

NDIS HOME VISIT

POLICY AND PROCEDURE

Policy Statement

This policy provides guidelines to ensure safe delivery of supports, compliance with NDIS Practice Standards, and minimization of health and safety risks when working in client homes.

Definitions

A number of factors may influence your safety whilst on a home visit and may be assessed as follows:

Emotional factors

1. Client and family history
2. Services history related to that client.
3. Client current behaviour.
4. Potential changes in client behaviour, health status, domestic circumstances, social and support networks.

Physical factors

1. Substance abuse or access to weapons
2. Presence of animals or vermin.
3. Hazardous substances used in the home.
4. Infectious diseases.
5. Manual handling activities.
6. Equipment and work environment.
7. Heat/cold/confined spaces/noise/light/electricity/moving or falling objects.
8. Threat of violence

Procedure

During the initial intake, the facilitator will request to be provided with any information from the client and/or their chosen representative (if they prefer a representative to communicate on their behalf, or if there is a guardian in place), for any information that may impact the quality and safety of client support. .

Any referring agency is required to provide a full client history, including a past history of violence and any history Apprehended Violence Orders.

Where an employee or contractor provides supports to a client in their own home or in a secluded location, the following will occur:

- Ensure mobile phone are charged and kept on. The phone should have a programmed emergency number.
- The participant will be informed ahead of time when the first service is provided and at other times when replacement staff are deployed to cover casual absences.
- Check for potential hazards upon arrival, e.g., dangerous pets, unexpected visitors.
- Immediately report any identified hazards and document via a hazard report form.
- If door is answered by an unfamiliar person check that the client is present and expecting your call before entering.
- Carry appropriate identification.
- Ensure safety for the participant is paramount by communicating to participant any temporarily dangerous areas of the house that may be slippery or hazardous in some way following the completion of duties.
- In the best interest, needs or preferences of the participant, Mypower Foundations will collaborate and work with other providers to identify and treat risks, ensuring a safe environment to prevent and manage injuries.
- Where there are any safety concerns, employees and contractors should park their car to allow for a quick exit and facing the direction of travel. It may be necessary to park some distance away.
- Avoid carrying valuables into the home whenever possible.
- Minimise the manual handling of materials and utilise suitable equipment and lifting techniques where transfers are required.
- Employees and contractors to inform facilitators of an address where they will be visiting a client or taking a client if different to the usual place of support.

- If the employee or contractor feels unsafe, they must leave the situation. The employee or contractor always has the right to refuse to see a client on safety grounds.
- Any incident must be recorded on the appropriate form even if considered minor and the visit has been completed as it may warn of future more serious problems.
- Unless absolutely necessary, do not use a client's phone; if ringing from the client's phone, punch in other numbers after the call to ensure that a 'recall' facility cannot be used to trace the call.
- In the client's home, choose a safe place to sit. Be aware of access and exit of the premises and ensure exits are not locked.
- Know where candles or a torch is kept if the power fails, especially if you work at night.
- Only undertake agreed and appropriate work and refer any requests for other tasks to the client's facilitator.

- Request that clients do not smoke in the house during a visit and that animals you are not comfortable with are restrained.
- Complete all file notes and reports at a suitable work area, preferably as soon as the shift is completed, and no later than 24hrs after the shift is completed.
- The employee or contractor should share any concerns about safety with the client's facilitator before going to meet the client. If necessary, the worker may be accompanied by another worker.

Responsibility

This Policy applies to all employees and contractors, whether on a single or recurrent visit to a client's home. The Director is to provide contacts for support services if appropriate in the event of a minor or major traumatic incident experienced by contractors. Any hazard or incident report must be actioned as soon as received. The employee or contractor must phone 000 in the first instance if the incident is an emergency.

Relevant Legislation and Policies

- Privacy Act 1988
- Work Health and Safety Act 2011
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities