

Organisational responsibilities



Management responsibilities

- Clearly defined roles and responsibilities for all employees.
- Clearly documented safe work policies and procedures that are communicated to all staff.
- OH&S orientation for all new staff.
- Ongoing training in safe work practices for management and staff.
- Continuous identification of hazards, risk assessment and elimination or control of hazards.
- Consultative mechanisms and follow-up procedures.
- Incident reporting procedures.
- Management of violence and aggression in work environments.
- Support for injured staff and return to work strategies.
- Information and instructions for contractors and visitors.
- **Guidelines and policies for safe home visiting, including:**
 - consumer and environmental risk assessments
 - briefing for staff prior to visits
 - monitoring of staff movements
 - prevention and management of critical incidents
 - communication with staff and stakeholders
 - adequate supports for staff.

Staff responsibilities

- Understand management and staff responsibilities including OH&S officers or OH&S consultation processes.
- Read, understand and comply with policies and procedures relating to workplace safety and risk management.
- Attend training as required.
- Understand professional boundaries.
- Report all incidents and hazards immediately.
- Complete office log / attendance board when leaving and returning to the office.
- Raise any issues or concerns and seek support when required.
- Use all equipment correctly and adhere to vehicle use policy.

Before leaving work premises to conduct a home visit:

- Phone the consumer to confirm and determine health and substance use status.
- Ensure you have been fully briefed and prepared.
- Test your phone and any equipment.
- Ensure the office knows your exact movements and return time.
- Be aware of how your behaviour may play a part in both triggering and preventing aggression in others.

Note: All material presented here is for guidance purposes only. See your organisation's policies and procedures on these issues.