

Interchange Policy & Procedure Manual

Policy 2.12 Home Visits

DATE OF BOARD ENDORSEMENT	JANUARY 2008
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CURRENT VERSION	V1.1

Reference Documents

- Interchange's Occupational Health and Safety Guide
 - National Standards for Disability Services (Standards 1, 5 & 6)
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Policy Statement

Generally home visits are not encouraged and will only be made for the purpose of an initial assessment for a new customer, or for collecting an existing customer to take them on their day's program of activities and return them home.

Home visits at other times will only be made if there has been a prior appointment time agreed with the customer and family, and if the visit is authorised by the Service Delivery Manager or the CEO.

Support services specifically designed to be conducted in-home that are agreed as part of a customer's formal individual service plan are excluded from this policy.

Interchange customers should not be brought to Staff homes without the specific and express permission of the Service Delivery Manager or the CEO. This permission would generally only be granted where a formal 'respite' arrangement has been made and the appropriateness of the home assessed.

Procedures

Staff who are required to attend a customer's home for any reason must take a mobile phone.

Some visits to customer's homes are approved as part of a routine arrangement, for example to pick them up to take them to an activity, or provide in-home support services nominated in an individual service plan.

Other home visits (that are not routine) must be authorised in advance by the Service Delivery Manager, who should record details about destination and estimated time of return before the visit is made.

If the staff member has any doubts regarding their personal safety, they should not make a home visit for any reason.

If concerns arise in the course of a home visit, the staff member should leave the customer's home immediately and advise their Service Centre Manager of their concerns.