



# Sherwood Care Health and Safety Manual

5 July 2023

# CONTENTS

PAGE

1	Introduction.....	1
2	Health and safety policy statement.....	2
3	Workplace injury management and return to work policy statement.....	3
4	Health and safety responsibilities.....	4
5	Consultation.....	7
6	Health and safety issue resolution.....	11
7	Risk management .....	13
8	Incident and injury reporting.....	18
9	Injury management and return-to-work.....	22
10	Working environment.....	24
11	Emergency procedures .....	26
12	First aid.....	35
13	Health and safety information, training and instruction .....	45
14	Inspection, testing and maintenance .....	47
15	Drugs and alcohol .....	49
16	Health and safety objectives and targets .....	54
17	Health and safety monitoring and measuring.....	56
18	Health and safety document control.....	60
19	Purchasing and procurement .....	62
20	Job safety analysis.....	66
21	Mental health .....	69
22	Workplace violence and aggression.....	78
23	Fatigue management.....	86
24	Animal handling .....	91
25	Hazardous manual tasks/handling .....	93
26	Hazardous chemicals .....	98
27	Working with hazardous drugs.....	107
28	Contractor management .....	109
29	Office safety.....	113
30	Health and hygiene for food handlers.....	117
31	Remote or isolated work.....	121
32	Working late.....	126
33	Home visits .....	130
34	Plant and equipment .....	133

35	Vibration hazards .....	139
36	Behaviour management.....	143
37	Safe knife work .....	147
38	Sharps - safe use, handling and disposal .....	150
39	Biological hazards .....	152
40	Biological hazards - human waste.....	157
41	Electrical safety .....	160
42	Workplace traffic management.....	166
43	Sun safety.....	172
44	Heat stress .....	176
45	Personal protective equipment (PPE).....	180
46	Working with children and young persons .....	183
47	Aquatic centre safety .....	186
48	Events and functions .....	189

# 1 INTRODUCTION

---

## 1.1 HEALTH AND SAFETY IN THE WORKPLACE

Sherwood Care (**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.

## 1.2 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 this Organisation to manage the hazards and risks in the workplace. In addition to this manual, the Organisation utilises a Health and Safety Handbook and a number of forms to assist in managing health and safety.

These standards will provide greater consistency, certainty and clarity across the Organisation to make it easier to understand health and safety duties and responsibilities.

All workers will be given the opportunity to read this information and are encouraged to participate in following and improving health and safety in the Organisation.

## 2 HEALTH AND SAFETY POLICY STATEMENT

---

The Organisation and its officers recognise that the health and safety of all workers and visitors 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 workers.

Through the participative and co-operative efforts of management and workers, we are committed to:

- providing a safe environment for all workers and visitors to our workplace
- providing and maintaining buildings, facilities, equipment and plant in safe working condition
- supporting the on-going training and assessment of workers
- developing, implementing and monitoring appropriate and applicable safe work practices for all workplace activities, including the safe use, handling and storage or transport of plant and substances
- continuously improving the standards of workplace health and safety
- managing risks in the workplace and
- providing information, training, instruction and supervision sufficient for workers 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.

Ada Li  
**Operations Manager**

on behalf of **Sherwood Care**

Date: 19/07/2023

Review date: 19/07/2024

### 3 WORKPLACE INJURY MANAGEMENT AND RETURN TO WORK POLICY STATEMENT

---

The Organisation is committed to the prevention of illness and injury to its employees by providing a healthy and safe working environment. The purpose of this policy is to support our injury management 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 employees.

Across all of the Organisation 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 employees
- ensuring that contact is made with the injured employee 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 employees in any way
- providing access to accredited rehabilitation providers, where required, to ensure the provision of quality rehabilitation services. An employee may however choose their own rehabilitation provider
- consulting with employees and their representatives regarding the rehabilitation program
- cooperating with any onsite reporting and rehabilitation requirements, and
- appointing a workplace based return to work coordinator or recovery at work co-ordinator where required.

Ada Li

**Operations Manager**

on behalf of **Sherwood Care**

Date: 19/07/2023

Review date: 19/07/2024

## **4 HEALTH AND SAFETY RESPONSIBILITIES**

---

### **4.1 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 we do business.

### **4.2 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 workers. In particular, it is 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 and storage of plant, equipment, structures and substances
- providing sufficient information, training, instruction and supervision necessary to maintain a healthy and safe workplace and to allow workers to undertake the work safely and without risk to themselves or others at work
- providing, supporting and promoting effective consultation with workers in a manner agreed to by the workers, regarding health and safety matters
- providing and maintaining adequate facilities for the welfare of workers and
- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.

### **4.3 OFFICER RESPONSIBILITIES**

An officer of the Organisation must exercise due diligence to ensure that it meets its health and safety duties or obligations. This includes:

- ensuring that the workers and other persons are protected against harm and
- ensuring that the Organisation has suitable safe work systems in place.

An officer 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 and
- all resources and processes are regularly reviewed.

#### **4.4 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, machinery and substances
- implementing the required and appropriate information, training, instruction and supervision of workers
- ensuring that workers 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 workers 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 and
- maintaining consultative mechanisms.



