



Health and Safety Manual

TABLE OF CONTENTS

Health And Safety Policy Statement	5
Injury Management And Return To Work Policy Statement	6
Health And Safety Consultation Statement	7
Introduction	8
Health And Safety Responsibilities	9
Incident And Injury Reporting	12
Injury Management And Return To Work	15
Consultation	17
Health And Safety Issue Resolution	21
Risk Management	23
Health And Safety Information, Training And Instruction	28
First Aid	30
Working Environment	34
Emergency Procedures	37
Smoke Free In The Workplace	42
Drugs And Alcohol	44
Mental Health	48
Workplace Violence And Aggression	54
Fatigue Management	60
Hazardous Manual Handling	63
Personal Protective Equipment	66
Electrical Safety	68
Inspection Testing And Maintenance	71
Plant And Equipment	72
Office Safety	76
Working From Home	79
Infection Control In The Workplace	81
Biological Hazards	90
Health And Hygiene For Food Handlers	93
Safe Knife Work	95
Remote Or Isolated Work	97
Home Visits	100

Managing Events And Functions	103
Contractor Management	106
Motor Vehicles	109
Hazardous Substances And Dangerous Goods	113
Sharps - Safe Use, Handling And Disposal	119
Excursions - Managing Persons With A Disability	121
Behavioural Management	125
Sun Safety	128
Heat Stress	130

Health and Safety Policy Statement

The Organisation and its officers recognise that the health and safety of all employees and other persons is of the utmost importance and vital to its success. As such we have a primary duty of care to ensure the health and safety of all persons at the workplace. We aim to continuously improve health and safety in the workplace through effective management systems, consultation and increased health and safety awareness of management and employees.

Through the participative and cooperative efforts of management and employees, we are committed to:

- providing a safe environment for all employees and other persons to our workplace
- providing and maintaining buildings, facilities, equipment and plant in safe working condition
- supporting the ongoing training and assessment of employees
- developing, implementing and monitoring safe work practices, including the safe use, handling, storage or transport of plant and substances
- continuously improving the standards of workplace health and safety
- managing risks in the workplace
- providing information, training, instruction and supervision sufficient for employees to understand how to undertake their work safely and without risks to others at the workplace.

The focus of the Organisation's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the Organisation.

Name: Sam Bajwa

on behalf of: Heartland Support Services

Policy Date: 18.08.2025

Review Date: 18.08.2027

Injury Management and Return to Work Policy Statement

The Organisation is committed to the prevention of illness and injury to its workers by providing a healthy and safe working environment. The purpose of this policy is to support our injury management and return to work program which provides a framework for a coordinated and integrated approach to workplace injury and illness. The Organisation recognises that management and workers have a social and economic interest in the promotion of a safe return to work for its workers.

Across all of the Organisation's operations, we develop, implement and maintain effective Workplace Injury Management procedures that are compliant with our legislative requirements. This is achieved by:

- ensuring that the Organisation develops and implements a return to work program in consultation with workers
- ensuring that contact is made with the injured worker as soon as practicable after the injury
- ensuring that returning to work as soon as possible is the normal expectation, with an injury management plan created where required
- ensuring that participation in a return to work program does not disadvantage workers in any way
- providing access to accredited rehabilitation providers, where required, to ensure the provision of quality rehabilitation services. A worker may however choose their own rehabilitation provider
- consulting with workers and their representatives regarding the rehabilitation program
- cooperating with any onsite reporting and rehabilitation requirements
- appointing a workplace based return to work coordinator or recovery at work coordinator, where required.

Name: Sam Bajwa

on behalf of: Heartland Support Services

Policy Date: 18.08.2025

Review Date: 18.08.2027

Health and Safety Consultation Statement

The Organisation is committed to protecting the health and safety of all its workers, as injury and illness is needless, costly and preventable.

The Organisation will consult with workers regarding the implementation of practices and systems that will ensure the health and safety of workers. Worker involvement at all levels is essential for ensuring a healthy and safe workplace.

As agreed with workers, the Organisation's health and safety consultation arrangements fall into the generic category of 'Agreed Arrangements'.

The primary medium for consultation is direct dialogue between management and workers. Consultation at this level is fundamental to the successful management of health and safety risks.

Consultation on health and safety issues must be meaningful and effective and will allow each worker to contribute to decisions that may affect their health and safety at work.

The consultation policy will be supported by an issues resolution procedure to ensure that all workers are given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions for the Organisation.

The Organisation will support any requests made from a worker and/or workers, who carry out work for the Organisation, to facilitate the election for one or more health and safety representatives or a health and safety committee. The request will be further supported by the determination of an appropriate work group or work groups through negotiation and agreement with workers who would be members of a proposed work group.

The consultation arrangements at the Organisation will be monitored and reviewed as the need arises to ensure they continue to be meaningful, effective and meet the needs of the Organisation and its workers.

Name: Sam Bajwa

on behalf of: Heartland Support Services

Policy Date: 18.08.2025

Review Date: 18.08.2027

Introduction

Published: 18.08.2025



Health and safety in the workplace

Heartland Support Services (the Organisation) will do everything reasonably practicable to ensure that workers can undertake their work in a healthy and safe manner. We all play a crucial role in achieving a workplace that is free of injury and illness. The Organisation will work towards achieving this goal by providing workers with the necessary resources.

Purpose of the Health and Safety Manual

The purpose of this Health and Safety Manual is to establish the minimum standards and guidelines that are reasonably practicable for the sector and the business to help manage the hazards and risks in the workplace.

These standards will provide greater consistency, certainty and clarity across the Organisation to make it easier to understand health and safety duties and responsibilities and maximise compliance with health and safety laws. It is up to the Organisation to ensure that these laws are met, and the work is carried out as safely as is reasonably practicable.

The Health and Safety Manual is supported by a Health and Safety Handbook and a number of forms to further assist in managing health and safety in the workplace.

Health and Safety Responsibilities

Introduction

Every person in the workplace, whether an owner, employer, supervisor, contractor or worker has a role to play in ensuring the workplace is safe and free of risks.

The Organisation's health and safety system is designed to ensure the health and safety of every person at work. However, its success is dependent upon every person understanding and implementing their general duties and their overall responsibilities.

The aim of the Organisation is to ensure a positive health and safety culture where health and safety is valued as a way that we do business.

Organisation responsibilities

The Organisation has a duty to ensure, so far as is reasonably practicable, that the health and safety at work of all its employees.

We are responsible for:

- providing and maintaining its workplaces and the working environment in a healthy and safe condition and providing safe systems of work
- identifying all reasonably foreseeable hazards in the workplace, which may include undertaking inspections, audits, monitoring, measuring or applicable testing and/or examinations
- eliminating the risks related to an identified hazard in the workplace, or controlling the risk to as low as is reasonably practicable using the hierarchy of control measures
- monitoring, maintaining and reviewing all risk control measures and revising as necessary
- ensuring that the safe use, handling, storage or transport of plant and substances
- providing sufficient information (in such other languages as appropriate), training, instruction or supervision necessary to maintain a healthy and safe workplace and to allow employees to undertake the work safely and without risk to themselves or others at work
- providing, supporting and promoting effective consultation with employees in a manner agreed to by the employees, regarding health and safety matters
- providing and maintaining adequate facilities for the welfare of employees
- monitoring the workplace and the health and safety of employees to assist in preventing injury and illness
- maintain information and records relating to the health and safety of employees of the Organisation.

Officer responsibilities

Officers of the Organisation must exercise reasonable care to ensure that the Organisation meets its health and safety duties. This includes:

- ensuring that the employees and other persons are protected against harm
- ensuring that the Organisation has suitable safe work systems in place.
- Officers of the Organisation must take reasonable steps to ensure that:
 - their knowledge of health and safety is current, and they are aware of the health and safety hazards and risks associated with the workplace
 - the Organisation has sufficient resources to manage the health and safety risks
 - the health and safety resources are made available and being used
 - the Organisation has an appropriate reporting process for the reporting of incidents, hazards, risks and other health and safety issues at the workplace
- all resources and processes are implemented and regularly reviewed.

Manager/supervisor responsibilities

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health
- implementing safe systems of work by ensuring that safe products and systems are used
- maintaining the workplace, plant and substances
- implementing the required and appropriate information, training, instruction or supervision of employees
- ensuring that employees do not undertake any work in which they have not received the appropriate training or instruction or do not have the appropriate skills or experience to undertake the work safely and without risk to themselves or others at work
- ensuring that employees do not undertake any work in which they do not have the required qualifications or authorisations to do so
- identifying and controlling hazards in the workplace
- ensuring that the agreed health and safety consultation mechanisms are adhered to
- ensuring that all relevant health and safety laws are complied with
- using the resources provided for health and safety
- ensuring that workplace rules, procedures, systems of work and health and safety controls are maintained and regularly reviewed
- ensuring that all relevant health and safety inspections or audits are undertaken as scheduled and that all findings and recommendations are suitably actioned
- promoting health and safety in the workplace
- maintaining consultative mechanisms.

Employee responsibilities

Employees are responsible for:

- not undertaking any work required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to themselves or others at work
- taking reasonable care for the health and safety of themselves and others who may be affected by their actions or omissions in the workplace
- cooperating with management to ensure that all health and safety obligations are complied with
- cooperating with any reasonable health and safety policy, procedure or instruction given by the Organisation that has been notified to the employees
- not intentionally or recklessly interfering with or misuse anything provided at the workplace that could cause harm
- ensuring that all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (PPE)
- reporting any incidents or injuries sustained while working and seeking appropriate first aid when required
- advising management as soon as practicable of any symptoms that may lead to adverse health issues arising from work activities, or of any health issue or condition that may be adversely affected by work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- not using any plant or equipment that has not been deemed safe to use
- rectifying minor health and safety issues where authorised and safe to do so
- cooperating with any health and safety initiative, review or inspection
- actively participating in the development and review of procedures designed to eliminate or minimise work related risks

- actively participating in any return to work or recovery at work program
- ensuring that any plant or equipment that may be issued to them or used by them has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring that they are not under the influence of alcohol, drugs or medication of any kind, where doing so could adversely affect their ability to perform their duties safely or efficiently or be in breach of the Organisation's workplace policies
- ensuring that they present to the workplace fit for duty and do not undertake any task or work activity for which they are not fit to do or where their health, safety or welfare may be compromised by undertaking such a task or activity.

Incident and Injury Reporting

Introduction

Whilst the Organisation aims to prevent any incident or injury from occurring in the workplace, the reporting of incidents, injuries and near hits or misses is essential for the identification of hazards in the workplace and in the overall success of our risk management strategies.

In addition, dependent upon the nature of an incident or injury, there may also be a legal obligation to report this WorkSafe and other statutory agencies.

This policy is designed to ensure the Organisation meets its responsibilities under health and safety legislation. Nothing in the policy, either stated or implied, is intended to compromise or mitigate our responsibilities to meet requirements under other legislative frameworks, such as public health requirements.

Organisation responsibilities

Where an incident is reported to be serious or dangerous enough to require notification to the health and safety regulator, the Organisation is committed to ensuring that WorkSafe is notified as soon as it is made aware of the incident. In addition to making the scene of an incident safe and attending to any injured parties, the Organisation will ensure that the scene remains undisturbed until released by WorkSafe or advised accordingly.

Where an employee sustains a work-related injury or illness, the Organisation's emergency procedures will be initiated to ensure the most efficient and effective treatment is provided, including engaging with emergency services where required. The provision of effective first aid or medical treatment of an injured employee will remain the Organisation's highest priority.

The Organisation will provide and maintain a record of all incidents classified as notifiable for a period of not less than five years from the date of notification and a workplace register of injuries to ensure that the details of any workplace injury or illness are recorded.

Reporting requirements

All incidents resulting in or with the potential for injury or property damage will be reported.

Internal reporting procedures

Minor injuries which require no treatment, or basic first aid treatment only, will be recorded on the **Register of Injuries**.

An incident, injury, illness or near miss that requires (or has the potential to require) medical treatment will be reported on the **Hazard and Incident Report Form** or electronically on **BrightSafe**. This will be done as soon as possible following the event by the affected employee (or delegate).

Incidents and injuries that are reported to management will be promptly reviewed by appropriate management. Management will discuss the incident with relevant employees and decide on any suitable outcome using the risk management process to eliminate or reduce the probability of reoccurrence.

External reporting requirements

Where the incident is reported as a notifiable incident, the Organisation will notify WorkSafe as soon as possible after becoming aware of the incident. The Organisation will secure and not disturb or interfere with the incident area until formally released by WorkSafe with the exception of making the area safe and attending to any injured person as permissible under health and safety legislation.

Where required by WorkSafe, notice in writing shall be provided within 48 hours of the requirement being made.

Incidents that result in any of the following must be reported to WorkSafe:

- the death of a person
- a person requiring medical treatment within 48 hours of exposure to a substance
- a person requiring immediate treatment as an in-patient in a hospital
- a person requiring immediate medical treatment for:
 - the amputation of any part of their body
 - a serious head injury
 - a serious eye injury
 - the separation of skin from an underlying tissue (such as degloving or scalping)
 - electric shock
 - a spinal injury
 - the loss of a bodily function
 - serious lacerations
- any other injury to a person or other consequences prescribed by the regulations.

For the purpose of this policy, notification requirements to WorkSafe also applies to an incident constituted by the illness of a person, being an illness prescribed by the regulations.

In addition, incidents of the below type must be reported to WorkSafe where, in relation to a workplace, they expose a person to a serious risk to their health and safety emanating from an immediate or imminent exposure to

- an uncontrolled escape, spillage or leakage of a substance, including dangerous goods within the meaning of the Dangerous Goods Act 1985
- an implosion, explosion or fire
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant (including plant in relation to a mine) that is prescribed by the regulations or the design of which must be registered in accordance with the regulations
- the collapse or partial collapse of a building or structure
- the collapse or failure of an excavation or mine, or of any shoring supporting an excavation or mine
- the inrush of water, mud or gas in workings in a mine, underground excavation or tunnel
- the interruption of the main system of ventilation in a mine, underground excavation or tunnel
- any other event or circumstances prescribed by the regulations.

In addition, the Organisation will notify its workers' compensation insurer within the statutory timeframes of the State/Territory of any injury or illness that has the potential to result in a claim.

In addition to WorkSafe and to obtain appropriate medical treatment for the injured person, the following will be contacted wherever the incident has led to a significant injury or has resulted in a fatality:

- directors or other management as soon as possible following the event and not more than 24 hours after the event

- return to work coordinator and workers' compensation claims officer
- workers' compensation insurer
- the Police, where there has been a fatality
- trauma debriefing service
- group insurance manager (if a contractor or member of the public is injured or private property damage is sustained)
- next of kin (either the employee's manager or supervisor will communicate this information).

Where an employee sustains a work-related injury or illness and subsequently passes away at a later date, WorkSafe will be notified immediately.

Worker responsibilities

Where any workplace incident, injury or illness or near miss occurs, management must be notified as soon as possible, and a **Hazard and Incident Report Form** must be completed or electronically on **BrightSafe**. This should be completed by the injured person, where possible or by their immediate supervisor or manager.

Details of any workplace injury or illness that requires first aid treatment must be recorded on the **Register of Injuries**. This form should be completed and authorised by the first aid attendant.

Should an employee sustain a workplace injury or illness, they are required to:

- undergo any first aid and/or medical treatment deemed necessary
- cooperate as far as possible with any incident reporting requirements and/or incident processes
- seek ongoing medical treatment as required and ensure that management are made aware of such treatment for the purpose of maintaining appropriate records
- ensure that a fitness to work and/or a capacity to work certificate is provided to management before returning to work.

Injury Management and Return to Work

Introduction

The Organisation is committed to the return to work of workers suffering a workplace related injury or illness.

As part of this commitment, it will:

- prevent workplace injury and illness by providing a safe and healthy working environment
- participate in the development of an injury management plan where required and ensure that injury management commences as soon as possible after a worker is injured
- support injured workers and ensure that early return to work is a normal expectation
- provide suitable duties for injured workers as soon as possible
- ensure that injured workers (and anyone representing them) are aware of their rights and responsibilities and the responsibility to provide accurate information about the injury and its cause
- consult with workers and, where applicable, unions to ensure that the return to work program operates as smoothly as possible
- maintain the confidentiality of records relating to injured workers
- not dismiss a worker as a result of a work related injury for the period defined under the State/Territory's workers' compensation legislation.

Procedures

To support the above, the Organisation has established the below procedures:

Notification of injuries

All injuries must be notified to management as soon as practicable.

All minor injuries will be recorded on the **Register of Injuries**.

All injuries requiring medical treatment must be notified to management as soon as practicable using the **Hazard and Incident Report Form** or electronically on **BrightSafe**.

The Organisation's workers' compensation insurer will be notified of any injuries that may require compensation within the statutory timeframes of the State/Territory.

Recovery

All injured workers will receive appropriate first aid or medical treatment as soon as possible.

Injured workers will be permitted to nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning return to work.

Return to work

A suitable person will be arranged to explain the return to work process to injured workers.

The injured worker will be offered the assistance of an accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties or cannot do so without changes to the workplace or work practices.

Suitable duties

An individual return to work plan will be developed when injured workers are, according to medical advice, capable of returning to work.

Injured workers will be provided with suitable duties that are consistent with medical advice and are meaningful, productive and appropriate to the worker's physical and psychological condition.

Depending on the individual circumstances of injured workers, suitable duties may be at the same workplace or a different workplace, the same job with modified duties or a different job and may involve modified hours of work.

Non-work-related injury

Where the Organisation can accommodate a worker with a non-work-related injury, it will make every endeavour to do so. A return to work plan will be developed, in consultation with the worker and their treating practitioner, when modified duties can be provided.

Dispute resolution

If disagreements about the return to work program or suitable duties arise, the Organisation will work with injured workers and their representatives to try to resolve the issue.

If all parties are unable to resolve the dispute, the Organisation will seek to involve the workers' compensation insurer, an accredited rehabilitation provider, the treating doctor or an injury management consultant.

Consultation

Introduction

Worker engagement and participation is a legal requirement and an essential part of managing health and safety in the workplace. It is most effective when it includes communication, active participation and cooperation between everyone at work to help ensure that workplace hazards and risks are identified, assessed and controlled.

Strong worker engagement, participation and representation leads to healthier and safer work. They are also good for business performance and productivity as they help inform better decisions.

The arrangements for worker engagement and participation will facilitate drawing upon everyone's knowledge and understanding of the workplace and the work involved to achieve positive health and safety outcomes. This may include representation of workers by representatives being involved in the process as required or requested, or less formal means, such as team meetings or toolbox talks.

Organisation responsibilities

The Organisation will ensure that appropriate worker engagement is undertaken when:

- identifying hazards and assessing risks arising from the work carried out or to be carried out
- making decisions about how to eliminate or minimise identified hazards and risks
- making decisions about the adequacy of facilities for the welfare of workers
- changes are proposed that may affect the health and safety of workers, and
- there are proposed changes to key health and safety policies and procedures, including those relating to consultation, issue resolution, the monitoring of the health of workers, conditions in the workplace, and the provision of information and training for workers.

To ensure that the Organisation has meaningful engagement processes in place, worker engagement will be undertaken in a way which:

- ensures that relevant information about matters are shared with workers in a timely manner
- gives workers a reasonable opportunity to raise and express their views on health and safety issues, and
- gives workers an opportunity to contribute to any health and safety decision-making processes which are undertaken by the Organisation.

Consultation procedures

The following consultation procedures have been agreed to with workers as the most effective and efficient means of consultation regarding health and safety matters and issues.

Staff/Team meetings

The Organisation recognises the involvement of workers as essential in identifying potential hazards that can be eliminated, or minimised, before injuries occur. To facilitate this, the Organisation will make health and safety an agenda item at regular staff meetings.

Staff meetings will be used to:

- notify and remind workers of health and safety policies and procedures
- provide a forum for workers to have their say about health and safety issues
- provide relevant information and training

- maintain awareness of health and safety.

Where required, specific health and safety issues will be raised, incidents reviewed, procedures developed and communicated, and health and safety alerts discussed.

Meetings will be used to induct workers into new or amended health and safety procedures and 'sign off' their understanding of the controls provided for the specific work in which they will be involved.

If a worker is absent from a meeting, the worker will be provided with any relevant information and training upon their return to work.

Team toolbox meetings and communication

To assist in the identification and control of hazards, the Organisation will conduct toolbox meetings at regular intervals and on an 'as needed' basis.

Toolbox meetings will be conducted to help supervisors manage safety, to provide a forum for workers to have their say about safety issues and to help ensure safety awareness is maintained. Where required, specific safety issues will be raised, accidents reviewed, safety procedures developed and presented for evaluation and familiarisation, and safety alerts discussed.

Toolbox meetings will also be used to induct workers into and 'sign off' their understanding of the controls provided in safety procedures for the specific work which they will be involved.

All toolbox meetings will be recorded on the **Toolbox Talk form** and signed off by participants. Where corrective actions are identified, these will be followed up and signed off by the nominated person.

Health and safety representatives

The Business will ensure that a health and safety representative (HSR) is elected if an election or HSR is requested by a worker. An election will be held within 2 months of any request being received.

The worker(s) who is successful in the election process will be given the resources, support and training required for that worker to fulfil their duties as an HSR. Where the HSR raises any concerns or identifies any health and safety issues, the Business will proactively consult with the HSR in order to resolve the issue at hand.

Health and safety committee

If an HSR, or five or more workers, request that the Organisation implements a health and safety committee, the Organisation will consider whether a committee should be established. When making the decision as to whether a committee will be established the Organisation will consider whether or not it is currently meeting its consultation obligations. If current obligations are already being met the decision may be made to decline the request for a health and safety committee.

Regardless of the decision which is made around whether a request is approved or declined, the Organisation will ensure that a response is given to the HSR or workers within a reasonable period of time, but no later than 2 months after the request is received.

Noticeboards

A health and safety noticeboard will be positioned in a conspicuous place in the workplace.

The noticeboard will display the following:

- the Organisation's **Health and Safety Policy**
- copies of the Organisation's **Hazard and Incident Report Form**
- a list of designated first aid personnel and their contact details
- a list of emergency wardens

In addition, minutes of the most recent health and safety meeting minutes should be displayed on the noticeboard. Where a noticeboard is not practical, an online communication system will be employed.

Online Communications

The Organisation will ensure that its online communication system has the capacity and capability to include all workers and allows them the opportunity to identify and report potential hazards, raise any Health and Safety concerns and report any Health and Safety incidents. Where required, specific health and safety issues will be raised, incidents and accident reviewed, procedure developed and communicated, and health and safety alerts discussed.

The system will be fully supported by regular notifications that will also be used to:

- notify and remind workers of health and safety policies and procedures;
- provide a forum for workers to have their say about health and safety issues; and
- maintain awareness of health and safety; and
- reinforce health and safety matters.

Cessation of unsafe work

The Organisation recognises the workplace rights of workers and powers and functions of HSR and is committed to ensuring that workers are not victimised for exercising their rights under health and safety laws.

Where a worker has a reasonable concern about a serious risk to their health or safety from an immediate or imminent exposure to a workplace hazard, the worker has a right to cease or refuse to carry out work that would expose them to that hazard.

In addition, a HSR who has undertaken the prescribed training may direct a worker in their work group to cease work:

- if the consultation process or attempts to resolve the issue with the Organisation were unsuccessful or
- where it was not reasonable to consult before giving the direction to cease work because the risk was so serious (eg an immediate or imminent risk to life or limb).

The Organisation must be advised whenever decisions are made to cease work and consultation must take place between all relevant parties in accordance with the Organisation's **Health and Safety Issue Resolution policy**.

The Organisation acknowledges the rights of all parties to request the health and safety regulator to intervene and resolve any outstanding issues.

The Organisation is committed to ensuring that they maintain the continuity of work for workers, which may include redirecting workers to suitable alternative work at their current workplace or at another location until they can resume normal duties.

Worker Responsibilities

Workers have a duty to actively participate in consultation forums to help ensure ongoing improvement in the management of health and safety at the workplace.

Such participation will include:

- ensuring that they are aware of the agreed consultation arrangements in place at work
- actively participating in the reviews of the Organisation's consultation arrangements
- actively participating in reviews and the development of safe procedures
- raising any health and safety issues
- actively participating in the reviews of incidents
- signing off attendance at consultation forums
- ensuring that minutes or records of consultation are maintained and remain available for all other workers.

Health and Safety Issue Resolution

Introduction

The Organisation acknowledges that health and safety issues may arise from time to time anywhere within the Organisation. However, it is the Organisation's objective to resolve the issue at the source or where the original issue is raised.

Where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issue resolution process will ensure that the matter is resolved in a fair and equitable manner.

When a health and safety issue arise, the parties must make reasonable efforts to achieve an effective, timely and final resolution of the issue.

Any party to the issue may inform the other party of the issue as it may relate to:

- work carried out at the workplace and/or
- the conduct of the Organisation.

When informing any other party of an issue, there must be a defined issue to resolve, and the nature and scope of the issue must be identified. All parties involved in the issue must make reasonable efforts to come to an effective, timely and final solution of the matter.

In resolving the issue, either party to the issue may be represented by a nominated person, such as a representative from an industrial union or an employee association who may enter the workplace, if necessary to attend discussions designed to resolve the issue.

This policy is supported by the Organisation's **Consultation policy**, its consultation statement and procedures confirming that the Organisation is committed to consulting with workers to help protect their health and safety.

Organisation responsibilities

The Organisation will consult with workers regarding the development of a defined procedure to resolve health and safety issues at the workplace and will ensure that:

- all workers have sufficient knowledge and understanding of the issue resolution procedures
- all issues raised are addressed in a timely and effective manner.

Where issues are raised by other parties within the Organisation that have not been resolved at the local level, the Organisation will agree to meet or communicate with all parties to the issue in a genuine attempt to resolve the issue, taking into account:

- the overall risk to workers or other parties to the issue
- the number and location of workers and other parties affected by the issue
- the measures or controls required to resolve the risk
- the person responsible for implementing the resolution measures or controls.

The Organisation will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and understanding of the issue resolution process and has the appropriate level of seniority in the decision-making process.

Supervisor/manager responsibilities

When presented with a health and safety issue, the supervisor/manager will consult with the affected individual and/or other workers. Where an issue cannot be resolved at the localised level, the matter will be escalated to the next level of management.

Worker responsibilities

Workers are encouraged to resolve minor health and safety issues at the source of the issue, where they are authorised, and it is safe to do so.

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor/manager of the area concerned. Every endeavour should be made to resolve health and safety matters at the departmental level before referring them to the next level within the Organisation.

Issue resolution outcomes

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded to allow the Organisation to identify potential future risks and endeavour to prevent a recurrence.

Where the issue is resolved and any party to the issue requests, details of the issue and the resolution will be set out in a written agreement.

Where a written agreement is prepared:

- all parties to the issue must be satisfied that it accurately reflects the resolution and
- the agreement will be provided to all people involved with the issue and/or their representative if requested.

Where an issue remains unresolved following all reasonable efforts being made to resolve it, following genuine consultation and communication within a reasonable time, any party to the issue can request the health and safety regulator to appoint an inspector to assist in resolving the issue. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue and the inspector's decision will be taken as a resolution to the issue.

Risk Management

Introduction

Risk management is the key process in ensuring a safe and healthy workplace. In health and safety terms, risk management is the process of identifying situations which have the potential to cause harm to people or property. Once hazards in the workplace have been identified and the risks assessed, priorities can be set to determine what action is to be taken to eliminate or control the risk of injury and illness to workers.

The Organisation has a duty to undertake risk management activities to ensure the health and safety of its workers, visitors and others in the workplace. The Organisation will ensure, so far as is reasonably practicable, that the workplace is free from hazards that could cause injury or illness to workers or damage to plant and equipment.

The control of a risk takes a variety of forms depending on the nature of the hazard and must be based on the hierarchy of control measures emphasising the elimination of the hazard at its source.

As an underpinning principle of safe systems of work, all policies, procedures and supporting documents developed and implemented by the Organisation will be implemented and reviewed in accordance with this policy.

Organisation responsibilities

The Organisation will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury or illness records
- assess the risk related to the hazard in terms of its potential to do harm (i.e. likelihood and consequence)
- identify and implement control measures to eliminate or minimise/reduce the risks
- monitor, maintain, review and as necessary revise the effectiveness of the control measures.

Where necessary, the Organisation will implement a safe work procedure to ensure the risk of the hazard causing harm is controlled.

The risk management process

The risk management process consists of four well-defined steps.

Step 1: *Identifying* - Identifying the problem that could cause harm, this is known as hazard identification.

Step 2: *Assessing* - Determining how serious a problem it is, based on the likelihood of an incident occurring and the consequence and potential severity, this is known as risk assessment.

Step 3: *Controlling* - Deciding what needs to be done to solve the problem, this is known as risk elimination or control.

Step 4: *Monitoring and reviewing* - This involves reviewing the actions taken to determine the effectiveness of the implemented control measures.

Hazard identification

Hazard identification aims to determine what hazards exist (or could foreseeably exist), so that control measures can be implemented to address the hazard before it causes any harm.

