

Title	Home Visiting Policy
Policy Category	Childrens Programs
Policy Type	Best Practice
NQF Standard	NQS: Quality Area 4
Related Legislation	See legislation map

Background and Context

Although unusual, there will be circumstances where home and/or community visits (see Definition) may be undertaken as a part of working with Glen Education families.

Entering into a family's environment and working outside the structured environment of Glen Education services, can result in exposure to safety risks. All staff are entitled to a safe working environment and an environment free of occupational violence (see Definition). Glen Education has responsibilities under the Occupational Health and Safety (OHS) Act to ensure staff members' health and safety requirements are met. Glen Education takes the safety of staff seriously, including its obligations to ensure that visits are conducted with as much safety as possible for staff, Glen Education families and the broader community.

This policy aims to provide guidance and direction for Glen Education's operational staff and managers in developing safe work practices whilst on home and/or community visits with Glen Education families, and to establish parameters and expectations within which such visits may occur.

Scope

This policy applies to all staff where home and/or community visits are undertaken with Glen Education families. It includes visits which may occur during business hours, or after hours.

NB: Glen Education does not encourage the practice of home and/or community visiting by Glen Education staff. This policy has been prepared for the limited and exceptional circumstances where home and/or community visiting may take place in consultation with management. Glen Education staff will never be asked to participate in a home or community visits if they do not feel comfortable doing so.

Definitions

Home and/or community visits: (also referred to as 'visits' in this policy) refers to outreach services to family's engaged in or referred to Glen Education services. The purpose of such visits, whether in the home or in the community such as at a café or park, is typically related to supporting engagement with services. Home and/or community visits must only occur in consultation with management.

Manager/Supervisor: Glen Education's managers, supervisors, team leaders (whichever are relevant) and all Representatives with supervisory responsibilities.

Occupational violence: Occupational violence and aggression is defined by Worksafe as any incident where an employee is abused, threatened or physically assaulted in the work place.

Reasonable care: The degree of caution and concern a person has for the safety of himself/herself and others that an ordinarily prudent and rational person would use in the circumstances. Failure to exercise reasonable care is considered negligence.

Reasonably practicable: A duty holder must meet the standard of behaviour expected of a reasonable person (an ordinarily prudent and rational person) in the duty holder's position and who is required to comply with the same duty. The notion of reasonably practicable takes into account what a reasonable person ought to know and foresee.

Risk: A situation exposing an individual to danger, harm or loss.

Policy

Responsibilities

Glen Education is responsible for:

- Providing an environment where care, protection and safety are paramount, so far as is reasonably practicable (see *Definition*).
- Ensuring Glen Education's commitment to health and safety is demonstrated at all levels of the organisation in accordance with relevant legislative requirements.
- Ensuring staff receive training to safely conduct home and/or community visits, including information about relevant procedures
- Ensuring measures are in place to anticipate and avoid reasonable foreseeable risk in the context of home and/or community visits
- Ensuring that when foreseeable risk is identified, that appropriate safety plans are in place in line with relevant legislation and Glen Education policies and procedures
- Reporting all notifiable incidents to WorkSafe and any other relevant authority.

Managers/Supervisors are responsible for:

- Ensuring that all staff receive adequate information and training which allow them to carry out home and/or community visit responsibilities safely
- Supporting the identification and assessment of hazards associated with such visits, and overseeing, implementing and regularly reviewing risk management plans to eliminate or control risks associated with home and/or community visits
- Signing off on all requests to complete a home and/or community visit PRIOR to the visit being conducted
- Ensuring home and/or community visiting procedures are followed including (but not limited to) those related to ensuring that information about the details of the visit are provided in advance and relevant safety follow-ups occur after a visit.
- Ensuring after hours procedures are up-to-date and adhered to.
- Ensuring staff participation in home and/or community visits is voluntary and that staff are not required by Glen Education Management to participate in such visits
- Immediately report any incidents, injuries or near-misses to Glen Education Management, preferably the General Manager, Operations or the CEO.

Staff are responsible for:

- Participating in coaching and training sessions associated with safely undertaking home and/or community visits
- Working with their manager to identify and assess hazards associated with visits, and to implement and regularly review safety plans to eliminate or control risks associated with home and/or community visits in consultation with management

- Ensuring written consent by the relevant manager is received PRIOR to completing a home visit, including signing off of safety/risk management plans
- Ensuring all home (and/or community) visits are conducted in pairs without exception
- Raising with manager if they do not feel comfortable conducting visits at any time
- Ensuring that relevant safety procedures are followed before, during and after home and/or community visits, including after hours
- Ensuring after hours procedures are complied with, including ensuring no after-hours visits occur if there is a known risk of violence.
- Ensuring manager is provided with adequate information in line with home and/or community visiting procedures to monitor the safety of staff during the scheduled visit
- Taking reasonable care (see Definition) for their health and safety in the workplace and reasonable care for the health and safety of others
- Immediately reporting any incidents, injuries or near-misses to Glen Education Management, preferably the General Manager, Operations in line with relevant procedures.
- Cooperating with Glen Education about any action required to comply with the OHS Act or Regulations.

Approvals and Revision

Date	Version	Author	Revision Description
Q4 2017	1.00	Glen Education Management	New Policy
Q2 2022	2.00	Glen Education Management	Policy updated due to rebranding May 2022/Q2 Review