

Home visits

during the COVID-19 pandemic



Caseworkers should speak with their manager about the child or young person they need to visit. Think about the child or young person's **age**, **needs**, **risks**, **placement stability**, **support network**, and the **health** of everyone in their home. Together, decide whether...

I need to visit in person



Plan the visit with the child and carer. Talk about how/why the visit will be different.



Call ahead to make sure no one is unwell, in isolation, or has flu-like symptoms. If someone is ill, postpone if safe to do so.



Wipe the car keys, handles, steering wheel etc. before/after. If you are taking a colleague, have them sit in the back.



Keep your **distance**. Do not touch others. Sit/stand 1.5m apart (have your own 4m²).



Don't stay inside too long. Try to **talk outside**, on the deck, in the yard, or at a park.



Practice **good hygiene**. Carry hand sanitiser and masks. If someone appears unwell, ask them to put on a mask.



Add a **conversation about the impact of COVID-19** to your home visit.

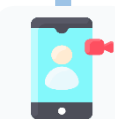


Record your home visit in your client management system.

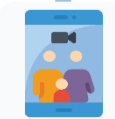
I can 'visit' via video-call



Plan the visit with the child and carer. Talk about how/why the visit will be different.



Make sure the child and carer have **access to a video-call system** (e.g. FaceTime, Skype).



If this is the first 'visit' via video-call, consider doing a quick **practice** video-call first.



Promote connection and avoid a power-imbalance by **keeping your video on** too.



Talk to the child and their carer together and separately. A **1:1 chat with the child** is essential.



Add a **conversation about the impact of COVID-19** to your home visit.



Record your home visit in your client management system.



Include a **rationale** (e.g. 'visit occurred via video-call due to COVID-19').