Hazard identification activities will include:

- conducting workplace inspections to identify hazards
- regularly observing work area and discussions with workers
- identifying and assessing hazards on an ongoing basis
- assessing products and services prior to purchasing to identify potential risks
- undertaking incident and injury investigations and reviewing past incident and accidents data
- talking to workers performing the task to find out what they consider as safety issues
- reviewing any information already available, for example safety data sheets, manufacturer's specifications and instructions and safe work procedure to see what hazards have already been identified and how these are controlled
- thinking creatively about what could happen if something went wrong.

Identified hazards will be recorded on a **Hazard and Incident Report Form** or electronically on **BrightSafe**, which will be used in conjunction with the monitoring and review of identified hazards and implemented controls.

Risk assessment

Once a hazard has been identified and recorded, the Organisation, in consultation with workers, will conduct a risk assessment using the **Risk Assessment Form** or on **BrightSafe** to determine how likely it is that someone may be harmed by the hazard and how serious the injury or illness could be.

The risk assessment will provide the Organisation knowledge to make informed decisions about controlling risks in the workplace. In doing so, the Organisation will consider:

- the effectiveness of existing control measures in controlling all types of harm
- how work is actually undertaken
- situations that may occur infrequently or would be considered abnormal
- any harm that may be caused during maintenance and cleaning
- any harm that may be caused during breakdowns of plant or equipment or failures of health and safety control measures.

To estimate the severity or degree of harm that could result from each hazard the Organisation will consider all factors that may impact upon the severity of the injury or illness, such as:

- the type of harm that may be caused
- the factors that may influence the severity of harm that occurs
- the number of persons exposed to the hazard or activities undertaken by the Organisation that may cause harm
- potential emergency situations that may occur.

If a hazard is obvious and the risk of injury or illness is high, action will be taken immediately to control the risk, even if only as an interim measure. Where a control is implemented as an interim measure, a thorough risk assessment will be conducted to decide on more permanent control measures.

When assessing the risk of injury or illness the following information regarding the hazard will be reviewed where relevant:

- any hazard information supplied with a product or substance, such as safety data sheets

- workers experience with similar hazards or from incident/injury data
- guidance materials available from government health and safety bodies/regulators in relation to particular hazards, processes or work tasks
- industry codes of practice
- relevant Australian Standards
- the working environment, including the layout and condition of the premises and equipment and the materials used in the workplace
- the capability, skill, experience and age of people ordinarily undertaking the work
- the training, supervision and work procedures being used
- any reasonably foreseeable changes in the working conditions and environment.

Once the above information has been considered, an initial risk ranking can be applied to the hazard and recorded to enable the Organisation to set priorities for control measures. The likelihood that a hazard will cause harm and the potential consequence or severity of the harm will influence decisions about the control measures required.

As such, the risk ranking matrix will be used to help provide a priority list for control actions.

The Organisation will rate the likelihood of a hazard causing harm as one of the following:

- almost certain – expected to occur in most circumstances
- likely – has occurred before and will probably occur in most circumstances
- possible – might occur occasionally and could happen
- unlikely – could possibly happen at some time
- rare – is practically impossible but may happen in exceptional circumstances.

The Organisation will rate the seriousness/consequence of the injury or illness that the hazard can cause as one of the following:

- severe – extensive damage to property or fatality
- major – major damage to property or hospitalisation with potential to result in permanent impairment
- moderate – moderate damage to property or multiple injuries and person unable to resume normal duties in the short-medium term
- minor – minor damage to property or first aid treatment or precautionary medical attention only and person likely to immediately resume normal duties
- marginal – no injury or minor first aid treatment only or consequences that can be dealt with by routine operations.

In consultation with the relevant workers, the Organisation will confirm the risk rating and the control measures to be implemented and actions will be recorded using the **Risk Assessment Form** or on **BrightSafe**.

Hazard elimination or risk control

Once the hazards in the workplace have been identified and assessed, priorities will be set determining what action is to be taken to eliminate or control the hazard. Control of risk takes a variety of forms depending on the nature of the hazard and will be based on the hierarchy of control measures emphasising the elimination of the hazard at its source, or if this is not reasonably practicable, then minimising or reducing the risks to the worker or other. The hierarchy of control measures will be applied when determining control measures for each identified hazard in the workplace.

Where a hazard is identified, the Organisation will use the below hierarchy to determine the most effective and appropriate control measure:

- **Level 1** controls provide the highest level of health and safety protection and are the most reliable in preventing harm. They involve eliminating the hazard from the workplace, for example, removing trip hazards on the floor
- **Level 2** controls provide a medium level of health and safety protection and will only be used if a Level 1 control is not reasonably practicable. Level 2 controls may involve:

- substituting (either wholly or partly) the hazard from the workplace with something that presents a lesser risk. For example, substituting a non-toxic, organic cleaner for a toxic cleaner
- isolating the hazard so that no person is exposed to it. For example, blocking access to an area of the workplace deemed hazardous
- implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, using a mechanical device to move heavy loads instead of handling it manually
- **Level 3** controls provide the lowest level of health and safety protection and will only be used if a Level 1 or Level 2 control is not reasonably practicable. These controls will be used in conjunction with a Level 2 control to minimise or reduce the risk to an acceptable level. This may involve:
 - implementing administrative controls to reduce the exposure of workers to the remaining risk. For example, training everyone to work safely, writing a safe procedure, rotating the work or managing the time workers are exposed to the risk
 - providing PPE in conjunction with other Level 2 and Level 3 controls. For example, gloves when cleaning

Agreed control measures should not introduce any new hazards or risks to the workplace. The implemented controls are recorded on the **Risk Assessment Form** or electronically on **BrightSafe**. Periodic review of control measures must be undertaken to determine their effectiveness.

Any risks which have not been eliminated and/or still require a control measure, should be updated on a **Risk Register**, which will be used to assist in the monitoring and review process.

Management of the Organisation will ensure that controls are being appropriately and consistently applied throughout the workplace.

Monitor and review

The risk management process requires regular monitoring and review to ensure that the actions taken are effective and the control measures implemented are appropriate. The review may include reviewing related policies, procedures, risk assessments and control measures and will be undertaken whenever:

- the control measure is not effective in controlling the risk
- a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control, for example a new process or procedure
- a new hazard or risk is identified
- the results of consultation indicate that a review is necessary
- a review has been requested
- there is an incident in a related area of work.

Worker responsibilities

The overall success of our risk management program is very much dependent upon the active participation of workers who will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them.

These views will be valued and taken into consideration by those making decisions. To this end, in addition to their overall health and safety responsibilities, workers are responsible for:

- identifying any hazards that could present a risk to the health and safety of themselves, their colleagues or others and where it is safe to do so, immediately take steps to prevent the hazard from posing a health or safety risk
- reporting any hazards to management that they may identify
- actively participating in the risk management program, including workplace inspections, risk assessments and the development and review of controls and procedures designed to eliminate or minimise work related risks
- actively participating in the defined consultation and issue resolution forums to help to continuously improve our management and control of workplace risks.

Health and Safety Information, Training and Instruction

Introduction

The Organisation will provide the necessary health and safety information, training and instruction to ensure that work can be performed in a healthy and safe manner in the workplace.

Training will focus on the hazards and risks associated with the work, along with the control measures required to ensure the health and safety of the workers.

The Organisation will ensure that no worker will commence work where they may be exposed to a hazard or hazards without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

Organisation responsibilities

The Organisation's commitment to health and safety training is communicated through the **Health and Safety Policy**.

Health and safety training is conducted to ensure that:

- appropriate health and safety information, instruction, training and supervision is provided to all workers
- health and safety competencies for all workers are identified and reviewed and the appropriate training provided
- all workers possess any authority, licence, qualification or authorisation required to undertake the work required and keep them available for inspection when requested
- health and safety competencies of other persons, including contractors, labour hire workers, volunteers and visitors are assessed prior to engagement
- workers receive training in the health and safety requirements appropriate to their position and tasks (including retraining where necessary).

The training will be provided in a way that is easily understood by any worker or other person to whom it is provided. Records of training conducted will be retained by the Organisation.

Health and safety training provided

The Organisation will provide the following:

- health and safety inductions for all workers
- first aid training for nominated first aid attendants
- emergency evacuation training, including any appointed fire wardens
- training on health and safety obligations for officers
- risk management training for workers
- skill training for plant and equipment as well as substances.

A record of training will be kept using the **Skills Matrix and Training Register**, detailing when a worker was trained, and if required, when the skill expires and retraining is required. For example, cardiopulmonary resuscitation (**CPR**) refresher training is required every year and first aid training is required every three years.

Workers undertaking work on behalf of the Organisation at a site not under the control of the Organisation, will be required to comply with any and all site-specific training that may be required, including inductions and emergency response procedures.

Worker responsibilities

In relation to health and safety training conducted or endorsed by the Organisation, workers will:

- ensure that they have undertaken the appropriate health and safety instruction and training required to work in a safe manner, including their induction and emergency preparedness training
- not commence any construction work unless they hold a current and applicable construction induction training card and have also completed a site induction, as required
- ensure that they are aware of the risks related to construction work have been deemed competent to undertake work at hand in a safe manner through appropriate health and safety training
- participate in all ongoing training or competency assessments that are designed to ensure they gain or maintain competencies required to undertake work for the Organisation in a safe manner
- ensure the Organisation is provided with copies of licences, authorisations, approvals and/or qualifications required to undertake work for the Organisation
- ensure that they maintain and keep up to date any required licence, authorisation, approval and/or qualification required to undertake work for the Organisation and that they advise the Organisation if their status in relation to holding such licence, authorisation, approval and/or qualification changes.

First Aid

Introduction

First aid in the workplace is the initial health care of sick or injured persons at work. The Organisation is committed to ensuring that a first aid service is available and accessible to provide immediate and effective first aid to employees or others who have been injured or become ill at our workplace and/or work site.

The overall objective of the first aid service may reduce the severity of the injury or illness and the design of the service will be based upon a risk management approach.

The requirements related to first aid in Victoria are detailed in a compliance code made under their health and safety legislation. The Compliance Code: First Aid In The Workplace (**the Compliance Code**) provides practical guidance on how to provide adequate workplace facilities, in particular first aid facilities, for the welfare of employees.

This Compliance Code indicates that the Organisation may adopt either of the following approaches:

- a prescribed approach, which gives detailed guidance on the Organisation's responsibilities regarding the provision of first aid or
- a risk assessment approach, which allows the Organisation to tailor their management of first aid to suit their needs.

Taking into consideration the operations of the Organisation and the level of risk created by the work being undertaken, the Organisation will adopt the **prescribed approach** to our provision of first aid for the workplace.

First aid kits

The Organisation will ensure that the provision of appropriate number of first aid kits will be based upon the requirements for the specific workplace. Office-based staff who are not involved in construction work will be classified as low risk and the provision of first aid kits will be as follows:

- less than 10 employees – one basic first aid kit
- one first aid kit for 10 – 50 employees
- one additional first aid kit for every additional 50 employees up to 200
- one additional first aid kit for every 100 additional employees above 200

For remote and isolated locations or mobile workplaces, the Organisation will ensure that, where reasonably practicable, employees will have access to an appropriate first aid kit.

First aid kits provided will:

- be constructed of a material that will protect the contents from dust, moisture and contamination
- be clearly and legibly identifiable either with the words FIRST AID displayed on the outside or with a safety information sign complying with *AS/NZS 1319-1994: Safety Signs for the Occupational Environment*, which generally includes a white cross on a green background
- contain nothing except first aid equipment and resources in appropriate quantities
- be in an accessible location for employees when needed
- be audited on a regular basis and contents replenished as required
- be kept clean.

The first aid kit will include:

- an inventory of the first aid equipment and resources which the kit is required to contain

- a notebook and pen for the purposes of recording information regarding treatment and usage
- the name and telephone number of first aid officers, as well as emergency services telephone numbers and addresses (if applicable)
- cardiopulmonary resuscitation (**CPR**) flow chart
- a Register of Injuries form, or instructions on where to obtain the form.

Additional first aid equipment and facilities

The Organisation will consider the need for first aid facilities and additional first aid equipment dependent upon the potential risks on site.

First aid facilities and additional first aid equipment may include:

- a suitable eye treatment module wherever there is a risk of eye injuries resulting from hazards, such as chemicals, liquids, dust, flying particles, hot works or wherever the wearing of eye protection is recommended
- a suitable burns treatment module wherever there is a risk of a person sustaining a serious burn from hazards, such as chemicals, liquids or heat
- automated external defibrillators (AEDs), particularly if there is a risk of electrocution, if there would be a delay in emergency services arriving at the workplace, or where there are large numbers of members of the public near the site. AEDs should be located in an area clearly visible, accessible, not exposed to extreme temperatures and maintained according to the manufacturer's specifications
- an asthma-relieving inhaler and a spacer to treat asthma attacks and epinephrine auto-injector for the treatment of anaphylaxis or severe allergies.

The Organisation may also consider the provision of portable or fixed eye wash stations and/or portable or fixed drench shower facilities where a need is determined based upon the risks related to the site. Any emergency eye wash and shower facilities that are provided in the workplace will be used and maintained in accordance with *AS 4775–2007: Emergency Eyewash and Shower Equipment*.

Consideration will also be given to the provision of a first aid room dependent on the type of workplace (office versus construction sites) and the number of employees and other persons at the workplace or work site as well as Compliance Code requirements.

If provided, the first aid room will have specific items made available, such as a first aid kit which will be large enough for its purpose and will be well lit and well ventilated. It will also be easily accessible by injured people and have easy access to a toilet facility.

In relation to our construction sites, the Organisation will have arrangements in place to ensure the services of an appropriate medical centre or medical facility to provide emergency medical treatment to employees when and if required.

First aid personnel

A trained first officer will be appointed to be in charge of the first aid kit and will be readily available to render first aid when necessary.

A notice will be displayed in a prominent position near the first aid kit clearly showing:

- the name and telephone number (if applicable) of the appointed first aid officers
- the place where each first aid officer is normally located in the workplace.

The number of trained first aid officers for our office-based staff who do not undertake construction work will be as follows:

- one first aid officer for 10 – 50 employees
- two first aid officer for 51 – 100 employees
- one additional first aid officer for every additional 100 employees

For remote and isolated employees on site the Organisation will ensure the provision of at least one first aid officer to be available at any one time during operating times.

Register of injuries

The Organisation will provide and maintain a workplace **Register of Injuries**. Management will ensure the details of any workplace injury or illness are recorded on this register.

The register will:

- be kept in a readily accessible area of the workplace
- be made available for inspection when requested by an authorised inspector
- be maintained in accordance with the State's Health Records and other relevant legislation.

Incident response

The Organisation will take all steps necessary to provide emergency rescue and medical help to employees suffering a workplace related injury or illness.

Where an injury or illness requires immediate urgent attention, an ambulance will be called. When calling an ambulance, clear concise information will be relayed identifying the employee's location and severity of the injury or illness.

Where the injury or illness requires the employee to leave the workplace for medical treatment, management will accompany the affected employee to provide all appropriate assistance. Where management are unavailable, another employee will accompany the affected employee, especially if there are concerns about the employee's ability to travel.

Management will take any actions that will prevent or minimise the risk of further incidents, injury or property damage. For example, the incident site or equipment involved will be secured to render the site safe.

Infection control

First aid officers are at risk of coming into contact with blood or body substances or fluids that may transfer infections to the first aid officer or other people they treat. Therefore, the Organisation will ensure that there are preventative procedures in place, including the consideration of appropriate immunisation against vaccine-preventable diseases, to protect first aid officers and others from a risk of infection.

The Organisation will ensure that first aiders understand and implement developed preventative procedures to reduce the risk of disease transmission in the workplace. Additional infection control measures may be required in specific circumstances, such as during a pandemic.

In administering first aid in the workplace, such infection control procedures include:

- performing proper hand hygiene before and after administering first aid and after contact with respiratory secretions and infectious waste
- using appropriate PPE whenever exposure to blood or body substances or fluids is likely or where moist surfaces occur
- washing with soap and water any part of the body that comes in contact with blood or body substances or fluids immediately after exposure and flushing eyes and mouth with clean water
- cleaning up spilt blood or body substances or fluids and clean surfaces with disinfectant
- implementing safe disposal of sharps if using them during first aid and safely disposing of items that are soiled with blood or body substances or fluids
- thorough cleaning of all reusable first aid items as soon as practicable after use.

These control measures are designed to support the **Infection Control policy** contained within this Health and Safety Manual. Therefore, the Organisation may require additional controls to be implemented.

First aid information

The information and instruction relating to first aid will be part of employees' induction and any changes to first aid arrangements will be communicated to the employees, for example in the location of first aid equipment and/or facilities.

Working Environment

Introduction

The general work environment is broad and includes the physical structures, such as the floors and other surfaces, work layout and design, indoor air quality, lighting, general welfare facilities and the work health and safety processes and information or control systems.

Consideration of the general working environment is most effective at the initial design stage of a workplace but should nonetheless be considered and assessed in relation to the control of the associated risks.

A well-designed workplace can prevent work related deaths, injuries and illnesses and enhances health and wellbeing. It also aids in morale and productivity of the Organisation.

Identifying hazards of the work environment

Hazards within the work environment can be varied and may include mechanical, physical, chemical and electrical hazards as well as psychological hazards where psychosocial risks exist.

General risks found in a work environment may include:

- risks related to the overall working environment, such as the layout, lighting, floor and other surfaces as well as access and egress of the workplace
- overall air quality across the workplace, including smaller spaces, such as meeting rooms
- adequacy of lighting for the range tasks being undertaken
- exposure to extremes of heat or cold
- the need for supplementary lighting for cognitive tasks.

Hazards can be clearly identified through regular inspections, preferably using a checklist to ensure a consistent approach, reviewing health and safety records, such as incident reports, first aid treatments or previous workers' compensation claims.

Assessing risks associated with the work environment

The typical injuries or illnesses that may result from the working environment can usually be assessed by assessing the overall exposure to the hazard. That is, how long and how often a worker may be exposed to the hazard.

This can be achieved by:

- examining work rosters
- consulting with the workers
- observing the work and tasks being undertaken
- identifying the areas where workers may be exposed to a hazard.

Controlling risks associated with the work environment

Acknowledging that the general work environment can impact upon the overall health and safety of workers, the Organisation will, as far as reasonably practicable, ensure that the range of measures for controlling the risk will be in accordance with the hierarchy of control measures.

Elimination

Redesigning the workplace to remove the risks altogether is the most effective method of risk control. For example, the need to redesign the layout of the workplace to eliminate cramped working conditions.

Substitution

Materials, equipment or processes can be replaced with less hazardous ones. For example, incandescent or fluorescent lighting can be replaced with LED lighting that gives greater output and is more efficient.

Engineering

Engineering controls may involve the provision of mechanical aids, barriers, guarding, ventilation or insulation to prevent workers from being exposed to a hazard. For example, the ventilation system can be redesigned to give a better balance of air throughout the workplace.

Administrative

Administrative controls may involve establishing policies, procedures and work practices designed to reduce a worker's exposure to a risk of the hazard. It may also relate to the provision of specific training and supervisory practices.

Personal protective equipment

Protective equipment and/or protective clothing is considered the lowest form of risk control and should only be used whenever higher order controls have not completely eliminated the hazard and a residual risk remains. For example, protective equipment may be used or worn to perform the work or undertake a task, such as wearing gloves when using cleaning products.

Specific control measures should be designed to address the risk and suit the Organisation. In designing control measures to address the risks related to the working environment, the Organisation will, as far as is reasonably practicable, ensure that:

- workers are consulted about the adequacy and potential changes of facilities and monitoring conditions at the workplace, such as access, cleaning and maintenance of the facilities
- the overall work layout will be designed to allow safe access and egress, including in times of an emergency
- all workers have sufficient area and space to undertake their work in a safe manner
- the floors, working areas and work surfaces are designed, installed and maintained appropriately
- overall lighting levels are sufficient for the tasks being undertaken, including safe evacuation in an emergency
- indoor air quality is such that it is not considered a health and safety risk and there is sufficient ventilation for the nature, size and scope of the business
- suitable heating and cooling is provided to enable workers to work in a comfortable environment
- adequate seating is provided and maintained, taking into account:
 - the design of the seating with consideration to the nature of the work performed and the layout of the workstation

Heartland Support Services

- the construction, stability and comfortability of the seating and its suitable size and height for the worker
- if practicable, ensuring that the seating has a backrest or is otherwise designed to provide back support
- there is sufficient and adequate facilities available to workers, including toilets, drinking water, hand washing and eating facilities as well as secured personal storage
- all welfare facilities are suitable for the size, scope and nature of the business, in working order and are clean and accessible to workers
- any work being undertaken near or in the vicinity of essential services (such as gas, electricity or water) does not give rise to a health and safety risk at the workplace.

Emergency Procedures

Introduction

Emergencies may arise at any time. They can develop from a number of causes including fire, floods, chemical spills, machinery or mechanical failures, gas leaks, bomb threats, structural faults and civil disturbance. Any of these may threaten the safety of workers.

As such, the Organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers.

Nothing in this policy, either stated or implied is intended to conflict with local Government obligations in relation to emergency planning or any other specific requirements placed upon the Organisation by emergency services.

Emergency plans and procedures

The emergency plan will be documented to set out how the Organisation will respond to all identified emergency situations.

The emergency plan will include details such as:

- emergency situations that are applicable to the Organisation and its workers and others at the workplace
- command and control structures, including effective communication with all people at the workplace and to notify emergency service organisations at the earliest opportunity where necessary
- nearest medical facilities and first aid provisions
- emergency contact list
- description of adequate emergency equipment
- procedures for when the relevant emergency services may not respond or be able to deal with the emergency (if applicable)
- provision for testing of emergency procedures, including frequency of testing
- information training and instruction provisions.

Where an emergency does arise, the emergency personnel will be responsible for taking control of the situation and ensuring all workers are evacuated from the workplace in accordance with the workplace emergency procedures. Emergency evacuation exercises will be conducted at least annually to test emergency procedures.

All workers will be required to participate in the emergency evacuation exercises. The Organisation will provide the necessary information, instruction and training in relation to the emergency plan prior to participating in the exercises and refreshed on a regular basis. Any training and instruction provided to workers will be recorded in the **Skills Matrix and Training Register**.

The site will arrange for emergency services to participate in the tests where practicable. The exercises will be observed, and the outcomes reviewed, to determine the effectiveness of the procedures in place.

The emergency procedures will be communicated to all workers and visitors as part of the induction process. A copy of the emergency plan is available to emergency services and local councils on request.

The emergency procedure, or a summary of, will be readily accessible by workers or displayed in a prominent location within the workplace.

Medical emergency

In the event a medical emergency arises, and someone requires emergency medical attention, the following procedure will be adopted:

- the situation will be assessed to ensure personnel safety, and help will be summoned from others in the immediate vicinity, or a nominated first aid personnel.
- The affected worker will not be left unless it is unavoidable
- the alarm will be raised, and emergency services contacted. Clear instructions will be provided to emergency services on:
 - the location of the person and directions to the workplace
 - the details of casualty (type of injury, age and condition of the person)
 - the time of injury or illness.

Bomb threat

In the event a bomb threat is received, the following procedure will be adopted:

- the worker receiving the bomb threat by telephone should not hang up, but should stay on the phone and take notes of the conversation using the **Phone and Bomb Threat Checklist**
- the caller should be kept on the line for as long as possible, and asked to repeat the information provided and for additional information about the threat
- where possible, someone else should listen in to the call
- management, and any site security/management, should be contacted to evaluate whether an emergency evacuation is required.

If an evacuation is ordered in response to a bomb threat:

- evacuation procedures within the workplace will be initiated
- if possible, all workers should quickly check their work area for any unusual objects and mark these with a sheet of paper without touching the object
- all workers not involved in the evacuation of people within the workplace should leave the building as instructed
- the location of any unusual objects must be reported to the fire warden, security or attending emergency services.

Fire

In the event a worker discovers a fire, the following procedure will be adopted:

- the worker should assess the situation and the safety of anyone in the immediate vicinity
- the worker should immediately call for help or operate the nearest fire alarm and have someone advise the nominated emergency coordinator or fire warden
- where it is safe to do so, the worker should attempt to put out the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame
- if it is not safe to do so, the fire increases in size, or the extinguisher runs out, the worker should evacuate to the nearest evacuation assembly point.

In the event a fire alarm is sounded, the following procedure will be adopted:

- warden/management will contact emergency services
- evacuation procedures for people within the workplace will be initiated
- all workers not involved in evacuation of people within the workplace should leave the building or site immediately via the nearest emergency exit to the nearest evacuation assembly point
- any missing worker will be reported to a fire warden or emergency services.

Fire exits will be kept clear from obstruction at all times. Fire extinguishers will be located in conspicuous, readily accessible locations in the workplace. A clearance of 1,000mm must be maintained around each fire extinguisher. Signage that complies with *AS 2444-2001 Portable Fire Extinguishers and Fire Blankets* will be displayed. All workers must know their evacuation route and assembly point in case of a fire.

Workers should remain calm and should not run, panic or take belongings with them when evacuating. The building will not be re-entered until it has been cleared as safe to do so by the emergency coordinator or fire warden or emergency services.

Plant, equipment or structure failure

The failure of plant or equipment that may require an emergency response will generally result from poor maintenance of the plant, undetected defects within the plant or inappropriate use or operation of the plant. It can also include electrical faults which could result in electrical shocks.

In the event of a plant, equipment or structural failure that requires an emergency response, the following procedure will be adopted:

- if it is safe to do so assess the incident to ensure the safety of anyone in the immediate vicinity
- if plant or equipment is powered, ensure power is isolated to prevent inadvertent start up
- ensure first aid or medical assistance is rendered to any person injured as a result of the incident (if it is safe to do so, particularly when someone has received an electric shock)
- contact emergency services if necessary
- ensure management and emergency response team are notified
- ensure general emergency response procedure is commenced and followed if required
- where necessary workers will leave the area immediately via the nearest emergency exit to the nearest evacuation assembly point
- ensure area is isolated and barricaded off, if possible, to prevent further injury.

Chemical spill

Appropriate emergency/clean up equipment is to be made available and maintained prior to a chemical spill occurring.

Specific advice on how to manage a chemical spill is contained within the product's Safety Data Sheet (**SDS**). Workers must have access to and be familiar with each product's SDS so that appropriate health and safety control measures are implemented.

In the event of a minor chemical spill or leak, the following procedure will be adopted:

- the chemical will be cleaned up in accordance with the product's SDS, including the requirement to wear certain PPE
- if the spilt chemical is a flammable liquid, ensure that ignition sources are eliminated
- the spill or leak will be contained to prevent the chemical from spreading. This may be achieved with spill containment equipment or by placing a small leaking container into a larger container to contain the leak
- if required, isolate the area where the chemical has been spilt to control access
- clean the spill immediately
- dispose of waste in accordance with local regulations and do not mix substances in the general waste bin because they might react
- notify management and in certain situations, there may be a requirement to notify the health and safety regulator.

Remote or isolated work emergency

Where workers undertake work in a remote or isolated location and there is an emergency, the following procedure will be adopted:

- determine physical location by urban street reference, rural address number, geographical feature and/or GPS coordinates (where available)
- confirm location using GPS mapping software, and obtain/confirm location coordinates for emergency services (if possible)
- contact the appropriate emergency service or breakdown service to respond to the last known location of the worker
- establish who will be responsible to coordinate the recovery of workers and assets
- draft a log of events, maintain contact with workers requiring assistance, and relay instructions for the emergency response
- maintain contact with affected workers until emergency services or breakdown services reaches their location.

Motor vehicle accident

If workers are involved in a motor vehicle accident in the course of their duties, the following procedures should be followed by workers:

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary)
- seek first aid if they are injured or render assistance to any injured person if it is safe to do so
- set up a warning system for any approaching vehicles to prevent the risk of further accidents (this could be turning on hazard lights if possible)
- exchange insurance details with involved parties, record the registration details of the vehicles involved, as well as the name and licence details of the driver/s
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property
- give their name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

Workers must notify management of any accidents occurring in the course of their duties as soon as practicable including details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions they have taken. Workers must complete a **Hazard and Incident Report Form** or electronically on **BrightSafe** and follow the procedures in accordance with the **Incident and Injury Reporting policy** in their Health and Safety Handbook.

The Organisation must be informed of all accidents involving company vehicles no matter how minor as soon as possible. In addition, in the case of an incident involving injury to another person, workers are responsible for notifying the Police of the occurrence within the required timeframe.

Other considerations

Taking into consideration the location and nature of the site, the Organisation may also include emergency procedures for a range of other risks generally considered beyond the control of the Organisation, such as:

- other potentially threatening, violent and/or aggressive situations, including gendered violence
- other natural disasters, such as heat waves
- other extreme weather conditions.

Incident reporting

Where the workplace is affected by an emergency, the Organisation will complete a **Hazard and Incident Report Form** or electronically on **BrightSafe** as soon as reasonably practicable and identify any improvements to the above emergency procedures.

Smoke Free in the Workplace

Introduction

Workplace exposure to environmental tobacco smoke, or passive smoking, is a significant health hazard. Health authorities advise that there is no recognised safe level of tobacco smoke exposure and exposure to passive smoking can produce symptoms of ill health, particularly for people with pre-existing medical conditions, such as respiratory or cardiovascular conditions.

Health authorities also warn that the use of electronic cigarettes (**e-cigarettes**) could increase the risk of lung and heart disease as well as increase the risk of cancers.

