

## YMCA Geelong –ISOLATED OR ALONE WORKER PROCEDURE

### OFFICE USE ONLY

Policy Number	Date Approved	Date Last Amended	Status
YG 218-O (PR)	28/01/2026	28/01/2026	APPROVED

### 1. INTRODUCTION

The purpose of this procedure is to provide and maintain an adequate and reliable system for YMCA Staff, Volunteers or contractors who are working alone in isolation and/or remotely. 'Working alone' is working anywhere a person is unable to get immediate assistance from colleagues or other people.

### 2. PROCEDURE

#### 2.1 Hazard identification and risk assessment

Prior to approving Staff or Volunteers to work alone, or in isolation, a risk assessment must be undertaken before the work can commence. After weighing up all the risks, there may be some tasks where it is not safe to work alone and alternate arrangements must be put into place.

The following scenarios should be assessed prior to commencing working alone to ensure lone working is appropriate and required controls are in place:

- YMCA staff working in an office alone.
- Duty manager undertaking site visits out of hours/season.
- Staff undertaking maintenance work (e.g., camp sites, out of season pools).
- Set up and pack up of camp activities.
- Staff undertaking tasks within plant rooms.
- Proximity and supervision of children on a site.

The Risk Assessment must identify potential and/or existing deficiencies and formulate practical solutions to manage working alone situations. This may include but is not limited to:

- The level of supervision and time required for the Staff member or Volunteer to complete the task.
- Competency and level of experience, skill and training of the Staff member, Volunteer or Contractor undertaking the work.
- Members of the public present in the area after normal working hours or when the worker will be onsite alone.
- Staff/Volunteer level of training in after-hours emergency procedures.
- Contractor familiarity with available emergency equipment and procedures.
- Whether chemical substances, equipment or work is too hazardous or dangerous to be performed in isolation or whilst alone.
- Access to methods of communication (landline or mobile phone).
- Security of the area where the work is to be performed.
- Method of egress from the building/work site and suitable route to transport.
- The need for YMCA Staff/Volunteers to work alone or in isolation.
- Working in a remote area (e.g., campsite).
- Time of day the worker will be working alone and lighting in and around the site.
- Disclosure and consideration of any medical conditions that may give rise to a dangerous or life-threatening situation when working alone.
- Attempts of unauthorised visitors or public to gain access to the site or work area.

#### 2.2 Recording your movements

When working alone or off-site, it is essential that someone knows your exact whereabouts. The information that you provide must enable people to contact you in case there is concern for your safety. It is your responsibility to ensure the information you provide is accurate, and that you update it if you are running late etc.

## 2.2.1 Minimum requirements

As a minimum, provide the following information to your monitoring supervisor:

- Name.
- Mobile telephone number.
- Destination site or program, address and telephone number.
- Exact location at the site where the works are to be performed.
- Expected time of arrival and finish/departure time.

## 2.2.2 Medium and high-risk visits

If your risk assessment indicates a medium or high risk, additional information is required:

- Name.
- Mobile telephone number.
- Destination site or program, address and telephone number.
- Exact location at the site where the works are to be performed.
- Expected time of arrival and finish/departure time.
- Car registration.
- Lone Worker Safety Plan.

## 2.3 Monitoring your safety

If you fail to contact the Monitoring Supervisor at regular intervals as previously planned, the following check-in process will be implemented:

- A call to your mobile phone will be made.
- The Site/Program phone will be called.
- If there is still no response, the Monitoring Supervisor will decide to call the police or arrange someone to attend the site.

If you are visiting the Site/Program after hours or during off-season, include this in the risk assessment. If you are concerned for your safety, organise the work to be completed whilst other Staff/Volunteers are on site.

## 2.4 Monitoring strategies

When assessed as medium or high risk, a Lone Worker Safety Plan is required regarding contact between the Isolated/Lone Worker and their monitoring Line Manager or Supervisor about how and when contact will be made.

