

## Home and site visits

### Risk assessment – prior to visit

Community recovery team leader and community recovery worker should conduct a risk assessment to assess potential risks associated with conducting a home or site visits. This would include obtaining all relevant information on:

- People (e.g.: number of people being visited, socio-economic considerations, possible physical & psychological state of people, whether people being visited present a risk of harm to the community recovery workers)
- Object (e.g. objects or items that may present a risk of harm to community recovery workers include dogs, other animals, debris, local damage due to conditions, weapons)
- Place (e.g. location being visited, condition of the route and area to be travelled, past, present and future weather conditions, duration of the visit whether day, night, after-hours)
- Community recovery worker (e.g.: skills and experience of community recovery worker to conduct the visit, mode of transport to be used to conduct the visit)

Once assessed, the community recovery team leader and community recovery worker should:

- Determine if it is suitable for the visit to be conducted
- Determine if more than one community recovery worker needs to conduct the visit
- Commence safety planning.

### Safety planning – prior to visit

Prior to conducting the visit, the community recovery worker should be provided with:

- Daily Outreach Register to complete (prior to departure)
- Personal identification
- Names and contact details of essential and emergency personnel
- Travel and communication plans that incorporate estimated timeframes of travel and visits
- Specific direction, local information to destination (street signs etc. may be destroyed)
- Steps to take to activate or participate in an emergency response
- Appropriate type of vehicle for the journey (if driving) – refer to Safe Driving Fact Sheet
- Appropriate clothing, safety and communication equipment relevant to the environment to be visited.

Equipment	Equipment Examples (but not limited to the following)
Clothing	Appropriate hat, shirt, trousers, jacket, footwear
Safety Equipment	First aid kit, sunscreen, insect repellent, hand sanitizer
Communication Equipment	Mobile or satellite communication devices

Prior to conducting the visit, the community recovery team leader should be provided with:

- Details of all outreach teams undertaking outreach journeys
- Completed travel logs for each outreach team
- Response plans in the event of an emergency
- Contact details for emergency personnel QPS/SES

## Safety planning – prior to entering the property/premises

Prior to entering the property/premises, the community recovery worker should:

- Park in a safe location for easy departure – if driving (not in the premises driveway)
- Do not enter the premises unless invited to do so
- Where possible, call the people being visited prior to departing the office and entering the premises
- Before entering the property/premises, conduct a visual inspection of the property/premises for obvious risks (revise the pre-visit risk assessment for changes) - if new high-risk issues are identified, the visits should not be conducted until contact with community recovery team leader
- Ensure a plan is established to exit/evacuate from the property/premises in the event of an emergency or if there is a threat of harm to the community recovery worker.

## Safety planning – during the visit

During the visit, the community recovery worker should:

- Upon entering the property/premise, identify themselves and state the purpose of the visit
- Maintain appropriate personal space between themselves people being visited
- Be mindful of the possible physical & psychological state of people being visited
- Be mindful that the physical & psychological state of people may change during a visit
- Withdraw from the visit and exit/evacuate the property/premises in the event of an emergency or if there is a threat of harm to the community recovery worker – immediately contact the community recovery team leader in these situations

## Safety planning – after the visit

After the visit, the community recovery worker should:

- Contact the community recovery team leader to confirm that the visit has been completed and intentions for further visits or return to office
- Report any injury, illness or incident to the community recovery team leader and record this using the Department's Safety Health and Environment report (SHE)
- Contact the confidential Employee Assistance Service if necessary 24 hours a day 7 days a week via Benestar **1300 360 364**.