

# How do I use engagement risks in the BNL?

## What is the value of having engagement risks in the BNL?

When designing the By Name List, feedback from frontline workers highlighted the value of adding an 'engagement risks' section to flag potential risks to help new workers engage safely with a person they may be unfamiliar with – Meeting the person for the first time but they are known to other workers.

## Why are the engagement risks in a drop-down section only, rather than free text?

The engagement risks section was intentionally designed without free text to avoid creating unintentional bias prior to meeting with a person experiencing homelessness for the first time. This section was designed to flag potential engagement risks only, not to provide details about a particular risk or event. Services need to use professional judgement and follow their own organisational policies and procedures when considering risk mitigation and worker safety.

## How and when should engagement risks be reviewed?

Engagement risks can be reviewed and updated (if required) following a professional engagement with a person. An engagement risk can change over time and requires ongoing assessment. For Example, a person may pose a safety risk due to threats or violence associated with unmanaged alcohol use, yet the same risk may not be present when the alcohol use is effectively managed. This is where professional judgement is required to maintain the balance between worker safety and ensuring that people are not refused services, when a service can be provided if risk can be managed. For Example, implementing a two-person visit. If a risk is reviewed and is deemed to no longer be present, it can be updated to blank in the BNL.

## What should I do if I would like to know more about an engagement risk that has been flagged in the BNL?

If you are starting to work with someone who has an engagement risk flagged in the BNL, you can find the person who added the risk by searching risks in the audit history. You can then contact that person or service to find out more about the risk.

# Attachment 1: How do I add engagement risks in the BNL? (Step by step guide)

## Step 1: Find the person in the BNL

The screenshot shows a dashboard with a dark blue header containing a search bar. Below the header is a navigation menu on the left with options: Home, Recent, Pinned, By-Name List, and Home. The main content area displays a welcome message "Welcome back, Damian" and three cards: "Lead Worker" with a "0", "Support Network" with a "0", and "Update(s) Required" with a "0". A red arrow points to the search bar in the header.

## Step 2: Access the person's details record

The screenshot shows a person's details record for "Elsworth Rockingham - Saved". The record includes fields for First Name (Elsworth), Last Name (Rockingham), Date of Birth (6/02/1964), and BNL Status (Active). A red arrow points to a red button labeled "Access Elsworth's Record".

## Step 3: The engagement risks section is on the person's summary page as seen below.

← Save + New Share

**Elsworth Rockingham** - Unsaved Client Detail

Active BNL Status Elsworth Rockingham Related Client Profile Crisis Accommodation Housing Status

Summary Housing Support Surveys History

**Basic Information**

Alias: Rabbit Suburb: ---

First Name: \* Elsworth Zero Project: Sydney Zero

Last Name: Rockingham Phone: 0433 999999

Date of Birth: \* 6/02/1964 Email: rabbit@gmail.com

Age: 60

Gender: Male

Engagement Tips: ---

Engagement Risks: ---

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**Step 4: When you hover over the engagement risks section, text will appear saying “search or select option” and a drop-down arrow will appear.**

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Active BNL Status Elsworth Rockingham Related Client Profile Crisis Accommodation Housing Status

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First Name: \* Elsworth Zero Project: Sydney Zero

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Engagement Tips: ---

Engagement Risks: select or search optio

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**Step 5: When you click on the drop-down arrow, a drop-down menu will appear.**

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**Elsworth Rockingham** - Unsaved Active BNL Status | Elsworth Rockingham Related Client Profile | Crisis Accommodation Housing Status

Client Detail

Summary Housing Support Surveys History

**Basic Information**

Alias: Rabbit Suburb: ---

First Name: \* Elsworth Zero Project: Sydney Zero

Last Name: Rockingham Phone: 0433 999999

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Select or search option

Select all 4 items

Two-person visit

Careful assessment before approach

Call lead worker before engaging

There are four risk options to choose from. These options are:

1. Two-person visit
2. Careful assessment before approach
3. Call lead worker before engagement
4. Do not engage

There is also an option to select all four risk options if appropriate.

**Step 6: Once you select a risk option, you will need to save this change, as seen in the circled section below.**

← Save + New Share

**Elsworth Rockingham** - Saved Active BNL Status | Elsworth Rockingham Related Client Profile | Crisis Accommodation Housing Status

Client Detail

Summary Housing Support Surveys History

**Basic Information**

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First Name: \* Elsworth Zero Project: Sydney Zero

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