

Home Visits Policy

In all SCARF documents “community members” refers to refugee entrants accessing SCARF services.

In accordance with OH&S principles, and insurance requirements, a risk assessment is required to be undertaken prior to a home visit.

Possible Hazards

- Contact with physical OHS hazards
- Attack from domestic animals

Task Safety Rules

- Take a mobile phone, if possible
- Ensure you have the Emergency Numbers sheet with the names and numbers of who to contact in an emergency or if an accident or incident occurs.
- Always attend the first visit with a SCARF Volunteer Coordinator
- Report any issues to SCARF Committee
- Always report any identified OHS hazards at the community member’s home
- Preferably conduct visits during daylight hours
- In the event of attending a home visit and finding children (under 12 years old) unsupervised by a parent or guardian over 16 years of age, the volunteer must NOT enter the home and should leave a note explaining "unable to continue the session without an adult in attendance". The Volunteer Coordinator be advised.

Steps of Task

1. Determine the need for a home visit.
2. Determine the needs of volunteers, such as equipment, stationery etc)
3. Consider the activities to be performed (overall risk, disabled access, amenities, refreshments etc)
4. Let the community member know all about the home visit before going so they know what to expect. Information should include:
 - Date and time
 - Activities to be undertaken
 - What to have prepared, such as any stationery or books
 - Expected behaviours, such as presence of parent or guardian over the age of 16, if visit is for tuition of a child younger than 16.
 - What to do in the event of an emergency
5. Keep relevant tax invoices
6. In the event of an accident, follow normal accident procedures, inform SCARF Committee as soon as possible and complete a SCARF Incident Report Form.