## 4.5 WORKER RESPONSIBILITIES

Workers 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 workers
- 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 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, inspection or investigation
- 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 and
- 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.

## 5 CONSULTATION

---

### 5.1 INTRODUCTION

Consultation 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.

The arrangements for consultation 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 formal representation of workers by elected representatives being involved in the consultation as required or requested, or less formal means such as team meetings or toolbox talks. Consultation may also be facilitated through an effective electronic communication system.

### 5.2 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 all 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 (**HSR**) or a health and safety committee (**HSC**). 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.

### 5.3 ORGANISATION RESPONSIBILITIES

The Organisation will consult with all workers as far as is reasonably practicable in relation to:

- identifying and reviewing the arrangements for consultation to ensure their effectiveness and that workers continue to be given a reasonable opportunity to express their views, raise work health or safety issues and to contribute to the health and safety decision making process
- identifying hazards and assessing risks arising from the work carried out or to be carried out
- eliminating or minimising identified hazards and risks
- where workers are represented by a HSR or HSC., they will be involved in the consultation and may discharge their function and powers with immunity when acting in good faith
- the adequacy of facilities for the welfare of workers
- proposed changes that may affect the health and safety of workers and
- proposed changes to key health and safety policies and procedures, including those relating to consultation, issues resolution, the monitoring of the health of workers, conditions in the workplace, and the provision of information and training for workers.

## 5.4 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.

### i) 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 or team meetings.

Staff/team 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 and
- 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.

All meetings will be recorded on the **Team Meeting Agenda and Minutes**.

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

### ii) Team toolbox meetings and communication

The Organisation will conduct toolbox meetings at regular intervals and on an 'as needed' basis, which may be daily, weekly, fortnightly or monthly. The frequency will be dependent upon the nature of the

work, the changes to the workplace and related hazards and the needs and availability of workers. As such, toolbox meetings will be conducted to:

- assist in the identification and control of hazards at the workplace, including at a job site
- help supervisors manage safety such as implementing safe work practices
- provide a forum for workers to have their say about safety issues and
- help ensure safety awareness is maintained such as refreshing workers' knowledge and providing ongoing training where necessary.

Where required, specific safety issues will be raised, incidents reviewed, safety procedures developed and presented for evaluation and familiarisation, and safety alerts discussed.

Toolbox meetings will be relevant to the work being undertaken at the time and consideration will be given to ensure each meeting has a specific focus to help reinforce health and safety messages.

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 for which they will be involved in.

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.

Where there are no significant items to discuss this provides a good opportunity to refresh workers about specific policies or procedures or safe work practices.

### iii) **Noticeboards/Safety folders**

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**
- information regarding the Organisation's **Injury Management and Return-to-Work** program, which should be reviewed and amended in line with any specific requirements of your workers compensation insurer
- the relevant state/territory workers compensation or return to work poster
- the workers compensation information summary available from your insurer
- copies of the Organisation's **Hazard and Incident Report Form**
- the Organisation's agreed **Health and Safety Consultation Statement** outlining the agreed arrangements for reporting and managing safety issues
- a list of designated first aid personnel and their contact details
- a list of emergency wardens and
- minutes of the most recent consultation meetings.

Where a health and safety noticeboard cannot be displayed in the workplace or where there is a mobile workforce, the Organisation will ensure a safety folder that contains the relevant information that would otherwise be displayed is developed and made available to all workers.

## **5.5 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/s 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.

## **5.6 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 and
- ensuring that minutes or records of consultation are maintained and remain available for all other workers.

## 6 HEALTH AND SAFETY ISSUE RESOLUTION

---

### 6.1 INTRODUCTION

Issues may arise anywhere within the Organisation in relation to health and safety matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues 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 a timely, final and effective 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.

### 6.2 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 issues resolution procedures and
- 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 and
- 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 issues resolution process and has the appropriate level of seniority in the decision-making process.

### **6.3 SUPERVISOR RESPONSIBILITIES**

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a **Hazard and Incident Report Form**. Where an issue cannot be resolved at the localised level and/or the supervisor is unable to resolve the issue through effective consultation with the worker/s affected, the matter will be escalated to the next level of management.

### **6.4 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 of the area concerned. Every endeavour should be made to resolve health and safety matters at departmental level before referring them to the next level within the Organisation.

### **6.5 ISSUES 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, any party to the issue can ask 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.

## 7 RISK MANAGEMENT

---

### 7.1 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.

Control of hazards takes a variety of forms depending on the nature of the hazard and must be based on the hierarchy of control options emphasising the elimination of the hazard at its source.

### 7.2 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
- identify and implement control measures to eliminate or reduce the risks and
- monitor and review 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.

### 7.3 THE RISK MANAGEMENT PROCESS

The risk management process consists of four well-defined steps. These are as follows:

**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, the likelihood of an incident/accident 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 controls implemented.

#### i) 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
- regular work area observations and discussions with workers
- identifying and assessing hazards on an ongoing basis
- assessing products and services prior to purchasing to identify potential risks
- 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 operating procedure to see what hazards have already been identified and how these are controlled and
- thinking creatively about what could happen if something went wrong.