Therefore, the Organisation supports a smoke free workplace to ensure the health, safety and wellbeing of everyone in the workplace and prohibits the use of tobacco and e-cigarettes in enclosed workplaces, including in a work vehicle, around children, in workplaces which may be enclosed public place and all outdoor workplaces.

Although this policy is designed to help ensure compliance with health and safety legislation, it is also designed to support legislative frameworks that are administered by other Government agencies. However, no part of this policy, either stated or implied, is designed to compromise any public health laws related to the control of smoking and the use of e-cigarettes, which may require additional controls to be implemented.

Identifying tobacco and other smoking hazards

The Organisation will identify hazards associated with smoking by:

- understanding the workplace smoking requirements
- consulting with workers who smoke
- reviewing any hazard and incident reports relating to smoking
- observing the physical work environment
- understanding the definition of an 'enclosed workplace' smoking requirement.

Assessing tobacco and other smoking risks

When assessing potential risks associated with smoking in the workplace, consideration will be given to the following:

- the design and layout of the workplace, including access and egress points, such as entrances, open windows, corridors and lift areas
- the duration, frequency and location of smoking
- the type of work performed.

Controlling tobacco and other smoking risks

To help ensure the Organisation meets its health and safety obligations to eliminate or minimise, as far as reasonably practicable, the risks associated with smoking in the workplace, the Organisation will ensure:

- that appropriate signage is displayed and maintained in highly visible location/s notifying that smoking is prohibited in the workplace, including indoors, in any work vehicles (owned or leased by the Organisation) and other enclosed or partially enclosed areas and in areas where smoke can drift into workplaces
- where applicable, company events and functions are smoke free
- the support and encouragement of smoking prevention and/or healthy lifestyle choices and creating awareness to local smoking cessation support services, where appropriate
- the consideration and establishment of a working group, such as senior management within the workplace to assist with the policy implementation

Heartland Support Services

- the promotion and enforcement of the policy implementation, including all workers and visitors being aware of the no smoking requirements
- that workers are educated about the dangers of passive smoking.

Drugs and Alcohol

Introduction

The use of drugs and alcohol (including medicines that are prescribed or over the counter) can affect a person's ability to work safely and in turn jeopardises the safety of a workplace. The safety risks are greater where people operate machinery, operate a mobile plant, such as a motor vehicle, or rely on concentration to do their work. In some high risk industries and occupations, there are specific laws prohibiting a worker from being affected by any drugs – legal or illegal.

This policy applies to all workers, including contractors and it is designed to help ensure the Organisation's compliance with health and safety legislation. Therefore, nothing in this policy, either stated or implied, is intended to contradict any other obligations that may be placed upon it, including mandatory responsibilities related to onsite screening or testing that may be directed by other agencies.

Identifying drug and alcohol related hazards

To determine whether workers are undertaking work while under the influence of drugs and/or alcohol at the workplace or whether workers are at risk relating to drugs and/or alcohol, the Organisation will:

- consult with the workers
- inspect the workplace to identify if there are any concerning items located in the workplace
- observe how workers are performing their duties to identify anyone experiencing poor coordination, poor concentration and/or visual disturbance or other signs that could impair their judgement or alertness (but taking into account that fatigue or stress may also contribute to these signs)
- review injury and illness reports as well as absenteeism records.

The Organisation will consider the presence of drug and alcohol related hazards that might be caused by:

- on-the-job intoxication
- regular use or dependence on alcohol or other drugs that adversely affects work performance or conduct
- the possession, consumption, distribution and sale of illegal drugs in the workplace
- chemicals used legally in the workplace that can impair a person's performance or magnify the effects of alcohol and other drugs in persons if exposed.

Assessing drug and alcohol related risks

In assessing the degree of risk from workers affected by drug and/or alcohol use, the following factors will be considered:

- the type of tasks performed by workers – for example, whether the workplace uses or operates high risk equipment or whether workers drive a motor vehicle or handle hazardous chemicals or substances
- the workplace environmental conditions – whether poor working conditions, such as hot or dangerous environments may contribute to use of drug and/or alcohol
- the organisational or workplace culture – whether the nature of the work or workplace practices encourage drug and alcohol use at work
- availability of drugs and alcohol at work – whether workers are exposed to the risk of alcohol consumption at work if it is easily accessible.

Controlling drug and alcohol related risks

The Organisation has a zero tolerance approach towards the presence of illicit drugs within the workplace. This includes the discovery of a worker with possession of an illicit substance, and any screening/testing which results in a non-negative reading of a substance within a worker's system while at work.

To help ensure the Organisation meets its health and safety obligations to eliminate or minimise, as far as reasonably practicable, the drugs and alcohol related risks to workers, the Organisation will implement the following:

- ensuring that workers are fit to undertake their duty and are not permitted to work while under the influence of drugs and/or alcohol, in particular when workers are required to operate a plant, equipment or work that is considered high risk
- ensuring workers who drive motor vehicles observe statutory limits for blood alcohol and/or drug content while driving any company vehicle or any other vehicle if used in the course, or discharge, of their duties, as well as obeying applicable road rules
- implementing safeguards on tasks, processes and equipment that require a high level of concentration or motor coordination
- ensuring that workers do not use or sell alcohol or illicit drugs while at work, nor use the Organisation's resources to do so at any time
- identifying and responding to factors that may contribute to symptoms of fatigue and/or stress, for example redesigning jobs and providing regular breaks
- providing access to counselling and/or other support arrangements early in the apparent development of drug and/or alcohol problems
- providing information, education and training to workers, which includes the risks from drug and alcohol use and how to report any concerns about drugs and alcohol in the workplace
- informing workers and other people at the workplace about acceptable and unacceptable behaviour in relation to drug and alcohol use, including at work events and functions
- considering developing and implementing an appropriate drug and alcohol screening/testing regime, in particular where there are risks involved in undertaking certain activities while under the influence of drugs and/or alcohol.

Where a manager or supervisor suspects or is informed that a worker may be unfit to perform their duties due to drug or alcohol misuse, it is management's responsibility to assess the risk and take appropriate action. This may include:

- directing any worker reasonably suspected of being under the influence of drugs or alcohol to immediately cease work and move away from the work area
- directing any such workers to a medical practitioner nominated by the Organisation for the purpose of undergoing screening/testing to confirm whether the worker is under the influence of drugs or alcohol
- arranging for onsite screening/testing for workers accused of being under the influence of drugs or alcohol
- arranging transport home for any worker suspected of being under the influence of drugs or alcohol
- counselling workers who are found to be in breach of these guidelines or procedures
- authorising appropriate assistance for a worker whose performance is affected by drugs and/or alcohol
- maintaining privacy, confidentiality and anti-discrimination requirements of workers in accordance with the relevant laws.

Screening/testing for drugs and alcohol

The Organisation may require screening/testing for drugs and/or alcohol and we reserve the right to carry out random screening/testing across all levels of workers.

This policy is not intended to prescribe the way any screening or testing will be undertaken, analysed or reported. This will be determined in consultation with the accredited and/or authorised pathology service provider, the workers and in consideration of any specific medical advice.

Screening/testing may be conducted where:

- it is part of the Organisation's pre-employment or pre-engagement screening/testing process
- it is based on reasonable suspicion that the worker is being affected or is under the influence of drugs or alcohol at work
- it follows a workplace incident or accident
- suspected drug or alcohol misuse is likely to compromise workplace safety to workers or others and/or compromising effective operations
- a worker is going through a rehabilitation programme and screening/testing is conducted to ensure that the programme is working.

Where a screening/testing regime is introduced as determined necessary through the application of a risk management approach and in consultation with workers and other relevant parties, the procedures will be developed and communicated to all workers before to its implementation.

To ensure the validity of the screening/testing sample, the screening/testing will be conducted in accordance with the relevant Australian Standards, including being carried out by an authorised testing provider or appropriately trained personnel. The Organisation will also meet all costs for the screening/testing.

The Organisation will also retain records in compliance with the requirements for the confidentiality and privacy of medical and health records.

If workers perform work on a client site which conducts regular or random drug and alcohol testing, they will be required to participate.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of the worker's employment or engagement with the Organisation. If workers:

- are removed from the workplace due to impairment or reasonable suspicion of impairment from drugs and/or alcohol use
- return a non-negative result following testing
- return a blood alcohol level of more than the determined minimum amount or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening/testing or
- tamper with or attempt to tamper the specimen or collection procedure
- are in possession of illegal drugs for supply or consumption in the workplace or company vehicles
- engage in conduct that causes a serious and imminent risk to health and safety or the reputation, viability or profitability of the Organisation's business.

Where a worker breaches the Organisation's drugs and alcohol policy and any associated procedure, we will implement our disciplinary procedures, up to and including termination of your employment or engagement with the Organisation.

Prescribed/over-the-counter Medication

Where a worker is taking prescribed or over the counter medication, they must question their doctor or pharmacist in regard to the effect, or side effect, if any, that their medication(s) may have on their ability to perform work safely and efficiently, and their ability to drive (where relevant). The worker is to inform management of the effect, or side effect, of this medication and their doctor's recommendation regarding their ability to perform their work safely and efficiently, and undertake work.

Workers may be required to produce a medical certificate stating that they are fit for work or specifying any restrictions.

Work related social events and functions

Alcohol may be consumed at some work related social events and functions. Where this is the case, the Organisation will:

- communicate the responsibility of workers for safe behaviour at the workplace and expectations about low risk alcohol consumption
- monitor responsible alcohol consumption and at no time should workers be drunk or behave in a manner which is inappropriate
- ensure workers conduct themselves responsibly at all times and encourage them to organise alternative transport prior to any function where alcohol is available, to minimise the risk of them driving under the influence of alcohol
- provide non-alcoholic drinks and low alcohol beverages and substantial food and, for example, having them in a location that is more accessible than that for alcoholic beverages
- ensure workplace social activities do not centre around alcohol, for example hosting family friendly functions during the day as an alternative to evening functions.
- provide relevant education, training and support

The Organisation recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek professional assistance from appropriate organisations or support groups.

As part of addressing alcohol and other drug issues in the workplace, the Organisation may also provide an Employee Assistance Program (**EAP**). An EAP is an effective early intervention service that provides professional and confidential counselling and referral services for workers to assist them resolve personal, health or work related concerns.

The Organisation is committed to provide information and training about the effects of drug and alcohol use on personal and work health and safety, including in new worker induction.

Interaction with client policies

As well as complying with this policy, workers who are working on client premises must also comply with any site specific drugs or alcohol policy implemented by the client or at the place where they are working.

If a worker in this situation has any doubt about how to comply with both policies, or if the policies are inconsistent, the worker should contact management for clarification as soon as possible. In the interim, the worker should refrain from any conduct which is likely to breach either of the policies.

Mental Health

Introduction

Mental health includes emotional, psychological and social wellbeing. The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to sustain a psychological injury or experience an exacerbation of a pre-existing condition. This may occur at a physical workplace, or any location or situation related to work or in which work is performed.

Hazards in the workplace that may impact upon the mental health of workers include the physical workplace environment, the nature and complexity of the work itself relative to the workers' knowledge and training, work procedures, excessive or prolonged work pressures, fatigue, bullying and/or harassment (including sexual and/or gender based harassment), exposure to a violent or traumatic event and the introduction of work restrictions that are beyond the control of the Organisation. Any of these factors can lead to workers experiencing a stress response.

Work related stress describes the physical, mental, and emotional reactions that arise when workers perceive that their work demands exceed their ability to cope. However, if job stress is excessive or prolonged, it may lead to psychological and/or physical injury.

As the risks related to the mental health of our workers may also be linked to their overall wellbeing, this policy must be implemented and reviewed in conjunction with the Organisation's **Workplace Violence and Aggression policy**.

Identifying Mental health/psychosocial hazards

Workplace hazards that can result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition may be categorised as:

- environmental hazards, such as prolonged exposure to noise, temperature, poor air quality, or unsafe machinery
- organisational hazards, including issues such as long work hours, shift work and related fatigue, excessive workloads, emotionally distressing work, exposure to violent or traumatic events, work tasks that are repetitive and/or monotonous, remote/isolated work with minimal support from managers, supervisors and/or co-workers, poor role clarity and unmanaged organisational change
- individual hazards, such as workers having been afforded insufficient training, information, instruction or supervision to undertake the required work safely and correctly, poor relationships or conflict between management and workers, between co-workers, or between workers and others. The Organisation also recognises that such conflict may include bullying, aggression, harassment (including sexual harassment), discrimination, or other unreasonable behaviour. Conflict may also arise from a perceived lack of fairness by workers in addressing organisational issues and resource allocation or where performance issues have been inappropriately or poorly managed.

Therefore, hazards that may result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition will be identified by:

- having meaningful one-on-one conversations with workers, supervisors and/or managers about mental health hazards and risks
- inspecting the workplace for environmental hazards that could influence staff comfort and performance, which may consequently contribute to a stress response
- regularly reviewing organisational hazards, including:
 - job demand (eg the level of physical, mental and emotional effort required to do a job)
 - job control (eg the level of control a worker has over aspects of their work, including how or when a job is done)
 - support available (eg the level of support from supervisors and co-workers, information, equipment, and resources available to allow the work to be done)

- change management (eg how change in the organisation, structure or job is communicated and the extent of worker involvement in these changes)
- organisational justice (eg perceptions of unfairness, consistency, bias and respect for workers)
- identifying changes in staff behaviour (eg poor self-care or someone who is usually friendly becoming more withdrawn)
- regularly inspecting the workplace to help identify changes in the way work is undertaken
- identifying an increase in task errors or deteriorating work performance
- observing the nature of relationships between workers, managers, supervisors, co-workers and/or others
- reviewing relevant reporting systems and records, such as incident reports, workers' compensation claims (including unsuccessful claims), staff surveys, grievance records, patterns of unplanned absenteeism (eg personal (sick) leave) and staff turnover data
- using confidential surveys to gather information from workers, supervisors and managers
- consulting with industry or employee associations
- ensuring regular feedback from isolated workers, such as those working from home is taken into consideration.

The Organisation recognises that individuals respond to hazards in different ways and that individual differences, such as age, existing disabilities, injuries or illnesses as well as life experiences may make some workers more susceptible to harm from exposure to the same hazard.

It is also recognised that there may be more than one aspect of the working environment or workplace that is contributing to the mental health of workers and the subsequent risk of psychological injury or exacerbation of a pre-existing condition.

Assessing mental health/psychosocial risks

Assessing the risk to the mental health of workers involves examining the identified risk factors in more detail to determine the level of risk, and to help prioritise the order in which control measures are implemented.

The level of risk can be assessed by considering:

- the capacity of the hazard to induce harm, for example exposure to low levels of conflict may be unpleasant without causing a health and safety risk whereas high levels of unmanaged conflict can escalate into workplace bullying, increased stress and cause incidents
- the extent of the exposure to the hazard (i.e. the duration, frequency and intensity of exposure), for example work related stress may increase if workers are constantly under time pressure
- individual differences, for example how workers deal with exposure to a particular psychological hazard may vary.

When assessing the risks, the Organisation will consider:

- whether workers are exposed to hazardous or unpleasant physical work environments (eg exposure to excessive or irritating noise, hazardous chemicals or substances, poor ventilation, lighting or workstation set up, or unsafe plant, equipment or machinery)
- the way that the work and systems of work are organised, such as:
 - the complexity, content and demands of the work required, including work that is cognitively or emotionally demanding, or highly repetitive, monotonous, or machine-paced
 - the workload expectations and pace of the work, including whether workers' skills and experience are underused and whether there are conflicting job roles and responsibilities
 - work schedules and working hours
 - work procedures
 - the extent of participation and control that workers have over the work, including their work hours, which can affect their ability to meet the demands at home, such as family

responsibilities, when they can have rest breaks and whether they are able to refuse a service to an aggressive person

- the way that the work and workers are managed, including:
 - the degree and quality of supervision provided to workers
 - the degree of information, instruction and training provided to workers and whether it is sufficient to enable workers to do their work safely and correctly, and allows them to meet the Organisation's expectations
 - the level of resources allocated to undertake the work (eg equipment, materials, personnel resources)
 - the way in which worker effort is recognised and/or rewarded
 - opportunities for skill/career development, including workers' overall status within the Organisation and remuneration levels
 - the way in which underperformance is managed
- whether adequate worker support systems are in place (eg sufficient access to employee assistance programs, counselling, information on mental health and information on workplace policies)
- interpersonal relationships, particularly where there may be poor existing relationships resulting from:
 - a breakdown in relations between management/supervisors and workers
 - a breakdown in relationships between co-workers
 - a breakdown in relationships between workers and others
 - known or reported discrimination, harassment (including sexual harassment), bullying or other unreasonable behaviour by co-workers, supervisors or others
- the way in which organisational or structural change within the business is managed and communicated (eg restructures, potential sale of the business, or work restrictions placed upon the Organisation over which it has little or no control, the introduction of new or additional resources or processes that may change the way work is undertaken)
- whether there is inconsistency or bias in the implementation of organisational procedures.

Controlling mental health/psychosocial risks

The Organisation will support the mental health of its workers by adopting the following three phase approach:

- preventing psychological harm by ensuring the job, task and role hazards and risks are identified, assessed, controlled and reviewed, including implementing written procedures and providing information, instruction and training to workers
- intervening early by continually reviewing existing control measures and supporting at risk workers
- supporting the recovery of injured workers.

To this end, the Organisation will ensure, as far as reasonably practicable, that the risk of psychological harm will be eliminated or minimised, by ensuring that:

- work related factors that may impact upon the mental health of workers are identified, acknowledged, assessed, controlled, and regularly monitored and reviewed, including where such impact is not able to be controlled by the Organisation, such as a change in Government policy
- a positive physical and online work environment and culture is created and promoted within the workplace to help ensure that everyone is treated fairly and with respect
- all managers and supervisors are provided with sufficient training in the identification, prevention and management of mental health risks and in good management practices
- all managers and supervisors understand the procedures and processes in place, including those relating to the taking of reasonable management action to eliminate or minimise work related mental health risks and psychological injuries to workers
- senior management and supervisors set the behaviour standards that provide a safe workplace for all workers and ensures everyone at the workplace understands what constitutes mental health risks and the Organisation's expected behaviours within the workplace, including members of the public. To this end, managers and supervisors will:
 - model respectful behaviours at all times
 - implement written policies which clearly identifies the expected behaviours
 - address unreasonable or unwanted behaviour as soon as they become aware of it

- ensure that unwanted behaviours are properly investigated and appropriate actions taken (where applicable)
- consult with workers and develop effective communication and productive working relationships within the workplace
- the expectations of workers are clearly articulated and communicated, for example through job descriptions, relevant policies and work procedures
- all workers are provided with an appropriate induction that includes information related to the Organisation's commitment to supporting the mental health of workers and the workers' responsibilities related to helping to ensure a healthy and safe workplace. This includes providing a transparent reporting process and workers understanding how to effectively report matters, such as workplace bullying and harassment, including sexual harassment
- all workers have sufficient training, instructions, tools and equipment to do their work safely and are provided information on the processes to enable early intervention in relation to any workplace conflict before it potentially escalates
- the skills and experience of workers are appropriately utilised by the Organisation, and workers are not routinely underutilised or used in areas of work where they have not been deemed competent
- there is adequate and appropriate supervision of workers
- all workers understand the applicable organisational operations that may impact upon their mental wellbeing and the processes and procedures in place to eliminate, minimise and report any mental health risks
- the physical work environment is safe with appropriate and adequate plant and equipment for workers to perform their jobs properly and safely
- the systems of work are safe when properly followed and that they take into account the establishment of realistic deadlines, access to adequate breaks and leave, and include fair and equitable work scheduling and rostering
- there are appropriate resources and processes in place to eliminate or manage mental health risks and the risk of work related psychological injuries, and these resources and processes are effectively and efficiently implemented, managed and utilised
- there are appropriate processes for receiving, monitoring and reviewing information on incidents, hazards and risks related to the mental health of workers, and any information received will be responded to in a timely way
- investigations in relation to mental health issues will be completed in a timely manner, and (if substantiated) appropriate action will be taken promptly to prevent reoccurrence
- there are sufficient resources in place (eg engaging with external agencies and develop strategic partnerships) to assist workers with non-workplace related mental health issues and their overall mental health, including the provision of confidential counselling for affected workers, whether work related or not
- workers receive adequate and appropriate feedback on work performance and due recognition is given for positive performance
- any worker affected by poor mental health, a psychological injury or an exacerbation of a pre-existing condition is adequately and appropriately supported in their return to work
- developing and reviewing written policies, procedures and prevention plans where required, and providing support services that supports mental health and wellbeing and prevents discrimination (including bullying and harassment)
- increasing workers' knowledge and awareness of mental health issues and behaviours within the workplace by facilitating active participation of workers in a range of initiatives that support mental health and providing appropriate information, instruction, training or supervision to workers
- reducing stigma around depression and anxiety in the workplace by encouraging workers to seek support early if they have declining mental health, and, where appropriate, provide support and adjustments suitable to their work needs to help them to achieve their potential
- promoting a responsive community within the workplace that requires all workers to take reasonable care in view of any reasonably foreseeable circumstance that may arise, which affects the safety of themselves or others at work.

Bullying and harassment (including sexual and sex or gender-based harassment)

The risk of workplace bullying and harassment can be minimised, as far as reasonably practicable, by creating and promoting a positive physical and online work environment and culture where everyone is treated fairly and with respect.

Bullying and harassment within the workplace, whether by management, co-workers or others, are two common risks to the mental health and wellbeing of workers. Regardless of whether bullying or harassment occurs via physical, verbal or non-verbal conduct, the experience can adversely affect the psychological and physical health of a worker. It may lead to short or long term anxiety and/or depression as well as suicide.

In line with its policy in relation to mental health risks, the Organisation will ensure that effective control measures are put in place to address and resolve workplace issues early, thereby minimising the risk of workplace bullying or harassment.

Bullying

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Whether intentional or not, bullying creates a risk to health and safety and will not be tolerated by the Organisation.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

There are many examples of bullying, which include, but is not limited to:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberately excluding someone from work related activities
- spreading misinformation or malicious rumours
- aggressive and intimidating conduct
- belittling or humiliating comments
- victimisation
- practical jokes or initiation
- withholding information that is vital for effective work performance
- setting tasks that are unreasonably below or beyond a person's skill level
- denying access to information, supervision, consultation or resources to the detriment of the individual or group
- changing work arrangements, such as rosters and leave to deliberately inconvenience a particular worker or workers.

Harassment

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment. Whether intentional or not, harassment creates a risk to health and safety and will not be tolerated by the Organisation.

Sexual harassment and sex or gender-based harassment is any unwelcome sexual advance, an unwelcome request for sexual favours or any unwelcome conduct of a sexual nature. Such conduct includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing.

A single incident of unwanted or offensive behaviour can amount to harassment.

Examples of harassment include, but is not limited to:

- insensitive jokes and pranks including inappropriate comments based on sex
- lewd or abusive comments about appearance
- asking intrusive personal questions based on a person's sex
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome sexual advance, or an unwelcome request for sexual favours
- unwelcome conduct of a sexual nature
- unwelcome touching
- abusive, threatening or insulting words or behaviour.

Any incidents of bullying or harassment will be thoroughly investigated and (if substantiated) appropriate action will be taken in line with our disciplinary and termination policies and procedures.

If the behaviour involves violence and/or aggression, such as physical assault or a threat of physical assault, the matter will be reported to the Police.

Post injury support

The Organisation will support the recovery of injured workers in line with their duties under workers' compensation legislation. This includes:

- providing early assistance and support to access treatment and rehabilitation services, generally from the time a claim is lodged
- supporting timely and sustainable recovery at work or return to work through effective consultation, addressing any remaining work related psychological hazards and risks that may exacerbate the existing work related psychological injury or cause a new injury
- reviewing the effectiveness of the control measures to ensure further harm or new injury does not occur.

Workplace Violence and Aggression

Introduction

Workplace violence and aggression involves incidents in which a person is abused, threatened or physically assaulted in circumstances relating to their work. This may occur at a physical workplace, or any location or situation related to work, such as working from home, working at a patient/resident/participant's home or on a work trip.

Threats to the personal safety may arise from the interaction between workers within the Organisation or between such workers and others, such as patients/residents/participants, or their representatives.

Workplace violence and aggression hazards can include threats of physical or sexual assault as well as harassment or generally aggressive behaviour, such as stalking. Online abuse at work or outside of work if the abuse arises from workplace issues would also be considered a hazard as, as well as violence resulting from a family or domestic relationship that may occur at the workplace, if the worker is working from home.

Such hazards associated with workplace violence and aggression may impact upon the physical and mental health and wellbeing of workers, potentially causing the worker to sustain a physical and/or psychological or psychosocial injury or experience an exacerbation of a pre-existing condition.

However, violence can harm both the person it is directed at, and anyone witnessing it and can have significant economic and social costs for workers, their family, their Organisation and the wider community.

The Organisation understands that in most situations, planning and good interpersonal skills will significantly reduce the likelihood of situations deteriorating to the point where workers are threatened.

Workers must be suitably trained to always be aware of their surroundings and how to de-escalate these situations.

Challenging behaviour may include:

- verbal abuse
- inappropriate sexual behaviour
- difficult personalities
- those with unrealistic expectations or who repeatedly refuse services
- aggressive or threatening behaviours directed at themselves, property or others.

The Organisation has adopted a zero tolerance to violent, threatening or aggressive behaviours at work, including online abuse whether exhibited by workers or others at our place of work. It will take all reasonable steps to help ensure that workers potential exposure to any workplace violence and aggression is eliminated.

Nothing in this policy, either stated or implied, is intended to mitigate the Organisation's responsibilities for the reporting of civil matters, such as physical assault, to the Police. Where workplace behaviour involves the act of violence, that is potentially civil matter, the Organisation will adopt a mandatory Police reporting obligation as well as complying with any mandatory reporting to the health and safety regulator that may be required.

In addition, this policy is related to the Organisation meeting its obligations under health and safety legislation, therefore nothing in this policy, either stated or implied, is intended to compromise any responsibilities, obligations or standards specifically related to the health or community services standards or legislative frameworks.

Identifying workplace violence and aggression hazards

Workplace violence and aggression can include a broad range of actions and behaviours, for example:

- physical assault, such as biting, scratching, hitting, kicking, pushing, grabbing or throwing objects
- intentionally coughing or spitting on a person
- sexual assault or any other form of unwelcome, indecent or unwanted physical contact
- harassment or aggressive behaviour that creates a fear of violence, such as stalking, sexual harassment, threats with weapons, verbal threats and abuse or yelling and swearing
- hazing or initiation practices for new or young workers
- gendered violence, which is any behaviour directed at any person or that affects a person because of their sex, gender or sexual orientation, or because they do not adhere to socially prescribed gender roles, that creates a risk to health and safety (this may include sexual harassment)
- violence from a family or domestic relationship when it occurs at the workplace, including if the worker is working from home.

Therefore, hazards associated with workplace violence and aggression will be identified by:

- inspecting the workplace (eg low visibility in service areas, long service queues)
- observing work practices to identify risks of exposure (eg contact with the public, working alone or working after hours)
- observing the nature of relationships between workers, managers, supervisors, co-workers and patients/residents/participants/ (eg workers avoiding being around certain people)
- consulting with workers about when they may be exposed to violence and aggression in all parts of their work, including when they are away from a fixed workplace
- identifying changes in staff behaviour or whether issues already identified between co-workers, patients, residents, participants or others could escalate to violence
- observing the culture of the workplace to see whether violence or aggression is accepted as normal behaviour (eg swearing, sexual or gendered jokes, or hazing new or young workers may be seen as a workplace norm for some people)
- identifying the physical, psychological and emotional demands involved in the work
- reviewing relevant reporting systems and records, such as incident reports, workers' compensation claims (including unsuccessful claims), staff surveys, grievance records, patterns of unplanned absenteeism (eg personal (sick) leave) and staff turnover data
- using confidential surveys to gather information from patients, residents, participants, workers, supervisors and managers
- consulting with industry or employee associations
- ensuring regular feedback from isolated or remote workers, such as those working from home is taken into consideration.

Assessing workplace violence and aggression risks

The Organisation will consult with the workers and/or their representatives in assessing the risks and will take into consideration:

- the nature, design and location of work, including job demands and tasks
- the systems of work, including how work is managed, organised and supported
- workplace interactions or behaviours with patients, residents, participants, members of the public and co-workers
- the duration, frequency and severity of the exposure of workers and other persons to a harmful situation
- the design and layout of the workplace, including the provision of safe means of entering and exiting the workplace and the facilities for the welfare of workers
- the potential impact of environmental conditions on the workplace

- where authorised working from home is undertaken, the design, layout and working conditions of the workers' home and the potential impact of local environmental conditions
- the equipment, substances and structures at the workplace
- staffing levels and workforce skills
- the information, training, instruction and supervision provided to workers
- how work-related violence and aggression may interact or combine with other psychosocial hazards identified at the workplace.

Controlling workplace violence and aggression risks

The control measures will be developed in consultation with our workers and will take into consideration, the likelihood and consequence of exposure to violence by workers and others, known industry standards and specific controls that may be required. They will take into consideration:

- the physical workplace itself
- the overall workplace culture
- the type and nature of security arrangements required
- the systems of work within the Organisation
- the information, training and instruction required to eliminate or minimise the risk of violence and aggression at the workplace.

