

DVA Home Visits

A Quick Guide

Prior to a home visit review the checklist to ensure you are well prepared.

Be Prepared



- Identifying your key contact
- Fill in a management log of your client visits, providing details of the time of visit, address and expected time to finish
- Developed code words with my key contact to alert them if I require help urgently (such as "I have left my red folder on the desk" indicates I am in danger and require immediate help)
- Have key contacts number ready to call before you enter the client's premise to confirm you have arrived and are about to enter the house.*
- Set reminder to call your key contact once you have finished the visit and are leaving the premises to advise your whereabouts.*
- Ensuring your first aid kit in the vehicle and it is adequately stocked

**There will be a 5 minute buffer time before your key contact undertakes an emergency response plan if they don't hear from you by the discussed time.*

Personal Protective Equipment (PPE)



- I have a substantial amount of gloves, masks and hand sanitiser on me to use during the visit
- I use standard precautions and will 'glove up' and use PPE when required

What to do if something goes wrong?



- Leave immediately
- Drive to a safe location and then contact your manager, or if urgent, contact 000 and then your manager
- If necessary, proceed to the nearest police station

Support



- Contact your manager or key contact if you require any further support following a visit
- Contact your manager if you felt uncomfortable during a visit and do not feel it is appropriate to undertake any future home visits for the client, so we can work through alternate arrangements
- Understand how you can access the Employee Assistance Program, via phone or through the App

Self-assessment Guide for Home Visits

Preparedness is the key throughout all stages related to a home visit with a client. Take the time to consider the potential risks and make plans to ensure you are safe.

Prior to a home visit "Take a Breath", take the time to identify the risks so that you can implement relevant strategies to eliminate, reduce or manage these before undertaking the home visit. At various stages in the home visit this process should be repeated, prior to entering the premise, during the visit and at the conclusion.

Assessing the potential risks keeps you safe but also ensures you are well prepared to undertake the visit.

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Take a Breath

- 1. Breathe**
Stop, step back and take your time
- 2. Think it through**
Walk through the task in your head to identify hazards
- 3. Take steps to BE SAFE**
Make a plan to address any items



Prior to the Visit

Location

- Have I researched the address prior to leaving and understand the neighbourhood and travel by established routes?
- Where is the nearest cross street or landmarks?
- Is parking easily accessible for the home?
- Is there ease of access to the location? e.g. uneven pathways, multiple steps. Where is the main entrance (front, side or back)?
- Where is the main entrance (front, side or back) and can someone open it?
- If pets present, (in house or yard) will they be restrained during home visits?
- Is there mobile phone coverage? Any building/renovation works underway?



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Client and Family

- Will anyone else be present at the time of the visit?
- Are there any cultural or religious issues to be aware of while in the home?

Personal Preparedness

Preparation

- Is my mobile phone fully charged and pre-programmed with emergency numbers?
- Have I made preparation to avoid the use of the client's bathroom?
- I know what to do in an emergency/threatening situation?

Presentation

- Do I have appropriate visible means of identification?
- Am I dressed in accordance with company expectations?

Transportation

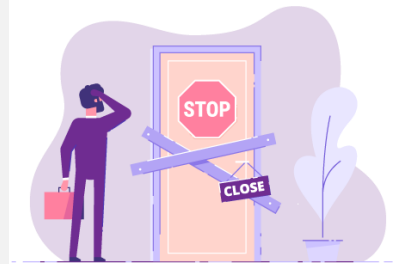
- Is my car in good working order?
- Do I have enough petrol for my working day?

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Prior to Entering the Premise

Survey the Premises

- Before leaving from the car, survey the yard and pathways for hazards and establish if there are any people around
- If anyone on the premises appears to be arguing, intoxicated or under the influence of drugs, do not enter the premises, leave immediately
- Make a visual check of the property for hazards posed though poor housekeeping and/or maintenance



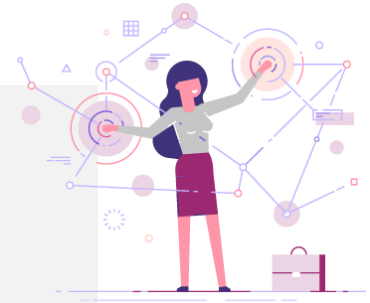
Security

- Do I have all my personal items with me?
- Have I locked my car and have the keys secured?
- Have I confirmed the identification of the person who answers the door to see if they are the client?
- If someone else, I check that the client that they are home before entering?
- Have I quickly scanned the room for any signs of weapons (which are not secured safely) or illegal drug use or activity?
- Have I asked the client not to lock the door once I enter?

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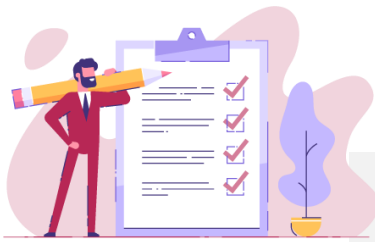
During the Visit



Behaviours

- I watch out for signs of agitation with clients and others in the home – I look to see if their face is red, for fast breathing, yelling, waving of their arms, finger pointing etc?
- I never let clients hug or kiss me or be overly affectionate?
- I am assertive enough to say 'no' and explain politely why I am not able to?
- I am able to politely decline offers of food, beverages or gifts and have I prepared reasons?
- I am able to ask the client or others not to smoke while I am working?

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Post Visit

Behaviours

- I have my car keys ready and am aware of any street activity or person(s) nearby?
- I ensure I drive away immediately and do not complete paperwork or make phone calls in front of the phone?
- If there are any risks or areas I have identified as concerning, I know how to report it immediately?

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