

TABLE OF CONTENTS

1	PURPOSE.....	2
2	APPLICATION.....	2
3	GUIDELINES.....	2
4	DELEGATION	2
5	REFERENCES.....	2
6	SUPERSEDES.....	3
7	POLICY	3
8	APPLYING THE POLICY	3
8.1	Risk management	3
8.1.1	Prior to visit	3
8.1.2	During the visits	4
8.1.3	After the visits	5
8.2	Compliance and responsibilities	5
8.2.1	District CEO and executive director responsibilities	5
8.2.2	Professional director responsibilities	5
8.2.3	Line manager/supervisor responsibilities	5
8.2.4	Employee's responsibilities.....	6
8.2.5	Motor vehicles.....	6
9	DEFINITIONS.....	6
10	HISTORY	6

1 PURPOSE

To outline conditions under which Queensland Health employees may undertake home and community visits.

2 APPLICATION

This policy applies to all Queensland Health employees required to undertake home and community visits as part of their employment.

3 GUIDELINES

Guidelines may be developed to facilitate implementation of this policy. The guidelines must be consistent with this policy.

4 DELEGATION

The 'delegate' is as listed in the Queensland Health Human Resource Delegations Manual as amended from time to time.

5 REFERENCES

- *Workplace Health and Safety Act 1995*
- *Electrical Safety Act 2002*
- *Workers Compensation and Rehabilitation Act 2003*
- Queensland Health People Plan 2007-2012
- Queensland Health Code of Conduct
- Queensland Health Integrated Risk Management Policy (QHEPS 13355)
- Queensland Health Integrated Risk Management – Risk Analysis Matrix (QHEPS 31237)
- Queensland Health Implementation Standard 1: Roles and Responsibilities – Integrated Risk Management (QHEPS 31234)
- Queensland Health Vehicles – Management and Use (QHEPS 15090)
- Queensland Health Home Care Services: Operational Procedures
- Allowances HR Policy C15
- OHSMS 2#21 Queensland Health Occupational Health and Safety Policy
- OHSMS 1-5#21 Occupational Health and Safety Accountabilities and Responsibilities Implementation Standard
- OHMS 2-1#21 Occupational Violence Prevention and Management
- OHMS 2-1-1#3 Queensland Health Occupational Violence Guidelines
- OHSMS 1-7-1#38 Occupational Health and Safety Workplace Incident Reporting
- OHSMS 1-8#21 Occupational Health and Safety Induction and Training Implementation Standard
- OHSMS 1-13#21 Occupational Health and Safety Risk Management Implementation Standard
- OHSMS 1-14#21 Occupational Health and Safety Risk Analysis Work Practice Directive
- OHSMS 2-44#21 Occupation Health and Safety Security Implementation Standard

6 SUPERSEDES

This is a new HR policy.

7 POLICY

This policy is to be applied in conjunction with relevant occupational health and safety policies and implementation standards, which encompass the principles of the Queensland Health People Plan and the Integrated Risk Management Policy.

It is essential the information contained in this policy is supplemented by local district/division protocols, procedures and work practices.

In accordance with the *Workplace Health and Safety Act 1995*, Queensland Health has the responsibility to provide a safe and healthy work environment for its employees. This includes instances when work is undertaken in a home or community environment.

Queensland Health is to provide adequate information, instruction, training and supervision to enable employees to perform their duties effectively in a home or community environment. All participants in the home or community visit process are to be treated with respect, dignity and courtesy. Employees have the right to refuse to go into an unsafe work environment.

8 APPLYING THE POLICY

8.1 Risk management

When a home or community visit is to be undertaken by a Queensland Health employee, a risk assessment is to be conducted to manage occupational health and safety issues and ensure a safe and healthy work environment. This is conducted in accordance with:

- Queensland Health Integrated Risk Management Policy (QHEPS 13355)
- OHSMS 2#21 Queensland Health Occupational Health and Safety Policy
- OHSMS 1-13#21 Occupational Health and Safety Risk Management Implementation Standard
- OHSMS 1-14#21 Occupational Health and Safety Risk Analysis Work Practice Directive.

8.1.1 Prior to visit

Induction

Induction and orientation of employees in procedures associated with home and community visits includes relevant occupational health and safety and on-the-job training, in accordance with OHSMS1-8#21 Occupational Health and Safety Induction and Training Implementation Standard. This includes, but is not limited to:

- manual handling
- hazardous substances
- workplace violence
- electrical safety

- cultural awareness
- infection control
- personal safety
- aggressive behaviour management
- driver safety - transportation to the home or community environment
- fire safety.

Home visit plan

The planning of home and community visits and the effective management of occupational health and safety issues provides the platform for the delivery of effective health and support services. A review of the proposed home or community visit is to be undertaken to determine:

- health or support services to be provided
- resources to be allocated
- equipment required to undertake the home or community visit
- communication strategy (e.g. contact information, location, estimated return time).

