



HOME VISITING POLICY AND PROCEDURE

Policy number		Version	1
Drafted by	Stacey Bayliss	Approved by MC on	26/07/2017
Responsible person	Caryn Maher	Scheduled review date	July 2018
Applies to: All Staff			
Specific responsibility: Staff, Managers & Management Committee			
Policy context: To ensure the safety of team delivering service at a client's home or during community visits.			
Standards or other external requirements	Standard 1: Rights Standard 2: Participation and Inclusion Standard 3: Individual Outcomes Standard 4: Feedback and Complaints Standard 5: Service Access Standard 6: Service Management		
Legislation or other requirements	Fair Work Act 2009		
Contractual obligations	Employment Agreement		

POLICY STATEMENT:

Early Connections- Coffs Coast is committed to ensuring that team members are safe (and feel safe) at all times when providing service in a client's home or when on a community visit.

PROCEDURE:

Prior to the first visit the Program Manager (or Key Worker) will call the primary contact person and complete a **Home Visit Safety Checklist**. The team member conducting the checklist will explain to the family that this is an Early Connections – Coffs Coast policy and that we are unable to attend home visits until this has been completed. Alternatively, this checklist may be completed during an Intake / Enrolment appointment. In most cases the checklist is completed during the intake process by the Program Manager.

The Key Worker in consultation with the Program Manager will determine from this checklist whether visits are deemed safe or not.

It is recommended that any first visit to a home should be undertaken with 2 team members (if visits have been deemed safe). This will usually be the initial contact visit / Routines Based Interview visit, where 2 team members are required.



If circumstances such as distance, team illness or other matters mean that a second person is not available, the Program Manager / or Key Worker is required to phone the primary caregiver before each visit to check they are home as well as checking if anything has changed since the original safety checklist was completed. Questions that may be used include:

- “Will any additional people be at home when I am visiting”
- “Are there any pets/gates/hazards that are new to the household”
- Team are to have their appointments clearly recorded in their Echidna calendars. When leaving Early Connections team are to sign out / and sign back in on their return.
- Mobile phone details are to be kept up to date with admin at all times and phones must be kept on and with the team member during all visits.
- Handbags are to be locked in the car and not taken into the home if there are dangerous items in them such as medications. Mobile phones must however be taken with the team member into the home visit.
- During the visit, if the team member feels uncomfortable or unsafe at any time they should excuse themselves and leave the premises. As soon as possible you should phone or text the Program Manager for assistance OR ‘000’ if it is an emergency.
- If at any time a team member feels that a home or community visit is unsafe they should clearly document this in the child’s Echidna file and notify all team members that they are not to engage in these visits.
- If home or community visits are deemed unsafe alternative service delivery will be negotiated with the family. This may involve visits being at child care / school, onsite at Early Connections or another alternative arrangement.
- If team members have concerns about a visit they should discuss this with the Program Manager. Any matters requiring further notification such as FACS or Police reports will be made where required.

DOCUMENTATION

Documents related to this policy	
Related policies	<ul style="list-style-type: none"> - Case Management/Service Plan Development - Child Protection Policy and Procedure - Interactions with Children Policy



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Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> - Home Visit Safety Checklist - Home Visit Safety Procedure - Echidna Online – child’s file
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Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	Manager and Management Committee	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	26/07/2017	Management Committee	July 2019
2			
3			

Management Committee:

Signed:

Name: _____ Jan Newland _____

Date: _____ 26/07/2017 _____