



JUMBUNNA COMMUNITY PRESCHOOL AND EARLY INTERVENTION CENTRE INC.

St 6 xa	HOME VISITING POLICY
----------------	-----------------------------

Applies to:	Version: 1
Specific responsibility:	Date approved: 1/12/15

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

Jumbunna is committed to ensuring staff safety under its Work, Health & Safety Legislation obligations. Management recognises the uniqueness and challenges experienced in providing a safe working environment outside its established internal workplace environments.

This procedure will assist Jumbunna staff to assess and identify risks and reduce control or eliminate the likelihood of incidence ensuring staff are safe from violence. Jumbunna in consultation with staff develop an appropriate safety code word to be used at high risk times. Jumbunna provides annual training on this policy.

PROCEDURES

Preparing for a Home Visit.

When completing a home visit the following procedures are to be followed and abided by all staff employed by the Centre and services.

- Consult with the referring agency to ensure that you have all relevant information in regards to possible hazards and risks. E.g. domestic violence, AVO's, drug use, infections or diseases, mental illness.
- Conduct a preliminary off-site check with the family over the telephone. Consider asking about such things as access people who may be present, if they have any animals such as dogs etc. Consult with other staff about knowledge they may have e.g. bus staff.
- If the staff member feels at any time there is a risk, then they should ask to meet that person in a neutral setting away from the home and if this is not possible then always take another staff member with them.
- Plan home visit with supervisor.
- Complete visit checklist. Attachment 2
- The Coordinator in consultation with staff should develop a suitable code word or phrase.
- Is the mobile charged and pre-programmed with the office phone number and 000?
- Alert the administration staff that you are leaving and place completed checklist in designated folder.

Conducting home visit

Inform the General Manager, or in their absence, their delegate where you are going and what time you expect to return.

Always phone the office if you are going to be returning at a time later than you indicated.

- Staff should follow the Universal Procedures identified in Jumbunna's Infection Control Policy when working with clients in their homes where there has been a disclosed infection, illness or disease.
- When you arrive at the client's home, be aware of how you entered and where the exits points are. If possible ensure two clear exits from the room you are interviewing in.
- Workers are not to enter the home if you feel threatened or uncomfortable.
- Mobile phone and car keys are to be kept on your person at all times. Staff will be provided with a small carry bag to allow this. Workers are not to approach a family and/or their visitors if they suspect that there could be an aggressive interlude.
- Staff to complete Venue risk assessment. (Attachment 2) Always park in an accessible position to the street, not in the driveway.
- If when the employee arrives at the home and there is for example, syringes, an intoxicated family member, unleashed dogs etc., the staff member should leave and return to the office and report to the General Manager or their delegate.
- If meeting outside normal workers hours, staff must contact General Manager or their delegate on completion of their visit.
- Should a worker not return or fail to contact the service, General Manager or their delegate within in a reasonable time the General Manager or their delegate will:
 - Telephone the worker on the relevant mobile number
 - Telephone the family (if applicable) and ask to speak to the worker
 - Telephone the service or organisation attended by the family and Jumbunna worker and ask to speak to the worker;
 - Notify the police.

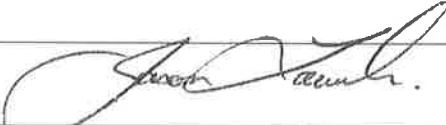



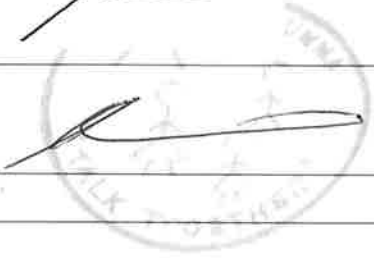
If while Home Visiting, a situation develops that the worker deems it inappropriate or unsafe to continue the visit, they should terminate the visit in a sensitive manner. Remain calm and in control of your emotions at all times. Use a firm, clear tone of voice. Try to use your skills to diffuse the situation and, at the first opportunity, leave the premises and surrounding area. The worker **MUST** notify their supervisor as soon as safely possible.