Assessments are to be conducted in conjunction with the consent of the client, whose involvement in the process is important for risk control methods to be accepted and effective. The appropriate clinical and non-clinical pre-visit documentation is to be completed in accordance with district/divisional procedures. For example, for home and community care services, the home care plan and workplace health and safety audit are completed and signed by the client and home care coordinator.

Non-mental health services

The relevant district's pre-home and community visiting risk screen form is to be completed for each home or community visit. Forms are available on the district's QHEPS pages.

Mental health services

When an employee is to undertake a home or community visit in any mental health service, the appropriate consumer assessment form, e.g. adult, older persons, child and youth, is to be completed. A pre-home and community visiting risk screen form may also be required. Consumer assessment forms are available on the Patient Safety Centre Mental Health Clinical Documentation page on QHEPS.

8.1.2 During the visits

During home and community visits, employees are to adhere to relevant legislation, departmental policies and locally defined guidelines and work practices, including:

- Queensland Health Code of Conduct
- Queensland Health Integrated Risk Management Policy (QHEPS 13355)
- Queensland Health Integrated Risk Management – Risk Analysis Matrix (QHEPS 31237)
- Queensland Health Vehicles – Management and Use (QHEPS 15090).

If an incident occurs while at the home or community visit, employees are to ensure they respond to the incident using appropriate incident and emergency protocols.

8.1.3 After the visits

Any incidents that occur during the home or community visit which may require further investigation and the completion of documentation, e.g. home care services client risk notification form, are to be reported by the employee to the line manager.

When necessary, incidents are to be documented in accordance with OHSMS 1-7-1 #38 Occupational Health and Safety Workplace Incident Reporting and using the Incident Management System (IMS.Net).

Any claims for workers' compensation are to be completed by the employee and the line manager in accordance with the procedures for WorkCover claims, available on the Occupational Health and Workplace Safety website on QHEPs.

Employees are to advise the line manager of any changes to the home or community environment that may impact on the established visiting procedures. Changes to the working environment may present new risks, so regular reviews are to be undertaken which may result in amendments to the provision of health and support services in the home or community environment.

8.2 Compliance and responsibilities

Queensland Health Implementation Standard 1: Roles and Responsibilities – Integrated Risk Management (QHEPS 31234) details the mandatory auditable requirements for roles and responsibilities of employees in relation to risk management processes, and is to be referred to.

8.2.1 District CEO and executive director responsibilities

District CEOs and executive directors are to provide leadership and advice regarding the implementation of this policy and manage high risk situations as appropriate.

8.2.2 Professional director responsibilities

Professional directors are to implement this policy and associated processes and procedures within their area. This includes ensuring all relevant employees are aware of and comply with this policy.

8.2.3 Line manager/supervisor responsibilities

The line manager/supervisor is to:

- ensure employees undertaking home and community visits are aware of the requirements of this policy, Queensland Health Code of Conduct, relevant occupational health and safety and risk management policies and practices, and local operational procedures
- implement and maintain up-to-date records of home and community visits that identify risks and incorporate relevant risk action plans
- ensure employees maintain up-to-date patient records
- ensure employees attend relevant training (e.g. manual handling, personal safety training, orientation and induction)
- ensure that documentation regarding the risk assessment is completed and

- signed prior to a home or community visit
- discuss the safety and security issues related to the home and community visit with the employee prior to and after the home or community visit has taken place
- ensure that risks are managed within their area. Risks that are high and serious are reported through to the relevant service director who is to notify the district CEO, district director and/or facility manager as required.

8.2.4 Employee's responsibilities

All Queensland Health employees who undertake home and community visits as part of their employment are required to:

- be aware of and comply with this policy
- ensure risk assessments are completed and initiate/enact management strategies as required
- maintain up-to-date patient and home visit records
- complete relevant training as required
- report any incidents to the line manager, detailing any risk mitigation actions taken during the home or community visit and document these in the clinical record.

8.2.5 Motor vehicles

When Queensland Health vehicles are used to conduct a community or home visit, vehicles are to be used in accordance with Queensland Health Vehicles – Management and Use (QHEPS 15090).

When an employee uses their own private vehicle to conduct a community or home visit, travelling expenses may be applicable, in accordance with Allowances HR Policy C15.

9 DEFINITIONS

Home and community visit	When as part of their employment, an employee undertakes a visit to provide health care and/or support services to a person outside of a Queensland Health facility, i.e. in a home or community.
Risk	Risk of death, injury or illness to persons or damage to property and/or environment occurring as a result of a hazard or event.
Risk assessment	Overall process of risk analysis and evaluation to facilitate deciding risk treatment needs and prioritisation.
Risk management	The culture, processes and structures that are directed towards identifying and the effective management of potential opportunities and adverse events in order to improve the health and wellbeing of Queenslanders.

10 HISTORY

September 2009	Developed at the request of the HR Executive Committee.
-----------------------	---