Hazards identified will be recorded using the Organisation's online health and safety tool system, **BrightSafe**, either through the web or on its mobile platform.

## ii) Risk assessment

Once a hazard has been identified and recorded, the Organisation, in consultation with workers, will conduct a risk assessment using the **BrightSafe Risk Assessment** tool 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 and
- 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 and
- 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 and
- 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 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 provided in the **BrightSafe Risk Assessment** tool 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 or
- rare – is practically impossible but may happen in exceptional circumstances.

The Organisation will rate the seriousness 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 or
- 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 **BrightSafe Risk Assessment** tool.

### iii) **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' options emphasising the elimination of the hazard at its source, or if this is not reasonably practicable, then reducing the risks to the worker. 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, by bringing a job to ground level to eliminate the need to work at heights
- **Level 2** controls provide a medium level of health and safety protection, and as such 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 worker is exposed to it. For example, removing power or energy from a malfunctioning piece of equipment, or blocking access to an area of the workplace deemed hazardous and
  - implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, erecting a guard or barrier to prevent a worker from reaching into machinery whilst it is operating
- **Level 3** controls provide the lowest level of health and safety protection, and as such 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 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 and
  - providing PPE in conjunction with other Level 2 and Level 3 controls.

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

#### iv) **Monitoring 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 and
- there is an incident in a related area of work.

A review date to monitor and review implemented control measures will be selected on the **BrightSafe Risk Assessment** tool and responsibilities for the review will be recorded.

## 7.4 **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 considered 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 and completing the **Hazard and Incident Report Form**
- actively participating in the risk management program, including workplace inspections, risk assessments using the **BrightSafe Risk Assessment** tool and the development and review of controls and procedures designed to eliminate or minimise work related risks and
- actively participate in the defined consultation and issue resolution forums to help to continuously improve our management and control of workplace risks.

## 8 INCIDENT AND INJURY REPORTING

---

### 8.1 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 to the health and safety regulatory body 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.

### 8.2 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 the relevant health and safety regulator 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 the health and safety regulator or advised accordingly.

Where a worker 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 worker 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.

Management will undertake a review of any work related incidents to determine the need for corrective actions to eliminate or reduce the probability of reoccurrence.

### 8.3 REPORTING REQUIREMENTS

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

#### i) 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 hit/miss that requires (or has the potential to require) medical treatment will be reported on the **Hazard and Incident Report Form**. This will be done as soon as possible by the affected worker (or delegate) and no later than 24 hours after the event.

Reported incidents and injuries will be promptly reviewed by appropriate management using the **Incident Investigation Report**. Management will discuss the incident with relevant workers and decide on suitable risk controls to be implemented using the risk management process.

## **ii) External reporting requirements**

The Organisation will notify the relevant state health and safety regulator immediately by phone of any of the below types of incidents and will secure and not interfere with the incident site. Where required by the health and safety regulator, 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:

- 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 his or her body
  - a serious head injury
  - a serious eye injury
  - the separation of his or her skin from an underlying tissue (such as de-gloving or scalping)
  - electric shock
  - a spinal injury
  - the loss of a bodily function
  - serious lacerations or
- any other injury to a person or other consequence prescribed by the regulations.

For the purpose of this policy, notification requirements to the health and safety regulator 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 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
- 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 health and safety regulations or the design of which must be registered in accordance with the health and safety 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 or
- any other event or circumstance prescribed by the regulations.

In addition, the Organisation will notify the safety regulator within 48 hours of any injury or illness that has the potential to result in a workers compensation claim.

In addition to the health and safety regulator 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) and
- next of kin (either the worker's manager or supervisor will communicate this information).

Where a worker sustains a work related injury or illness and subsequently passes away at a later date, the health and safety regulator will be notified immediately.

## 8.4 WORKER RESPONSIBILITIES

Where any workplace incident, injury or illness or near hit or miss occurs, management must be notified as soon as possible, and a **Hazard and Incident Report Form** must be completed. 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 Form**. This form should be completed and authorised by the first aid attendant.

Should a worker 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 investigation
- seek ongoing medical treatment as required and ensure that management are made aware of such treatment for the purpose of maintaining appropriate records and

- ensure that a fitness to work and/or a capacity to work certificate is provided to management before returning to work.



## 9 INJURY MANAGEMENT AND RETURN-TO-WORK

---

### 9.1 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, and
- not dismiss a worker as a result of a work-related injury for the period defined under the jurisdiction's worker's compensation legislation.

### 9.2 PROCEDURES

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

#### i) 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**.

The Organisation's workers compensation insurers will be notified of any injuries that may require compensation within 48 hours.

#### ii) 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.

### **iii) 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.

### **iv) 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.

### **v) Non work-related injury**

Where the company 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 his/her treating practitioner, when modified duties can be provided.

### **vi) 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.

## 10 WORKING ENVIRONMENT

---

### 10.1 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.

### 10.2 ORGANISATION RESPONSIBILITIES

The Organisation has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of workers whilst at work. 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:

- where possible, 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 allows 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 are provided to enable workers to work in a comfortable environment, in particular workers carrying out work in extremes of heat or cold, where possible
- 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
  - 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 and

- all welfare facilities are suitable for the size, scope and nature of the business, in working order and are clean and accessible to workers and
- 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.