Control measures implemented by the Organisation will ensure that:

- all workers are aware of the Organisation's zero tolerance to violence and aggression, either internally or externally generated. Where considered necessary, this will form part of related contracts or service agreements
- it effectively sets, models and enforces acceptable behaviour standards in the workplace and creates a respectful work culture for all workers
- inappropriate behaviour is addressed early, causation established, and control measures implemented
- management supports the workers by promoting a positive and respectful culture that does not accept violence and aggression at the workplace
- the management of work minimises the risk of violence or aggression wherever possible
- staffing levels, skills available and supervision are appropriate and adequate to meet demands at all times
- workers have clear role clarity and have well-defined roles with clear expectations
- procedures, protocols, work practices and communication strategies designed to assist workers in dealing with aggressive colleagues and third party persons are developed, implemented and reviewed, including those related to online communications
- access and egress to the workplace prevents unauthorised access
- the design and layout of the workplace provides adequate separation of workers and others, provides good visibility with adequate privacy and security
- the amount of valuable resources such as cash, valuables and drugs or medicines held on the premises are limited and ensuring any retained onsite are securely stored
- cash handling procedures that are safe and secure are implemented, including petty cash
- workers are given sufficient training and instruction to eliminate or minimise the risk of injury from violent or aggressive situations they may potentially face, including diffusion and communication strategies
- training to workers is provided in how to respond if violence or aggression is directed at them, what they should do if they witness an incident and how to report an incident
- managers and supervisors are provided with the skills for early intervention and incident management providing support for workers who experience a violent situation or aggressive behaviour (including bullying and harassment)
- persons identified with having a history of violence are prohibited from the workplace wherever possible. Where it is essential for such a person to enter the workplace, additional measures, based upon the level of risk, will be implemented to protect workers and others
- processes and systems for workers to report incidents are in place (eg informally, formally, anonymously and/or confidentially) and regularly reviewed
- where a patient/resident/participant is known to have a history of aggression or violence, a management plan will be developed in consultation with appropriately qualified people

- and is communicated to all relevant workers
- the health and safety of workers and the conditions at the workplace are monitored to ensure that work related violence and aggression are prevented
- work practices are regularly evaluated to see if they contribute to violence
- reports and incidents of workplace violence and aggression are investigated and responded to in a timely manner.

Where a significant risk of workplace violence and aggression is identified, specific control measures may include:

- where home or third party visits are required, ensuring pre-visit assessments are completed and any previous knowledge, information or risk assessment outcomes are utilised to help undertake a revised risk assessment
- specific controls for workers working alone or in isolated areas, such as effective communication strategies and buddy systems
- for online working environment, managing privacy and security settings on technologies at work as well as developing policies on the use of social media for work purposes
- third party security personnel, coded or key card entry, video surveillance, fixed and portable alarm systems, such as a duress/lone worker alarm
- providing alternative methods of service delivery to eliminate or minimise face-to-face interactions (eg online or no contact delivery).

Training, information and instruction

Workers will undertake appropriate training specifically designed to ensure they are aware of expected behaviour standards, the specific control measures in place, how to deal with difficult persons, conflict resolution, when and how to escalate issues to senior workers, and procedures to report incidents.

Where required, the training and information will also cover:

- the nature and causes of violence in the organisation or industry sector, including potential triggers
- personal safety outside the workplace, such as not wearing a uniform or not sharing personal information
- how to use any personal safety equipment provided, such as duress alarms
- how a worker may conduct a situational risk assessment (eg when workers work off site)
- workplace policies and how violence and aggression will be managed in the workplace
- the awareness of family and domestic violence and its potential impact on the workplace.

The impact of family or domestic violence at the workplace

There may be some risks that are outside the control of the Organisation, such as where a worker chooses not to disclose a risk of family or domestic violence and/or they are unable to safely work at home where they would normally be required to do.

In such cases, the Organisation is committed to providing a safe working environment for all workers and will take all reasonable steps to proactively manage the risk of family and domestic violence happening at the workplace.

Where a worker discloses a risk of family or domestic violence, the Organisation will:

- ensure the workers' needs, experiences and individual circumstances are considered and information is treated as sensitive and confidential
- ensure that the worker is not alone or out of contact whilst at work
- appoint a contact person in the business that workers can talk to about any concerns that they may have with respect to their health and safety, or the impact any proposed control measures may have on them
- implement flexible working arrangements and/or contingency plans for workers experiencing family and domestic violence, such as adjustments to working hours or work locations

- develop and implement procedures for an emergency response to instances of family and domestic violence in the workplace, including when to contact Police
- provide information and access to counselling, legal, health, financial and other family and domestic violence support services
- ensure workers supporting those who are experiencing family and domestic violence are aware of the support options available to them, including employee assistance programs
- communicate the availability of leave entitlements, such as paid or unpaid family and domestic violence leave and other entitlements
- provide secure parking and access to the workplace, including when moving between work locations
- consider contact information screening (eg email, phone numbers, internet profile) and blocking calls and emails to limit unwanted contact if incidents have occurred through electronic or telephone contact
- if the worker who disclosed the risk is required to work from home, the Organisation will:
 - develop or adjust their safety plan for working from home. With the workers position, this will be done in consultation with their treating medical practitioner or health professional (if available)
 - establish and maintain regular communication with workers but avoid directly asking the worker about the violence as this may unintentionally place the worker at risk of serious harm, and implement a response plan if the worker cannot be contacted within a defined period
 - provide work phones and laptops to enhance autonomy and digital security
 - provide an alternative work environment if it is not safe for the worker to work from home
- consider and implement any other measures or changes to normal arrangements that are considered appropriate by the Organisation.

Responding to incidents

If a worker or anyone at the workplace is in immediate danger, call 000.

All workplace incidents will be reported in accordance with the Organisation's **Emergency Procedures policy** and the Incident and **Injury Reporting policy** and procedure.

The Organisation will provide ongoing support for workers, including debriefing, allowing time to recover and to consult health professionals as well as making arrangements to check in with workers.

Encouraging reporting and confidentiality

The Organisation will provide a supportive environment in which workers feel safe to discuss their concerns about violence and aggression, or to report incidents. As such, it will ensure workers understand how to report incidents or behaviours of concern and will take all reasonable steps to ensure any information disclosed by workers, including sensitive matters relating to family and domestic violence is kept confidential and secure.

In addition, the Organisation will:

- consider how personal information will be sensitively treated to protect a person's right to privacy and implement mechanisms to protect their privacy
- implement systems to prevent retaliation and victimisation of people involved in reports of violence and aggression
- ensure that all workers are made aware of any mandatory reporting obligations we have, either under jurisdictional laws or as part of the worker's employment contract, which may limit confidentiality
- discuss with the workers on how their information will be handled and how they can maintain the confidentiality of all parties involved
- with the exception of any mandatory reporting requirements, ensure that any disclosure of information to a third party about a worker to third party will be on a need to know basis and only with the expressed consent of the worker

Heartland Support Services

- ensure that confidentiality will not prevent the parties involved from seeking support or further advice, such as through an employee assistance program, employment law professional or bringing along a support person to meetings.

Fatigue Management

Introduction

Fatigue can affect safety in the workplace as fatigue can increase the likelihood of incidents and injuries, particularly when doing safety critical tasks where significant consequences may arise if errors occur.

Fatigue is a physical condition that can occur when a person's physical or mental limits are reached, and this can affect their ability to perform work safely and effectively. The long term effects of fatigue may result in more severe cardiovascular, gastrointestinal and neuropsychological disorders.

Some of the signs of fatigue include:

- tiredness even after sleep
- reduced hand-eye coordination or slow reflexes
- difficulty concentrating
- blurred vision or impaired visual perception
- a need for extended sleep during days off work.

Fatigue can occur as a result of various factors that may be work related, lifestyle related or a combination of both. Work related factors can include:

- job demands
- environmental conditions, for example hot, cold or noisy workplaces
- work schedules, for example shift work or night work
- long commuting times
- poor sleeping and other lifestyle factors.

Fatigue may result in a slower reaction to signals or situations and affect the ability to make good decisions and this may increase the risk of incidents at the workplace due to a lack of alertness.

In addition, sedentary work, such as prolonged sitting, poses significant health and when combined with long working hours, can result in a low level of wellness as it may lead to workers having a poor diet, low levels of exercise, increased alcohol and drug use, or fatigue. This can lead to workers reporting feeling tired, less productive or unhealthy.

As such, the Organisation will ensure, so far as is reasonably practicable, that the health and safety risks associated with fatigue in the workplace are minimised and will be addressed via a risk management approach.

Identifying fatigue hazards

Fatigue hazards can be identified by undertaking a risk assessment using the **Fatigue Management Checklist**. Work related factors can include:

- working time
- scheduling and planning (for example, roster patterns, length and timing of shifts)
- inadequate rest breaks
- lengthy periods of time being awake
- insufficient recovery time between shifts
- payment incentives that may lead to working longer shifts
- environmental conditions (for example, climate, light, noise, workstation design)
- type of work being undertaken (for example, physically or mentally demanding work)
- work demands placed on the person (for example, timeframes, deadlines, intensity)
- extended use of plant and equipment, particularly if they emit excessive noise and/or vibration
- extended periods of work undertaking hazardous manual work

- the Organisation's culture
- the person's role within the Organisation.

Lifestyle factors can include:

- inadequate or poor quality of sleep due to sleep disorders (for example, sleep apnoea)
- social life
- family responsibilities
- other employment
- travel time (may be considered work time in some cases)
- health and wellbeing (for example, nutrition and diet, exercise, pain, illness).

To identify what factors are contributing to fatigue in the workers, the Organisation will:

- consult with the workers, including managers, supervisors and health and safety representatives about workloads and schedules
- examine work practices and systems of work, for example the amount of choice workers have over their work hours
- analysing an audit of working hours and ensure this includes comparing planned working hours with hours actually worked
- consult with industry or employee associations where possible
- review work absenteeism and incident reports, including incidents travelling to and from work or work related journeys.

Assessing fatigue risks

The Organisation will assess the risk of injury and illness from the fatigue factors identified. The risk assessment should reveal:

- where, which and how many workers (including contractors and subcontractors) are likely to be at risk of becoming fatigued
- how often is this likely to occur
- the potential severity of harm that would result.

In assessing the risks, the factors that contribute to fatigue should not be considered in isolation. For example, in the case of new workers, there may be an inter-relationship between the mental and physical demands of the job, hours of work and level of training. The risks of injury may increase where new workers work long daily hours in a physically demanding job.

Some workers are at a higher risk of fatigue because their work typically involves some or all of the factors which contribute to fatigue that must be assessed and managed, for example, shift work and overtime is a regular feature and potential hazard factor in the workplace. If eliminating shift work is not reasonably practicable, then the risk assessment should determine how the shifts operate and if the rosters could be reasonably modified to minimise or reduce the likelihood of sleep deprivation and fatigue. Overtime could also be limited in the shift roster.

Controlling fatigue risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with fatigue in the workplace are controlled. The process of controlling fatigue risks will be determined in consultation with the workers who are required to carry out the task.

The Organisation will manage fatigue risks through the following:

Mental and physical demands of work

- Use plant and equipment (for example, ergonomic furniture and anti-fatigue matting for repetitive tasks performed while standing).
- Redesign the job to limit periods of excessive mental or physical demands.
- Introduce job rotation to limit a build-up of mental and physical fatigue.
- Reduce the time workers need to spend performing physical and mentally demanding work by using rest periods (in addition to scheduled meal breaks) or implementing shorter shifts.
- Ensure adequate facilities are provided to allow workers to rest and rehydrate, including accommodation where necessary.
- Develop contingency plans for potential situations that could arise where workers will have to unexpectedly work longer hours, more shifts or a long sequence of shifts, for example, in emergencies.

Work scheduling and planning

- Schedule safety critical work outside low body clock periods (for instance, not between 2am and 6am or 2pm and 4pm).
- Manage workload and work pace change caused by plant or equipment breakdowns or planned and unplanned absences.
- Avoid working arrangements that provide incentives to work excessive hours.
- Include rest periods in the work schedule and accommodate for napping and sleeping if necessary.
- Ensure there are enough workers and other resources to do the job without placing excessive demands on them.
- Ensure work demands increase towards the middle of the shift and decrease towards the end.
- Avoid working during periods of extreme temperature or minimise exposure time through job rotation.

Shift work and rosters

- Design shifts and rosters to allow for good quality sleep and enough recovery time. Consider the opportunities for sleep and recovery in instances where workers are required to work on call after a normal shift or on days off.
- Set a working hours policy in consultation with workers, which may include work related travel.

Information and training

The Organisation will provide information and training to workers, including managers and supervisors about the ways to recognise fatigue in order to manage the risk of fatigue in the workplace or on work sites. Also, an appropriate level of supervision will be provided which may include monitoring work to ensure safe work practices are followed.

Information and training for workers will include:

- the health and safety responsibilities of everyone in the workplace
- the factors that can contribute to fatigue and risks that may be associated with it
- symptoms of fatigue
- the body clock and how fatigue can affect it
- effective control measures for fatigue, for example work scheduling
- procedures for reporting fatigue
- effects of medication, drugs and alcohol
- nutrition, fitness and health issues relating to fatigue
- balancing work and personal demands.

Hazardous Manual Handling

Introduction

A manual task, also commonly referred to as manual handling, is basically any task that uses the body to move or hold objects or things. It can be described as any work or activity requiring a person to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object. A manual task that is considered hazardous is a manual task that involves one or more of the following:

- repetitive or sustained force
- high or sudden force
- repetitive movement
- sustained or awkward posture
- exposure to vibration.

Hazardous manual handling places direct stress on the body and may cause musculoskeletal disorders (**MSD**). An MSD is an injury, illness or a disease of the musculoskeletal system and can occur suddenly or over time. However, it does not include an injury caused by crushing, entrapment or any cut or laceration resulting primarily from the mechanical operation of a plant.

An MSD may result from:

- gradual wear and tear caused by frequent or prolonged periods of performing manual tasks or by repeated or continuous use of the same body parts
- sudden damage caused by intense or strenuous activity, or unexpected movements, such as when loads being handled move or change position suddenly
- a combination of the above.

MSD may include injuries and conditions, such as:

- sprains and strains of muscles, ligaments and tendons
- back injuries, including damage to muscles, tendons, ligaments, spinal discs, nerves, joints and bones
- joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knees, ankle hands and feet, for example arthritis
- nerve injuries or compression, for example carpal tunnel syndrome
- muscular and vascular disorders, for example vibration induced white finger as a result of hand-arm vibration
- soft tissue injuries, including hernias
- chronic pain.

Identifying hazardous manual handling

Hazardous manual handling can be identified by:

- observing how employees perform the work
- observing the design and management of the work
- observing how tools, equipment and objects are handled
- observing the physical work environment, the work scheduling and its design
- reviewing available information, such as injury and incident records, inspection reports to identify areas at risk and related trends
- consulting with the employees performing the manual tasks.

Assessing risks involving hazardous manual handling

The Organisation has an obligation to ensure that any manual handling that poses a risk of injury to employees are assessed to determine the seriousness of these hazards. To assist in accurately assessing risks involving manual handling, refer to the Hazardous **Manual Tasks / Handling Risk Assessment Tool** that has been provided.

In assessing risks arising from manual handling, the following factors will be considered:

- the positions, postures, actions and movements adopted by employees in performing manual handling
- the design of tools used, particularly in relation to vibration emission
- the overall design of all other plant and equipment used on site
- the duration and frequency of tasks performed by employees
- the workplace environmental conditions, such as temperature, floor surfaces, lighting and exposure to vibration
- the location of loads and distances moved manually
- the nature, size or number of objects that are manually handled
- the weights and forces of loads that are manually handled
- the characteristics of loads and equipment available to assist in manual handling
- any other factors considered relevant to the employees.

This process is to be carried out in consultation with the employees who are required to perform manual handling. Representatives of employees, such as health and safety committee members or representatives (if any), will also be consulted.

Controlling risks from hazardous manual handling

The Organisation will ensure, as far as reasonably practicable, that the risks associated with hazardous manual handling in the workplace are controlled and all relevant matters that may contribute to an MSD will be considered. The process of controlling this risk will be determined in consultation with the employees who are required to carry out the manual tasks or their representatives.

In the event that manual handling has been assessed as a risk, the Organisation's priority will be to eliminate the manual handling or eliminate the risk through task or work redesign taking into consideration all risk factors associated with MSD.

Where redesign and/or the elimination of the risk is not possible, the Organisation will reduce the risk of MSD associated with the hazardous manual handling by implementing the remaining hierarchy of control measures or it may include a combination of specific control measures.

To this end, control measures may include:

- redesigning the work or relevant sections of the workplace to minimise the need to lift or move items
- redesigning the work tasks and procedures, systems of work, and storage areas to minimise the need for postures, movements and actions that may increase the risk of MSD, such as redesigning storage space, adjustable height or work surfaces
- redesigning or modifying items used in the manual tasks to reduce the risk of MSD, such as changing the shape, size or weight of the load being handled
- ensuring all loads to be lifted or moved are suitably assessed and appropriately planned to minimise the risk of injury taking into account the distance to be carried or moved, and the control measures required, such as the use of mechanical aids or team lifting
- monitoring the workplace environment to minimise the risk of injury where the work involving hazardous manual handling are undertaken. This may include providing clear and unobstructed access to, from and within the site, ensuring strict housekeeping standards are maintained, ensuring waste is stored in the designated area/s, tools and

equipment not being used are appropriately stored and ensuring there is sufficient lighting in all areas

- redesigning or replacing tools to reduce the amount of force required to use or operate them, such as replacing hand tools with powered tools or providing handles or holding points on an object or tool to make it easier to grip
- ensuring that the risks of MSD from the handling or moving of goods, items or products purchased are minimised, such as changing the nature, size or number of items being handled, arranging delivery of smaller loads or arranging for larger loads to be moved mechanically
- creating a vibration isolation barrier between the hazard and the person at risk if the work involves being exposed to vibration
- ensuring that the workload and pace of work accommodates the physical demands of the manual task
- redesigning work methods or procedures, such as scheduling regular breaks, rotating employees between different tasks to increase task variety and to decrease exposure time to high risk manual handling
- developing safe procedures, such as developing safe lifting procedures that defines the tools and aids to be used and the resources and training required to ensure lifts are undertaken safely
- developing and implementing a suitable warm up exercise program for employees to be undertaken before commencing hazardous manual handling, and ensuring employees undertake the exercise where appropriate
- providing the necessary information, instruction, training and/or supervision on how to reduce the risk of MSD relating to the manual handling, such as providing training on safe lifting procedures
- ensuring the provision of suitable and appropriate PPE designed to minimise the risks related to MSD.

The Organisation will ensure procedures are accessible and records of induction and training given to employees are kept. Work processes or systems and plant or equipment affecting the way the hazardous manual handling is performed are regularly reviewed, and any changes or new control measures being implemented will be provided to affected employees.

Personal Protective Equipment

Introduction

Exposure and injury or illness can be prevented with the use of PPE, including protective clothing where preventative measures for a hazard require additional control.

PPE will always be considered as the lowest form of risk control and the use of PPE will only be implemented in combination with other higher control measures or the higher control measures are not reasonably practicable.

A **Personal Protective Equipment Register** will be utilised to record PPE issued to workers and confirmation of training or instruction in its use, handling, maintenance, storage and/or disposal.

Determination of PPE and protective clothing

Determination of whether PPE and/or specific protective clothing is required will be based on a risk assessment of a hazard or task, and where relevant:

- information contained on labels or in the SDS for chemicals and dangerous goods
- safe operating or work procedures
- operating procedures for plant and equipment used in the workplace
- site specific safety documentation.

Common PPE and/or protective clothing in our sector includes:

- high visibility clothing
- enclosed shoes
- eye protection
- face masks
- gloves
- sun protective clothing and sunscreen (when working outdoors).

Selection of PPE and protective clothing

The Organisation will assess the risks and consult with the workers about selecting the most suitable PPE and/or protective clothing.

All PPE and/or protective clothing selected shall conform to the appropriate legislative, Australian Standard and/or industry requirements or guidelines and only the most effective and appropriate PPE for the task at hand will be selected.

The cost for PPE required to control a hazard below its applicable exposure standard or limit, will generally be met by the Organisation. However, the PPE and any protective clothing supplied by the Organisation remains the property of the Organisation.

Before any PPE and protective clothing is used or worn it should be inspected to ensure that:

- it is a good size and fit on the user and does not cause an adverse reaction
- it is appropriate for the work or task and will protect the user from the hazards it is intended to control
- it does not introduce any new hazards
- it is clean and hygienic, in particular if sharing in some circumstances
- it is in good working condition
- the user understands the correct usage of the PPE and protective clothing.

If there are any defects or deficiencies found with the PPE and protective clothing after inspection it must be taken out of service immediately and reported to management.

New products are continually being developed and made available, this may mean an item that has been in use may be superseded and no longer available. Further, if new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or relevant safety information.

Use, storage and maintenance of PPE and protective clothing

The Organisation will ensure, as far as reasonably practicable, that PPE is supplied to relevant workers and others at the workplace.

In addition, the Organisation will ensure that:

- all PPE and protective clothing are used in accordance with the manufacturer's instruction and complies with the relevant standards and/or guidelines
- all PPE and protective clothing do not interfere with any medical conditions of the person using it
- users are provided with information, training and reasonable instructions in the use, maintenance and storage of PPE
- any damaged, defective, worn or out of date PPE and protective clothing are maintained, repaired, or replaced
- PPE and protective clothing are regularly monitored and periodically reviewed to ensure it is and continues to be effective against the hazards encountered at the workplace
- all defined PPE and protective clothing will be worn by the workers where it is defined by signage on plant, entrances to buildings or rooms or work sites.

Electrical Safety

Introduction

Electrical risks are risks of death, electric shock or other injury caused directly or indirectly by electricity and may include fire or explosion resulting from an electrical fault.

Identifying electrical hazards

Electrical hazards may come from the type of electrical equipment being used, how and where it is used, where it is stored, and how it is maintained. To this end, the Organisation will consult with workers to identify electrical hazards arising from electrical equipment or installations.

The following will be considered to assist in the identification of electrical risk:

- the design, construction, installation, maintenance and testing of electrical equipment or electrical installations
- inadequate or inactive electrical protection, for example no or damaged safety switches
- where and how electrical equipment is used, for example electrical equipment may be at a greater risk of damage if used outdoors or in an environment where there is considerable dust and moisture build up, such as in a workshop
- electrical equipment being used in an area in which the atmosphere presents a risk to health and safety from fire or explosion, for example, the use of tools or equipment that may generate flammable fumes
- type of electrical equipment, for example 'plug in' or portable electrical equipment that is frequently moved, including extension leads, are particularly liable to damage
- the age and condition of electrical equipment and electrical installations
- work carried out on or near electrical equipment, electrical installations or electrical service lines, such as overhead or underground electric lines
- reviewing incident reports.

Assessing electrical risks

The Organisation will consult with workers to assess the risk associated with electrical hazards and will consider the following factors:

- the environmental conditions under which the electrical equipment is used, for example in wet surroundings
- the type of equipment being used and the likelihood of damage to the equipment
- work practices and procedures as well as manufacturers' recommendation, for example whether the equipment is suitable for domestic or commercial use
- the capability, skill and experience of relevant workers.

Controlling electrical risks

The Organisation will consult with workers to determine control actions for eliminating or minimising/reducing electrical risks.

Where the hazard cannot be eliminated, for example de-energising equipment and circuits prior to conducting work, the Organisation will minimise/reduce, so far as is reasonably practicable, the risk associated with electrical equipment and installations by considering the following:

- ensuring effective residual current devices (**RCDs**) are properly installed and used on all electrical outlets or circuits at the workplace, and the devices are regularly tested to help prevent serious injuries and fatalities and to help prevent exposure to electrical shock
- ensuring only competent persons carry out maintenance and repairs to electrical installations or conducts testing and tagging of electrical equipment

- replacing a power tool that is plugged in to mains electricity with an extra-low voltage (less than 50 volts) battery operated tool, where possible
- using safety switches (portable or fixed) to minimise the risk, for example installing RCDs to reduce the risk of receiving a fatal electric shock
- providing enough individual socket outlets for electrical equipment
- avoiding overloading socket outlets or using socket adaptors that can cause fires
- ensuring insulation tape is not used to repair a damaged cord
- implementing administrative controls and safe work practices, for example implementing procedures to report damaged and/or faulty equipment and ensuring it is promptly taken out of service to be replaced or repaired, and establishing exclusion zones and warning signs if the item cannot be physically removed from the area
- providing suitable PPE for any remaining risk, for example protective eyewear, insulated gloves, aprons or breathing protection.

Where extension leads are used, the Organisation will ensure that:

- extension leads are not running across the floor or ground, through doorways or over sharp edges
- lead stands or insulated cable hangers are used to keep leads off the ground, where necessary
- cable protection ramps or covers are used to protect cables and cords, where applicable.

Unsafe electrical equipment must be disconnected or isolated from its electricity supply. It must not be reconnected unless it is repaired by a competent person or tested by a competent person, and they have confirmed it is safe to use. Alternatively, it could be replaced or permanently removed from use.

The Organisation will implement reporting arrangements to ensure that management are advised if a worker takes any electrical equipment out of service for safety reasons. Unsafe electrical equipment will be labelled indicating it is unsafe and must not be used. This is to prevent inadvertent use before the electrical equipment can be tested, repaired or replaced.

Inspections, testing and tagging of electrical equipment

Inspecting and testing electrical equipment helps determine whether it is electrically safe.

A visual inspection of leads and equipment will be conducted before each use to ensure there is no damage, wear or other conditions that might make electrical equipment unsafe, such as burn marks which could indicate signs of overheating.

The Organisation will ensure that electrical equipment is regularly inspected and tested by a competent person where the electrical equipment is:

- supplied with electricity through an electrical socket outlet ('plug in' equipment)
- used in an environment in which its normal use exposes the equipment to operating conditions that are likely to result in damage to the equipment or a reduction in its expected life span, for example moisture, heat, vibration, mechanical damage, corrosive chemicals or dust.

The nature and frequency of inspection and testing will vary depending on the nature of the workplace, its environment and the risks associated with the electrical equipment but will generally follow the timeframes detailed in *AS/NZ 3760:2022: In-Service Safety Inspection and Testing of Electrical Equipment and RCDs* as the table below, unless otherwise defined for specialised equipment, such as medical equipment and hired plant.

In addition, electrical equipment will be tested following repair or servicing that may impact upon its electrical integrity and before the first use of any second hand equipment.

Where the electrical equipment is new and unused at the workplace (other than second hand equipment), the Organisation will ensure that the equipment is inspected for obvious damage before being used. However, electrical equipment that is unsafe will not be used and is to be discarded or repaired by a competent person.

The Organisation will ensure that a record of any testing undertaken is kept until the electrical equipment is next tested or permanently removed from the workplace or disposed of. The record of testing will either be in the form of a tag attached to the electrical equipment tested, in a written document, electronic form or a similar kind of record, which will specify the following:

- the name of the person who conducted the testing
- the date of the testing
- the outcome of the testing (i.e. pass/fail)
- the date of the next testing.

Table 1: Electrical Testing and Tagging - as adapted from *AS/NZ 3760:2022: In-Service Safety Inspection and Testing of Electrical Equipment and RCD's*. Note: Queensland requires commercial cleaning equipment to be tested every three (3) months and rural equipment every 12 months unless all circuits are protected by a safety switch.

Portable electrical equipment: Appliances, flexible cords, cord extension sets, portable socket outlet assemblies (e.g., power boards), generators, inverters.		Residual current devices (Safety switches)			
		Push button test by user		Operating time / current test	
Environment	Portable electrical equipment	Fixed	Portable	Fixed	Portable
Construction work	3 months	monthly	daily	12 months	3 months
Manufacturing work: factories, workshops, places of manufacture, assembly, maintenance or fabrication.	6 months	6 months	N/A	12 months	N/A
Service work: environments where the equipment or flexible cord is subject to flexing in normal use OR is in a hostile environment.	12 months	6 months	3 months	12 months	12 months
Residential typ areas: hotels, residential institutions, motels, boarding houses, halls, hostels, accommodation houses, and the like.	2 years	6 months	6 months	2 years	2 years
Office work: environments where the equipment or cord is NOT subjected to flexing in normal use and is NOT open to abuse and is NOT in a hostile environment.	5 years	6 months	3 months	2 years	2 years
Rural industry work (all plug in equipment).	Visual examination before each use	N/A	N/A	N/A	N/A
Commercial cleaning equipment.	6 months	daily	N/A	6 months	N/A

Competent person

For the purpose of determining the competency of a person undertaking testing of electric equipment, a person will be deemed competent if they meet the criteria defined in *AS/NZS 3760:2022 In-Service Safety Inspection and Testing of Electrical Equipment and RCD's*, including an understanding of the risks associated with electrical equipment and is a person who has acquired the practical and theoretical skills through either of the following:

- undertaken a competency assessed training course (i.e. electrical testing and tagging course) by a registered training organisation (**RTO**)
- hold an appropriate trade qualification (i.e. licensed or registered electrician)
- have on the job knowledge and assessed by an RTO.

In addition, all competent persons are to keep their skills up to date.

