



HOME VISITATIONS POLICY AND PROCEDURES

Policy Number:		Version:	1
Drafted by:	Strategic Finance Executive	Board approval on:	November 2022
Responsible Person:	Strategic Finance Executive	Scheduled Review Date:	November 2023

INTRODUCTION

Big Yellow Umbrella recognises that there are times when staff is required to visit clients or people in need at their residence.

In special circumstances such as the Coronavirus pandemic additional precautions need to be taken to protect the health and safety of Big Yellow Umbrella's staff, clients, and people in need.

PURPOSE

The purpose of this document is to outline Big Yellow Umbrella's Policies and Procedures in relation to Home Visitations to protect the health and safety of Big Yellow Umbrella's staff and clients.

POLICIES

This policy applies to all employees of Big Yellow Umbrella.

Working conditions

Standard working conditions will apply during Home Visitations unless otherwise approved by the Leadership Team.

Staff are only allowed to conduct Home Visitations within their agreed hours of work and any visits that are required outside of the agreed hours must be approved by their line manager beforehand.

Work, Health, and Safety (WHS)

Staff is covered by Work Health and Safety legislation whilst conducting Home Visitations and must:

- establish and maintain a safe working environment.
- follow Big Yellow Umbrella's policies and reasonable instructions relating to Work Health and Safety
- plan for emergencies
- observe Big Yellow Umbrella's smoking policies.
- follow all government and health directives concerning Coronavirus or other health related issues.

Security

Staff must take reasonable steps to make sure that all of Big Yellow Umbrella's information and equipment are secure whilst conducting a Home Visitation. Unauthorised access and use of equipment by other people must be prevented by staff.

ROLES AND RESPONSIBILITIES

The Chief Operations Manager and the Strategic Finance Executive are responsible for the implementation and monitoring of all aspects of this Policies and Procedures.

All staff is responsible for adhering to this Policies and Procedures.

The Chief Operations Manager or as delegated is responsible for:

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/New Policies/Home Visitation Policy.docx>

- the approval of Home Visitations
- the tracking of staff carrying out Home Visitations
- ensuring risk assessments have been conducted when applicable.
- ensuring staff follow all Coronavirus policies and procedures.
- providing any incident support through Big Yellow Umbrella's Employee Assistance Program

Staff is responsible for:

- notifying management of the time of their Home Visitation appointment
- notifying management of their safe return from a Home Visitation
- completing an **Incident Form** when necessary
- recording appropriate notes on the client's case file
- strictly following all Coronavirus policies, procedures, and laws

PROCEDURES

When assessing the needs for Big Yellow Umbrella's staff to visit a client at their place of residence the following policies must be adhered to:

Pre-visit

- the client's case history must be checked for any known risks (such as abuse or aggression) associated with the client in question.
- where possible a risk assessment must be carried out for the location to be visited
- any visits outside of Big Yellow Umbrella's usual hours of work must be pre-approved by the Chief Operations Manager
- the Chief Operations Manager must be notified of times of visits and times of the safe return of the staff involved.
- two staff members must attend any initial visits to a client.
- where possible two staff members must attend all home visits

During a Visit

- staff must carry a fully charged mobile phone and it must be always switched on.
- vehicles must be parked in a location that permits a quick and safe exit.
- staff must not enter a home unless they are invited.
- if at any time staff feel unsafe, they must terminate the meeting, leave the house, and advise management of the incident.
- staff must complete an **Incident Form** upon returning to the office.
- if anyone unexpected arrives during the visit the visit must be immediately terminated

Post Visit

- staff must advise the Chief Operations Manager of their safe return.
- staff must complete an **Incident Form** if required.
- staff must make suitable notations in the client's case file.

CORONAVIRUS PRECAUTIONS (when relevant)

These additional policies apply in the case where Big Yellow Umbrella's staff is distributing donations to clients and people in need during the Coronavirus pandemic:

- government social distancing laws are to be always observed.
- two staff must be involved in the preparation and distribution of donations.
- staff are to wear gloves and facemasks when preparing donations for delivery and during the actual distribution of the donations.
- goods to be donated must be wiped over with antiseptic wipes before they are loaded into a vehicle.
- donated goods are to be left at the client's letter box.
- staff are not permitted to enter a client's home.
- staff are to use hand sanitisers once they have discarded their gloves.

RELATED DOCUMENTS
BYU Incident Form
Clients Record Policy
Code of Conduct Policy
Confidentiality and Declaration Policy
COVID-19 Policy
Customer Service Policy
Data Security Policy
Disclosure of Information Policy
Drug & Alcohol Policy
Fair Work Act 2009
Fair Work Regulations 2009
Gifts & Benefits Policy
Managing Difficult Behaviours Policy
Privacy Policy
Risk Management Policy
Smoking Policy
Social, Community, Home Care & Disability Services Industry Award SCHCADS 2010
Staff Induction Policy
Trauma Informed Care Policy
Travel Reimbursement Policy
Use of BYU Vehicles Policy
WH&S Policy
Working Alone Policy
Working with Children & Young People Policy

AUTHORISATION

The Board of Big Yellow Umbrella has reviewed and approved this policy.

Signature of Board Secretary: _____

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/New Policies/Home Visitation Policy.docx>

Date of approval by the Board:

On behalf of the Big Yellow Umbrella