may be able to provide more effective support to them.



# AGEING

Ageing is the biological process of getting older. It can be characterised by the worsening of certain abilities and the emergence of geriatric symptoms such as:

- Hearing loss
- Cataracts
- Back and Neck Pain
- Osteoarthritis
- Diabetes
- Dementia
- Depression
- Frailty & falls
- Delirium
- Urinary Incontinence
- Pressure Ulcers

As people age, they are more likely to experience multiple chronic conditions at once. Social Carers make a difference to Members who are ageing by providing them with much-needed support to maintain their physical and social environments, which are among the most important factors that influence healthy ageing in individuals.

Social support for seniors has been proven to:

- Lower cognitive decline
- Help to reduce the progression of dementia
- Improve mood and quality of life
- Assist to maintain independent living

Social Carers working with ageing Members experience the most success when they are:

- Empathetic
- Patient
- Reliable

For more information about ageing, see the "[Introduction to Ageing](#)" article on the Like Family Help Centre.

# AUTISM

Autism spectrum disorder is a lifelong developmental condition that impacts how a person interacts with others and the world around them. Current research suggests that autism is caused by a combination of developmental, genetic and environmental factors, though the exact cause is still unknown.

Autism can manifest in a number of ways, which when combined can lead to behavioural challenges in some individuals. Manifestations of autism may look like:

- Difficulty with communication and social interaction
- Restricted or repetitive interests and/or behaviours
- Sensory issues

The term “spectrum” is used when referring to autism to reflect the wide range of challenges that people with autism may experience. It is important to remember that the spectrum is not a straight line where people can be characterised by blanket statements such as “more autistic” or “less autistic”. People on the autism spectrum usually have an uneven profile of abilities that changes over the course of a lifetime.

As a Social Carer working with Members with autism, be creative in your approach to providing support. Be empathetic and willing to put yourself in their position to understand where they are coming from and always be patient. Most importantly, be reliable. Members with autism usually have set routines they like to follow, which can be significantly disrupted when their Carer cancels a booking.

For more information about Autism Spectrum Disorder, check out the [“Introduction to Autism”](#) article on the Like Family Help Centre.

## ANXIETY

People who have anxiety will often have uncontrollable, anxious feelings that do not go away and may not have a clear cause. While feelings of anxiousness, stress or worry are a normal part of day-to-day life, people with anxiety may have difficulty managing these feelings.

Anxiety can look different in every person, but common symptoms associated with it are often behavioural, physical, or tied to certain thoughts and feelings. Some examples of how anxiety might feel include:

- Withdrawing from, avoiding or fearing certain objects and situations
- Shortness of breath
- Nausea, vomiting or stomach pain
- dizzy, lightheaded or faint
- Insomnia
- Feeling overwhelmed or fearful
- Constantly tense, nervous or on edge
- Uncontrollable or overwhelming panic

## DEPRESSION

Depression is often defined as a constant feeling of sadness and loss of interest, which can stop a person from performing their normal activities. It can affect how a person feels about themselves and can have negative impacts on a person's physical and mental health if not properly treated.

Like anxiety, depression can look different in every person, but the symptoms associated with it are often behavioural, physical, or tied to certain thoughts and feelings, such as:

- Feeling, tired, sick or run down all the time
- Insomnia
- Feeling irritable, frustrated, or pessimistic
- Thinking “I’m worthless”, “Life is not worth living” or “people would be better off without me”

# TIPS FOR SUPPORTING MEMBERS WITH ANXIETY AND DEPRESSION

When working with Members with anxiety or depression, it can be beneficial to keep the following things in mind:

- Offer a safe space for conversation – never underestimate the importance of just being there
- Encourage additional support systems – ongoing support from multiple sources can play a key role in helping someone with anxiety. Try to ensure you are not their only support system.
- Be prepared for crisis and emergency situations – help your Members develop a safety plan if they do not have one already and do not leave them alone in crisis situations unless you are concerned for your own safety.

## Understanding “Accidental Counselling”

The term accidental counselling is used to describe counselling that is given by an untrained person due to the questions they are being asked or situation they are being placed in by a person they know. Because of the relationship that can be established between a Member and Social Carer, Social Carers may often find themselves in a position where they need to provide accidental counselling. In these situations, remember that you don't need to be an expert in order to make a positive difference. However, also recognise when the information you are being told is well beyond your ability to assist with.

## TIPS FOR SUPPORTING MEMBERS WITH ANXIETY AND DEPRESSION (CONT.)

Beyond Blue provides suggestions as to how you might approach these conversations:

- “What can I do to support you?” Sometimes, it’s hard to know what might help someone. It’s OK to just ask what you can do for them rather than trying to guess.
- “I’m here to listen.” All someone might need is the opportunity to vent to you about their challenges. If that’s the case, just check in with them a few days later to see how they’re going and if they need any more support.
- “I’m not sure what to do, but let’s figure it out together.” It’s common to feel stuck and unsure of how to help. It’s okay to admit this and take a slow approach to talking through the options together.

If at any time you are concerned about the Member’s or your own safety or wellbeing, seek additional support.

For additional information on [Anxiety](#) and [Depression](#), see the Like Family Help Centre.



# WELCOME TO LIKE FAMILY!

*A message from our Co-Founder, Jenna*

On behalf of Mat, myself, and the entire Like Family team, I want to welcome you to our community!

Our mission at Like Family is to end social isolation. We do this by connecting Members in need of care, with people who really care. Social Carers are the very heart and soul of our organisation - without them, we would not have been able to positively impact the lives of the thousands of Members who have joined our platform since 2016.

The support that Social Carers provide is as invaluable as it is varied. Whether you are helping someone out at home by keeping their house clean, taking them on fun outings in the community, or simply helping them get to doctor's appointments, never underestimate the impact that support is having on a Member's life. The work you are doing is important, and it matters - both to your Members and to us.

We are so excited to have you here with us, and I for one, can't wait to see what incredible things you are a part of during your time as a Social Carer!



*Jenna Leo*

Like Family Co-Founder



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**CONTACT US AT**

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