- Do not hesitate in contacting the Police should the situation deem it necessary.
- Should a worker be prevented from leaving the premises during a home visit and are able to telephone the designated person then a code word or phrase **MUST** be used to alert others that their safety is threatened.
- At any time where a worker has identified risk of harm to anyone in the family, after leaving the home they must either call the police, inform their supervisor and/or follow the service's Child Protection Policy regarding Risk if Harm DoCS Helpline Reports.
- If needed Jumbunna's staff have the opportunity to debrief with the General Manager and/or another appropriate staff member.

DOCUMENTATION

Documents related to this policy	
Related policies	WHS
Forms, record keeping or other organisational documents	Staff Sign In – Sign Out Sheets Key Register

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	General Manager	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1			30/6/19
2	30/6/19		30/6/20
3	30/6/20		30/6/21
4	31/8/21		30/6/22
5	28/7/22	 	30/6/23
6			
7			
8			
9			
10			

INDEXING

Search topic/s:	
Function/s:	

ATTACHMENT 1 – RISK ASSESSMENT FORM

CLIENT NAME;
CLIENT ADDRESS:
DATE OF VISIT:
TIME OF VISIT:
EXPECTED TIME OF RETURN:

PRE-VISIT RISK ASSESSMENT OF CLIENT AND OTHER INVOLVED PERSONS

A thorough risk assessment of the client's suitability is to be undertaken. This must include any other associated persons (partner, relatives and other persons) who may be at the home visit venue. This information can be gathered from the referring agency, records or client.

Client and other Involved Persons	Yes	No	N/A	Comments/Actions Taken
Is there any known recent history of violent or challenging behaviour by the client or others in the house?				
Do the clients or other household members have access to weapons?				
Are there any known mental health issues for the client or any household member that might be considered to put the worker at risk?				
Is there evidence that the client or any household member becomes agitated or angry easily such that might be considered hazardous for the worker?				
Are there any other concerns about the client or household members that might be related to risk of harm for the worker? Provide comment.				
Are there any smokers in the household?				

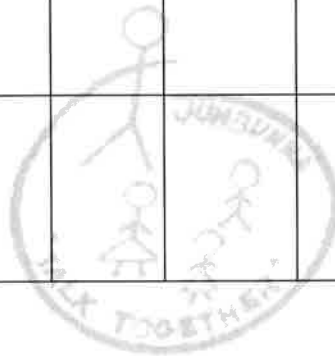
Prior to any home visit, the following assurances are undertaken.

Pre- Visit Checklist	Yes	No	N/A	Comments/Actions Taken
All persons involved in the visit are aware of the visit details				
The details of the visit have been written in the home visiting log book				
The address where the visit is to take place is confirmed				
The worker is in possession of a working and charged mobile phone.				
Do you have mobile coverage?				
Worker aware of code word?				
Map route to/from venue including exiting route				
Any previous injuries to staff members at this venue				
Ensure you have photo ID				
The vehicle being used for the home visit has adequate petrol and is in good working order (The petrol tank is not to go below ¼ full).				
The worker's supervisor (or designated contact person) is aware of the visit details. This includes: Name of the client Address of the visit Time of visit Expected time of return Contact phone number				

**RISK ASSESSMENT OF THE HOME VISIT VENUE
(ATTACHMENT 2)**

A thorough assessment of the property is to be undertaken EVERY TIME a home visit is conducted.

On Approach	Yes	No	N/A	Comments/Actions Taken
Is there parking available?				
Is access to the home clear? (Comment on obstacles between the vehicle, entrance and exit)				
Are there any aggressive animals in the yard or in the house that are restrained?				
Are there unrestrained animals in the yard or house?				
Are there risk factors related to the locality being in a block of flats or boarding house?				



**RISK ASSESSMENT OF THE HOME VISIT VENUE
(ATTACHMENT)**

Inside building	Yes	No	N/A	Comments/Actions Taken
Does the client (or any other person) display cues suggesting volatile state e.g. anger, frustration or agitation. To be Assessed on each visit.				
If flats/boarding house – are there risks from nearby residents?				
Is there no danger of worker falling or tripping over?				
Is there adequate ventilation?				
Is there adequate lighting?				
Is the environment smoke free?				
Is there an appropriate area to interview the client, e.g. safe, easy exit, some privacy etc.				
Did you feel threatened at any stage?				
Did you sustain any injury?				
Was the visit completed?				