WHS DOCUMENTS & TEMPLATES

DOC-LWH-TPL · Lone Worker and Home Visit Procedure

Product Overview

For: Australian businesses whose workers work alone or visit homes: community, disability and aged care, health, real estate, trades, inspectors, sales and service workers

Version 1.0 · 15 November 2026

A procedure for workers who work alone or visit clients' homes: assess before the work, keep in contact, leave when it is unsafe, and escalate quickly when a worker does not check in, with a home visit risk assessment and a check-in log.

The procedure covers who it applies to, assessing lone work and each home before the first visit, the ways of keeping in contact (check-in and check-out, phones, alarms, satellite devices and a code word), what workers do before, during and after each visit, a timed escalation when a worker does not check in, driving and travel, and who does what.

The Home Visit Risk Assessment (Word and PDF) asks about the people, the place and the work, then sets the controls and a clear decision. The Check-in Log (Word and PDF) records where each worker is, their expected finish and their check-out, with the escalation steps on the page.

Written once for Australia, to the model WHS laws, in plain terms that also work in Victoria. The guide's state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

What is included

Item	File
Lone worker and home visit procedure: assessing the risk, contact systems, every visit, escalation, driving and roles	02_TEMPLATE/Lone Worker and Home Visit Procedure.docx and .pdf
Home visit risk assessment: the people, the place, the work, controls and a decision	02_TEMPLATE/Home Visit Risk Assessment.docx and .pdf
Check-in log: each lone worker's location, expected finish and check-out, with the escalation steps	02_TEMPLATE/Check-in Log.docx and .pdf
How to Use This Template: how to complete and adapt it, the law in brief, state and territory notes, records and every placeholder	01_START_HERE/How to Use This Template.pdf
Read Me First, Product Overview, Permitted Use Terms and Version Information	01_START_HERE/ (PDF)

Who it is for

- Services that send workers into clients' homes
- Businesses with workers alone in buildings, after hours, on the road or in remote places
- Supervisors and coordinators who keep track of lone workers

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Lone Worker and Home Visit Procedure · Buy the full editable version:
training.oranaskillscentre.com/documents/lone-worker-and-home-visit-procedure

How to Use This Template

How to complete, adapt and keep the lone worker and home visit procedure

1 What this template is for

A worker who is alone cannot rely on a co-worker to see that something has gone wrong, or to raise the alarm. The risk is not only the work: it is how long it would take for help to arrive. This procedure makes sure someone always knows where each lone worker is and when they are due back, and acts quickly when they do not check in.

2 How to use it

Step	What to do
1	List who works alone, when and where, and the home visits your service makes.
2	Assess each kind of lone work, and each home before the first visit (Home Visit Risk Assessment), with the workers who do it.
3	Choose the contact system for each kind of work, and name the check-in contact for every shift, including after hours.
4	Set the escalation times in section 5 from the risk, and fill in the other placeholders, including the code word.
5	Train every lone worker and every check-in contact in the procedure, and test the phones, alarms and escalation.
6	Use the Check-in Log on every shift, and check it at the end of each shift.
7	Review the procedure and the assessments after any missed check-in, incident or concern, and at least every year.

3 Who does what

Who	What they do
Manager	Sets the procedure up, provides the devices and vehicles, and sets the escalation times
Check-in contact	Watches the log, follows up late check-outs, and escalates without delay
Workers	Check in and out, follow the procedure on every visit, and leave when unsafe
HSRs	Say how lone work is really done, and whether the controls work

4 The law, in brief

The WHS laws require a business to manage the risks to workers who work remotely or in isolation, including providing a system of work that includes effective communication with the worker. A business must also manage the risks of violence and aggression and of the workplaces its workers go to, including clients' homes, so far as is reasonably practicable. Workers must be consulted.

If a lone worker is seriously injured, it may be a notifiable incident. In Western Australia, an injury or illness in a remote location that needs urgent transfer for treatment is also notifiable.

This template is written once for Australia, to the model WHS laws that the Commonwealth, New South Wales, Queensland, Western Australia, South Australia, Tasmania, the ACT and the Northern Territory have adopted, each with its own variations. Victoria has its own Occupational Health and Safety (OHS) laws. The template uses plain terms that work in every jurisdiction; the state and territory notes below show where the law differs.