Inspection Testing and Maintenance

Introduction

A requirement of health and safety legislation is to ensure that the workplace and working environment, is safe and without risks as far as reasonably practicable, and that all plant and equipment is safe to use and/or operate when it is appropriately and properly used.

To this end, the Organisation will ensure that the workplace, working environment and all plant and equipment is regularly inspected, tested where necessary and maintained in accordance with the manufacturer's instructions, or as otherwise required.

Such activities must be sufficient to ensure a safe and healthy workplace as far as reasonably practicable and to ensure the Organisation meets its health and safety responsibilities.

Requirements for inspection, testing and maintenance

In relation to the Organisation's responsibilities to undertake workplace inspections and to inspect, test and maintain plant and equipment appropriately, the Organisation will:

- undertake appropriate workplace and/or site inspections at least every six months
- inspect, test and maintain all plant and equipment, including portable electrical apparatus and low risk items, such as storage facilities, workstations, furniture and photocopiers, in accordance with the manufacturer's recommendations, or as otherwise required.

Records of the inspection, testing and maintenance activities will be appropriately maintained on either an internal register, record/report supplied by the tester or in item specific records, such as a log book or checklist to confirm that such activities are undertaken.

In addition, informal visual inspections must be undertaken on all plant and equipment prior to each use or operation.

Any item failing an inspection or test will be quarantined, tagged out of service and isolated from use until it has been repaired and deemed safe for use. Items that cannot be repaired will be disposed of in an appropriate manner.

Review of inspection, testing and maintenance intervals

Inspection and testing intervals will be reviewed:

- at least annually
- after an incident where a failure is attributed to inadequate inspection, testing or maintenance
- when manufacturer or legislative requirements change
- in response to safety alerts.

Plant and Equipment

Introduction

This policy refers to all plant and equipment whether it utilises an energy source or not. This includes machinery, equipment, structures, appliances, containers, implements, tools and any components or anything fitted or connected to those items.

The policy applies to all powered and non-powered plant and equipment under the control of the Organisation or is used and/or operated in the course of undertaking work on behalf of the Organisation.

Identifying plant and equipment hazards

Hazards related to plant and equipment or associated systems of work, can be identified by:

- observing how workers perform their tasks
- reviewing any documentation regarding the use of the plant and equipment that is provided by the manufacturer or that is otherwise available
- reviewing the tasks associated with the operation of the plant and equipment, such as operating, clearing blockages, cleaning, adjusting, setting up, maintaining, repairing or working on the item
- consulting with the workers carrying out the tasks
- inspecting the location of the plant or equipment
- inspecting the plant or equipment and identifying any of the following hazards:
 - drawing-in or trapping hazards
 - entanglement hazards
 - shearing hazards from a machine which uses a slide or knife in order to trim or shear metal or other material
 - cutting hazards
 - impact hazards
 - crushing hazards
 - friction and abrasion hazards
 - hot or cold hazards
 - crushing by falling or moving objects, or plant and equipment tipping over
 - crushing from people falling off or under plant or equipment, such as falling from a ladder
 - burns (friction, heat, chemical)
 - injury from high-pressure fluids
 - injury from electricity
 - injury from explosion
 - slips, trips and falls
 - suffocation
 - ergonomic requirements
 - dust, vibration, noise, or radiation.

Assessing plant and equipment risks

The Organisation has an obligation to ensure that any plant or equipment that may pose a risk of injury to workers is assessed to determine the seriousness of these hazards.

When assessing potential risks and hazards associated with specific plant and equipment, consideration should be given to the following throughout the life of the plant or equipment:

- design and construction
- installation, erection and positioning of the plant or equipment in the workplace
- commissioning and operation
- electrical, radiation and thermal energy
- emergency procedures

- hazardous chemicals/substances and dangerous goods
- machine guarding for plant or equipment with any moving parts
- maintenance, repairs, servicing and cleaning requirements
- hazardous manual tasks/handling issues
- noise and vibration
- PPE requirements
- work environment including lighting, ventilation, interaction with others
- safe work procedures and regular inspections
- decommissioning, demolition and disposal of plant and equipment
- the relevant national and international standards.

Controlling plant and equipment risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with plant and equipment are controlled, by ensuring:

- that the plant and equipment is safe to use, operate and control and does not present as a risk to the operators, or others when properly used
- that the operation of the plant or equipment does not create a hazard or risk to workers or others working in and around its operation or operating area/s
- personnel using or operating any plant and equipment are appropriately trained and are deemed competent to use, operate and control the plant or equipment in a safe manner
- all controls and safety devices including any guarding, emergency stops, and warning devices are regularly inspected and tested
- that all plant and equipment is suitably inspected and maintained in accordance with the manufacturer's instructions
- that appropriate procedures are in place to ensure that all cleaning, maintenance and adjustments of plant and equipment is undertaken in a safe manner and without risk to operators, users, workers and others
- that appropriate procedures are in place to ensure the safe handling, storage, transportation, dismantling and disposal of plant and equipment
- that all moving parts on plant or wherever a person may be exposed to moving and/or dangerous parts on plant, are suitably guarded. This may include hot and cold parts, pressurised sections or any moving parts or components of the plant or equipment
- any incident associated with plant or equipment will be reported to management and it will be recorded
- that all personnel are advised of the reporting requirements of the Organisation at induction and re-enforced at toolbox talks and/or meetings
- that supervisors are to regularly check if plant or equipment is being operated correctly
- that all proposed modifications or alterations to plant and equipment are assessed and specified by a competent person
- that plant and equipment will only be used or operated by persons who have been trained and deemed competent to do so.

Lockout and tagging of plant and equipment

The Organisation will ensure, as far as reasonably practicable, that the risks associated with plant or equipment being inadvertently activated or stored energy being released unexpectedly are controlled.

Lockout and tagging of plant and equipment are the methods the Organisation will use to control these risks.

The processes around lockout and tagging of plant and equipment will be determined in consultation with the workers who are required to operate the plant or equipment or who carry out the activities involving risk.

Activities involving risk of plant activation/energy release

Activities that pose a risk to health and safety if plant or equipment is inadvertently activated or stored energy is released, include but are not limited to, the following activities:

- cleaning plant and equipment
- maintaining plant and equipment
- repairing plant and equipment
- adjusting plant or equipment or parts thereof in any way
- inspecting plant or equipment
- if plant or equipment is in an unsafe condition, it is deemed out of operation for repairs.

Process for lockout and tagging

In the event that lockout of plant or equipment is required, the Organisation will:

- only allow competent, authorised workers to maintain, repair, adjust, inspect and/or clean items of plant and equipment
- identify all energy sources likely to reactivate the plant or equipment and place people undertaking the work at risk (eg electricity, heat, fluids under pressure, stored energy, radiation, etc)
- identify isolation points, noting that emergency stop buttons, lanyards and similar stop devices on their own will not necessarily achieve isolation
- isolate all energy sources, noting that some plant and equipment will have several control stations and sections of plant or equipment may have independent electricity sources
- de-energise all stored energy (eg inspect the plant or equipment to make sure all parts have stopped moving, release spring tension, purge tanks or lines, etc)
- lock out the isolation points in accordance with the following points:
 - utilise suitable locking devices
 - implement a policy that requires one lock per person so that if more than one worker is working on an item of plant or equipment, they both have a lockout device in place
 - ensure there is only one key per lock to avoid a lockout device being inadvertently removed
- after plant or equipment has been locked out, all isolated power sources should be tested with appropriate instrumentation. A competent person should then test activation before any person attempts to start work on the isolated plant or equipment

In the event that tagging of plant or equipment is required, the Organisation will:

- determine whether a tag is a suitable control measure. Where possible, lock out devices and/or removal of the item from service should be utilised as a preference
- tags on items of plant or equipment should only be considered as a means of providing information to others at the workplace, not as a lock out device
- provide the following information on each tag:
 - the person who put the tag in place
 - the time and date this occurred
 - the item of plant or equipment being isolated
- remove the tag before the item plant or equipment is returned to operational status
- ensure that a tag is only removed by the person whose name is written on the tag.

Modification of plant and equipment

The Organisation will consider all safety issues when considering any alterations to plant and equipment, by:

- consulting with the designer and manufacturer
- where the original designer or manufacturer cannot be contacted, the alterations will be carried out by a competent person in accordance with the relevant technical standards.

A competent person is one who has acquired through training, qualification or experience the knowledge and skills to carry out the task.

The Organisation will, so far as is reasonably practicable:

- ensure that the design and construction or erection of the plant, equipment and structures is such that persons who properly use them are not exposed to risks to their health and safety
- ensure that relevant workers are supplied with adequate information about any risks associated with the operation or use of any plant, equipment or structures to ensure they are not exposed to any risk to their health and safety.

Modifications will not be undertaken unless they have been assessed and specified by a competent person.

Decommissioning and disposal of plant and equipment

When decommissioning and planning for the disposal of plant, equipment or structure, the Organisation will:

- identify hazards and control risks involved in the process of decommissioning and dismantling the plant, equipment or structure
- dismantle plant, equipment or structure in accordance with the designer's and manufacturer's instructions
- if reselling, ensure that the plant, equipment or structure is safe to load, transport, unload and store. Any available information (eg log books) relating to the plant, equipment or structure design, registration, installation, operation and maintenance will be provided with the plant, equipment or structure
- if scrapping, ensure that the plant, equipment or structure is safe to load, transport, unload and dispose of correctly.

Office Safety

Introduction

Although working in an office, whether it be at home or at the Organisation's place of work, may appear to be a relatively safe environment to work in, there are many hazards which may potentially cause injury and health issues to workers.

The Organisation is therefore committed to ensuring that all office hazards are identified, and the risks are assessed and controlled, as far as reasonably practicable, through the application of risk management principles and in consultation with the workers involved.

It is important to understand that an uncomfortable work environment can affect productivity and increase the likelihood of work-related health issues, in particular ergonomic factors can lead to musculoskeletal disorders (**MSD**). Controlling hazards such as incorporating good ergonomics practices within the workplace can enhance the working environment, as well as assist in decreasing stress levels within the workplace and improving worker morale and performance.

The [Guide to Office Ergonomics](#) outlines specific guidelines for office ergonomics. This will be used in conjunction with the [Ergonomics Checklist](#) to ensure safe workstation setup.

Identifying office hazards

Hazards within the office environment can be varied and may include mechanical, physical, chemical and electrical hazards as well as psychological hazards where psychosocial risks exist.

General risks found in an office environment may include:

- risks related to the overall working environment, such as the office layout, lighting, floor surfaces and indoor air quality
- office ergonomics and working with computers
- electrical risks from overloading and lack of power outlets
- risks related to kitchen and facility usage, including the use of hazardous chemicals/substances
- the use and maintenance of office equipment
- hazardous manual tasks/handling risks
- general housekeeping which may present as risks of trips, slips or falls
- storage of items, such as records stored in filing cabinets
- mental health risks from the work itself or interpersonal relationships.

Hazards can be clearly identified through regular office inspections, preferably using a checklist to ensure a consistent approach, reviewing health and safety records such as incident reports, first aid treatments or previous workers compensation claims.

Assessing office risks

The typical injuries that occur in an office environment can usually be easily assessed by assessing the overall exposure to the hazard. That is, how long and how often a worker may be exposed to the hazard. This can be achieved by examining work rosters and/or consulting with the workers and observing the work being undertaken.

The assessment should also identify the tasks and areas where workers may be exposed to a hazard.

Controlling office risks

The Organisation will, as far as reasonably practicable, ensure that the range of measures for controlling the risk will be in accordance with the hierarchy of control measures, which involves elimination, substitution, isolation, engineering, administrative and personal protective equipment.

Elimination

Redesigning the job to remove the risks altogether is the most effective method of risk control. For example, the need for excessive photocopying and collation can be eliminated if memorandums are circulated by email.

Substitution

Materials, equipment or processes can be replaced with less hazardous ones. For example, a telephone handset can be replaced with a headset where there is prolonged use of the telephone or where typing is required while using the telephone.

Engineering

Engineering controls may involve the provision of mechanical aids, barriers, guarding, ventilation or insulation to prevent employees being exposed to a hazard. For example, a heavy shelving system may have a mechanical winder or electric controls to prevent the need for pushing and pulling the sections.

Administrative

Administrative controls may involve establishing policies, procedures and work practices designed to reduce a worker's exposure to a risk. It may also relate to the provision of specific training and supervisory practices. For example, by advising workers against performing continuous keyboard work for long periods and increasing task variety.

Personal protective equipment

PPE is considered the lowest form of risk control and should only be used whenever higher order controls have not completely eliminated the hazard and a residual risk remains. For example, gloves are worn when cleaning the desk or work area.

To support the design, development, implementation and review of risk control measures, the Organisation will ensure that:

- all workers understand the risks involved in working in an office and can identify hazards in the workplace
- the working environment does not present any risks to workers and others when being properly used and that due consideration is given to the design and security of the office and its layout, the availability and control of natural light, that lighting is sufficient for general office duties and additional task lighting is supplied where required, that there is sufficient supply of fresh, quality air, there is sufficient means to heat and cool the office and the flooring is such that it is designed to help prevent slips, trips and falls
- safe work procedures and practices are developed to help ensure the safety of workers and others working in the office. Such procedures and practices will include:
 - good housekeeping practices
 - standards for cleanliness and hygiene of the office and related facilities
 - safe procedures and storage of hazardous chemicals/substances in or near the office

- safe procedures to help ensure the ergonomic safety of workstations
- safe procedures for hazardous manual tasks/handling and the storage of items
- safe procedures for the use of office machinery, such as photocopiers
- the provision of suitable mechanical aids for lifting and storing items, including safety steps and other mechanical aids where required
- workstations meet ergonomic guidelines and the needs of workers, including:
 - in consultation with affected workers, identifying and assessing the risk factors related to office ergonomics that could lead to MSD, and eliminating or minimising the risks through the application of appropriate controls, including procurement and design of office based plant and equipment
 - suitably informing office workers of the risk of MSD and provide appropriate training in the ergonomically correct use of furniture, equipment and tools
 - supporting and encouraging MSD prevention activities, such as workers regularly undertaking office stretching and relaxation exercises as well as adequate and safe storage facilities are provided
 - the office has suitable and appropriate emergency preparedness plans in place and procedures to ensure that access and egress passageways remain unobstructed and provide a minimum clearance of 1,000mm (i.e. one metre) or as otherwise required by local ordinances, in the event of an emergency evacuation being required
 - the maintenance of office plant and equipment and the working environment itself is appropriate to help prevent risks in the workplace, and that identified hazards are rectified as soon as practicable
 - all portable electrical equipment is fit for purpose and suitably tested and tagged in accordance with the Organisation's **Electrical Safety** policy
 - the measures implemented for office based workers are regularly reviewed and if necessary, revised.

Working from home

Introduction

When workers carry out work from their residential premises (home) for the Organisation, the home is considered to be a workplace and the Organisation recognises that it has health and safety duties in respect of this.

The Organisation must approve all work undertaken at home and will only allow for work to be undertaken from home if the hazards associated with the work are identified, assessed and controlled. As such, when approving work to be carried out from home, the Organisation will specify the following:

- the tasks to be performed
- the hours of work
- the specific location within the home where work will be carried out
- the furniture and equipment required to carry out the work.

Identifying hazards associated with working at home

When working from home, hazards can be identified by:

- completing the **Working From Home Checklist**
- reviewing the tasks associated with working from home
- observing how workers perform their tasks
- consulting with relevant workers

When identifying hazards associated with working at home, the Organisation will consider the following:

Office safety

There are a variety of hazards that may arise in an office environment which may also be present when working at home.

Drugs and alcohol

The misuse of drugs or alcohol by workers can affect their health and safety, as well as that of others.

Remote or isolated work

When working at home, the worker may be working in a remote or isolated environment.

Remote or isolated workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote or isolated workers may not have the same access to support and emergency services.

Manual tasks/handling

Manual tasks/handling describes any work or task involving an action to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object.

Some manual handling tasks are hazardous and may cause musculoskeletal disorders. Musculoskeletal disorders are the most common type of workplace injuries and may occur when working at home.

Assessing risks associated with working from home

The Organisation has an obligation to ensure that any hazards which pose a risk of injury to workers when working at home are assessed to determine the seriousness of these hazards.

This will be achieved by management reviewing the completed **Working From Home Checklist** by workers as well as consulting with workers who will undertake working from home to determine the level of risk.

Controlling risks associated with working from home

The Organisation will ensure, as far as reasonably practicable, that the risks associated with working from home are controlled. The process of controlling such risks will be determined in consultation with the workers who are required to work at home.

Control measures can be identified by reviewing all completed **Working From Home Checklist** outcomes and by referring to the Organisation's policies and procedures.

The Organisation will ensure the most appropriate control measure are implemented which includes ensuring:

- procedures are established and maintained to control emergency situations when working from home
- workers working from home have access to a first aid kit and a trained first aid personnel
- effective communication procedures applying to working from home are developed and implemented
- procedures are developed and implemented to ensure health and safety issues that affect workers working from home are able to be raised and resolved, as far as reasonably practicable
- that effective welfare checks with workers working from home are conducted
- information, instruction, training, and supervision is provided to workers, as is necessary, to enable them to work from home in a manner that is safe
- the systems of work are reviewed, including communication processes to ensure they remain effective.

Infection control in the workplace

Introduction

The broad definition of infection is the invasion of tissue by pathogenic organisms. Infections generally result from a combination of factors, including:

- the presence of micro-organisms
- a compromised or weakened status of the host
- the chain of transmission of the micro-organism.

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work. Forms of exposure and entry into the body of biological organisms includes direct contact with infected persons or contact with contaminated fluids, food or items.

Transmission can also occur from hand-to-mouth contact during eating, drinking and smoking or by wiping the face with contaminated hands (or gloves). However, micro-organism entry into the body can also include skin contact through cuts, scratches, penetrating wounds, breathing them as a dust, aerosol or mist and certain organisms can enter the body through the surfaces of the eyes, nose and mouth.

This policy is designed to support any advice or directions from Government health authorities. Therefore, no part of this policy either stated or implied, is designed to compromise any public health advice or directions that may be issued from time to time and which may require additional controls to be implemented.

Identifying infection transmission hazards

Micro-organisms are transmitted by various routes and the same infective agent may be transmitted by more than one route. There are several main routes of transmission:

- blood borne transmission through such things as sharp tools or contact with cuts or scratches
- direct contact through person to person contact or via contaminated articles or equipment
- droplet transmission such as through sneezing, coughing or talking
- airborne transmission through microscopic droplets or dust particles
- gastrointestinal infection through contaminated food or fluid or via an infected food handler
- exposure to micro-organisms found in human waste
- vector borne infections transmitted by carrier insects or animals such as mosquitoes, flies or rats.

The source of infection may be staff or visitors and the person may either be acutely ill or in the incubation (window) period of a disease. They may be a chronic carrier or colonised with the infective agent but have no apparent disease.

Contaminated items in the environment, including surfaces, equipment, food or waste are other possible sources of infection.

The ability to resist infection varies depending upon age and underlying medical conditions. Other factors such as nutritional status or drug therapy may also reduce a person's immunity, making them more susceptible to infection.

Persons who have been recently exposed to trauma or who have recently undergone surgery, or invasive therapeutic and/or diagnostic procedures will also have an increased susceptibility to infection.

Assessing infection transmission hazards

As part of the risk management approach, the Organisation has an obligation to ensure that persons and visitors to the workplace are not exposed to any infections, as far as is reasonably practicable.

Given the nature of our work, it is safe to assume that any infection brought into the workplace or present within the workplace will pose a risk of injury or illness to persons at the workplace.

The overall risk to workers will be determined by the:

- nature of the work to be undertaken
- conditions under which the work is to be carried out
- skills, competence and experience of the worker.

When approaching a task or duty, consideration must be given to the potential pathological agents involved, the transmission paths of the agents and who may potentially be at risk. The overall risk can then be analysed and assessed based on:

- what are the aspects of the task or procedure that facilitates transmission of infection
- what existing controls are in place
- what is the likelihood of transmission
- what are the likely consequences of transmission
- what factors will increase or decrease the risk of transmission.

Controlling infection transmission hazards

The Organisation will ensure, as far as reasonably practicable, that the risks associated with infections in the workplace are controlled. The process of controlling exposure to infection transmission risks will be determined in consultation with all personnel in the workplace who are required to carry out the task and will include:

- the development of infection control principles, which may include the introduction of an approved testing procedure where considered appropriate, or as directed by a health authority
- the development of administrative requirements designed to minimise the risk of infection transmission
- the development of effective work practices and procedures which may include:
 - the use of appropriate PPE at all times. This may include disposable or rubber gloves, the use of a type P2 mask that meets the requirements of Australian Standard *AS/NZS 1716:2012 Respiratory Protection Devices*, fully enclosed footwear and suitable eye protection
 - the strict application of hygiene procedures including washing hands thoroughly after any tasks with soap and warm water for at least 20 seconds and before eating, drinking and after touching any surface or object that may be contaminated
 - immediately washing and disinfecting any wound that may come into contact with a known contaminant
 - ensuring contaminated work clothes are changed before leaving the work site and ensuring that any contaminated clothing is laundered separately from other clothing
 - ensuring that relevant first aid and emergency procedures are in place to deal with any possible contamination issues
 - where necessary, appropriate vaccination and health monitoring programs are provided for workers
- the implementation of an immunisation program
- ensuring that all staff required to undertake a task that may potentially expose them to infection through their work have enough training, skills, knowledge, level of competence and education and/or qualifications to undertake the task
- a regular review of our policies and procedures.

If exposure to infections within the workplace have been assessed as a risk, consistent with national and international requirements, the Organisation will adopt a three-level approach to infection control precautions.

The three-level approach involves:

- Level 1 – General: infection control procedures for the prevention or minimisation of transmission for all persons at a workplace
- Level 2 – Standard: infection control procedures for persons who may come into contact with blood and/or bodily fluids such as first aid persons
- Level 3 – Transmission-based precautions: provides a high level of protection to all persons at the workplace following identification of a positive transmission and assumes that Level 1 and Level 2 controls are in place.

Level 1 Controls – General

Infectious agents can be spread in a variety of ways, including:

- breathing in airborne germs – coughs and sneezes release airborne pathogens, which is then inhaled by others
- touching contaminated objects or eating contaminated food
- skin-to-skin contact – transfer of some pathogens can occur through touch or by sharing objects
- contact with body fluids – pathogens in saliva, urine, faeces or blood can be passed on via cuts or through the mucus membranes of the mouth and eyes.

The first level relates to general procedures designed to eliminate or minimise the risk of infection transmission. These infection control procedures will involve good personal and environmental hygiene, including:

- regular hand hygiene such as handwashing or hand rubbing at all times – washing hands with water and soap for at least 20 seconds, or using alcohol based hand sanitiser can prevent the spread of many pathogens, especially after visiting the toilet, before and after preparing food, and after touching people or equipment. Wet hands will be dried with a single use paper towel
- routine environmental cleaning and disinfection, including high contact points such as door handles, lift buttons and telephone equipment as well as high traffic areas such as reception areas
- promotion of respiratory hygiene and cough etiquette, such as covering the nose and mouth with the crook of the elbow or with a tissue when coughing or sneezing, and dispose of tissue in a closed bin
- any cuts or open wounds will be appropriately treated and covered with a waterproof dressing
- appropriate waste bins will be provided to dispose of contaminated tissues and other dirty items
- appropriate use of PPE such as gloves when undertaking cleaning and disinfection procedures. PPE and training on its use will be provided to all personnel in the workplace in accordance with manufacturer's guidelines and relevant standards. PPE will be removed before leaving the work areas where the cleaning and disinfection is taking place.

Level 2 Controls – Standard health procedures

The second level of control is referred to as 'standard precautions' and will be applied to all persons at the workplace regardless of their diagnosis or presumed infection status wherever there is potential contact with:

- blood
- body fluids, secretions and excretions (except sweat)
- non-intact skin

- mucous membranes, including eyes.

Standard precautions will involve the use of safe work practices and protective barriers, including:

- hand hygiene
- routine environmental cleaning
- managing spills
- waste management
- the safe use and disposal of sharps
- decontamination of equipment
- appropriate use of gloves
- appropriate use of facial protection/masks
- use of protective clothing
- appropriate device handling
- appropriate handling of any laundry items and/or protective clothing
- incorporation of respiratory hygiene and cough etiquette.

Level 3 Controls – Transmission based precautions

Additional control measures will be initiated where persons are known or suspected to be infected with pathogens. These precautions are in addition to the general and standard precautions and are referred to as Level 3, or ‘transmission-based precautions’ (**TBPs**).

TBPs are used in addition to standard precautions when standard precautions alone may be insufficient to prevent transmission of infection.

The three types of additional precautions are:

- airborne precautions which must be applied where the infected patient is known or suspected to be infected with pathogens that can be transmitted by an airborne route for example, Aspergillus, Legionella, Pulmonary tuberculosis, Chickenpox, Measles and Coronaviruses. These will include isolation of the infected person and in the case of a Coronavirus exposure, use of a type P2 or N95 mask that meets the requirements of *AS/NZS 1716:2012 Respiratory Protection Devices*
- droplet precautions which must be applied where the person is known or suspected of being infected with pathogens that can be transmitted by droplet route for example, Influenza, Bordetella pertussis (whooping cough), Rubella, Listeria, E. coli, Salmonella and Coronaviruses. These will include isolation of the infected person, maintaining a separation distance of at least one and a half metres, the use of protective gloves and eyewear and the initiation of room cleaning protocols
- contact precautions designed to reduce the risk of transmission of micro-organisms by direct or indirect contact for example, viral Gastroenteritis, Clostridium difficile, Methicillin-resistant Staphylococcus aureus (also known as MRSA or staph) and Coronaviruses. These will include additional precautions to eliminate contamination of environmental surfaces and equipment through the use of protective gloves and the implementation of additional room cleaning protocols.

TBPs, including cleaning protocols and procedures must be tailored to the infectious agent involved and the mode of transmission. To minimise the exposure time of other people in office/retail based setting or more industrial environment, people identified as at risk of transmitting droplet or airborne diseases (for example, a person with suspected Coronavirus exposure) should be attended to immediately and placed into appropriate transmission- based precautions to prevent further spread of the disease.

Immunisation program

To help ensure the Organisation meets its health and safety obligations to minimise the workplace risks to workers, particularly those in relation to the risk of exposure to vaccine preventable diseases in the workplace, the Organisation will develop and implement an appropriate immunisation program.

According to health authorities, immunisation is one of the safest ways to protect people against harmful infections before they come into contact with them by using the body's natural defences to build resistance to specific infections.

Therefore, to the extent that is permissible under law and where it is determined as necessary through the application of a risk management approach and in accordance with relevant medical advice, the Organisation may make the requirement for immunisation against any particular disease or infection, a condition of employment or engagement with the Organisation.

Where such a program is implemented, the Organisation will take the responsibility for all real costs involved and will, where possible, implement the program during work hours. The Organisation will also retain records of the vaccination program, sufficient to identify who has been vaccinated but in compliance with the Organisation's requirements for the confidentiality of medical and health records.

Prior to the implementation of an immunisation program, the Organisation will:

- seek appropriate and independent medical advice to ensure the recommended program meets all Government and health authority guidelines as well as the requirements of the National Immunisation Program and its related immunisation schedules
- encourage workers to seek their own independent medical advice regarding the program
- provide information to all workers on the immunisation programs currently recommended by health authorities for the Organisation's business sector
- ensure its infection control policy and program is fully implemented so as to minimise transmission and risks of infectious diseases being transmitted in the workplace.

Where an immunisation program is not possible or a worker is unable to be vaccinated for any reason, the Organisation will implement sufficient and appropriate alternative control measures to eliminate or reduce the risk of disease transmission at the workplace.

The implementation of the immunisation program will be overseen by an authorised medical practitioner and will be delivered by an authorised vaccination provider. An annual review of the immunisation status of workers will be conducted and records will be updated accordingly.

Safe handling, use and disposal of sharps

A sharp is any object that can inflict a penetrating injury and includes needles, broken glass and any other sharp object or tools designed to perform penetrating procedures. The potential for the transmission of blood borne viruses is greatest when devices, such as needles are used or spotted on work sites. As such, the Organisation will implement good housekeeping standards and develop a policy and procedures for the safe handling, use and disposal of sharps.

Environmental cleaning

Environmental cleaning refers to the appropriate cleaning of surfaces found in the workplace. Deposits of dust, soil and microbes on surfaces are a potential source of associated infections. The following basic principles should be followed:

- written cleaning protocols should be prepared, including methods and frequency of cleaning

- cleaning procedures must be commensurate with the level of risk and tailored accordingly
- standard precautions (including wearing of PPE, as applicable) must be implemented when cleaning surfaces and facilities
- cleaning methods should avoid generation of aerosols
- all cleaning items should be changed after each use and cleaned and dried before being used again. They should also be changed immediately following the cleaning of blood or body fluid/substance spills. Single-use cleaning items are preferred, where possible, such as lint-free cleaning cloths
- sprays should not be used, because they can become contaminated and are difficult to clean. Sprays are not effective, as they do not touch all parts of the surface to be cleaned
- detergents should not be mixed with other chemicals
- all cleaning solutions should be prepared fresh before use.

The Organisation will ensure that a person is identified and nominated as being responsible for the implementation, management and evaluation of the cleaning service provided.