- Agree times for safety check-ins and who will initiate them.
- If check-in times fall outside the monitoring Supervisor/Manager working hours, establish a secondary contact for monitoring as required.
- If the situation changes, the Lone Worker Safety Plan may need to change. Discuss changes and ensure they are clearly understood by both the Isolated/Lone Worker and Monitoring Supervisor (e.g., running late, additional work, task takes longer than anticipated).
- The Lone/Isolated Worker must be able to contact the Monitoring Supervisor any time they feel the need, not just at the agreed check-in times.
- An agreed communication code or password may be used to discreetly confirm safety (e.g., referencing a fictitious visitor/staff member arrival). The Monitoring Supervisor will then ask yes/no questions and enact the emergency plan.
- If contact is not made at agreed times, the Monitoring Supervisor will initiate contact and follow the Safety Plan and Emergency Procedure if there is no response.

## 2.5 Emergencies

In the event of an emergency, lone workers require a quick, easy and, in some instances, discreet way to let their Monitoring Supervisor know that they are in danger and require assistance.

## 2.6 Car accidents and breakdowns

If involved in a car accident or breakdown, the Monitoring Supervisor and Site/Program Manager must be notified, as well as Emergency Services where appropriate. In addition, Staff/Volunteers must:

- Carry YMCA identification at all times.
- Carry a working mobile phone for communications and emergency purposes.
- Ensure vehicles have adequate fuel for the journey and establish locations of refuelling facilities before commencement of the journey.

## 2.7 Signs of break-in

When arriving at the Site/Program, if there are any signs of break-in or access to the site by unauthorised person(s), the Lone/Isolated Worker must not enter the site. They must return to their car and contact Emergency Services, followed by the Monitoring Supervisor.

## 2.8 Guidance on specific types of lone working

### 2.8.1 Lone working within an office

Staff and Volunteers working alone within an office during office hours must:

- Ensure you are near a telephone to call for help if needed.
- Ensure keys are secured and not accessible to visitors or the public.
- If you become anxious regarding your safety, call Emergency Services for help.
- Report any incident to the relevant Site/Program Manager as soon as practical after the event. Staff and Volunteers working alone within an office outside office hours, as a matter of routine, must:
  - Ensure all windows and doors are secured to prevent unauthorised access so the working environment is as safe as possible.
  - On leaving the office, ensure all windows are closed, doors locked and the site is secured.
  - If an incident occurs, follow the procedure as set out above.

### 2.8.2 Two staff model (under 18 staff)

On occasion, facilities managed by the Y operate with a two-person (**staff or volunteer**) model that involves only two staff being on site at a given time; one under 18 and one over 18. Where this model is required as part of operational requirements, additional safeguarding measures must be enacted to ensure the safety and wellbeing of staff under 18.

The following processes must be implemented:

- Written approval for the Site/Program to operate under the 2 Staff Model by the relevant General Manager (or equivalent). Approval may be granted via email and must include specific details.
- Guardian/Parent approval for staff under 18 using the Under 18 Approval Letter – 2 Staff Model template.
- Orientation of staff to the 2 Person Model (under 18) including relevant organisational policies/procedures and non-appropriate behaviour, using the Orientation Checklist – 2 Person Model Under 18 working with Over 18 templates (in addition to standard induction).
- The 2 Staff Model (under 18) Employee Check-in must be completed with under 18 staff each fortnight whilst being rostered and working under the model.

***In accordance with the YG 104-G Child Safety and Wellbeing Policy there is no single staff model for service delivery in children's program.***

## 3. Training

Only Staff and Volunteers deemed competent for the tasks required may work alone, in a 2 Staff Model (under 18) arrangement, or in isolation. Staff and Volunteers must receive training specific to their job, including hazards, required communication processes and emergency response. All training must be documented, including tasks which cannot be performed while working alone or in isolation. In addition to emergency

response training, lone and isolated workers must be trained in basic first aid and have access to First Aid resources.

#### 4. Application to contractors

Where Contractors are working alone or in isolation (as defined in this procedure), it is the Contractor's responsibility to ensure a working alone procedure and register is established to allow adequate management of personnel. This procedure must be reviewed and accepted by the relevant YMCA Site/Program Manager prior to approval. Where a Contractor does not have an acceptable working alone system in place, they may adopt the YMCA procedure.