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Lone Worker and Home Visit Procedure · Buy the full editable version:
training.oranaskillscentre.com/documents/lone-worker-and-home-visit-procedure

YOUR LOGO
Right-click > Change Picture

[Company name]

WHS DOCUMENTS & TEMPLATES · DOC-LWH-TPL

Lone Worker and Home Visit Procedure

Working alone, after hours or away from others, and visiting clients' homes: planning, check-ins, and what happens when a worker cannot be reached

1 Purpose and scope

Working alone turns a minor incident into a serious one, because help is not close by. This procedure sets out how **[Company name]** plans lone work and home visits, keeps in contact with the worker, and gets help to them quickly. It applies to everyone who works for us, including employees, contractors, students and volunteers, whenever they work where they cannot be seen or heard by a co-worker: alone in a building or after hours, travelling or driving, in the community, in remote places, and in clients' homes.

2 Assess before the work

- Each kind of lone work, and each client's home before the first visit, is assessed with the workers who do it. The Home Visit Risk Assessment is used for home visits
- The assessment looks at the work, the person, the place and the travel: what could go wrong, how fast, and how long help would take to arrive
- Lone work does not go ahead where the risk is high. Instead, two workers go, the work is done somewhere else or another way, or it waits
- The assessment is reviewed after any incident or concern, when the client's circumstances change, and at least every **[Review frequency]**

3 Ways of keeping in contact

System	How it works here
Check-in and check-out	The worker tells **[Check-in contact]** where they are going, who they are seeing and when they expect to finish, and checks out when they leave. Each visit is entered in the check-in log
Mobile phone	Charged, with credit and signal checked. Emergency numbers saved. Where there is no coverage, another system is used
Personal alarm or app	A duress button, fall or no-movement alarm, or monitored app, where the risk calls for it. Tested before each shift
Satellite phone or beacon	For remote areas with no mobile coverage
Code word	A word the worker can use on a call to say they need help without the client knowing: **[Code word]**

4 On every visit or lone shift

Step	What to do
1	Before you go: read the client's risk information, check your phone or alarm works, and check in with your expected finish time.
2	On arrival: look before you go in. If anything feels wrong (an unexpected person, an aggressive animal, signs of alcohol or drugs, a threat), do not go in. Leave and call **[Check-in contact]**.
3	During the visit: park so you can drive away, keep your keys and phone on you, know the way out, and do not let anyone block it. Ask for dogs to be secured.

© 2026 Orana Skills Centre. All rights reserved.

SAMPLE · Lone Worker and Home Visit Procedure · Buy the full editable version:
training.oranaskillscentre.com/documents/lone-worker-and-home-visit-procedure

WHS DOCUMENTS & TEMPLATES · DOC-LWH-TPL

Lone Worker and Home Visit Procedure

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. A procedure for workers who work alone or visit clients' homes: assess before the work, keep in contact, leave when it is unsafe, and escalate quickly when a worker does not check in, with a home visit risk assessment and a check-in log.

What the full product contains

- **Lone worker and home visit procedure: assessing the risk, contact systems, every visit, escalation, driving and roles**
  02_TEMPLATE/Lone Worker and Home Visit Procedure.docx and .pdf
- **Home visit risk assessment: the people, the place, the work, controls and a decision**
  02_TEMPLATE/Home Visit Risk Assessment.docx and .pdf
- **Check-in log: each lone worker's location, expected finish and check-out, with the escalation steps**
  02_TEMPLATE/Check-in Log.docx and .pdf
- **How to Use This Template: how to complete and adapt it, the law in brief, state and territory notes, records and every placeholder**
  01_START_HERE/How to Use This Template.pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

Get the full editable documents

https://training.oranaskillscentre.com/documents/lone-worker-and-home-visit-procedure

Instant download after purchase. · Orana Skills Centre · 1800 231 173 · bookings@oranaskillscentre.com

© 2026 Orana Skills Centre. All rights reserved. · v1.0