Managing spills of blood, bodily fluids and substances

The Organisation will ensure there are procedures in place for dealing with blood, bodily fluids and substance spills. Cleaning protocols should be included alongside safe work procedures and emphasised in ongoing training.

The basic principles of blood and body fluid/substance spills management are:

- standard precautions should apply, including the use of PPE, as applicable
- spills should be cleared up before the area is cleaned (adding cleaning liquids to spills increases the size of the spill and should be avoided)
- generation of aerosols from spilled material should be avoided.

The management of spills should be flexible enough to cope with different types of spills whilst also considering the following factors:

- the nature (type) of the spill for example chemical substances, sputum, vomit, faeces, urine or blood
- the pathogens most likely to be involved in these different types of spills – for example, stool samples may contain viruses, bacteria or protozoan pathogens, whereas sputum may contain Mycobacterium tuberculosis
- the size of the spill – for example, spot (few drops), small (<10cm) or large (>10cm)
- the type of surface – for example, carpet or impervious flooring
- the location involved – that is, whether the spill occurs in a contained area (such as office), in a public location or within a community premises
- whether there is any likelihood of bare skin contact with the soiled (contaminated) surface.

Cleaning spills – equipment

Standard cleaning equipment, including a mop, cleaning bucket and cleaning agents, should be readily available for spills management. It should also be stored in an area known to all staff.

To help manage spills in areas where cleaning materials may not be readily available, a disposable 'spills kit' could be used, containing a large (20 L) reusable plastic container or bucket with fitted lid, containing the following items:

- appropriate leak-proof biohazard bags and containers for disposal of waste material
- a designated, sturdy scraper and pan for spills
- absorbent mats and paper
- approximately five sachets of a granular formulation containing 10,000ppm available chlorine or equivalent (each sachet should contain sufficient granules to cover a 10cm diameter spill)
- disposable rubber gloves suitable for cleaning
- eye protection (disposable or reusable)

- plastic apron
- a respiratory protection device, for protection against inhalation of powder from the disinfectant granules or aerosols (which may be generated from high-risk spills during the cleaning process).

Single-use items in the spills kit should be replaced after each use of the spills kit. With all spill management protocols, it is essential that the affected area is left clean and dry before use of the area.

Cleaning spills – procedures

Care should be taken to thoroughly clean and dry areas where there is any possibility of bare skin contact with the surface.

PPE should be used for all cleaning procedures and disposed of or sent for cleaning after use. Hands should be washed and dried after cleaning.

Where a spill occurs on a carpet, shampoo as soon as possible. Do not use disinfectant. Steam cleaning may be used instead.

Wash hands thoroughly after cleaning is completed.

Cleaning spots or small spills

Spots or drops of substances or other small spills (up to 10cm) can easily be managed by wiping the area immediately with paper towels, and then cleaning with warm water and detergent, followed by rinsing and drying the area. Dry the area, as wet areas attract contaminants.

Cleaning large spills

Where large spills (more than 10cm) have occurred in a 'wet' area, such as a bathroom or toilet area, the spill should be carefully washed off into the sewerage system using copious amounts of water and the area flushed with warm water and detergent.

Large spills that have occurred in 'dry' areas should be contained and generation of aerosols should be avoided.

Granular formulations that produce high available chlorine concentrations can contain the spilled material and are useful for preventing aerosols. A scraper and pan should be used to remove the absorbed material. The area of the spill should then be cleaned with a mop, and a bucket of warm water and detergent. The bucket and mop should be thoroughly cleaned after use and stored dry.

Waste disposal

The Organisation will ensure that procedures are in place for the correct management of all waste generated and that they are compliant with regulations and guidelines administered by other Government agencies, for example Environmental Protection agencies and local Government ordinances.

All waste should be stored in secure areas until collected. Waste should be removed from workplace areas each day and more frequently as needed, such as from specialised areas. Waste bags should be tied before removing from the area.

General waste disposal

Place in general waste bin for removal.

Biohazard waste disposal

Place in biohazard bags as soon as possible. Biohazard bags have a biohazard symbol and are currently coloured yellow.

Medical / other conditions

Due to the potential hazards associated with this workplace such as possible exposure to pathogens and infection, persons working at the workplace are required to disclose any medical condition or disability, which may affect their capacity to participate in specific work activities that may impact upon their health and safety or the health and safety of others.

If a worker becomes aware of any condition, disability or impairment (temporary or otherwise), which may potentially affect their capacity to participate safely in work activities, or activities related to their work, they should immediately advise management as soon as practicable so that a suitable and applicable risk assessment can be undertaken.

All such discussions will be considered strictly confidential in accordance with the Organisation's privacy policy. Any medical information disclosed will be used only for the purpose for which it was collected and will not be disclosed to other parties unless permitted by law, without the consent of the person making the disclosure.

Dealing with COVID-19 in the workplace

COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes. A person can acquire the virus by touching a surface or object that has the virus on it and then touching their own mouth, nose or eyes.

Cleaning and disinfection

The best way to protect all persons in the workplace from the risk of exposure to COVID-19 is by implementing appropriate cleaning and disinfecting measures for the workplace. Combined regiment of cleaning and disinfection will be the most effective method in eliminating or spread of the COVID-19 virus in the workplace.

Workplace should be cleaned at least once a day. More frequent cleaning may be required in some circumstances. If equipment is shared between persons, it should be cleaned between uses, where practicable.

Cleaning is to be performed using detergent and water and once cleaned surfaces should be disinfected. This would include any time there has been an instance or suspected case of COVID-19 in the workplace or where any persons in the workplace are likely to touch a surface.

Hygiene

Good hygiene is necessary to stop the spread, therefore each worker must:

- frequently wash their hands with soap for at least 20 seconds or use a hand sanitiser with greater than 60% ethanol or 70% isopropanol before and after eating and going to the toilets
- limit contact with others, including shaking hands

- stop touching their eyes, nose and face when their hands are not washed
- cover their mouth while coughing and sneezing with a clean tissue or elbow
- put used tissues straight into the bin.

The Organisation will ensure that adequate supply of hand washing soap dispensers, sanitisers and tissue paper is readily available to all persons in the workplace.

Self isolation

If a worker suspects that they have contracted COVID-19 or if they have been in the presence of someone infected by the COVID-19, they should isolate themselves and advise their manager immediately.

Biological Hazards

Introduction

Biological hazards are organic substances that pose a threat to the health of humans and other living organisms. Biological hazards include pathogenic micro-organisms, viruses, toxins (from biological sources), spores, fungi and bioactive substances. Biological hazards can also be considered to include biological vectors or transmitters of disease.

When biological hazards are encountered, they may present situations where there is the potential for disease transmission to people. Circumstances in which biological hazards may be encountered in the workplace include handling waste, sharps, animal remains, bird droppings and exposure to insect and snake bites.

Identifying biological hazards

Biological hazards may be present in:

- rubbish
- human waste such as sewerage
- contaminated water
- animal carcasses
- bird droppings
- vermin, insects and snakes.

Assessing biological hazards

As part of the risk management approach, the Organisation has an obligation to ensure that any biological hazards that pose a risk of injury to workers are assessed to determine the seriousness of the hazards.

In assessing risks arising from biological wastes, the following factors should be taken into account:

- known risks
- recommended personal protection for the specific risks
- disposal methods.

Controlling risks associated with rubbish and sharps

The Organisation will ensure, as far as reasonably practicable, that the risks associated with biological hazards in the workplace are controlled. The process of controlling biological risks will be determined in consultation with the workers who are required to carry out the task.

In the event that workers may be exposed to biological hazards the following controls will be implemented:

- workers will wear personal protective equipment (PPE) at all times when dealing with sharps and biological hazards including coated plastic or Kevlar gloves, long sleeved shirt and fully enclosed shoes
- rubbish is never to be handled with bare hands nor should hands be placed in areas that cannot be seen in rubbish bags
- rubbish bags are not to be held close to the body when being carried or emptied
- workers will advise the team leader if a discarded syringe is found in the workplace
- workers will be made aware of common areas for discarded sharps and ensure implements such as rakes and tongs are used when maintaining external areas such as gardens
- in the event that a sharp is found, workers will carefully check the surrounding areas for other sharps that may be present

- tongs will be used where possible to pick up sharps which will be held with the sharp end pointed away from the body
- sharps will be disposed of in the yellow sharp's receptacle. This receptacle must be labelled "MEDICAL (or CLINICAL) WASTE – INCINERATE" and display the universal biohazard symbol
- workers will be made aware of the location of the sharp's containers
- sharps containers will be puncture resistant, moisture proof, shatterproof, capable of being sealed and able to withstand heavy handling
- the worker will carry the container to the sharp for disposal, never carry the sharp to the container
- immediately seek first aid if an injury is sustained and report the incident as soon as is practicable
- encourage puncture to bleed, wash liberally with soap and water and/or dilute with hypochlorite solution
- wash hands thoroughly once completed
- where vermin are present at client sites advise the client that work will not proceed until the site is decontaminated.

Controlling risks associated with bird droppings

Any area where workers can access and there is evidence of a build-up of bird droppings such as horizontal surfaces that may be accessible from outdoors, car parks and roof access platforms, should be approached with caution. It is important not to breathe the dust from bird droppings or handle with bare hands.

A clean up should not commence until all controls are in place and the waste should not be allowed to enter waterways. When bird droppings are identified as posing a hazard:

- assess the area first and discuss with the Manager/Supervisor if there is a need for the task to be outsourced to a qualified contractor
- wear PPE at all times when dealing with biological wastes including coated plastic or Kevlar gloves, long sleeved shirt or full-length disposable suit, P2 half faced dust mask and fully enclosed shoes
- erect signs and barricading around work areas to protect the public and other workers in the vicinity
- if possible, try and work in well ventilated areas
- use water to clean and to keep dust levels low as possible
- wash hands thoroughly once completed. Be aware that all bird droppings have the potential to carry deadly diseases and even small amounts have the potential to cause harm.

Controlling risks associated with bird carcasses

Bird carcasses may be found in areas where birds are able to access. As such, the following precautions must be applied if disposal of the carcass is required:

- disposable gloves must be worn at all times when handling carcasses
- ensure that carcasses are double bagged in plastic bags prior to disposing onto bins
- use bi-carb soda if necessary to reduce odours and clean bins with disinfectant when cleaning is required
- thoroughly wash hands and dispose of gloves after use.

Infection control

Nothing in this section is intended to compromise the Organisation's **Infection Control** policy.

The following controls are necessary when you are administering first aid, patient handling, or undertaking tasks such as unblocking toilets, disposal of nappies and bloody tissues and working with waste compactors:

- workers must wear appropriate PPE at all times including disposable or rubber gloves, P2 masks and fully enclosed footwear
- First Aid attendants should always use appropriate infection control techniques when administering first aid. For example, wear new disposable gloves for each injured / ill person and a disposable mask when administering CPR
- place items contaminated with blood or bodily fluids in sealed plastic bags and then dispose of in the appropriate receptacle
- any non-disposable equipment or PPE must be cleaned with disinfectant after use
- workers must wash hands thoroughly after any tasks with soap and warm water for at least 20 seconds.

Potting mix and compost

Never ignore spills of compost and potting mix and try to only use in well ventilated areas. Ensure:

- appropriate PPE is worn including elbow length gloves, P2 masks and safety glasses
- broken bags are resealed immediately to minimise airborne biological hazards
- all spills are cleaned up by wet sweeping (spray with water then sweep).

Snake, vermin, insect and spider bites

Try not to place hands and feet in places that cannot be clearly seen if you are working in locations where snakes, vermin and insects or spiders are likely to be found. Snakes and vermin seek out dark concealed places when they are frightened and trying to hide. The amount of energy a snake has is directly proportionate to the heat available to them. Beware in hot weather, but also if you are working with plant or equipment that offers a retreat such as warm motors and pipe work.

If you are stung or bitten by a snake and are at risk, call for assistance immediately and:

- lie down and do not wash the bite area
- for isolated or remote work always carry a first aid kit and insect spray. The procedure for working remotely or in isolation directs workers in how to report an incident or call for assistance
- keep emergency contact numbers in your phone.
- remain calm and still
- lie down if it is safe to do so
- do not wash the bite area as this may assist in identifying the type of snake involved
- try to identify the snake, vermin or spider if possible
- apply a compression bandage as soon as practicable. Begin wrapping at the bite site and continuing down the limb and then back to the top. Lock out the joints and bandage as firmly as that for a sprain
- a splint is also recommended to prevent peristaltic return. Venom is transported around the body in our lymphatic system, not the blood stream. This is controlled by muscle movement; the use of a compression bandage and a splint reduces muscle movement and slows the progression of the venom.

In relation to spider bites, contemporary medical and first aid treatment for spider bites is dependent upon the type of spider and may be specific to that type. For example, washing of the site, compression and immobilisation of the affected limb maybe strongly recommended for one type species of spider but is not recommended for others. It is therefore recommended that emergency services be contacted as soon as possible.

Where this may not be possible due to the remoteness of the location, workers should be made aware of the types of spiders they may encounter based upon their location and be provided basic response training and information.

Health and Hygiene for Food Handlers

Introduction

The handling of food in a commercial environment is legislated by various Government regulatory bodies and local Government ordinances. These are supported by a range of standards that cover issues such as labelling, nutrition, food standards and food additives as well as the standard of plant, tools and any equipment used in the preparation of food for serving.

The Organisation is aware of its responsibilities to its workers and others, such as clients, participants or patients and understands that there may well be a dual responsibility about ensuring the safety of workers and others at the workplace as well as ensuring that the food being served meets all food safety standards, including the preparatory requirements.

This policy is related to the Organisation meeting its obligations under health and safety legislation. Therefore, nothing in this policy, either implied or stated, is intended to mitigate the Organisation's responsibilities towards specific food safety standards, legislative requirements or advice and directions from Government regulators or health authorities. Any such requirements must be assessed, addressed and implemented separately and where necessary, in addition to any health and safety requirements detailed in this policy.

Organisation responsibilities

The Organisation has a duty to ensure, as far as reasonably practicable, the health, safety and welfare at work of workers and others at the workplace, such as clients, participants or patients.

Therefore, the Organisation is responsible for ensuring that:

- the Organisation holds any and all relevant authorisations to prepare or provide food
- the Organisation has the appropriate plant and equipment to safely prepare, store and serve food
- all food is stored safely in clearly labelled containers
- the workplace design and layout allows the safe preparation, storage and serving of food and without risk to workers or others
- all workers are trained and deemed competent in all aspects of food safety that is relative to their role. Such training includes the handling, preparation and service of food, health and hygiene standards and infection control practices to prevent the spread of disease through the handling of food and related activities. Where required, the training of relevant workers will include knowledge and understanding of food allergies
- all persons with known food allergies are known to the Organisation to allow food to be prepared accordingly
- all relevant workers are able to respond to requests for information regarding food allergies in general and in relation to the food being prepared or served
- all plant, tools and equipment used in the handling, preparation or serving of food is safe when properly used, and is:
 - appropriately guarded to prevent injury
 - maintained in accordance with the manufacturer's instructions
 - supported with a safe operating procedure, particularly for powered tools or equipment
 - designed, used and maintained sufficiently to meet all related food safety standards, including the prevention of potential allergic reactions by clients, participants or patients
- all workers required to operate or use any plant, tools or equipment designed for the handling, preparation or serving of food is suitably trained and deemed competent in its operation and use
- all kitchen workers are alerted whenever an allergen free meal is being prepared
- there is no cross contamination of allergen free food from other food or drink being handled or prepared for service, for example use separate utensils and cutting boards
- suitable and appropriate amenities are provided for workers that allows safe health and hygiene practices and standards to be met

- suitable and appropriate PPE is provided to workers where required, such as suitable and appropriate gloves, closed footwear, long sleeved clothing and aprons
- the emergency response procedures also take into consideration responses that may be required for clients, participants or patients including those that may result from an allergic relation
- food handling workers who are known to be suffering symptoms of food borne illnesses or contagious disease are removed from duties that may contaminate food until a clearance is obtained from their doctor before returning to such duties
- the policies and procedures, including the **Infection Control in the Workplace** policy the are regularly monitored and reviewed to ensure they are adhered to.

Hand washing protocols for food handlers

The Organisation understands that hand washing/hand hygiene reduces the risk of contamination of food and also aids in minimising the transfer of infectious micro-organisms on the skin. Good hand hygiene therefore also aids in the minimising the risk of disease transmission, such as bacteria, viruses and fungi.

Where possible, hand washing will be undertaken in dedicated sinks and not in the sinks or areas that are used to clean equipment, utensils, plates, etc.

Hands will be washed using warm running water with a liquid hand wash or using alcohol-based gels or liquids. Wet hands will be dried with paper towels or dedicated single use towel or air dryers.

All workers will be expected to strictly follow the Organisation's hand washing protocols wherever there is the possibility of food contamination. These include washing:

- immediately before working with ready-to-eat food and after handling raw food
- immediately after using the toilet
- before starting the handling of food or returning to handling food after other work
- immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances.
- after touching hair, scalp or a body opening
- after handling animals.

Personal protective equipment protocols for food handlers

The Organisation will ensure that appropriate PPE is provided and that all workers are trained to use it in accordance with manufacturer's guidelines and relevant standards. Barrier protection such as gloves will be removed before leaving the work areas where food is handled, prepared and served as well as where cleaning is taking place.

Gloves must also be removed, discarded and replaced with a new pair in the below circumstances:

- before handling food
- before handling ready-to-eat food and after handling raw food
- after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body opening.

Based upon the outcomes of the risk assessment, the following PPE will be provided to workers, as required:

- gloves
- apron
- eye protection (disposable or reusable)
- long sleeved shirts, long pants
- closed footwear.

Safe Knife Work

Introduction

The use of knives and other cutting tools is a part of the Organisation's operational activities.

Incidents involving knives commonly lead to cuts to the non-knife hand but can also lead to injuries to the upper arm and torso. As such, risks associated with knives and other cutting tools, such as safety blades will be addressed via a risk management approach.

Identifying Knife work hazards

Knife and cutting hazards can be identified by:

- observing how workers perform their tasks, including:
 - where body parts are (including co-workers) in relation to the path of the blade
 - whether the knife or cutting tool is returned to its sheath, protective covering or storage surface upon completion of cutting and prior to walking around
 - how utility knife blades or other cutting instruments are changed
 - whether PPE are worn when using the knife or cutting tool
- observing the materials being used, including:
 - whether the correct type of knife or cutting tool being used for the task, and for its intended purpose
 - whether the knife or cutting tool has a sharp blade, so the worker exerts less effort and maintains good posture while keeping the blade under control
 - whether sharpening equipment have hand guards
- observing the physical environment, including:
 - whether the cutting surface is stable and suitable and there is sufficient lighting
 - whether the floor surface is non-slip and free from slip and trip hazards
- reviewing injury and incident records
- consulting with the workers carrying out the tasks.

Assessing Knife work hazards

The following factors will be considered:

- the training, qualification and experience of the person using the knife or cutting tool
- the type of knife or cutting tool and whether it is fit for the purpose
- whether the blade is sharp enough to minimise the amount of force required, reduce fatigue and allow good posture
- the workers' understanding of the effects of a dull blade, such as requiring more force and tearing the material rather than cutting
- any safety features fitted to the knife or cutting tool, such as an automatic retractable blade
- the condition of the knife or cutting tool and handle and whether the blade is secure
- whether cut resistant clothing is being worn by workers handling knives or cutting tool, such as closed in shoes
- whether the work area in which the knife or cutting tool is being used is clear of debris
- whether the lighting in the area in which the knife or cutting tool is being used is adequate.

Controlling Knife work hazards

The Organisation will ensure, as far as reasonably practicable, that the risks associated with knives in the workplace are controlled. The process of controlling knife risks will be determined in consultation with the workers who are required to carry out the task.

To this end, Organisation will:

- substitute the hazard for one which poses less risk, for example by selecting a more suitable knife that present a lower risk where possible
- isolate the hazard from people, for example by isolating non-knife/cutting related workers from knife/cutting related workers
- ensure safe procedures are in place for the use and handling of knives and cutting tools
- implement engineering control measures, for example:
 - applying a non-slip floor finish
 - installing more suitable benches/table and lighting
- implement administrative control measures, for example:
 - scheduling rest breaks to reduce fatigue
 - providing additional training to workers that covers correct cutting methods and limiting certain tasks to trained workers only
 - obtaining and following user manuals where appropriate, such as in the case of how to cut or sterilise equipment after each use
 - implementing a tag out procedure for knives or cutting tools with loose blades, damaged handles or other defects so they are removed from use.
- provide and require the use of PPE, for example
 - cut resistant gloves
 - cut resistant aprons
 - enclosed shoes
 - eye protection (safety glasses) for use when changing utility knife, razor or cutting blades.
- where PPE is used, the Organisation will ensure that relevant workers are appropriately trained in the correct use, maintenance and storage of PPE
- procedures are regularly reviewed and revised where appropriate.

Remote or Isolated Work

Introduction

Working alone or remotely, such as in a community in isolated areas, whether for a short or long period of time, can increase the health and safety risks of any job.

Remote or isolated work is work that is being undertaken in isolation from the assistance of other people and can make it harder to get help as they may not have the same level of access to rescue, medical assistance or emergency services. This can be due to location, time or nature of the work being performed.

As such, workers may be isolated from support and assistance because of where or when they are working or the nature of their work they are doing.

Identifying hazards associated with remote or isolated Work

The Organisation will consult with workers to assess the risks associated with remote and isolated work risks.

The risks of remote and isolated work are that workers are more vulnerable and may be at a higher risk of work related violence and aggression.

Workers may be deemed working remotely or in isolation if they:

- physically work alone
- work separately from others
- work at home
- work outside normal working hours
- work shift work or night work
- travel as part of work
- travel long distances, particularly when working late
- work unsupervised
- work in geographical isolation
- work on a reduced roster, for example, working late on public holidays
- work in isolation with members of the public.

When identifying hazards and risk, the Organisation will consider:

- the location where the work is being done, including environmental conditions and distance to facilities and resources, for example, workers in remote locations may have difficulty accessing emergency services
- the work and work processes that require workers to be remote or isolated, for example, workers who work alone late at night could be exposed to work related violence or aggression
- reviewing workers' compensation claims, recorded incidents, absenteeism and worker complaints
- if workers use public transport and need to walk to a train or tram station or bus stop during times that are at night, encouraging workers to travel with colleagues. This is not a work related matter but would be considered.

Assessing risks associated with remote or isolated work

The Organisation has an obligation to ensure that any remote or isolated work that poses a risk of injury to workers is assessed to determine the seriousness of these hazards, including working late. This will include determining:

- if any individual workers may be more vulnerable, for example ascertaining if any individual worker has personal circumstances that may affect them undertaking the work

- whether there is a possibility of higher risk of exposure to violence or aggressive customers
- how long the worker will be working alone for
- what forms of communication and assistance the worker has access to especially relating to emergency support
- if any individual worker is more vulnerable, consider the worker and any individual factors, for example, their skills, experience and as well as their physical and psychological health, which may affect their ability to work late or remotely and manage the environment
- if they are more likely to suffer psychological distress (such as anxiety, stress, fear and depression) because of their work, which could lead to an increased risk of serious injury, or suicide. They could, for example, be psychologically affected by:
 - the negative impact working away from home can have on family relationships
 - feeling excluded and disconnected because of the lack of social, emotional, and practical support from colleagues
 - environmental issues, such as drought
- the type of work they are undertaking
- if the risks of the work can be controlled by one person, for example:
 - where there is risk of a fall
 - working with electricity and/or plant
 - within confined or restricted spaces

(In these situations, it would be unlikely that working alone would be appropriate).

Controlling risks associated with remote or isolated work

The Organisation will ensure, as far as reasonably practicable, that the risks associated with remote or isolated work are controlled. The process of controlling the risks will be determined in consultation with the affected workers.

The Organisation will ensure as far as reasonably practicable that they:

- implement a buddy system where possible, particularly for work where workers should always be accompanied by another person
- design workplace layouts to include monitored closed circuit television (**CCTV**) and/or dash cameras in vehicles
- implement and monitor any personal duress devices
- provide a mobile phone or cover the cost of a mobile phone for the worker. Where the provision of a mobile phone is not practical (for example, because the worker is working on a site where mobile phones cannot be used), the Organisation will consider appropriate alternative means of communication, such as satellite phones, digital two way radios, GPS tracking devices, pagers or landline phones
- agree on arrangements for how frequently remote or isolated workers should communicate. This may be at the start and end of each shift, at pre-set four hourly intervals, or as often as reasonably required based on the nature of work being performed
- ensure that a nominated person or management representative is contactable by the worker at all times whilst they are engaged in remote or isolated work, including when working late or travelling long distances
- ensure that appropriate management are always contactable by the worker whilst they are working late
- ensure that workers are not fatigued, by providing access to adequate facilities and ample rest breaks and recovery time
- ensure that there are procedures in place to manage any emergency situation that may arise, including an emergency response plan when workers fail to report to the agreed communication arrangement
- depending on the work being done, ensure the worker is provided with appropriate training and instructions on emergency procedures, as well as dealing with threatening situations and using communication systems.

Where workers are engaged to work on a particular work site, workers will be directed to comply with any relevant site-specific health and safety policies and procedures. In particular, workers will be directed to:

- report to the site's reception area or designated contact person and announce arrival
- sign into the site's visitors attendance log, where required
- carry/wear any visitor passes whilst on site, as requested
- attend any site specific health and safety induction, where required
- where applicable, wear or use relevant safety protection clothing issued by the Organisation of the site, including any hard hats, personal hearing protection, hi visibility vests, coats, boots, non-slip soled shoes or eye protection
- abide by all instructions issued by the site, in particular safety instructions and any specific emergency procedures
- remain on any designated walkways or access paths, and obey any signage on the site
- report any hazards detected to the site, such as exposed leads
- assess the risk posed by any hazards and determine whether it is safe to continue work. In the event it is not safe to do so, workers will be directed to take necessary steps to prevent an incident occurring and immediately report the hazard to the Organisation
- in the event of an emergency, follow the site specific emergency evacuation response plan.

If a health and safety issue or hazard cannot be resolved, the worker will be directed to contact their manager or supervisor immediately.

Home Visits

Introduction

Part of the Organisation's operation is to undertake visits to participant or patient's private homes to provide our services and as such, workers may be required to visit participant or patients at their home as part of their duties. Whilst the participant or patient's home then becomes a workplace for the worker, it is a workplace over which the Organisation has little or no direct control and as such, may present significant risks to the health and safety of workers.

Identifying hazards associated with home visits

The difficulty in identifying the overall risks associated with home visits is the unpredictability of the workplace and the participant or patient, particularly if visiting a home or participant or patient for the first time. The factors impacting upon the risk to workers undertaking home visits includes:

- emotional factors
 - participant or patient's history and services history of the participant or patient
 - participant or patient's current behaviour
 - likelihood of changes in participant or patient's behaviour, health status, domestic, social and support networks
- physical factors
 - substance abuse, access to weapons by participant or patient or by others on the premises
 - hazardous chemicals or substances used in the home
 - hazardous manual activities involved
 - equipment and work environment
 - heat/cold/ noise/light/electricity/moving or falling objects
 - threat of violence or aggression by participant or patient or others, including neighbours, relatives or any animals at the home.

All potential emotional and physical factors should be considered when workers are preparing to visit the home.

As each home, and therefore each workplace related to a participant or patient's home may differ significantly, the process of identifying risks should be undertaken for each proposed home visit. This can be achieved by:

- checking the location of the home and access availability
- consulting with relevant workers.

Workers who are uncertain of the level of risk involved in a home visit, or who may be unable to complete a checklist to assess the risk must discuss the situation with management before proceeding with the visit.

Assessing risks associated with home visits

The Organisation will adopt a classification system for home visits which will determine the manner in which the visit and service is delivered, or the participant or patient's request is responded to. This classification system will be:

High risk

Do not visit the participant or patient. Workers should work with them to identify more appropriate options.

Medium risk

Visits to be undertaken with a minimum of two workers. Such a protocol must remain in place until further risk assessments demonstrate clear and ongoing improvements.

Low risk

Whilst the visit may proceed, the worker should always conduct a situational risk assessment prior to entering the home. This involves observing whether the participant or patient is:

- agitated or distressed
- displaying threatening or aggressive behaviour
- being verbally aggressive or abusive
- unwell
- displaying behaviours that are out of character.

Controlling risks associated with home visits

The Organisation will ensure, as far as reasonably practicable, that the risks associated with home visits are controlled. In consultation with workers, the Organisation will define and determine the most effective control strategies, including:

- ensuring that all workers who may be required to undertake home visits have sufficient tools, training and instruction to identify and assess the risks associated with home visits as far as reasonably practicable, and understand the relevant risk control strategies
- developing, initiating and regularly reviewing the system of work, including defined procedures, protocols and communication strategies designed to eliminate or minimise the risks to workers undertaking home visits
- ensuring that workers have the training in the areas of personal safety and the handling of difficult situations, such as an aggressive participant or patient
- developing and implementing an emergency response plan or procedure
- authorisation and planning – all home visits must be suitably authorised and planned to minimise any risk to workers
- workers completing a register or equivalent (eg electronic form) prior to a home visit being undertaken to ensure that the Organisation is aware of:
 - notification of each visit
 - the planned itinerary, particularly where multiple visits are planned
 - the defined departure and potential return times
 - the contact details of the person being visited and the worker

Home visits should not be undertaken unless the details of each visit have been notified in the prescribed manner prior to undertaking the visit

- assess the area prior to entering
- maintaining communications - the Organisation will ensure that all workers undertaking home visits have access to a functional mobile phone at all times and will maintain regular communications with workers whilst undertaking such work.