The YMCA seeks the co-operation, commitment and support of all employees in achieving and maintaining a safe working environment.

#### 5. DEFINITIONS

Term	Definition
Working Alone	A person is alone at work when they are on their own, cannot be heard or seen by another person, do not have radio or telephone contact with other people, or they cannot expect a visit from another worker or employer for some time (1 hour or more).
Isolated Worker	A person(s) required to work in remote areas or a detached situation.
Remote	A place that is a long way from the infrastructure required in an emergency.

#### 6. SCOPE

This policy applies to all employees, volunteers and contractors of YMCA Geelong Inc. and subsidiaries and the Geelong and District YMCA Youth Services.

#### 7. ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Executive and Senior Leaders (CEO, SLT)	Ensure YMCA has a clear procedure regarding isolated and lone workers; actively endorse and promote procedures and processes relating to effective risk and hazard management.
Managers,	Ensure thorough understanding of risk across the business and that sites/programs under their control have required procedures and preparedness in place; ensure lone/isolated work is only undertaken by suitably qualified and competent persons; provide suitable resourcing to enable effective risk management.
Site/Program Directors/Co-ordinators	Ensure workplace inspections are performed regularly as required by the level of risk; ensure appropriate arrangements for Staff/Volunteers/Contractors working alone (e.g., first aid, communication); consult with Staff/Volunteers/Contractors; ensure risk assessments and adequate controls are implemented prior to approval; provide appropriate instruction for Staff/Volunteers working alone or in isolation.
Staff and Volunteers	Abide by the Isolated and Lone Worker procedure at all times; consult with relevant Site/Program Managers to develop appropriate measures to control risk; not place themselves at risk when working alone.

## 8. MONITORING, EVALUATION AND REVIEW

Adherence to this procedure will be monitored through YMCA Safety Management System procedures including:

- Compliance and Audit Program.
- Review of this procedure every 3 years in accordance with YMCA Document Control Procedure and Master Records Register.
- Internal review assessment

## 9. SUPPORTING DOCUMENTS

- Risk Assessment, SWP and SWMS documents and templates.
- Lone Worker Check-In Sheet.
- 2 Staff Model – Under 18 Staff Check-In.

## 10. Approval and Review

Approved by:	SLT
Meeting number and date:	
Effective date:	12/07/2016
Review date:	28/1/2026
Policy Owner:	CEO
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Amendment history:	

Version	Date	Author	Change Description
V1	12.07.2016	Christine Mawson	Procedure Development
V2	15/07/2020	Shona Eland	Review
V3	28/01/2026	Shona Eland	Updated template with Appendix Working Alone or in Isolation Cheat Sheet, and WORKING ALONE OR IN ISOLATION CHECKLIST

## Appendix

### Working Alone or in Isolation Cheat Sheet

#### Definitions:

<b>Work alone:</b>	Working in any location where no other persons are present who may provide aid in an emergency, including working one-on-one with clients with disabilities in private residences or community access locations.  E.g.: there may be potential for a worker to be injured by a client with aggressive behaviours, or other incident, and a high likelihood that aid may not be provided in a timely manner.
<b>Work in isolation:</b>	working in a discrete location where no other persons are present in the immediate vicinity (ie: cannot be seen or heard by another person should they need help).
<b>Remote work:</b>	working in rural and semi-rural locations where access to emergency services and communications may be problematic.

