

SECTION 1 - INTRODUCTION

1.1 BACKGROUND

Fairstart Early Intervention aims to meet the needs of families in our care. Team members of Fairstart Early Intervention, may deliver services to clients in a variety of locations in the community. These may include the homes, schools or early learning centres of clients referred to our service. For some clients this may be their preferred form of regular service delivery, for others, home or school visiting sessions may be suggested as it is deemed in the best interest of the child and family.

1.2 PURPOSE

Fairfield City Council has an obligation to provide a working environment that is safe and without risks. This obligation includes ensuring that thorough risk assessments have been conducted to identify possible hazards which may cause potential danger to employees. It also includes taking proper steps to reduce the hazards associated with employees being exposed to unfamiliar environments.

1.3 SCOPE

Initial home, school or early learning centre visits can be arranged after consultation with the Fairstart Early Intervention Team Leader. Visits will be provided if it is agreed to be the best environment for service delivery to occur, after a risk assessment is completed and the location is deemed a safe environment.

Family Day Care is recognised as a children service which is licenced and assessed as compliant against the Education and Care Services National Law and the Education and Care Services Nation. For this reason visits to a Family Day Care provider are not identified as a home visit.

DEFINITIONS

Word/Term	Definition
School, home, early learning centre visit	Intervention services are carried out in the client's school, home or early learning centre environment. This does not include Family Day Care environments.
Hazard	Is the likelihood that the exposure to any hazard will cause injury or illness to a person or damage to property, plant or equipment and what injury, illness or damage that may be sustained.
Risk Assessment	Is the process to determine the likelihood that people may be exposed to injury, illness, disease or damage to plant or property arising from any situation identified during the hazard identification process
Buddy	Is a team member who is allocated as a contact person for safety related communication in relation to working in various venues in the community

1.4 LEGISLATIVE CONTEXT

Work Health and Safety Act 2011
 Work Health and Safety regulation 2011
 Fairfield City Council's WHS Management System

1.5 STAKEHOLDERS

This policy informs parents and or carers and staff from Fairstart Early Intervention of their responsibilities during school, home and early learning centre visits.

SECTION 2 - POLICY

2.1 OBJECTIVE AND GOALS

- To offer a range of service delivery options that meets the needs of families in local community.
- To enable staff to provide additional support to clients in a naturalistic environment, encourage parents or teachers to carry through program suggestions and ideas across environments and to address goals specific to the home or educational environment.

2.2 POLICY STATEMENT

Fairfield City Council recognises the independent role of an itinerant worker and the need for measures to control risks.

Fairfield City Council will ensure that staff are trained in Work Health and Safety procedures and are complying with this policy. If staff fail to comply it will result in appropriate disciplinary action.

Fairfield City Council will ensure hazard and/or injury reporting procedures are followed when an incident occurs in the workplace including school, home and early learning centre visits.

Employees will be responsible for completing the preliminary off site risk assessment and consulting with the Fairstart Early Intervention Team Leader to ensure the proposed working environment is deemed safe and appropriate to conduct a service visit.

Employees will be accountable for their own behaviour and implementing Work Health and Safety procedures.

Fairfield City Council endorses the right of an individual to work in a smoke-free environment. For this reason families will ensure that the environment is free from tobacco smoke during home visits.

Fairfield City Council is committed to the promotion of health and wellbeing of all Council staff. For this reason families will ensure that the child is well enough to participate in sessions without putting staff at risk of contracting a contagious condition. Families must notify Fairstart staff if their child is unwell.

Families and school / centre staff will provide honest responses to the necessary questions identified in the preliminary off site risk assessment.

Families and school / centre staff will be ultimately responsible for the safety of the child during the sessions and will be within sight and sound during the session.

SECTION 3 - GOVERNANCE

3.1 RELATED POLICIES/PROCEDURES

Policy Number	OHS-001 OHS Policy
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3.2 RESPONSIBILITY

Policy Owner	Children and Family Services
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3.3 RISK

Possible hazards which may cause potential danger to employees.

3.4 VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
Version 2	October 2104	Children and Family Services Manager	New format
Version 3	March 2019		Change of title, addition of school and early learning centre to home visiting
Version 4	June 2020		Reviewed to accommodate NDIS Practice Standards

3.5 REVIEW DATE

This policy will be reviewed every five years or when a change to governing legislation occurs, whichever occurs sooner.

SECTION 4 - PROCEDURES

4.1 PROCEDURE

	Procedure steps when working in the community	Responsibility
1.1	Before undertaking a home visit, staff must:	
1.1.1	Ensure that they have briefed themselves on previous visits if applicable	Team member
1.1.2	Perform a preliminary off-site risk assessment to determine the layout of the environment and possible hazards. If a preliminary assessment is more than 12 months old or if there has been a significant break in services provided in the environment, a new preliminary assessment is required	Team member
1.1.3	Consult with Team Leader to deem environment safe	Team Member & Team Leader
1.1.4	Identify a buddy for the visit and ensure that the details if the visit are recorded on the staff location board and in Echidna	Team member
1.1.5	The buddy will ensure that they are aware of the address where the visit will take place and the time	Buddy
1.2	While undertaking a home visit, staff must:	

