

**Working Out of Office Risk Assessment:
Customer Home Visits**

Staff Members (s)	
Date of Visit	
Claim Number	
Customer name (s)	
Visit location (Has this location been visited/assessed previously? Are there any potential risks? Dogs at the address?)	Is this a redzone property? Y/N Second member of staff to accompany:
Safety equipment required Including mobile phone, site safety equipment.	
Attendees (Who may be present at the meeting and could they pose a risk?)	
Purpose of visit (Visit deemed necessary Alternatives? Nature of visit sensitive/likely to trigger negative response?)	Visit Deemed Necessary: Y / N
First contact with customer or family members?	Y / N (If yes please specify additional colleague attending)
Previous concerns with customer?	Y / N (If yes please specify)
Estimated time of arrival	
Estimated time of return	
Method of travel	
Check in method agreed	Name of Contact for Check in Phone / email / in person Manager/ colleague
Contact phone	Contact Number Y/N Credit Checked Y/N Battery Checked Y/N
Personal alarm issued	Y / N
Risks assessed for visit Refer to Management Policy and consider all potential Risks	

Steps taken to address risks	
Staff member sufficiently experienced?	

SIGNED.....STAFF MEMBER

AUTHORISED.....MANAGER

Have you considered:

- Unpredictable customer or friend/family behavior
- History of customer
- Daylight hours
- Safety of the area
- Dogs at the property
- Safety equipment
- Is staff member fit and well
- Level of staff member experience/training
- Gut feeling

Red zone property:

- Squatters
- Lighting

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Guidance for Completion of Working Out of the Office Risk Assessment

1. Identify Hazards

Consider:

The nature of the meeting;

The nature and history of behaviour of the customer and any other individual who may be present at the location or meeting;

The environment and location of the visit;

Any previous meetings or incidents;

The experience and views of the staff member.

2. Evaluate the risks and any potential precautions

Consider:

Whether the risks can be eliminated;

Any existing precautions, whether they are adequate or whether more needs to be done (personal alarm, mobile phone, tracking system, accompanied visit);

Whether the risks are low or acceptable;

Does the member of staff have particular training or experience which will reduce the risks (such as situational awareness or defusing/deescalation training)?

Is the risk assessment completed and information sufficient to address non-return of the staff member?

3. Record all findings of assessment

Record:

All information requested on Risk Assessment Form and any additional information which has arisen during assessment.

4. Communicate all relevant information to employee(s)

Ensure the outcome of the risk assessment is fully communicated to and understood by relevant employees.

Considerations for Employees

1. Do you know the customer/their family? If not are you able to access information from other staff or services?

Predicting an individual's behaviour is more accurate when the individual is well known to you or when you have maximum information available to facilitate your judgment.

2. Is there any history of violence, abuse or harassment from the customer or their family?

Past behaviour is an effective predictor of future behavior. Visiting alone following any violence must not be permitted.

3. Is the location of the visit a safe area?

Is there poor lighting, high crime rate, gangs, vandalism? Consider daylight hours when scheduling appointments.

4. What is your gut feeling?

Gut feelings or intuition while difficult to communicate should not be ignored.