Protocols will be established to ensure that phone contact is made at given defined times and failure to respond will trigger emergency procedures. However, a suitable back-up system will be established in situations where there is a lack of reception coverage, for example, use participant or patient's landline phone.

Supervisors/Managers must ensure that there are effective procedures in place to:

- maintain communication with the worker i.e. mobile phone
- monitor and investigate delays
- determine staff locations
- where necessary, initiate emergency procedures
- advise others of any problem.

Where considered necessary, the Organisation will establish confidential code words to notify of threats or dangers that arise when making home visits.

During a home visit

All workers should be aware of how to identify and manage risks that may arise in a home environment. The following safety procedures should be adhered to by all workers during home visits:

- be cautious when entering the participant or patient's home
- if an unfamiliar person opens the door, make sure the participant or patient is home and that they feel safe before entering
- ask whether there are other people at the home
- be aware of the house layout and exit routes
- keep their keys and mobile phone on them
- take note of all possible hazards and report to management on their return to the office
- never attempt to physically stop violent or aggressive behaviour or get involved in arguments but withdraw immediately where you feel unsafe for any reason
- report any incidents or signification observations to management and document all concerns in a **Hazard and Incident Report Form** upon their return to work.

Emergency procedures

The Organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers, including workers who conduct home visits.

Workers must not enter a participant or patient's home if there is potential for a dangerous situation to arise. In circumstances of impending danger, the worker should contact the relevant emergency services and inform management.

If the worker is unable to be contacted after the agreed upon time management and local Police need to be informed. Workers should communicate clearly to the Police the person's name, address of the last known location, the make/model/colour of the car driven, the worker's phone number and how long overdue they are.

Any threat or potential threat to the safety or security of workers must be documented and noted as an issue to be considered prior to future visits.

Managing Events and Functions

Introduction

Managing, planning or organising events and functions for third parties is a core part of the Organisation's operations and business. Such work may be undertaken at the Organisations' site or at third party external sites and may or may not include the provision of catering.

As such, the Organisation may have dual health and safety responsibilities for workers, customers, affiliated guests and external third party persons, such as entertainers. The Organisation is therefore aware of its related health and safety responsibilities.

As the hazards and risks related to events and functions may be quite broad, this policy cannot be managed in isolation and must be implemented and reviewed in conjunction with other policies such as those related to plant and equipment, hazardous chemicals or substances, manual activities, food hygiene and the working environment itself.

Identification of hazards related to events and functions

The main hazards related to health and safety in the overall management of events and functions may include:

- manual tasks/handling such as those related to the movement and/or the setting up of plant and equipment, the serving of food and beverages and the handling of pressurised bottles, such as gas bottles or beer kegs
- exposure to chemicals or substances, such as refrigeration gases or post mix gases
- the working environment where there is a risk of injuries from hazards such as slips, trips or falls
- hazards related to working in a food preparation area such as burns, cuts from the handling of sharps or from food handling where the food may be contaminated
- violence and aggression from guests and/or clients
- cash handling where alternative payment methods or prior payment has not been arranged
- electrical hazards, particularly if the event or function is at a third party site, such as client's own site where there are significant unknown hazards where the Organisation may have only limited control
- potential exposure to human waste or the general risk of the transfer of infections from guests
- working schedules, such as working alone or in isolation.

As such, the identification of potential risks will be identified by:

- consulting with workers
- audits of existing control measures
- references to applicable standards, such as food safety standards
- reviews of hazard and incident reports
- client feedback
- management reviews.

The workplace or proposed work area will be inspected before the commencement of each event or function. Whilst every effort will be made to accommodate the needs of the client or customer in the overall set up and management of the event or function, the control of potential risks to the health and safety of our workers and others will always take precedence.

Assessment of risks related to events and functions

The assessment and management of risk is an ongoing process and must be continually evaluated to reflect the overall nature of the function or event, including its time and location, the needs of the client or customer, guest and worker numbers and catering requirements.

In assessing the risks relate to the management of an event or function, the following factors will be considered:

- the nature of the work to be undertaken
- the nature and type of control mechanisms in place
- the level of knowledge, skills and expertise of the workers undertaking the work
- catering requirements, facilities and storage requirements
- the nature of any physical or environmental hazards presents such as electrical hazards, housekeeping or slips, trips and fall hazards
- the PPE required for work such as the handling of food and the use of sharps
- potential for violent or aggressive clients
- potential infection transmission, including the potential for the need to clean up human waste
- the need for emergency response procedures
- the monitoring and review processes and/or procedures in place to review control mechanisms.
- waste disposal where required, particularly of food waste.

Controlling risks related to events and functions

The Organisation has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of its workers, customers and affiliated guests, by:

- ensuring the venue used for the function or event is inspected before a function or event is held to confirm, as far as reasonably practicable and within the control of the Organisation, that it is safe to use, has safe access and egress to and from the venue and is free of risks to workers, guests and others
- ensuring the Organisation has the appropriate formal authorisations, permits and/or licences to manage a function or event at the venue
- ensuring that all workers are trained and deemed competent to undertake their work safely, without risks to themselves or others, as far as reasonably practicable, including the prevention of workers' exposure to violence, aggression and harassment
- ensuring that suitable inductions and briefings with workers are undertaken before each function or event, including for any agency or labour hire staff
- ensuring that workers' rostering and work schedules are suitable to the needs of workers and do not expose them to the risk of fatigue from the lack of suitable rest periods between shifts, working excessive hours or from taking insufficient breaks
- in the planning of a function or event, the client or customer will be made aware of the Organisation's responsibilities for the health and safety of its workers and others and that as such, these responsibilities will override any particular requirement or request from the client or customer that may pose a potential risk to their own health and safety or the health and safety of others including workers
- enforcing the Organisation's policies and procedures that are related to the health and safety of workers and others
- ensuring the Organisation has an appropriate level of public liability insurance or other insurances required to conduct or manage events or functions
- ensuring the Organisation has procedures in place, as far as reasonably practicable, that it is made aware of any particular dietary requirements in relation to the serving of food, particularly in relation restrictions due to medical conditions or allergies
- if food is served, ensuring that service staff are legally able to do so, know and understand the standards required in relation to food safety and are able to respond appropriately to requests to meet dietary requirements, particularly if based upon medical conditions or allergies
-

if alcohol is served, ensuring that service staff are legally able to do so, know and understand the limitations on the service of alcohol and have completed a Responsible Service of Alcohol (**RSA**) course, or equivalent

- having policies and procedures in place for reporting hazards and incidents at the workplace, including workers' exposure aggressive clients or customers or harassment
- ensuring that all workers are aware of the procedures in place for the reporting hazards and incidents at the workplace, including workers' exposure to aggressive clients or customers or harassment
- ensuring the designated or planned finishing time of the function or event or the involvement of the Organisation is adhered to, in order to help ensure its workers are not subject to an increased risk of fatigue
- ensuring workers are able to leave the venue safely at the conclusion of the function or event
- ensuring that suitable and appropriate travel arrangements are in place for workers following a function or event or such arrangements are implanted and made available to the workers. Where necessary, due the lateness of the hour and the remoteness of the location, this may be substituted with the provision of suitable and safe accommodation
- ensuring the provision of suitable and appropriate PPE where required and that all workers are suitably trained in the correct use, storage and maintenance of PPE
- developing and implementing suitable and appropriate emergency response plans for each function or event and all workers are aware and understand the procedures to be followed.

Contractor Management

Introduction

Contract workers who are engaged directly by the Organisation in core business functions and under the direct control of the Organisation are owed all the same duties and responsibilities for safety as for any other worker.

When the Organisation engages contractors in a “contract for service” (i.e. workers are employed by another Organisation), it is important to determine the health and safety responsibilities of both parties.

The selection process for a contractor will determine whether the contractor (or subcontractor) is able to meet the Organisation’s safety expectations and ensure the wellbeing of workers that may be required to work with, or around the contractor/s during the normal course of their duties, members of the public, others at the place of work, and any other infrastructure or aspects of the workplace.

Organisation responsibilities

The Organisation has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all its workers. In particular, it is responsible to ensure:

- that contractors and subcontractors (and their workers) are provided with a safe working environment
- all contractual arrangements to engage contractors stipulates that safety performance as a condition of engagement and that their performance will be monitored and evaluated
- that contractors and subcontractors (and their workers) are inducted into the workplace before they commence work, and are able to demonstrate an understanding of the Organisation’s safety expectations and standards
- that contractors and subcontractors (and their workers) have appropriate safe system of work including relevant safety procedures for all hazardous work and safe operating procedures or the equivalent for the operation of hazardous plant and equipment
- that contractors and subcontractors (and their workers) have relevant and current qualifications, registrations, licences, permits, authorisations and/or skills and knowledge to undertake the proposed work safely and without risk to themselves or others
- the implementation of a formal consultation procedures and a commitment to effective and efficient co-operation and co-ordination between the parties to ensure that the work of all parties does not put any person at risk of harm so far as is reasonably practicable. This may include:
 - reaching an agreed understanding of the contract requirements, expected deliverables and safety expectations
 - developing a clear scope of work that clearly identifies individual activities that breaks down the scope of work
 - clarifying any restrictions on work – time of day, types of materials, specific equipment, licence requirements, etc
 - agreeing on the processes and procedures for the effective monitoring and reviewing of work practices and activities through audits, inspections, corrective actions or by other agreed means
 - establishing a contractor register and induction process to ensure the Organisation knows who is at the workplace and when
 - involving nominated representatives in consultation to ensure two-way communication
 - sighting evidence that sufficient information, training, instruction and supervision will be provided to ensure that contractors and subcontractors and their workers will be able to undertake their work in a safe manner and without risk to themselves or others
 - ensuring an appropriate communication process is in place for contractors, subcontractors and their workers to notify the Organisation of any incidents where they are undertaking work on behalf of the Organisation
- effective evaluation of any documentation required and provided as prequalification will be used as a selection criterion for the engagement of contractors, subcontractors and their

workers. Such documentation or evidence may include having and maintaining relevant insurances, including workers compensation, public liability, and/or professional indemnity to undertake their work

- development and utilisation of a preferred contractor system where possible to ensure that any contractors engaged are selected from this list and therefore already assessed as having appropriate health and safety management practices
- that contractors and subcontractors (and their workers) are able to provide evidence of their safety management arrangements for all work to be undertaken by them and acknowledging that the Organisation maintains the right to cease any unsafe work until it is resolved to the Organisation's satisfaction
- prospective contractors are provided with sufficient information during the tendering/application process to enable them to respond to any and all identified hazards associated with the scope of work to be performed
- access to the workplace to allow contractors to undertake specific hazard identification, risk assessment and development of safe work method statements or equivalent safety procedures before work commences
- evaluation of any and all procedures created by contractors for accuracy and appropriateness
- implementation of a formal consultation schedule (eg safety meetings and feedback opportunities)
- communication of the safety requirements and expectations of the Organisation
- that an appropriate corrective action plan is developed and issued to the contractor, or their representative, whenever contractor safety issues are raised
- that any work activity or unsafe work practice undertaken by the contractor, or their representative, is ceased immediately if any individual is placed in an immediate risk or if a defined safe procedure is not being followed. Should this be the case, the work activity will not resume until the issue is resolved.

Supervisors/Managers responsibilities

Where supervisors or managers of the Organisation are required to supervise or manage contractors, they will be responsible for:

- ensuring they are familiar with the contents of the contractors' safety management plan or procedures
- undertaking agreed monitoring activities as per the agreed schedule
- ensuring work proceeds in accordance with safe procedures, including those detailed in any safe work procedure
- ensuring that all safe procedures, including any applicable safe work procedure are reviewed as required
- ensuring that the agreed consultation, participation and co-operation procedures are implemented as required
- ensuring that the agreed processes and schedules for the monitoring and reviewing of work practices and activities of contractors and subcontractors (and their workers) is undertaken and appropriate corrective actions are implemented
- reporting any safety observations or unsafe work methods being implemented by contractors or subcontractors (and their workers) that place people and/or property at risk
- taking immediate action to cease any work being undertaken by contractors or subcontractors (and their workers) that is unsafe and poses an immediate threat to the safety and wellbeing of any persons
- ensuring that any and all incidents resulting from work carried out by contractors or subcontractors (and their workers) are reported in accordance with the Organisation's hazard and incident reporting procedure
- providing an evaluation of the contractor's safety performance to management at the conclusion of the contracted works
- demonstrating positive safety behaviours and compliance with the Organisation's safety arrangements and instructions.

Contractor responsibilities

When the contractor and/or subcontractor and their workers have been selected and engaged, they must:

- ensure that they follow safe systems of work sufficient to ensure that no person is placed at risk of injury or illness
- carry out a workplace safety assessment in relation to all proposed works
- undertake all contracted works safely and manage the risk of harm to persons or property
- ensure they and their workers have been provided sufficient information, training and instructions to undertake their work safely and without risk to themselves or others
- have sufficient safety reporting processes in place such as hazard and incident reporting, emergency management procedures and non-conformance reports
- ensure that all statutory requirements that requires a person to be authorised, licenced, supervised or to have prescribed qualifications registrations, permits, and/or skills and knowledge or experience are met and be able to produce evidence of the same to the Organisation if requested, prior to the works commencing
- ensure that all statutory requirements for the licencing, approvals and/or authorisation of any plant, substance, design or work (or class of work) are met and be able to produce evidence of the same to the Organisation if requested prior to the works commencing
- develop, implement and maintain a suitable and appropriate emergency management procedures relevant to the proposed contracted works, or to comply with the Organisation's emergency management procedures relevant to the specific workplace
- ensure that all safety procedures, records, authorisations such as licences or permits are maintained, and documented risk assessments are maintained and are readily accessible for perusal or review by the Organisation or the health and safety regulator on request
- generally, comply with the requirements of all safety legislation (or any other legislation that may apply)
- actively participate in the consultation and participation arrangements agreed with the Organisation.

Worker responsibilities

When working alongside or with contractors, the Organisation's workers are responsible to ensure that they:

- continue to follow the Organisation's instruction and directions in relation to health and safety
- only undertake work that they are formally authorised and qualified to undertake
- are familiar with the hazards related to the work being undertaken by them and works being undertaken by contractors in nearby or adjacent areas
- take all reasonable care to prevent risks arising from their work that may impact upon contractors, subcontractors, themselves or other workers
- as far as possible, report any safety observations or unsafe work methods being implemented by contractors that place people and/or property at risk
- as far as possible, take immediate action to cease any work being undertaken by contractors that is unsafe and poses an immediate threat to the safety and wellbeing of any persons
- to the level of their responsibilities, ensure that incidents resulting from work carried out by contractors are reported in accordance with the Organisation's hazard and incident reporting procedure
- demonstrate positive safety behaviours and compliance with the Organisation's safety arrangements and instructions
- actively participate in the consultation and participation arrangements agreed with the Organisation and contractors or subcontractors (and their workers).

Motor Vehicles

Introduction

Driving for work purposes is a considerable risk to a worker's health and safety and those risks are considered to increase as the time driving on the roads also increases.

Some of the biggest health and safety risks for drivers include:

- time pressures for deliveries, pick ups or meeting schedules
- work cycles, particularly where shift work may be involved
- driver fatigue – even multiple short trips can result in driver fatigue
- vehicle selection and design
- manual handling of goods or products
- working at height, particularly if driving vehicles other than cars
- exposure to gases and fumes.

The Organisation acknowledges that the driving of a motor vehicle is governed by a range of specific road or transport rules that are administered by the applicable State and Territory Government and generally enforced by the relevant Police force.

Therefore, nothing in this policy, either defined or implied, is designed to mitigate the responsibilities of drivers to obey the applicable road rules or rules and laws that apply to the transportation of products and goods.

However, the operation of motor vehicles is a normal part of the Organisation's activities and where driving or travelling in a motor vehicle is required in the course work, the motor vehicle is considered as the worker's place of work.

The Organisation therefore recognises that it has health and safety obligations in respect of workers who drive or travel in motor vehicles as a part of their work. This means that the Organisation will ensure that, so far as is reasonably practicable, workers are not exposed to hazards and risks that could arise from operating a motor vehicle as part of work and the risks will be therefore addressed via a risk management approach.

Identifying motor vehicle hazards

Motor vehicle hazards can be identified by:

- determining the use of vehicle for work, which could include the following situations:
 - vehicles owned, leased or hired by the Organisation as work vehicles
 - vehicles owned, leased or hired by the Organisation for private use but incidentally used in the course of work (for example, vehicles included in salary packaging arrangements)
 - vehicles operated by other organisations, which their workers use, either as drivers or passengers
 - vehicles owned or leased by workers that are used in the course of their work ('grey fleet' vehicles)
 - public transport vehicles, including taxis or ride share vehicles
- reviewing the tasks associated with motor vehicles
- observing how workers perform their tasks
- reviewing any documentation regarding the use of the vehicle that is provided by the motor vehicle manufacturer or that is otherwise available
- checking workplace specific documentation regarding the motor vehicle, for example pre-start checklists
- consulting with the workers carrying out the tasks.

Assessing motor vehicle risks

The Organisation has an obligation to ensure that any motor vehicle operation that poses a risk of injury to workers is assessed to determine the seriousness of the hazard.

In assessing risks arising from motor vehicles, the following factors will be considered:

- the size, type and condition of motor vehicles in use
- the licensing requirements for the motor vehicle
- the distances and recommended driving times of trips
- loading and restraining of loads, regardless of size
- ergonomics, in particular seating comfort and position
- road and traffic conditions
- services and amenities on route for refuelling, rest breaks, break downs and emergencies.

Controlling motor vehicle risks

The Organisation will consider alternatives to travel to eliminate the exposure to road traffic where it is reasonably practicable. However, if it is not possible, the Organisation will ensure, as far as reasonably practicable, that the risks associated with motor vehicles in the workplace are controlled. The process of controlling motor vehicle risks will be determined in consultation with the workers who are required to carry out the task.

In the event that motor vehicle operations have been assessed as a risk, the Organisation will:

- put systems in place where only authorised persons will be permitted to operate the Organisation's vehicles
- ensure the motor vehicles being driven are registered and insured in accordance with the relevant legislation
- ensure that workers have the appropriate and current licences or certificates and organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation, such as loading and unloading
- ensure that records and details of licenses held by drivers is retained by the Organisation and recorded in the **Skills Matrix and Training Register**, or equivalent
- provide information and training to ensure drivers are aware of road or transport rules when using the road network
- ensure that all motor vehicles used by workers have been deemed appropriate for the task and meet all laws and rules applicable to driving on public roadways
- ensure that drivers are familiar with the motor vehicle they are required to operate and the safe operation of the vehicle
- ensure that workers comply with any legislative requirements relating to the use or operation of motor vehicles, for example by scheduling trips to ensure that a suitable or prescribed work/rest ratio is in place, that driver fatigue is effectively controlled, and work diary requirements are adhered to where required
- ensure that workers understand the Organisation's instruction and requirements to minimise the risk of injury or illness from operating a motor vehicle, including the scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- ensure that the motor vehicle is inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and prescribed timeframe
- provide mechanical aids where possible to reduce hazardous manual tasks/handling risks associated with motor vehicle operations, or otherwise train workers on appropriate procedures such as team handling (in particular when loading or unloading the vehicle) and safe operating loads
- ensure that workers undertake an inspection of the vehicle before use, preferably using the defined checklist, to confirm that as far as reasonably practicable, all safety features of

- the vehicle are fully functional, and the vehicle is considered roadworthy
- ensure that programs or assessments are in place to manage driver fitness and fatigue where required
- ensure that workers understand the Organisation's vehicle breakdown and vehicle accident procedures or in the event of an accident
- monitor vehicle speeds and speeding infringements with triggers for intervention with offending drivers
- provide any relevant PPE, such as high visibility gear and ensure that workers are trained in its use, maintenance, storage and disposal.

Procedures

Driving procedure

Before commencing a journey:

- ensure all tyres are inflated to the correct air pressure
- adjust seating and head restraints appropriately
- maintain a collision avoidance space by staying back a minimum of two to three seconds from the vehicles in front, in poor conditions that reduce visibility this gap should be increased to at least three to four seconds
- loose items must be safely stowed behind barriers or in the boot
- adjust all rear-view mirrors correctly prior to travel
- be aware of and make adjustments for glare and sun, such as using sunglasses, sun visors and wearing sunscreen if required

Vehicle breakdown procedure

When a motor vehicle breaks down, drivers can become distracted and unwittingly place themselves and others in danger. To minimise the risks associated with a breakdown, drivers should:

- stop and park the motor vehicle in a safe place as far off the road as practical
- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow
- use the motor vehicle's hazard lights to warn other road users
- know who to call for assistance and have the contact details of roadside assistance providers in the motor vehicle's glove box
- advise management of the breakdown as soon as possible and provide details of their location, the fault/issue, and immediate actions they have taken.

Drivers should not:

- attempt to repair the motor vehicle unless they are qualified and authorised to do so
- stay in the motor vehicle unless this is the safest option. Generally, it is safer for drivers (and passengers) to keep well clear of the motor vehicle and wait for help to arrive
- exit the motor vehicle on the traffic side, unless this is the safest option. Generally, it is safer for drivers (and passengers) to exit via the passenger side
- leave the motor vehicle's bonnet up once help has been arranged. Other drivers may stop which could compromise their safety

Motor vehicle accident procedure

If drivers are involved in a motor vehicle accident, they are required to follow the breakdown procedure if the vehicle is damaged to the extent that it cannot be operated. In addition, they should:

- exchange insurance details with involved parties

- seek medical attention if required
- notify the relevant emergency services as required
- advise management of the accident as soon as possible and provide details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions they have taken.

Use of mobile phone while operating a motor vehicle

Drivers must operate motor vehicles in compliance with all road rules and in particular ensure that they:

- do not use a mobile phone whilst driving unless via an approved hand free or cradle device
- limit their usage whilst using an approved device to short conversations only
- do not use SMS, video and/or email whilst driving
- do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if they are just passing it to a passenger).

Reversing

When reversing a motor vehicle and a clear line of sight from internal and external rear view mirrors is impeded or obscured in any way, or a reversing camera is not in use, drivers must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

Hazardous Substances and Dangerous Goods

Introduction

Hazardous substances, also referred to as hazardous chemicals, are chemicals that have the potential to harm the health and safety of any person in the workplace, resulting in adverse health effects and/or causing physical damage. They are either a substance, mixture or article that satisfies the criteria of one or more hazard classes in the Globally Harmonized System of Classification and Labelling of Chemicals (**GHS**) as modified from time to time, most of which are also classified as dangerous goods under the Australian Code for the Transport of Dangerous Goods by Road and Rail (**ADG Code**).

This policy will help to ensure that all relevant employees and workers are informed about hazardous substances and exposures to prevent disease and injury to the employees and workers involved in using any hazardous substance.

Identifying hazardous substances

All hazards related to the use, handling, storing or generation of substances at the workplace must be identified.

For substances imported into the Organisation, the manufacturers' SDS and labels of all substances will be examined prior to use to determine whether the substance is either hazardous or dangerous, or both.

To assist in identifying risks related to substances in the workplace, the Organisation will not accept substances from manufacturers, importers or suppliers without the applicable SDS or if the labelling of a hazardous substance does not meet the requirements of the GHS.

For products that may not themselves require an SDS or GHS label but may contribute to the generation of a hazardous substance, product specification sheets or the equivalent will be required.

The Organisation will also ensure that hazardous substances that may be contained in sealed plant are also identified. This is to facilitate the implementation of suitable control measures in the event of rupture, spillage or when undertaking maintenance or cleaning.

In addition, the Organisation will ensure that procedures are in place to effectively identify potential fuel or ignition sources related to hazardous substances that may contribute to fire and explosion risks.

Assessing hazardous substance risks

As part of the risk management approach, the Organisation has an obligation to ensure that any substances that poses a potential risk of injury or illness to employees or workers is suitably assessed to determine the seriousness of these hazards.

In assessing risks arising from substances, the following factors will be considered:

- the nature of the substance
- the label and/or a current SDS for the substance
- the employees and workers involved in the hazardous substance related work
- the uses of the substance, the work processes and practices involved and the overall working environment
- the potential risk to the safety of persons and property
- the potential for exposure to the substance, including through direct skin contact and inhalation
- whether there is an exposure standard for a hazardous substance

- where there is an exposure standard for a substance and the exposure to employees or workers is uncertain, atmospheric monitoring will be conducted to ascertain the exposure levels with results being made available to employees and workers
- the storage of the substance.

Controlling hazardous substance risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with hazardous substances are controlled. The process of controlling hazardous substance risks will be determined in consultation with employees and workers.

In the event that substances have been assessed as a risk, the Organisation will:

- eliminate the substance or task if it is not essential
- substitute the hazardous substance with something less hazardous
- ensure that any existing exposure standard for a hazardous substance is not exceeded
- ensure that appropriate atmospheric monitoring is undertaken where there is an exposure standard for hazardous substances and the level of exposure to the hazardous substance is unknown, and a record of the results will be made available and kept for a period in accordance with legislation
- isolate the process or people from the substance by using barriers or distance
- use engineering controls, such as natural or local exhaust ventilation or automation of the process
- minimise the volumes of hazardous substances used
- develop an appropriate register of hazardous substances at the workplace that is maintained and is readily accessible. Where required due to the quantity of specific hazardous substances at the workplace, the presence and location of substances will be clearly identified, and manifests prepared
- ensure that the prescribed signage is in place to inform employees and workers, visitors and emergency personnel of the type of hazard
- the register of hazardous substances is supported by up to date and current Safety Data Sheet (**SDS**) that are provided by the manufacturer, importer or supplier of the substance
- the SDS (issued within five years) are readily available to employees and workers, and they have been trained how to appropriately interpret the relevant sections of the SDS
- establish safe work practices, such as limiting the quantities of substances at the workplace, restricting access to the area, keeping the area free of clutter, prohibiting eating, drinking and smoking in or around the area, replacing lids on containers, safe storage and disposal of substances, being prepared for spills, etc
- ensuring safe procedures are in place for the use, handling, storing or generating hazardous substances, including labelling requirements, that is sufficient to ensure the health and safety of employees and workers, as far as is reasonably practicable
- ensure that all relevant employees and workers are provided with sufficient information, training, instruction and supervision to ensure they are able to undertake tasks that may require the use, handling, storage or generation of hazardous substances in a safe manner and without risk to their health and safety
- all containers and any pipework containing a hazardous substance that is under the control of the Organisation or presents a risk to its employees and workers are correctly and appropriately labelled in accordance with the GHS to correctly identify the contents, the potential hazards and the precautions to be taken
- provide spill containment systems, such as spill kits or bunding appropriate to the type of substance on site
- ensure appropriate health monitoring is provided to employees and workers who are at a significant risk of exposure to hazardous substances and there is a valid means of testing exposure to a hazardous substance and its effect on employees or workers' health
- hazardous substances prohibited from workplaces under health and safety legislation or are restricted from use will not be purchased, used, handled or stored at the workplace
- where both the workplace and employees or workers are authorised to use, handle or store prohibited or restricted carcinogen under health and safety legislation, records of authorisation are kept for 30 years or as otherwise directed by legislation. Written statements of exposure must also be provided at the end of each employee's or worker's engagement

- all hazardous substance containers and related attachments, including pipework, are appropriate, stable, are structurally sound and sufficient to support the contents and protect them from damage
- ensure that procedures are developed and implemented to safely repair, decommission and/or dispose of any hazardous substance bulk containers and to notify WorkSafe of such actions where required.

Fire and explosion risks

Fire and explosion can result in catastrophic consequences, causing serious injuries or death of employees and workers, as well as significant damage to property. The Organisation will ensure that ignition sources are not introduced into the area where there is a likelihood of a fire or explosion in a hazardous area.

Procedures will also be developed and implemented to control ignition sources and the accumulation of flammable and combustible substances at the workplace, which may include keeping substances at the lowest practicable quantity at the workplace

The Organisation will also ensure that the design and provision of a suitable emergency plan that is commensurate with the hazardous substances on site and the needs of the Organisation and the provision, maintenance and accessibility of appropriate emergency equipment and facilities.

Such needs will take into consideration:

- the nature of the substances at the workplace
- the potential fire load of the workplace
- the risks related to hazardous substances and their compatibility with other substances or mixtures at the workplace
- the compatibility of the fire protection and firefighting equipment with that of emergency services.

The Organisation will ensure that the emergency plan will be provided to other parties who may be impacted by an emergency at the workplace, such as neighbouring sites and where required, WorkSafe and/or emergency services.

Storage of hazardous substances

The Organisation will determine safe storage requirements for hazardous substances in conjunction with the SDS and the risk assessment.