### **10.3 WORKER RESPONSIBILITIES**

To help ensure that the overall working environment remains without risk to workers and that facilities remain available to workers, they must ensure that they:

- keep the workplace neat, tidy and free from obstruction at all times so as not to cause additional hazards, including slip, trip, or fall hazards
- do not unduly alter the overall work layout, work areas, workplace lighting or do anything that may impede the safe access and egress to or from the site unless authorised to do so
- do not undertake any work that may potentially and unduly alter the indoor air quality without the appropriate authorisation and without ensuring that an appropriate risk assessment is undertaken
- report any issues or maintenance requirements related to the Organisation's welfare facilities to management as soon as they are identified, for example soap and toilet paper should be replenished regularly
- utilise any plant, equipment, working area, tools and welfare facilities in a manner in which they are intended and not make any undue alterations that may impact the health and safety of themselves or others at the workplace without appropriate approvals
- comply with all safety signs, policies and procedures and reasonable instructions provided to them, such as placing rubbish in the bins or cleaning and maintaining the facilities regularly to ensure they remain in a clean and safe condition and
- wear and use any PPE and clothing issued for their protection at all appropriate times where necessary, for example when cleaning.

## **11 EMERGENCY PROCEDURES**

---

### **11.1 INTRODUCTION**

Building and premises 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 the emergency services.

### **11.2 ORGANISATION RESPONSIBILITIES**

The Organisation will provide and maintain a healthy and safe working environment, including the development and implementation of an emergency response plan that ensures, as far as is reasonably practicable, the health and safety of all persons at the workplace during an emergency response. As such, the Organisation will ensure that:

- its emergency plan takes into consideration the nature of the work being undertaken, the number and composition of the workforce and others at the workplace, the hazards within the workplace and the size and location of the workplace itself
- there are emergency response procedures in place to address all identifiable emergency situations and considers the health and safety of all persons who may be affected by an emergency response
- procedures are developed in consultation with workers and/or their representatives and where necessary all relevant emergency services and councils in the area
- each worker has access to emergency equipment and first aid service
- information, training and instruction is provided to all workers in relation to the emergency procedures
- any person that is nominated to use emergency or rescue equipment and/or deliver first aid service in the event of an emergency are provided appropriate training. Training may include attendance at emergency procedure training conducted by the building owner
- periodic reviews of emergency procedures are undertaken to ensure the emergency plan remains effective
- records of any training or emergency evacuation exercises will be maintained
- where appropriate PPE is provided to relevant workers such as fire wardens and
- workers undertaking work at third party sites are aware of the relevant and applicable emergency procedures and have been formally inducted into the site. Confirmation of such induction will be sought and records maintained accordingly.

### 11.3 EMERGENCY PLANS

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
- 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 and
- information training and instruction provisions.

Where an emergency situation 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 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.

#### i) Medical emergencies

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
- help will be summoned from others in the immediate vicinity, or a nominated first aid officer. The affected worker will not be left unless it is unavoidable and
- the alarm will be raised, and emergency services contacted. Clear instructions will be provided to emergency services on:

- the location of the worker and directions to the workplace
- the details of casualty (type of injury, age and condition of worker)
- the time of injury or illness.

## ii) **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 instead should stay on the phone and take notes of the conversation using the **Phone/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 and
- management, and any building security/management, should be contacted to evaluate whether an emergency evacuation is required.

If an evacuation is ordered in response to a bomb threat, all workers should quickly check their work area for any unusual objects and mark these with a sheet of paper without touching the object. They should then leave the building as instructed. The location of any unusual objects must be reported to the floor warden, building security or the attending emergency services.

## iii) **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 co-ordinator 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 and
- 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 staff will contact emergency services
- all workers should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point and
- 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.

At all times workers should remain calm. Workers 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 co-ordinator/fire warden or emergency services.

#### **iv) 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 are to 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 waste bin because they might react and
- notify management and complete a **Hazard and Incident Report Form**. In certain situations, there may be a requirement to notify the State or Territory health and safety regulator.

#### **v) 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 and
- maintain contact with affected workers until emergency services or breakdown services reaches their location.



#### vi) Motor vehicle accidents

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** and they are responsible for entering the details of any injury on the **Register of Injuries** form in accordance with the **Reporting of Incidents and Injuries** policy in the Health and Safety Handbook.

The Organisation must be informed of any and all incidents involving company vehicles no matter how minor as soon as is practicable.

In addition, in the case of an incident involving injury to another person, workers are responsible for notifying the police of the occurrence. For major incidents, this must be reported to the police within 24 hours.

#### vii) Environmental incident

In the event an environmental incident occurs, the following procedure will be adopted:

- immediately implement control or containment measures if safe to do so
- request medical aid where worker exposure warrants health intervention
- notify the relevant government agency responsible for the environment eg Environment Protection Authority (**EPA**) and any other relevant agencies
- where remediation is required, engage an accredited waste management company to clean up the site
- establish and maintain an accurate record of incident notifications, communication and actions and

- complete appropriate health assessments of workers exposed to contaminants, seek advice from health authorities on requirements for medical intervention.

