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3.9 Child Care Services Taree & Districts Inc.

Home Support and Visiting Policy

Child Care Services Taree & Districts Inc. (CCSTD) believes in providing quality service provision. Health and wellbeing needs will be met to the best possible standard. Supports will be provided with due care and skill focusing on independence, social and economic participation for participants. CCSTD works with participants, families, friends, carers and advocates with a person-centred approach to ensure that they are the centre of the planning, delivery and review. When supporting participants CCSTD staff, support workers will often work in their homes so it is essential that all stakeholders remain safe.

The Purpose of the Policy

While providing support in participant's homes an appropriate level of care must be exercised by support workers, including volunteers, to ensure his or her safety at all times. Any identified risk to themselves or others should be acted upon.

Service Provider Practices.

CCSTD supports the right of participants to live in a manner of their choosing. However when they agree to have us provide assistance in their home; they agree to cooperate with us in ensuring the environment is safe for our staff and support workers. Staff and support workers may be exposed to;

Emotional Risks;

- Staff and support workers may become distressed by what they see or hear at the participants home; and/or
- Staff and support workers being harassed, bullied or threatened by people at the participant's home, including neighbours.
- Anxiety about the safety of the children they are working with.

Physical Risks;

- Substance abuse, access to weapons by participant or by others on the premises
- Hazardous substances used in home
- Manual handling activities
- Equipment and work environment;
- Heat/cold/confined spaces/noise/light/electricity/moving or falling objects
- Threat of violence from people at the participant's home, including neighbours.

Risk Management

- A pre-visit phone call may be needed to confirm time/place and check safety for the initial visit.
- A Service Agreement must be agreed to and Code of Conduct signed before support can be provided.

- Important participant Information must be made available to all workers this includes participant's likes and dislikes, what support is required to assist goals and any positive behaviour supports.
- Evacuation Floor Plan must be filled in by the support worker.
- Medical details must be filled out and given to the appropriate workers.
- A home visit assessment should be carried out prior to commencing service. A participant risk profile may also need to be completed. Routine reviews of this information should be undertaken.
- Two workers should visit for the first assessment.
- The referring agency is required to provide a full Participant history, including a past history of violence and any existence of an Apprehended Violence Order
- In situations where safety is an issue, the participant visit should take place at a neutral venue. This venue should not be an isolated place.

Safe Work Practice – General Principles

- A mobile phone should be charged and kept on during a participant visit or support session. The phone should have a programmed emergency number.
- Ensure vehicle has adequate petrol and is in safe work condition.
- Upon arriving at the home check for unsafe situations such as uncontrolled pets, unexpected visitors, and heated arguments. Do not enter premises if you feel unsafe.
- Any changes to the work or workplace where a hazard is identified should be reported verbally to the Service Manager and documented via a Risk Assessment Form and entered into communication folder if available.
- If door is answered by an unfamiliar person check that the participant is present and expecting your call before entering.
- Maintain a level of professionalism and do not become over-involved with an issue.
- Workers should not give personal details such as home phone numbers or home addresses to participants.
- Carry identification such as a business card or ID card which has office contact details included.
- Where worker safety could be an issue, workers 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 – consider use of a lanyard with car keys and mobile phone attached or carry in a pocket.
- Minimise the manual handling of materials and utilise suitable equipment and lifting techniques where transport is required.
- If the worker feels unsafe, the worker must leave the situation. The worker always has the right to refuse to see a Participant.
- Any incident must be recorded on the appropriate form even if considered minor and the support has been completed as it may warn of future more serious problems.
- Unless absolutely necessary do not use a participants phone.
- Know where candles or a torch is kept if the power fails, especially if you work at night
- Only undertake agreed work and refer any requests for other tasks to your supervisor.
- Request that participants do not smoke in the house during a visit and that animals are restrained.
- Complete all required forms thoroughly in a suitable work area as per service agreement with participant.

- The worker should share any concerns about safety with their supervisor before meeting the participant. If necessary the worker may be accompanied by another worker. A contact person should remain available until the worker rings to report that he/she has left the situation.
- If regular personal supports are provided to a participant who lives alone more than one Support Worker should be supporting the participant on a regular basis with in accordance with the amendments made to the NDIS Rules 2018 in November 2020.

Staff and Office Practices

Relevant Legislation and Standards

- NDIS Rules 2018
- NDIS Practice Standards
- NDIS Code of Conduct
- NSW Disability Service Standards (NSW DSS)
- NDIS Terms of Business
- Freedom of Information Act 1982
- Privacy and Personal Information Act 1988 (NSW)
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- Mental Health Act 2007 (NSW)
- Ombudsman Act 1974 (NSW)
- NDIA National Quality and Safeguards Policy 2018
- Disability Discrimination Act 1992
- Anti-Discrimination Act 1977(NSW)
- Criminal Records Act 1991(NSW)
- Work Health and Safety Act 2011(NSW)
- Children and Young Persons (Care and Protection) Act 1998