

Q328

COMMUNITY / ISOLATED WORKER POLICY

In order to establish a safe working environment for employees visiting a Customer/Client home. Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Services (LAAS) will ensure a Risk Assessment (RA) is performed prior to an initial visit with a comprehensive assessment being conducted at the first visit in the Customer's/Client's home.

The document complies with NDIS Practice Standards 2020, standard 2.2 Risk Management, 3.5 Transitions to or from the Provider, 4.1 Safe Environment, and ACIS 2018, section 2.2 Risk Management, 3.8 Transfers, Transitions or Exit, 4.1 Safe Support and Service Environment.

This document is readily available to all clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

DOCUMENTATION

Documents related to this policy	
Related policies	Q245 – Risk Management Policy Q245A – Risk Management Plan
Forms, record keeping or other organisational documents	QF105 – WHS Home Assessment

New Customer / Client Pre-Visit Risk Assessment

A risk assessment will be completed for any new customer / client prior to the first visit in their home. The Customer/Client Risk Assessment – Pre-Visit form (QF317) will be completed by the attending employee in the case the first visit will be by a Lifestyle Attendant the risk assessment will be completed by the Services Manager or Service Delivery Officer. Once the Risk Assessment is completed this information will be entered into the Customers Risk Profile in CimsAbility.

Customer Relations

Before a home visit the Customer Relations Officers (CRO) are required to make an entry on their computer calendar that clearly identifies the Date, Time, Expected Duration, Place and the Customers/Client's contact details and where possible their next of kin or other responsible person. The CRO will ensure their Manager is aware of the visit and notified when the CRO is leaving for the visit. The CRO shall inform Service Delivery (SD) when they arrive at a Customer's /Client's home and when they depart the location.

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During the initial visit a comprehensive RA (QF316) must be performed to determine the suitability and degree of potential risk to any employees that may be required to provide services in the Customer/Client home. This RA must be recorded in the customer/client's profile in CIMSability.

Support Coordinator

As with the CRO the Support Coordinator (SC) are required to make a booking on their computer calendar that clearly identifies the Date, Time, Expected Duration, Place and the Customers/Client's contact details and where possible their next of kin or other responsible person. The SC will ensure their Manager is aware of the visit and notified when the SC is leaving for the visit. The SC shall inform Service Delivery (SD) when they arrive at a Customer's /Client's home and when they depart the location. This RA must be recorded in the customer/client's profile in CimsAbility.

During the initial visit a comprehensive RA (QF316) must be performed to determine the suitability and degree of potential risk to any EL/LAAS staff member that may be required to provide services in the Customer/Client home.

Lifestyle Attendant

All LA's must be given any relevant information about the Customer/Client including the RA details recorded in the client / customer risk profile in CimsAbility, the LA must inform SD if there is any change to the roster schedule or times so that SD are aware of when the LA is at the Customer/Client home.

The LA must notify SD if there are any changes in risk or perceived risk to staff so the SD can adjust the RA and determine if any other actions may be required.

In the case where a Lifestyle Attendant is the first person to visit a Customer / Client home a Risk Assessment Checklist – Pre-Visit form (enter number once document controlled) will be completed by the Services Manager or Service Delivery Officer. Once the Risk Assessment is completed this information will be entered into the Customers Risk Profile in CimsAbility. On attendance at the first visit the Lifestyle Attendant will call through to Service Delivery who will complete a comprehensive Risk Assessment over the phone and record the information in the Customer / Clients risk profile on CimsAbility.