#### The Basic Steps required to protect workers working alone or in isolation will be:

1. Develop appropriate policies/procedures
2. **Agree the 'scope of service'** (this will require details of what/when/where/who/how, and then costings for staff/transport/etc before agreeing to any working alone or in isolation activity).  
Refer 'Scenarios' for examples
3. **Conduct an INITIAL site visit and do a risk assessment** of agreed activities/venues/client profile, and identify any relevant risk control strategies - refer to checklist attached. Ensure risk controls implemented.
4. In consultation with affected workers, and based on the risk assessment - **establish effective safety (especially emergency) communication and management protocols** for staff working alone or in isolation to ensure, 'so far as is reasonably practicable', the safety of staff, clients and others.  
Where relevant establish Safe Work Procedures or Safe Work Instructions.  
Develop system for worker location to be identified centrally. Develop system for identifying issues prior to attending location e.g. road closures, adverse weather events, client visitors or issues.  
Refer to Scenarios for examples of hazards that MAY be present.
5. Ensure ongoing site inspections and hazard reporting systems.
6. Ensure system for equipment maintenance in place.
7. **Provide relevant safety and communications equipment** eg: first aid kit, emergency supplies (remote workers) mobile phone/2-way radio, panic alarm devices, Residual Current Devices (RCDs) emergency kits including drinking water, food bars, blanket, torch, GPS etc.  
NOTE: effective communications systems should take into consideration the capacity of the worker to call for help if injured or if rendered unable to initiate such contact.
8. **Discuss and practice safety** communication protocols and other identified risk control strategies.
9. **Periodic supervision/observation** to see that strategies are being implemented.  
NOTE: if steps 6 and 7 are not done PCBU cannot demonstrate that it has discharged responsibility under section 19(3)(f) of the Work Health and Safety Act 2011 which requires:  
*the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking,*
10. **Supervisors** need to be able to recognise workers who are or are capable of becoming 'self-reliant'

- Provide training/mentoring in diverse working settings
  - Encourage self-reliance and risk mitigation actions in remote/isolated settings
  - Encourage mindset of “If in doubt – get out.”
  - Consider workers with medical conditions eg: Epilepsy, diabetes, asthma
11. **Workers need to be self-reliant** in potentially or rapidly changing situations when working alone or in isolation. Workers also need to review any documented risk assessments and risk control strategies to ensure they remain current. They may need to be competent in:
- Hazard recognition & risk assessment
  - Decision making for risk mitigation including “If in doubt - get out”
12. **Develop Templates** for hazard identification  
 Problem – thinking outside the ‘box’ MUST be encouraged by such templates

## Scenarios 1

Following are some work setting examples with suggestions of types of hazards that may be present in each type. These should not be considered as complete lists rather as thought prompts to help you to think through the Initial meeting/Site visit when conducting a risk assessment:

### Work Settings

<b>SOME Possible Settings (note these may be combined for any one client)</b>	<b>SOME Things to consider</b>
<p><b>Rural Residence</b> – significant distance from neighbours, restricted communication, time to provide or obtain emergency support. Hazards such as bulk quantities of chemicals and fuels, farm equipment, livestock, guns and knives, bush fire, flood.</p>	<ul style="list-style-type: none"> <li>● <b>Transport</b> <ul style="list-style-type: none"> <li>○ Own/company vehicle</li> <li>○ Transporting client</li> <li>○ Parking (including: consider emergency exit from premise)</li> </ul> </li> <li>● <b>Communication methods,</b> <ul style="list-style-type: none"> <li>○ Telephone – mobile/landline, two way radio, satellite phone,</li> <li>○ Mobile phone network coverage</li> <li>○ Availability and access to landlines</li> <li>○ Capacity for staff to make/return ‘check-in’ and/or emergency calls.</li> </ul> </li> <li>● <b>Emergency management</b> eg: breakdown/MVA, medical emergency, aggression &amp; violence.                             <ul style="list-style-type: none"> <li>○ Capacity of staff to make emergency calls</li> <li>○ Remote location emergencies. <i>NOTE: PCBU should not simply rely on emergency services (ES) response; but should at least determine probable response times by ES.</i></li> </ul> </li> <li>● <b>Supervision access</b> <ul style="list-style-type: none"> <li>○ Worker able to make contact for advice</li> <li>○ Supervisor able to view worker on-the job</li> <li>○ Out of hours contact</li> </ul> </li> <li>● <b>Site/Venue risks-</b> including individuals ability to identify risks on the run and manage change eg large noisy group at planned venue – ability of staff member to ascertain the situation and change scheduled activity if required</li> <li>● <b>Activity risks</b></li> <li>● <b>Client profile risks</b> eg: behaviour, ambulation, health issues, toileting</li> <li>● <b>Staff</b></li> </ul>
<p><b>Remote suburban/semi-rural Residence</b> – some distance from neighbours, possible restricted communication, and time to provide or obtain emergency support</p>	
<p><b>Urban/residential Residence</b> – proximity and availability of third party contact for assistance – willingness of others to assist in emergency, time to provide or obtain emergency support</p>	
<p><b>Within the Client Home</b> – housekeeping, electrical hazards, pets, nature of services/programs to be provided (see step 1), geographical hazards and presence of other parties.</p>	
<p><b>Community Access – Public places</b> eg parks, shopping centres</p> <ul style="list-style-type: none"> <li>● Undertake site risk assessments – this may be done prior to</li> </ul>	