In storing hazardous substances, the Organisation will ensure that:

- incompatible hazardous substances are stored at the appropriate separation distances
- for sites under the control of the Organisation and if it is required, a manifest of hazardous substances on site will be developed and prepared and a provision will be developed for notifying WorkSafe of manifest quantities
- where the quantity on site of a specific hazardous substance exceeds the “placarding” quantity where it is to be clearly identified both internally and externally, and the site is under the control of the Organisation, the appropriate placards will be displayed and the actual location of the substance clearly identified
- appropriate fire protection and other emergency equipment are provided (for example, first aid equipment, emergency eye wash and safety showers)
- adequate lighting and ventilation and temperature control is provided in areas where hazardous substances are stored and/or decanted
- hazardous substances are not used or stored in proximity to any water or where they can potentially be released to water, such as via storm water drains
- all containers of hazardous substances are in good condition with no damage or corrosion or leaking contents. Wherever possible, hazardous substances will be stored in their original containers and labelled as supplied. When transferring substances or keeping them in other containers, the new containers must be compatible, suitable for the purpose

and labelled. Containers, lids, caps and seals will be checked regularly for deterioration and containers replaced when necessary. Food and drink containers will not be used to store hazardous substances under any circumstances

- storage requirements for the specific hazardous substances, including flammable and combustible substances will be detailed in the risk assessment.

As some hazardous substances may also fall into the classification of dangerous goods and may be subject to requirements under the ADG Code, the Organisation will ensure that it is aware of any specific requirements of the Environmental Protection Authority relevant to any hazardous substances held on site or used in the conduct of its business.

DANGEROUS GOODS & COMBUSTIBLE LIQUIDS STORAGE COMPATIBILITY CHART													
Class or Subsidiary Risk													
FLAMMABLE GASES		OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
NON TOXIC NON FLAMMABLE GASES		OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
TOXIC GAS		SEGREGATE At least 3m	OK TO STORE TOGETHER	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING GAS		SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
FLAMMABLE LIQUIDS + COMBUSTIBLE LIQUIDS		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 5m	SEGREGATE At least 3m
FLAMMABLE SOLID		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES
SPONTANEOUSLY COMBUSTIBLE		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
DANGEROUS WHEN WET		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING AGENT		SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	KEEP APART	SEGREGATE At least 5m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
ORGANIC PEROXIDE		ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	OK TO STORE TOGETHER	ISOLATE	SEGREGATE At least 3m
TOXIC SUBSTANCES		SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	ISOLATE	OK TO STORE TOGETHER	SEGREGATE At least 5m
CORROSIVE		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES

Labelling of Hazardous substances

The GHS provides criteria for the classification of physical hazards (eg flammable liquids), health hazards (eg carcinogens) and environmental hazards (eg aquatic toxicity) and uses pictograms, signal words, and hazard and precautionary statements to communicate this information.

Pictograms

There are nine pictograms in the GHS which represent the physical, health and environmental hazards of substances.

	Expanding bomb (for explosion or reactivity hazards)		Flame (for fire hazards)		Flame over circle (for oxidizing hazards)
	Gas cylinder (for gases under pressure)		Corrosion (for corrosive damage to metals, as well as skin, eyes)		Skull and Crossbones (can cause death or toxicity with short exposure to small amounts)
	Health hazard (may cause or suspected of causing serious health effects)		Exclamation mark (may cause less serious health effects or damage the ozone layer*)		Environment* (may cause damage to the aquatic environment)

Signal words

The GHS uses 'Danger' and 'Warning' as signal words to indicate the relative level of severity of a hazard.

- 'Danger' is used for the more severe or significant hazards
- 'Warning' is used for the less severe hazards.

Hazard and precautionary statements

Hazard statements are assigned to a class and category that describes the nature of the hazards of a substance, including, where appropriate, the degree of hazard. For example, the hazard statement 'Toxic if swallowed' is the hazard statement for Acute toxicity category 3 (Oral). Statements may also include information of intentional misuse of the hazardous substance, where required.

Precautionary statements describe the recommended measures that should be taken to minimise or prevent adverse effects resulting from exposure, or improper storage or handling of a hazardous substance.

Decanting and labelling

The Organisation will ensure that any hazardous substance decanted at the workplace is decanted into a container which is correctly labelled. The following will be displayed on the label as a minimum:

- the product identifier
- a hazard pictogram or hazard statement consistent with the correct classification of the hazardous substance.

In addition to the information listed above, the Organisation will aim to provide as much information on the label as possible, pertaining to hazards and safe use of the hazardous substance.

Health monitoring

The Organisation will undertake relevant health monitoring of employees and workers exposed to hazardous substances where it has been determined that there is a significant risk that such exposure may adversely affect an employee's or worker's health and where such monitoring is mandated for specific hazardous substances. Where necessary, the Organisation will seek professional medical advice to inform the decision-making process.

Taking into consideration factors, such as the nature and severity of the hazard for each hazardous substance and the degree of exposure to employees or workers, where there is an ongoing risk of potential exposure to significantly hazardous substances, in consultation with employees and workers, the Organisation will initiate an ongoing health monitoring program. Where any health monitoring is undertaken, the Organisation will ensure that:

- all employees and workers who may be subject to health monitoring are made aware of the requirement prior to be engaged to use, handle, store or generate hazardous substances, and consulted in relation to the selection of a registered medical practitioner
- the health monitoring includes the type specified for the specific hazardous substance or as alternatively recommended by a registered medical practitioner with relevant experience in health monitoring
- all health monitoring is supervised by a registered medical practitioner with relevant experience in health monitoring
- all costs related to the health monitoring are met by the Organisation
- sufficient information about the business, the work being undertaken that gave rise to the need for health monitoring and the employee or worker being monitored is provided to the registered medical practitioner supervising the health monitoring
- it obtains a copy of the health monitoring report from the registered medical practitioner as soon as practicable after the monitoring has been completed
- a copy of the health monitoring report is provided to the relevant employee or worker and any other duty holder who has a duty to provide health monitoring for the employee or worker as soon as practicable after receiving the report
- the report is provided to WorkSafe, where the report indicates an adverse health effect of an employee or worker resulting from exposure to the related hazardous substance or where the report recommends remedial action
- all health monitoring reports will be retained for at least 30 years or as otherwise directed by legislation
- confidentiality of individual health monitoring reports will be maintained and that they are not provided to another person without written consent of the employee or worker concerned.

Sharps - Safe Use, Handling and Disposal

Introduction

A sharp is any object that is capable of inflicting a penetrating injury and includes needles and any other sharp object or instruments designed to perform penetrating procedures. The potential for the transmission of blood borne diseases and viruses is greatest when devices such as needles are used.

This policy must be implemented in conjunction with the Organisation's **Infection Control** policies. However, nothing in this policy, either stated or implied, is intended to mitigate the Organisation's responsibilities relating to health and associated hygiene legislation by any authorised body, which may require additional control measures to be implemented.

Identifying sharps hazards

Sharps hazards can be identified by:

- identifying all activities requiring the use of sharps or where incidental contact with sharps could occur
- conducting regular inspections to ensure the early detection (and safe disposal) of discarded or used sharps
- monitoring inventory records for consumed and waste sharps products – i.e. ensuring the total quantity of sharps consumed in a period matches the quantity of sharps disposed of in the same period.

Assessing sharps risks

The following factors will be considered during the risk assessment:

- frequency of contact with sharps
- risk from contamination due to work practices, work layout and design
- availability of relevant medical treatment
- availability of PPE
- suitability of equipment being used for the task
- level of knowledge and training of workers regarding human immunodeficiency
- individual risk factors for the individual
- number of workers and other persons at risk of exposure
- availability of vaccines potential need to update existing risk control measures
- availability of approved disposal facilities.

Controlling sharps risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with sharps in the workplace are controlled. The process of controlling sharps risks will be determined in consultation with the workers who are required to perform tasks where they may be exposed to sharps.

Workers also have a responsibility to handle sharps with care to eliminate or minimise the possibility of injury to themselves, clients or patients and people involved in the collection of discarded materials.

To this end, the Organisation will minimise the likelihood of sharps exposure by:

- designing work practices to minimise exposure to blood and or other bodily fluids or substances and contaminated materials. Safe procedures will cover the use, handling and disposal of sharps
- isolating processes to reduce the number of people being exposed
- using engineering controls, for example use of biological safety cabinet

- providing and train persons in use of appropriate personal protective clothing and equipment
- providing suitable equipment to minimise the risk of exposure
- implementing good housekeeping standards
- providing appropriate waste management, including sharps handling and disposal. All sharps containers must comply with *AS/NZS 4261:1994 and AS 4031:1992* and will:
 - not be overfilled
 - be position for easy access
 - be out of reach of children
 - be closed after each use and before disposal
- offering vaccination to all at-risk workers
- not replacing single-use needles, scalpel blades, razor blades, etc into their original container or packaging
- providing all relevant workers and other persons potentially exposed to sharps with appropriate and sufficient information, training, instruction and supervision to ensure they understand the risks related to sharps and penetration procedures
- where PPE is used, ensuring that the PPE provided is fit for purpose and relevant workers are appropriately trained in the correct use, maintenance and storage of PPE
- ensuring the development and implementation of a suitable emergency plan and the provision of emergency equipment and facilities.

Reviewing and monitoring sharps

Completed risk assessments are to be reviewed and retained in accordance with the Organisation's risk management processes. In addition to reducing risks of infections transferred from sharps injuries, workers are required to wash and dry their hands:

- after contact with blood or body fluids
- immediately after removing gloves
- before leaving the workplace
- at the beginning and end of each shift
- before and after eating, drinking, smoking and going to the toilet.

Workers should check for cuts or abrasions on exposed parts of the body. Cuts or abrasions must be covered at all times with a band aid or other type of waterproof dressing during working hours.

Excursions - Managing Persons with a Disability

Introduction

Managing excursions for persons with a disability presents a range of hazards and risks to the person and to workers. As the Organisation is responsible for ensuring that the risks associated with excursions are eliminated as far as reasonably practical, the Organisation will ensure that all excursions are well planned. Excursion locations and travel routes must be fully assessed for hazards and risks prior to the excursion taking place.

Whilst road safety, including passenger and pedestrian safety is paramount in the safety of excursions and will be assessed as part of the risk management approach, they will also be considered an excellent opportunity to promote awareness in road safety amongst persons taking part in excursions.

This policy is intended to help ensure the Organisation complies with its health and safety legislation. Therefore, nothing in this policy, either stated or implied, is intended to compromise the Organisation's responsibilities or obligations under legislation administered by other Government agencies, such as health or community services.

This policy must be implemented and reviewed in conjunction with the Organisation's **Behavioural Management** policy.

Identifying excursion risks

The identification of excursion risks must be undertaken before any excursion can proceed. All excursions must be approved, and such approval will be dependent upon the application of risk management strategies.

To this end, the identification of hazards will be undertaken by:

- identifying the proposed excursion site and route
- identifying all hazards related to the proposed excursion site and travel route. This may include:
 - including distances to be travelled
 - mode of transport to the excursion site
 - number of persons on the excursion
 - identifying levels of supervision available
 - accessibility to the excursion site
 - assessing risk profiles of persons attending
 - potential environmental impacts
 - the availability of food and drinks during the excursion
 - emergency procedures.

Assessing excursion risks

The outcome of the overall assessment of excursion risks will determine if the excursions should proceed or not. The process will include assessing the likelihood of any identified hazard and the potential for that hazard to cause harm to either the Organisation's workers or excursion attendees.

It will include assessing the behavioural risks of the excursion attendees based upon past behavioural responses as well as the potential excursion hazards and the likelihood of harm being caused.

Controlling excursion risks

Control measures will be dependent upon the outcomes of the assessment process and may include consideration of:

- the suitability of the excursion site itself
- the suitability of the mode of transport proposed or required
- the time of day proposed for the conduct of the excursion
- the level of supervision required to allow the safe conduct of the excursion
- the implementation of the most suitable emergency procedures required.

Excursion planning

To minimise risks of accidents, incidents and injuries on excursions, respond effectively to emergencies, and promote awareness of traffic safety, the Organisation will:

- ensure it has obtained the appropriate consent for all persons going on an excursion on each occasion
- ensure workers have emergency phone numbers, a mobile phone, and a first aid kit
- plan excursion travel, routes and locations that are safest, plan the safest route of travel and check the location for safety hazards in advance or when arriving

where possible, visit the excursion site prior to the visit to evaluate any risks that may exist at the site itself or the route to and from it. The **Excursion Risk Assessment** form be used to identify access, entry and exit points, utilities, food areas, availability of toilets, availability of water to drink and to wash hands, shade, etc

- ensure the appropriate staff to attendee ratio is maintained and is sufficient to ensure the safety of themselves and all others attending the excursion commensurate with the level of risk.

Supervision

The Organisation will ensure that:

- Persons attending are supervised at all times with suitable ratios, and be alert to their whereabouts, activities and safety
- Persons attending the excursion are never left alone in motor vehicles or standing alone adjacent to active roadways.

Passenger safety

Where motor vehicles are to be used in the excursion, the Organisation will ensure that:

- the vehicle is deemed roadworthy, can safely appropriately transport the persons attending the excursion and must have the appropriate restraints and seatbelts fitted
- where child restraints are to be used, they are appropriate for the age and weight of each person, conform to the relevant Australian Standards and are professionally installed or checked by an authorised restraint fitter
- pre-start and regular checks are undertaken to ensure all restraints are utilised appropriately and to ensure seat belts and/or restraints are not disengaged by persons being transported
- as far as reasonably practicable passengers enter and exit the vehicle by the rear, left hand side door of the car
- ensure there are no loose or sharp objects inside the car that could cause injury if an accident occurs.

Pedestrian/general safety

The Organisation will:

- undertake a risk assessment of the excursion and traffic environment likely to be encountered on a planned excursion, and use strategies such as choosing the safest route, choosing locations with minimal or no traffic, and taking extra staff or volunteer staff on excursions
- promote awareness in road safety by using a walking commentary about all things we are doing to keep safe while on excursions and when out walking
- ensure attendees are protected from sun exposure with appropriate clothing, hats, sunscreen, sunglasses and drinking water.

Emergency precautions

The Organisation will ensure that a specific emergency plan that takes into consideration specific hazards that may arise is developed for each individual excursion.

The Organisation will:

- ensure workers have a first aid kit, emergency phone numbers, and a mobile phone
- be aware of the extra precautions that might be needed for persons attending the excursion with specific allergies, such as food or environmental allergies and always provide plenty of water to drink.

Procedures

For a medical emergency:

- apply first aid
- dial 000 if required
- notify the Organisation's executive officer or delegate
- complete all documentation as required by the Organisation.

For a general vehicle breakdown or accident:

- use hazard lights
- move to a safer area if practical
- dial 000 in an emergency
- contact the designated roadside support for roadside assistance
- contact the Organisation's executive officer or delegate to notify what is happening
- remove persons being transported if it is safe and practical to do so. Ensure their ongoing safety (eg sunburn, hydration, manage 'at risk' behaviours, etc)
- assess other transportation needs if necessary
- take written details of the other vehicle if applicable
- complete the Organisation's required documentation as soon as possible (eg **Hazard and Incident Report Form**, insurance forms, etc)

Safe excursion locations

The success of excursions depends on the Organisation's planning and preparations beforehand. Planning not only includes selecting appropriate and safe excursion locations, it also includes determining how the group will get there and how the workers will ensure the safety of excursion attendees during the entire trip.

To minimise the risk of accidents, incidents and injuries on excursions by planning and selecting safe excursion locations, the Organisation will:

- be aware of their obligations under the appropriate regulations and/or obligations in relation to obtaining authority for all routine and non-routine excursions
- select excursion locations that are safe and without risk to persons attending the excursion and workers
- phone the place of destination beforehand to confirm and where possible visit the site and carry out a risk assessment, check on the availability of telephones, toilets, water, shaded rest areas and wheelchair accessibility if necessary
- if necessary, organise identification tags for attendees that also includes appropriate contact details and discuss safe excursion rules and safe behaviour with attendees before the trip and again on the day of the excursion
- update emergency contact details of persons attending the excursion before excursion date, take mobile phone, a fully stocked first aid kit, emergency contacts and procedures on excursions
- have a specific procedure in place to respond to any incident or illness sustained during an excursion and ensure workers are familiar with the procedure.

Behavioural Management

Introduction

Due to the nature of our work, specific risk management strategies are required to ensure that workers, participants or clients and others remain safe and free from the risk of injury or illness.

The overall risk to workers and others responsible for the care and/or management of persons with disabilities in the workplace are varied and may include a risk of injury from:

- muscular stress from manual and participant or client handling
- slips, trips and falls
- working alone and in unfamiliar environments
- psychosocial, where aspects of the job such as role demands and relationships with colleagues.

However, whilst control measures can be implemented for such risks, the overall risk is increased where there are adverse behaviours by participants or clients, particularly in relation to aggressive or violent outbreaks.

As such, the Organisation is committed to preventing and/or minimising, as far as reasonably practicable, the risk to workers, participants or clients and others that relate to their behaviour. Where the risks cannot be eliminated, the Organisation is committed to reducing the likelihood and/or consequences of potential adverse events and to maximise the results of positive events.

Therefore, risks associated with participant/client/patient behaviour in the workplace will be addressed via a risk management approach.

This policy is designed to assist the Organisation to meet its responsibilities and obligations under health and safety laws. Therefore, nothing in this policy, either stated or implied, is intended to contradict the Organisation's obligations under health or community services requirements, including the *National Disability Insurance Scheme Act 2013 (NDIS)*, which may require additional control measures.

Identification of behavioural risks

The identification of behaviours that could result in a risk of injury to workers, participants or clients or others can be a complex process. However, to assist in identifying potential risks, the Organisation will utilise the following to assist in identifying risks:

- case notes in relation to participants or clients behaviour
- regular consultation with workers in relation to participants or clients behaviour
- regular reviews of hazard and incident reports
- observing participants or clients behaviours
- entry criteria of participants or clients entering a program
- risk profiles of participants or clients that include information on identified triggers for challenging behaviours
- the code of conduct as a warning system for breaches of the code prior to taking disciplinary action.

Assessment of behavioural risks

The Organisation has a responsibility to be aware of any risks posed by prospective participants or clients, particularly in relation to potential risks from aggressive or violent outbreaks.

To this end, the Organisation will ensure that it:

- assesses the activities and which workers are undertaking
- assesses the locations, duration and frequency of activities and frequency of adverse behaviours
- identifies and assess environmental conditions that may be contributing to adverse behaviours
- assesses the mental and physical requirements to undertake tasks
- assesses reports of adverse behaviours against entry criteria and the code of behaviour which may include assessments of:
 - drug and alcohol use
 - behaviours towards staff and other participants or clients
 - security breaches
 - general conduct.

Control of behavioural risks

The health and safety at work of workers in relation to the prevention of behaviour related risks, including the risks to volunteers is our overriding obligation.

As such, the Organisation will:

- ensure workers training develops their ability to anticipate and manage critical incidents and ensure they have defined role clarity, job descriptions and responsibilities
- provide adequate resources to effectively implement prevention and control measures
- ensure that procedures are in place to manage behaviours and eliminate or minimise the risk of violence, including procedures for the management of participants or clients, the management of situations, the overall security of the worker, the facility and the work environment
- ensure regular consultation with workers to ensure the policies and procedures are up to date and reflect 'best practice'
- regularly review, monitor and modify the procedures where necessary
- ensure participant risk profiles are developed that include information on identified triggers for challenging behaviours and defined risk management strategies to address any participant related aggression or violence
- regularly review the risk profiles of participants or clients
- establish entry criteria of participants or clients entering a program and ensure the criteria is confirmed and clarified with family members or their representatives/advocates and the participants or clients themselves if appropriate
- ensure that family members, representatives, advocates and participants or clients are made aware of the code of behaviour during the admission procedures
- ensure that suitable support and/or care plans are developed for all participants or clients
- ensure that worker handover from shift to shift are effectively completed and that potential risk factors related to adverse behaviours are identified at each handover
- ensure that adequate and suitable communication strategies are in place for all workers
- ensure that suitable and appropriate emergency response plans are in place and all workers are competent in their implementation
- ensure that suitable duress alarms are in place where required
- regularly review the design and management of the work tasks and jobs to ensure risks are eliminated or minimised as far as reasonably practicable
- regularly review the work environment and the nature and type of work undertaken by the Organisation
- ensure the structure, governance, procurement and resourcing decisions of the Organisation are regularly reviewed to ensure that they are appropriate for the size and nature of the business
- ensure the design and maintenance of buildings, technology and plant is appropriate for the nature of the work being undertaken
- provide adequate and appropriate post incident support for workers, participants or clients and others should any level of violence be initiated.

Worker training

In addition to any other required, skills or competency development of workers, specific training in the management of participant behaviours that may include potential aggressive and violent participants or clients will include competency development in the following:

- participant service skills
- identification, assessment and control of health and safety risks
- identification, minimisation and resolution of conflict
- investigating, reporting and recording violent incidents
- legal issues relating to violence
- causes and types of violence
- negotiation skills
- anger management
- crisis communication
- basic self-defence
- fire drills and emergency procedure
- debriefing post incidents
- the workplace violence and aggression policy.

Facility related plant and equipment

In addition to any other required facility related plant and equipment required for the management of participants or clients, the Organisation will ensure that the following facility related plant and equipment is supplied or available where it is identified as necessary for the prevention of violence in the workplace:

- duress alarms in offices and interview rooms
- security and fire alarms
- smoke alarms
- firefighting equipment
- security screens for windows and doors
- master key locking systems
- outdoor security lights triggered to operate after dark
- hidden safes
- appropriately arranged interview rooms allowing for expedient exit
- parking facilities which are close by, and well-lit and with minimal shrubbery.

The atmosphere created by the internal layout and design of premises may affect the likelihood of violence occurring. As such, the following will be considered prior to upgrading or fitting out a new premise/s:

- the use of diffuse, glare free lighting which allows all areas to be seen clearly
- ensuring that there is enough personal space for workers, participants or clients and required equipment
- ensuring there is adequate space, as overcrowding can contribute to feelings of hostility
- overall noise levels
- use of subdued, low contrast wall colours.

Sun Safety

Introduction

Exposure to solar ultraviolet radiation (**UVR**) is a risk for anyone who works outside. Not only is it a hazard when working in direct sunlight, it can also be reflected off certain materials, such as concrete, metal, snow and sand, increasing the potential level of exposure.

Although heat illness can occur without sun exposure if working in a hot environment, it must also be taken into consideration for outside workers as controls for both UVR and heat illness risks can be in conflict. For example, heavy clothing worn for UVR protection may contribute to the heat load and increase the risk of heat illness.

Identifying the hazards with solar UVR

The Organisation will identify those workers who have a high risk of exposure to solar UVR and work situations where exposure to solar UVR occurs. This will be achieved taking into consideration the:

- identity of workers who are exposed to a risk of injury or illness from solar UVR and work situations where exposure to solar UVR occurs
- geographical location of the relevant workplace
- time of year that the work is being undertaken, particularly outdoor work
- time or times of day when the work is being undertaken
- pattern and length of exposure to solar UVR
- the nature of the work being undertaken
- relevant control measures available
- presence of reflective surfaces that may impact upon exposure levels
- potential impact, or presence, of photosensitisers, either to the worker directly or in the localised working environment.

To further help identify hazards related to solar UVR, the Organisation will consult with workers, health and safety representatives and/or other duty holders as well as reviewing first aid records, leave records, hazard and incident reports and workplace inspection reviews.

Assessing the risks of exposure to solar UVR

In assessing risks arising from solar UVR, the following factors will be considered:

- how severe the risk is
- the effectiveness of existing controls, and additional controls required
- the nature of the work being undertaken
- when the work is being undertaken
- the relevant solar UVR sources and the exposure time
- the physical demands and complexity of the work
- the workers' capability to undertake the work
- PPE requirements
- emergency and communication procedures.

Controlling solar UVR risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with solar UVR are controlled in accordance with the risk management approach and using the hierarchy of control measures. As such, the Organisation will:

- ensure that all workers who may be exposed to solar UVR whilst undertaking their normal work, such as outdoor workers, are aware of the risks of such exposure and have

received sufficient training and instruction in our control measures, including the wearing of appropriate PPE and the use of sunscreens

- provide shaded areas or temporary shade
- encourage workers to move jobs to shaded areas where possible
- modify reflective surfaces if possible
- identify and minimise contact with photo sensitising substances
- provide indoor areas or shaded outdoor areas for rest and meal breaks
- schedule outdoor work tasks to occur when levels of solar UVR are less intense, for example earlier in the morning or later in the afternoon
- schedule indoor and shaded work tasks to occur when levels of solar UVR are strongest, for example in the middle part of the day
- encourage workers to rotate between indoor, shaded and outdoor tasks to avoid exposure to solar UVR for long periods of time
- ensure there is sufficient drinking water available for workers
- ensure the provision of appropriate PPE and/or protective clothing, including:
 - sun protective work clothing, such as long-sleeved shirts with collar and trousers or knee-length shorts
 - sun protective broad-brimmed hats or hard hats with brims/flaps covering the face, head, ears and neck
 - sunglasses meeting *AS/NZS 1067.1:2016: Eye and Face Protection - Sunglasses and Fashion Spectacles Requirements*
 - broad-spectrum, SPF 30 or higher, water-resistant sunscreen, which should be reapplied every two hours or more if sweating.

Heat Stress

Introduction

Undertaking work in a heat stress environment poses risks to the health of workers. If the body cannot balance heat inputs, heat stress may lead to heat illness, a physical response designed to reduce the body temperature. A heat related illness is a general term that describes a range of progressive heat related conditions, including fainting, heat rash, heat cramps, heat exhaustion and heat stroke.

Some individuals will be more prone to heat stress if they are medically unfit, on certain medications, obesity, have heart disease, are pregnant or are not adequately acclimatised to the conditions. In addition, working in direct sunlight (especially during the 10am to 3pm period) or at any time during the day in poorly ventilated spaces may increase this risk for all individuals.

Identifying heat stress hazards

Heat is a hazard in many Australian workplaces, whether work is performed indoors or outdoors. The Organisation will take into consideration the following factors in identifying hazards relating to heat, including the:

- air temperature (indoor and outdoor)
- air flow
- humidity
- radiant heat sources
- individual workers susceptibility to heat stress, including asking workers if they have a health condition or on any medication that increases their risk
- work requirements
- the workplace itself.

Symptoms of heat illness include:

- discomfort - flushed skin, increased sweating, heat rashes (prickly heat)
- mild heat illness - feeling tired weak or dizzy, cramps, reduced work capacity, reduced attention span and irritability
- heat exhaustion - fainting, headache, low blood pressure, nausea, clammy pale or flushed skin, normal to high body temperature (up to 39C)
- heat stroke - irritability, confusion, speech problems, hot dry skin, convulsions, unconsciousness and body temperature above 40C.

Heat stroke can potentially lead to cardiac arrest which may be fatal.

Assessing heat stress risks

The Organisation will consult with workers to assess the risks associated with heat stress hazards ensuring the following is considered:

- an individual's health condition, and in particular where they have a medical condition that increases their risk
- how severe the risk is
- the effectiveness of existing controls, and if additional controls are required
- the nature of the work being undertaken
- when the work is being undertaken
- the relevant heat sources and exposure time
- the physical demands and complexity of the work
- the worker's capability to undertake the work.

To help identify hazards related to heat stress, the Organisation will consult with workers, health and safety representatives and other duty holders as well as reviewing first aid records, personal leave records, hazard and incident reports and workplace inspection reviews.

Controlling heat stress risks

The Organisation will consult with workers to determine control measures, as far as reasonably practicable, for eliminating or minimising workers exposure to heat stress and the risk of a heat related illness.

Where heat stress has been identified as a hazard, the risks will be controlled through the hierarchy of controls and will include ensuring that:

- workers understand the causes and impact of heat stress and can recognise the risk of heat related illnesses
- barriers are installed where possible to reduce radiant heat from sources, such as the installation of shade structures for outdoor work
- mechanical aids are used where possible to reduce the physical exertion required to undertake work
- avoid working in poorly ventilated spaces
- air movement is artificially increased through supplementary fans
- work is scheduled to reduce exposure times or to be undertaken in cooler parts of the day
- for any outdoor work, as far as possible avoid working in direct sunlight, by working in shade or schedule work outside the 10am to 3pm period
- work is rearranged where possible to minimise the need for demanding physical tasks
- targets and output expectations are modified during hotter parts of the year
- workers have a supply of consumable water to prevent dehydration
- workers have been supplied sufficient and appropriate PPE that meets the relevant Australian Standard
- adequate and appropriate emergency response procedures are in place to respond to any evidence of workers sustaining a heat related illness
- the Organisation is aware of any workers who may have a greater susceptibility to heat stress and be aware of any individual risk factors.

Treating heat stress illness

Heat exhaustion

- help the person to lie down at total rest in a cool or shady area to monitor
- remove excessive clothing and loosen any tight clothing
- cool by fanning and moisten skin if possible
- if fully alert and responsive, give them frequent small drinks of water
- if muscle cramps occur, gently stretch the affected muscles to ease pain
- if unresponsive, place in the recovery position
- if the person is unable to drink, vomiting, unresponsive or does not improve call 000 for an ambulance
- prepare to give CPR if necessary.

Heat stroke

- call 000 for an ambulance immediately
- cool the person using wet towels or a wet sheet with a fan directed across the surface
- if ice packs are available, wrap them in towels and place them around the neck, groin and armpits
- if shivering occurs reduce active cooling
- monitor the person continually
- if unresponsive or not alert, place in the recovery position
- prepare to give CPR if necessary.

