**[Insert organisation name/logo]**

Risk Management Plan:

Home Visiting

***🖌Note\****

*This template provides an example of a risk management plan for home visiting. It provide specific guidance to staff members in managing concerns that arise when providing direct client services. Other examples available as part of the Risk Management Policy include:*

*1. Client drug overdose risk management plan*

*2. Mental health episodes risk management plan*

*\*Please delete this note when using the examples provided to develop risk management plans for your organisation.*

**Home Visiting Risk Management Plan**

The organisation’s risk management plan for home visiting ensures the implementation of the following strategies and actions:

|  |  |
| --- | --- |
| **Strategy** | **Actions** |
| **Staffing, training and supervision** | * Recruitment of staff ensures appropriately skilled and/or qualified staff are employed * Education regarding home visiting safety measures is provided to all new staff and to existing staff annually * Advice and information is provided to staff regarding new and emerging threats and trends * Advice and education related to home visiting safety is routinely provided to staff and clients – including notification procedures for before, during and after visits are conducted * Monitor client and employee compliance home visiting safety control procedures * **[Insert other action]** |
| **Identify, assess and act.** | * Conduct a preliminary off-site check with the client over the phone to ask about access, people who may be present, and whether the client owns dogs or other animals * Ensure that relevant client information has been reviewed to inform client visit * Ensure an environmental safety assessment is conducted. Depending on the type of service being provided, this may be undertaken prior to or on the initial visit by two staff members * Home visit information should be included in assessments and care plans as appropriate. * **[Insert other action]** |
| **Prepare and communicate** | * Develop and prioritise actions for managing identified risks. * Prepare personal protective equipment for the visit if necessary. * Plan activities to avoid triggers and dangerous situations. * Inform and brief other colleagues of your visit and contact details. * Call the office immediately before entering the home and provide an estimate on length of time the visit is expected to take. Make a follow up call on exit. * Staff are alert and vigilant of their environment when working with clients, this includes:   + Carrying organisation identification at all times   + Identify exit routes in closed environments and ensure that there is ease of access. * **[Insert other action].** |
| **Eliminate or reduce the risk** | * Do not carry out the visit if the risk is assessed as high and arrange an alternative a neutral and safe environment for the meeting or activity. * Carry a personal alarm when possible. * Office based staff are aware of outreach staff’s expected location and expected circumstance at all times. * Office based staff monitor outreach staff’s whereabouts and act accordingly. Office based staff make contact with outreach staff within **[insert time e.g. 5 minutes]** when scheduled updates have been missed. * Office based staff informs management ASAP when outreach staff cannot be reached. * Senior management staff escalate to emergency services as appropriate. * **[Insert other action].** |
| **Review** | * Consult staff to decide whether the risk control processes are effective. * Review incident – triggers/underlying risk. * Review external factors of the risk. * Modify procedures, protocols and work practices as necessary. * Inform staff of changes, if any. * Individual client care plan to be reviewed with the client to provide alternatives of home visiting arrangements, if possible. * **[Insert other action].** |
| **[Insert other strategy]** | * **[Insert actions]** |