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<b>SOME Possible Settings (note these may be combined for any one client)</b>	<b>SOME Things to consider</b>
<p>taking a client or may be done on first arrival with the client.</p> <p><b>Community Access – third party venues</b> – eg clubs, swimming, sailing,</p> <ul style="list-style-type: none"> <li>Consider site risk assessments but do not rely on these to assess for disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Competent to provide the range of services as per the scope (see step 1)</li> <li>Capable of working alone or in isolation with minimal supervision or peer support</li> <li>Compliant with safety and other organisation standards</li> <li>Periodic consultation with affected staff to identify any unforeseen or unidentified hazards, condition or situations (consider psycho-social hazards arising from working alone or in isolation, with minimal supervision).</li> <li>Conduct of competency assessments</li> <li>Fitness and health of staff member working in isolation – eg medical condition- such as epilepsy, prone to having a heart attack , physically incapable of proving first aid if required</li> <li>Fraud and theft – working unsupervised in someone’s home</li> <li><b>External Environmental Risks</b> <ul style="list-style-type: none"> <li>Fire / floods</li> </ul> </li> <li><b>Security Risks</b> <ul style="list-style-type: none"> <li>Armed holdups</li> </ul> </li> </ul>
<p><b>Office or warehouse/workshop based</b> – working after all other workers have left for the day eg after 6.00pm</p> <ul style="list-style-type: none"> <li>Risk assess duration of overtime</li> <li>Consider fatigue</li> <li>Any pre-existing medical conditions of the worker</li> </ul>	<p><b>Operation of fixed and mobile plant</b></p> <ul style="list-style-type: none"> <li>Risks associated with operating particularly high risk equipment such as forklifts and stock pickers.</li> </ul>
<p><b>Working from Own Home</b></p> <ul style="list-style-type: none"> <li>Risk assess work area</li> <li>Consider fatigue</li> <li>Consider work load/hours</li> <li>Any pre-existing medical conditions of the worker</li> </ul>	<p>Communication and supervision access, Buddy System                      Emergency Planning                      Fire / Flood / Earthquake etc                      First Aid Access</p>

## Scenarios 2

Following are some examples of things to consider that are broader than direct service provision:

Issue/Risk	Possible Controls
Emergency or other unexpected/unplanned situation without assistance	<p>Recruit and train staff members – to be calm under pressure, ability to assess situation and change track as required. Staff trained in 1<sup>st</sup> aid, behaviour management, emergency response</p> <p>Procedures and processes to follow:</p> <ul style="list-style-type: none"> <li>○ On call support</li> <li>○ Mobile phone /telephone coverage</li> <li>○ Safety inspections and implementation of controls to reduce risks</li> <li>○ Individual client risk profiles and management plans</li> <li>○ Hazard and incident reports and followup</li> <li>○ Handover to new staff of potential risks</li> <li>○ Pre-placement medical – pre existing medical conditions</li> </ul>
Working alone with client(s) for extended period (i.e. over months years) – potential for psycho-social injuries arising from worker feeling isolated.	<p>One on one meetings with supervisor</p> <p>Team meetings</p> <p>News letters</p> <p>Incident debrief</p> <p>Training of supervisors to manage, mentor and support staff they don't see on a day to day basis</p>
Client care and safety	<p>Sound recruitment practices</p> <p>Staff training and induction</p> <p>Staff management (as above) including performance management process to follow if trust of staff member is lost</p> <p>Complaints process for clients/families</p> <p>Investigation process</p>