#### **viii) 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.

The emergency response may be generated from a range of incidents that may include incidents related to mobile plant such as a roll over or overloading of the equipment, catastrophic failure of plant with moving parts or the failure of load bearing static structures such as elevated storage areas.

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 is powered, ensure power is isolated to prevent inadvertent start up
- ensure first aid is rendered to any person injured as a result of the incident
- 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 site or building immediately via the nearest emergency exit to the nearest evacuation assembly point and
- ensure area is isolated and barricaded off if possible to prevent further injury.

#### **ix) Bushfires**

Bushfires are a common occurrence in Australia and even a small bushfire can pose a serious threat to life and requires appropriate actions to be safely dealt with. This can be hard when operating under the stress of a fast approaching fire.

It is important to remember that fire can injure or kill in a number of different ways, and that the flames are only one of the dangers. Direct contact with flames will cause physical burns, the smoke and hot gases can cause asphyxiation and radiant heat from the fire can induce heat stroke.

As such, in a declared bush fire zone or rural fire district all workers must be prepared to take action in the event of a bushfire and have a bush fire evacuation plan.

Workers must have appropriate PPE, plenty of drinking water to prevent dehydration and appropriate means of communication to allow two-way communications, including access to emergency services warnings.

Ensure that workers are aware of the fire risk level issued by the emergency services and the expected weather conditions for the area to be worked and take appropriate action. Extreme fires usually occur when temperatures are high, relative humidity is less than 15 per cent, and winds are hot, dry and greater than 30km/h.

Under no circumstances are workers to enter an area under an active bush fire threat.

However, if workers are caught in an area where a bush fire is imminent the following procedures should be followed by workers:

- assess the situation and the safety of anyone in the immediate vicinity
- immediately contact emergency services to take direction on evacuation and
- remain calm and not run or panic if evacuating the work site. The area must not be re-entered until it has been cleared as safe to do so by the emergency services.

If there is a potential for a worker is caught in an active fire zone, the following advice from emergency services should be followed to protect themselves:

- ensure all exposed skin is covered with natural fibre material
- wear appropriate PPE such as a wide brimmed hat, goggles and a P2 respirator
- continue to consume water to help prevent dehydration
- workers should move as far away as they can from the fire. Doubling the distance from the fire will reduce the radiant heat and
- if possible get behind a solid object or barrier.

Emergency services also advise that in situations where no other options are available, taking shelter in one of the below **may** protect workers from radiant heat:

- stationary car in a clear area
- ploughed paddock or reserve or
- body of water (i.e. beach, swimming pool, dam, river etc.).

Once a fire has passed, workers should move to burnt ground if possible but be aware of the residual dangers residing on burnt ground, including falling branches or trees, burning logs, or burning tree stumps.

## **x) Floods**

Being close to a creek, river, major storm water drain, or in a low-lying area, increases the risk of a flood. In situations where the Organisation is not inundated by floodwater, there is still a chance of isolation. Access to other areas might be cut, as well as electricity and water.

Floods can cause major damage and disruption to the Organisation's operations and have a significant impact on workers.

Preparing for floods can prevent loss of life and reduce damage to structures, stock and equipment. The Organisation will do the following to prepare themselves and workers before a flood:

- know the level of flood risk in the area (eg find out about the local flood history)
- know where the emergency evacuation areas would likely be located

- know who to call by completing the **Emergency Contact List**
- have an emergency kit prepared. An emergency kit will hold items that might be needed if power is lost including a portable radio and a torch with spare batteries, a first aid kit, candles and waterproof matches, important papers including emergency contact numbers, a copy of the Business FloodSafe Plan and a waterproof bag for valuables. The emergency kit will be kept in a waterproof storage container and reviewed and maintained on a regular basis and
- know the triggers, warning and natural signs of flooding.

In consultation with local emergency services and affected workers, create a Business FloodSafe Plan. This will include identifying stock, equipment and possessions that may need special protective measures, and will describe the actions to be taken to prevent their damage in the event of a flood. The Business FloodSafe Plan must be regularly updated to account for the location of chemicals, oils or other materials that could be dangerous or may contaminate flood water.

When a flood warning is issued, the Organisation will:

- never drive, ride or walk through floodwater
- stack possessions, records, stock or equipment on benches and tables, placing electrical items on top
- secure objects that are likely to float and cause damage
- relocate waste containers, chemicals and poisons well above floor level
- activate the Business FloodSafe Plan
- listen to their local radio station for information, updates and advice
- keep in contact with the Organisation's neighbours
- be prepared to evacuate if advised by emergency services and
- act early as roads may become congested or close.

When an evacuation order is issued, the Organisation will turn off the electricity, gas and secure any gas bottles. The Organisation will also implement the Business FloodSafe Plan.

The relevant State Emergency Service will issue an 'all clear' when it is safe for businesses to return to a flood affected area.