1.2.1	Must wear identification badge and ensure appropriate dress	Team member
1.2.2	Ensure appropriate professional behaviour	Team member
1.2.3	Respect cultural values; use an interpreter / TIS when necessary	Team member
1.2.4	Be aware of protective behaviours: <ul style="list-style-type: none"> • be cautious about entering a home, using the front door if possible. • Stand to the side of entrances and protect their body • check for lighting in stairwells when entering large multiple unit dwellings • check the identity of the person answering the door and ensure that the parent is present before entering the home • ensure that they have a mobile phone with them at all times • Ensure they are not left alone with the child – family member must be present 	Team member
1.3.5	If a team member is feeling threatened while on a home visit, they will excuse themselves and leave the property as soon as possible. If they are unable to do this, the team member should call 000. If unable to do this overtly, they must phone their buddy and use the instruction to request assistance.	Team member
1.4	On completion of home visit	
1.4.1	Will contact their buddy to confirm their safety and the completion of each home visit	Team member
1.4.2	If a team member has not been in contact ½ hour after the visit was due to finish; the buddy should call the work and then personal mobile phone number of the team member.	Buddy
1.4.3	If the staff member's safety has not been confirmed the Buddy will contact the relevant client to ascertain if the staff member has attended the visit and if they have left	Buddy
1.4.4	If the staff member's safety has still not been confirmed the Buddy will: <ul style="list-style-type: none"> • Contact next of kin / the staff's home number • Call the Fairstart team leader to notify them of the situation. If the team leader is not contactable, inform the Children's Services Manager. • Call local police station. Fairfield (02 9728 8399), Cabramatta (02 9725 8999) 	Team member
	If an incident occurs staff will follow the WHS policy and complete a hazard identification form	
1.4.5	Complete final section in preliminary off-site risk assessment	Team member

	Procedure steps when working in the community	Responsibility
2.1	Before undertaking a school or early learning centre visit, staff must:	
2.1.1	Ensure that they have briefed themselves about previous visits if applicable	Team member
2.1.2	Perform a preliminary off-site risk assessment to determine the layout of the environment and possible hazards. If a preliminary assessment is more than 12 months old or if there has been a significant break in services provided in the environment, a new preliminary assessment is required	Team member
2.1.3	Consult with Team Leader to deem environment safe and determine if a buddy set up is required for this setting	Team Member & Team Leader
2.1.4	Staff will ensure that the details of the visit are recorded on the staff location board and in Echidna. If a buddy set up is deemed necessary, the team member will identify a buddy for the visit.	Team member
2.1.5	If required, the buddy will ensure that they are aware of the address where the visit will take place and the time.	Buddy
2.2	While undertaking a school, home or early learning centre visit staff must:	
2.2.1	Must wear identification badge and ensure appropriate dress	Team member
2.2.2	Ensure appropriate professional behaviour	Team member
2.2.3	Comply with the entry procedures required by the site (eg. sign in) if these do not contravene FCC safety expectations or other procedures, request a site induction and any relevant information in regard to working safely on the site (eg behavioural issues of other students, emergency procedures, boundaries and rules, safety procedures)	Team member
2.2.4	Be aware of protective behaviours: <ul style="list-style-type: none"> • Ensure they are not left alone with the child – work inclusively without withdrawing the child when possible, work within sight and sound of school or early learning centre staff at all times • Check with classroom teacher in regard to any new behavioural issues or strategies for client or other students in the class • Be alert to possible threats that may arise from other students, school visitors, school staff or any physical hazard • Will not move furniture or heavy equipment • Ensure that they have a mobile phone with them at all times 	Team member
2.3.5	If a team member is feeling threatened while on a school or early learning centre visit, they will alert the staff at the site, reporting the issue and /or requesting immediate assistance. <ul style="list-style-type: none"> • Staff will excuse themselves and leave the site as soon as possible and report the issue to the Fairstart Team Leader 	Team member

2.4	On completion of school or early learning centre visit	
2.4.1	If a buddy set up was deemed necessary, the team member will contact their buddy to confirm their safety and the completion of the last visit of the day	Team member
2.4.2	If a team member has not been in contact ½ hour after the visit was due to finish; the buddy should call the work and then personal mobile phone number of the team member.	Buddy
2.4.3	If the staff member's safety has not been confirmed the buddy will contact the relevant service to ascertain if the staff member has attended the visit and if they have already left the site	Buddy
2.4.4	If the staff member's safety has still not been confirmed the buddy will: <ul style="list-style-type: none"> • Contact next of kin / the staff's home number • Call Fairstart team leader to notify them of the situation. If the team leader is not contactable, inform the Children's Services Manager. • Call local police station. Fairfield (02 9728 8399), Cabramatta (02 9725 8999) 	Team member
	If an incident occurs, staff will follow the WHS policy and complete a hazard identification form and / or notification of injury form and a corrective action	
2.4.5	Complete final section in preliminary off-site risk assessment	Team member

4.2 FORMS AND RECORD MANAGEMENT

[QMF-FS-08.1 Working in the Community Preliminary Risk Assessment](#)