Issue/Risk	Possible Controls
Staff working or visiting a site not managed by the organisation – some risk issues may not be simple to control and may need to be incorporated into contracts/agreements	Site safety inspection What is acceptable/unacceptable risk Can equipment or work practices reduce risk? Who pays for controls

### Examples of hazards in 6 categories –

*Note this is not an exhaustive list but is provided to prompt thought and consultation.*

Physiological	Mechanical/ Electrical	Chemical	Environmental	Biological	Psychological
<ul style="list-style-type: none"> <li>• Noise,</li> <li>• Vibration,</li> <li>• Lighting</li> <li>• Sun exposure</li> <li>• Dust</li> </ul>	<ul style="list-style-type: none"> <li>• Machines,</li> <li>• Appliances,</li> <li>• Power sources,</li> <li>• Vehicles,</li> </ul>	<ul style="list-style-type: none"> <li>• Washing detergents,</li> <li>• Fuels/oils,</li> <li>• Furniture polish,</li> <li>• Cleaning solvents, bleach</li> </ul>	<ul style="list-style-type: none"> <li>• Natural hazards                             <ul style="list-style-type: none"> <li>○ Flood/fire</li> <li>○ Water courses</li> <li>○ Land subsidence</li> </ul> </li> <li>• Weather conditions                             <ul style="list-style-type: none"> <li>○ Temperature</li> <li>○ UV</li> <li>○ Wind/dust</li> <li>○ Rain</li> <li>○ Fog</li> <li>○ Frost</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Snakes,</li> <li>• Spiders,</li> <li>• Insects,</li> <li>• bacteria/virus/fungus,</li> <li>• Pets eg: dogs, cats,</li> <li>• Birds eg:                             <ul style="list-style-type: none"> <li>○ magpies - physical attack</li> <li>○ parrots/poultry– avian flu, psittacosis</li> </ul> </li> <li>• Livestock</li> <li>• Client behaviours</li> </ul>	<ul style="list-style-type: none"> <li>• Extended periods working alone</li> <li>• Lack of peer or supervisor support</li> <li>• Critical incident trauma</li> <li>• Timing of shifts/services</li> </ul>

## WORKING ALONE OR IN ISOLATION CHECKLIST

**PLEASE NOTE THAT SOME SECTIONS BELOW WILL OVERLAP**

Risk Areas								Risks Present	Risk Control Strategies
<b>1: Scope of Service</b>									
<b>Type of Service/Work:</b> (Circle :) <ul style="list-style-type: none"> <li>• In-home life skills – cooking</li> <li>• Community access – shopping</li> <li>• Physical development – gym</li> <li>• In-home personal care</li> <li>• Warehouse/workshop duties</li> <li>• Other - specify</li> </ul>									
<b>Frequency of service</b> - Eg: 5 days/week – list days								Eg: fatigue	
<b>Time(s) of service</b> (list start and finish times)								Eg: darkness, access to supervisor support, fatigue, staff personal care	e.g. ensure adequate opportunity for toilet and rest breaks
<b>Day</b>	<b>Sun</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>	<b>Sat</b>		
<b>Start:</b>									
<b>Finish:</b>									
<b>Client Needs</b> (list separately eg:									