When returning to the premises, the Organisation will:

- check the structural stability of the building before entering. This will include identifying damages to windows, walls and the roof and will be cautious of potential contaminants including asbestos
- ensure that the electricity and gas is turned off before going inside by using a torch to undertake inspections inside buildings
- have a qualified electrician inspect power points, electrical equipment, appliances or electrical hot water systems if they were exposed to floodwater or water damaged in any way

- inspect gas appliances and gas bottles that have been exposed to floodwater and
- be aware of any additional hazards caused by the floodwater such as slip, trip or fall hazards or contaminated food, water or items.

**xi) Other considerations**

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

- violent and/or armed confrontations
- other potentially threatening situations
- natural disasters such as earthquakes and
- extreme weather conditions such as cyclones, snowstorms and thunderstorms, particularly where lightning strikes are possible.

#### **11.4 INCIDENT REPORT**

Where the workplace is affected by an emergency, the Organisation will complete a **Hazard and Incident Report Form** as soon as reasonably practicable to identify the causes of the emergency, any control measures that can be implemented to prevent re-occurrence and improvements to the above emergency procedures.

#### **11.5 WORKER RESPONSIBILITIES**

Whilst the Organisation will take all necessary precautions to prevent an emergency arising by preparing, maintaining and implementing emergency plans, in the unlikely event that an emergency situation does arise, workers have a range of responsibilities to help ensure the health and safety risks associated with such situations are minimised. These responsibilities include ensuring that they:

- are aware of all of the Organisation's emergency response procedures and the action they should take in the event of such an emergency
- actively participate in the consultation process in developing and implementing emergency procedures
- where necessary, are aware of how to use emergency or rescue equipment and deliver first aid treatment
- have been provided information, training and instruction in relation to the emergency procedures and its safe implementation
- actively participate in emergency evacuation exercises and record these evacuation exercises where management has directed them to do so and
- where appropriate, are provided and to wear any relevant PPE required in relation to emergency procedures.

## 12 FIRST AID

---

### 12.1 INTRODUCTION

First aid is the emergency care of sick or injured persons.

The Organisation is committed to ensuring that a first aid service is available and accessible at all times to provide immediate and effective first aid to workers or others who have been injured or become ill at our workplace.

The overall objective of this service is to reduce the severity of the injury or illness and the design of the first aid 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 the Victorian health and safety legislation. Whilst not mandatory, the Compliance Code: First Aid In The Workplace (**the Compliance Code**) can be cited by a health and safety regulator in proceedings as a means by which compliance can be obtained.

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.

### 12.2 ORGANISATION RESPONSIBILITIES – PRESCRIBED APPROACH

Due to the size and complexity 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. As such, the Organisation will ensure:

- that the risk level of the workplace is correctly classified as either low or higher based upon workers potential exposure to hazards, the potential seriousness of any injury or illness and the potential need for medical treatment
- the provision of first aid treatment and appropriate equipment and facilities for the delivery and administration of that treatment
- that each worker has access to first aid equipment and facilities
- that the number of first aid officers and first aid kits meets the prescribed number required by the Organisation
- that consideration will be given to any additional first aid equipment or facilities that may be specifically required by the Organisation
- that records of any injury or illness that meets relevant health requirement will be maintained
- that a person is nominated to inspect the first aid kit or kits regularly and will ensure contents remain sufficient to meet the needs of the Organisation, remain "fit for use", have not exceeded their expiry dates and have not been tampered. Records of such inspection will be maintained

- the inclusion of first aid information in induction training to ensure that new workers are made aware of first aid arrangements, infection control processes and all emergency procedures protocols and
- that in consultation with workers, the Organisation will review its first aid needs, facilities, equipment procedures and training to ensure they remain appropriate to the Organisation's needs and to help ensure compliance with the Compliance Code.

### 12.3 FIRST AID KITS

The Organisation will ensure that the provision of sufficient and appropriate number of qualified first aid officers are as follows:

- low risk workplaces
  - less than 10 workers – one basic first aid kit
  - one first aid kit for 10 – 50 workers
  - one additional first aid kit for every additional 50 workers up to 200
  - one additional first aid kit for every 100 additional workers above 200
- higher risk workplaces
  - one first aid kit, including specific first aid kit modules (where required) for up to 25 workers
  - two first aid kits, including specific first aid kit modules (where required) for up to 50 workers
  - one additional first aid kit, including specific first aid kit modules (where required) for every additional 50 workers

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

First aid kits provided in the workplace will:

- be constructed of a material, that will protect the contents from dust, moisture and contamination
- be clearly and legibly marked on the outside with the words FIRST AID KIT and a safety information sign complying with *AS/NZS 1319-1994: Safety Signs for the Occupational Environment* that generally includes a white cross on a green background
- contain nothing except first aid equipment and resources in appropriate quantities
- be audited on a regular basis and contents replenished as required and
- 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 and
- a **Register of Injuries** form, or instructions on where to obtain the form.

## 12.4 ADDITIONAL FIRST AID EQUIPMENT AND FACILITIES

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

As such, 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. AEDs should be located in an area clearly visible, accessible, not exposed to extreme temperatures and maintained according to the manufacturer's specifications and/or
- 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 with the workplace. 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 upon the type of workplace and the number of workers.