Risk Areas	Risks Present	Risk Control Strategies
Personal care (toileting, feeding, hygiene,)	eg: Transfers – manual handling Peg feed, hygiene	
Health/medical (eg: Epilepsy)	eg: Epileptic seizure	
Behaviours	eg: Absconding, aggression, physical violence	
Mobility,	eg: assistance with ambulation/ walker/ wheelchair transfers– manual handling	
Transport – list types to be used eg: Motor vehicle Train Bus Walking	eg: client access - mobility/ walker/ wheelchair	
<b>2: Location(s) of Services/Types of Activities</b> (list separately) <ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	eg: Consider: <ul style="list-style-type: none"> <li>• Remote/Isolated/Alone</li> <li>• Transport/parking</li> <li>• access/egress</li> <li>• emergency support</li> <li>• Vehicle breakdown/accident</li> <li>• Biological agents (wildlife, pets, etc)</li> </ul>	eg: <ul style="list-style-type: none"> <li>• Identify/provide suitable staff transport/vehicle</li> <li>• Identify/provide suitable client transport</li> <li>• Identify and establish parking locations and protocols</li> <li>• Provide emergency equipment/rations pack for remote locations</li> </ul>
Consider Emergency Response – are there smoke detectors, fire appliances, evacuation plans, etc		
Consider how worker will access: client home, client not responding on arrival, activity venues, parking, security,		



Risk Areas	Risks Present	Risk Control Strategies
Consider whether the work is suitable to perform alone or in isolation, i.e. can it be done safely away from the normal workplace? Does the worker require special equipment?		
Consider workstations and ergonomics, lighting, ventilation		
<b>3: Emergency Management: List types of emergencies likely</b>	Nil/limited communication with: <ul style="list-style-type: none"> <li>• emergency services</li> <li>• Supervisor/manager</li> </ul>	Identify and provide appropriate equipment types and processes
<b>Fire</b>		
<b>Motor Vehicle Accident/Breakdown</b>		
<b>Accident/Health Emergency</b>		
<b>Aggression/Violence by client</b>		
<b>Aggression/Violence by third party</b> (eg: family/neighbour/stranger)		
<b>Armed Holdup</b>		



Risk Areas	Risks Present	Risk Control Strategies
<b>4. Communication</b>		
What forms of communication does the person have access to?		
Is voice communication essential for the safety of the person?		
Will the emergency communication system work properly in all situations?		
If communication systems are vehicle-based, what arrangements are there to cover the person when he or she is away from the vehicle?		
<b>5. Safe working environment</b>		
Is there a risk of attack from animals?		
Assess whether the environment itself is safe: <ul style="list-style-type: none"> <li>• Is there sufficient lighting?</li> <li>• Is there a smoke detector?</li> <li>• Are there clear exits?</li> <li>• Does the employee have easy access to a fire extinguisher and first aid kit?</li> <li>• Does the employee have access to infection control and manual handling equipment?</li> </ul>		



Risk Areas	Risks Present	Risk Control Strategies
Ensure that the employee has the information and training necessary to do the work safely, i.e. with regard to the equipment they will be using.		
<b>6. Staff Skill &amp; Competencies Required</b>	Eg: Unable to meet client needs safely	Eg: Provide adequate training and supervision
Consider worker competency to access the service venues (eg: Driver's licence, 4-wheel drive expertise for remote rural locations)		
Consider knowledge and skill required to cope with the various types of emergencies listed above, including use of communication equipment in emergency		
Consider the person's ethnic, cultural or religious background that may increase risk if he or she works alone? For example long periods of fasting which may affect physical ability.		
Consider knowledge and skill required in the specific programs/venues – what information and training is necessary to do the work safely, eg: with regard to the client needs and equipment to be used.		
Consider language and literacy issues		
Consider worker physical and psychological constraints such as strength, stature, flexibility, fitness, phobias, ability to cope with unexpected or stressful situation, with regard to venues, activities and client needs		



Risk Areas	Risks Present	Risk Control Strategies
Consider worker health constraints		
Consider worker capability and competence to make sound judgements in non-standard, potentially stressful conditions		
Has the person been trained to work alone and where applicable in remote locations, e.g. first aid, vehicle breakdowns, communication systems?		
<b>7. Supervision</b>		
Consider how supervisor should observe/mentor/coach worker in provision of services		
Consider how worker may need to access advice and support from supervisor		
Consider how worker might fail to follow agreed or established work/emergency/communication protocols		

These are examples of the types of questions you may ask when you are assessing risk for a person who works alone. The questions are included here as a guide only and there may be others that you need to ask for your situation.