Compliance for the provision of a first aid room is:

- low risk workplaces with 200 workers or more or
- higher risk workplaces with 100 workers or more.

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

In higher risk workplaces, the Organisation will also have arrangements in place to ensure the services of an appropriate medical centre to provide emergency medical treatment are available to workers.

## 12.5 FIRST AID PERSONNEL

A trained first aid 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 officer/s and
- the place where each first aid officer is normally located in the workplace.

The number of trained first aid officers will be as follows:

- low risk workplaces
  - one first aid officer for 10 – 50 workers
  - two first aid officer for 51 – 100 workers
  - one additional first aid officer for every additional 100 workers
- higher risk workplaces
  - one first aid officer for up to 25 workers
  - two first aid officer for 26 – 50 workers
  - one additional first aid officer for every additional 50 workers

For remote and isolated higher risk workplaces, the Organisation will provide at least one first aid officer to be available at any one time during operating times.

## 12.6 REGISTER OF INJURIES AND TREATMENT

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 of injuries will:

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

## 12.7 INCIDENT RESPONSE

The Organisation will take all steps necessary to provide emergency rescue and medical help to workers 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 workers location and severity of the injury or illness.

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

Management will take any actions that will prevent or minimise the risk of further accidents, injury or property damage. For example, the accident site or equipment involved will be secured rendering it safe.

## 12.8 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 they 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 aid officers understand and implement developed preventable 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 and
- 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 where necessary.

## 12.9 WORKER RESPONSIBILITIES

Although the Organisation has the responsibility to provide first aid resources that are commensurate with the nature, size and scope of the business, workers also have a range of responsibilities to help ensure that the facilities and resources are able to meet our ongoing needs and commitments. These responsibilities include ensuring that:

- they are aware of the Organisation's overall emergency response plan
- they are aware of how to obtain first aid treatment and the name and contact details of first aid personnel
- they seek first aid whenever the severity of a work related injury or illness may be minimised through such treatment, or where directed by management to do so
- they inform management of any injury or illness and record any first aid treatment in the **Register of Injuries**

- the first aid kit and resources are not removed from their designated location unless being required to attend to an emergency situation
- the first aid kit remains available and easily accessible for persons requiring or seeking first aid treatment
- only first aid equipment and resources are stored in first aid kits. For example, no personal or over the counter medications are to be left in the kit or facility
- they inform management if any first aid equipment and resources are running low or have run out and
- no documentation relating to first aid treatment is removed from the first aid kit or facility.

## **12.10 ORGANISATION RESPONSIBILITIES – RISK ASSESSMENT APPROACH**

Due to size and complexity of the Organisation and the level of risk created by the work being undertaken, the Organisation will adopt the risk assessment approach to our provision of first aid. As such, the Organisation will ensure:

- that the risk assessment undertaken to determine the Organisation's first aid needs is recorded and has accurately taken into consideration:
  - the workplace hazards that could result in workplace injury or illness
  - the likelihood and severity of any potential workplace injury or illness
  - the size, layout, complexity and location of the workplace, the number of employees and the composition of the workforce and others who may visit the workplace
  - the way and manner in which work is undertaken, including work hours and work that may be undertaken in a remote or isolated location
  - the location and proximity of the workplace to emergency services, medical treatment and additional first aid and/or emergency equipment that may be available
- the provision of first aid treatment and appropriate equipment and facilities for the delivery and administration of that treatment
- that each worker has access to first aid equipment and facilities
- that the number of first aid officers and first aid kits meets the needs of the Organisation and is based upon the outcomes of the risk assessment
- that consideration will be given to any additional first aid equipment or facilities that may be specifically required by the Organisation
- that records of any injury or illness that meets relevant health requirement will be maintained
- that a person is nominated to inspect the first aid kit or kits regularly and will ensure contents remain sufficient to meet the needs of the Organisation, remain "fit for use", have not exceeded their expiry dates and have not been tampered. Records of such inspection will be maintained
- that the first aid assessment and its outcomes will be recorded to assist with the review

- the inclusion of first aid information in induction training to ensure that new workers are made aware of first aid arrangements, infection control processes and all emergency procedures protocols and
- that in consultation with workers, the Organisation will review its first aid needs, facilities, equipment procedures and training to ensure they remain appropriate to the Organisation's needs and to help ensure compliance with the Compliance Code.

### 12.11 FIRST AID KITS

When considering how to provide first aid, the Organisation will consider all relevant matters including:

- the nature of the work being carried out in the workplace
- the nature of the hazards and severity of the risks in the workplace
- known occurrences of injuries, illnesses and incidents
- the size, layout, location and nature of the workplace and
- the number and composition of workers in the workplace.

First aid kits provided in the workplace will:

- be constructed of a material, that will protect the contents from dust, moisture and contamination
- be clearly and legibly marked on the outside with the words FIRST AID KIT and a safety information sign complying with *AS/NZS 1319-1994: Safety Signs for the Occupational Environment* that generally includes a white cross on a green background
- contain nothing except first aid equipment and resources in appropriate quantities
- be audited on a regular basis and contents replenished as required and
- 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 and
- a **Register of Injuries** form, or instructions on where to obtain the form.

### 12.12 ADDITIONAL FIRST AID EQUIPMENT AND FACILITIES

The Organisation will also consider the need for first aid facilities and additional first aid equipment via a risk assessment approach.

As such, 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. AEDs should be located in an area clearly visible, accessible, not exposed to extreme temperatures and maintained according to the manufacturer's specifications and/or
- 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 with the workplace. 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 upon the outcome of the risk assessment.

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

In higher risk workplaces, the Organisation will also have arrangements in place to ensure the services of an appropriate medical centre to provide emergency medical treatment are available to workers.

### 12.13 FIRST AID PERSONNEL

A trained first aid 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 officer/s and
- the place where each first aid officer is normally located in the workplace.

The Organisation will ensure that an appropriate number of suitably trained first aid officers are provided in the workplace. In addition, the Organisation will ensure that the first aid officers have access to appropriate first aid kits and where appropriate, first aid facilities.

### 12.14 REGISTER OF INJURIES AND TREATMENT

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 of injuries will:

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

### **12.15 INCIDENT RESPONSE**

The Organisation will take all steps necessary to provide emergency rescue and medical help to workers 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 workers location and severity of the injury or illness.

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

Management will take any actions that will prevent or minimise the risk of further accidents, injury or property damage. For example, the accident site or equipment involved will be secured rendering it safe.

### **12.16 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 they 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 aid officers understand and implement developed preventable 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 and
- 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 where necessary.

## 12.17 WORKER RESPONSIBILITIES

Although the Organisation has the responsibility to provide first aid resources that are commensurate with the nature, size and scope of the business, workers also have a range of responsibilities to help ensure that the facilities and resources are able to meet our ongoing needs and commitments. These responsibilities include ensuring that:

- they are aware of the Organisation's overall emergency response plan and infection control processes
- they are aware of how to obtain first aid treatment and the name and contact details of first aid personnel
- they seek first aid whenever the severity of a work-related injury or illness may be minimised through such treatment, or where directed by management to do so
- they inform management of any injury or illness and record any first aid treatment in the **Register of Injuries**
- the first aid kit and resources are not removed from their designated location unless being required to attend to an emergency situation
- the first aid kit remains available and easily accessible for persons requiring or seeking first aid treatment
- only first aid equipment and resources are stored in first aid kits. For example, no personal or over the counter medications are to be left in the kit or facility
- they inform management if any first aid equipment and resources are running low or have run out and
- no documentation relating to first aid treatment is removed from the first aid kit or facility.

## 13 HEALTH AND SAFETY INFORMATION, TRAINING AND INSTRUCTION

---

### 13.1 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/s without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

### 13.2 ORGANISATION RESPONSIBILITIES

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

Health and safety training are 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
- health and safety competencies of contractors, labour hire workers, volunteers and visitors are assessed prior to engagement and
- workers receive training in the health and safety requirements appropriate to their position and tasks (including re-training where necessary).

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

### 13.3 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 and



- skill training for plant and equipment.

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.

#### **13.4 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 induction and emergency preparedness training
- ensure that they have been deemed competent through appropriate health and safety training, to undertake any proposed work
- 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 any and all licences, authorisations, approvals and/or qualifications required to undertake work for the Organisation and
- ensure that they maintain and keep up to date any required license, authorisation, approval and/or qualification required to undertake work for the Organisation and that they duly advise the Organisation if their status in relation to holding such licence, authorisation, approval and/or qualification changes.

## **14 INSPECTION, TESTING AND MAINTENANCE**

---

### **14.1 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 is 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 is reasonably practicable and to ensure the Organisation meets its compliance responsibilities.

### **14.2 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 and
- 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 logbook 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.

### **14.3 REVIEW OF INSPECTION AND TESTING 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 and
- in response to safety alerts.

## 14.4 WORKER RESPONSIBILITIES

To eliminate or minimise the risks related to the use, handling, storage, maintenance and/or disposal of plant or equipment, workers will:

- ensure that they have sufficient skills and competencies to undertake work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment
- actively participate in the risk management strategies designed to inspect and maintain the workplace, test and maintain emergency procedures, and inspect, test and maintain plant and equipment
- understand the Organisation's emergency preparedness and response plan
- only use plant and equipment for its intended purpose
- follow any reasonable work instruction given to them designed to protect their health and safety or that of others at the workplace
- not unduly alter the design, operation, functions or characteristics of any plant or equipment without appropriate authorisation or approval
- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless they are authorised to do so
- ensure that any defects that are detected will be reported to their supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed and
- ensure that any incident associated with plant or equipment will be reported to their supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed.

## **15 DRUGS AND ALCOHOL**

---

### **15.1 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 a 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.

### **15.2 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 report 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.

### **15.3 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.

#### **15.4 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.

## **15.5 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.

## **15.6 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.

## **15.7 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.

## **15.8 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.

## **15.9 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.



## **16 HEALTH AND SAFETY OBJECTIVES AND TARGETS**

---

### **16.1 INTRODUCTION**

The planning of a Health and Safety Management System (HSMS) includes the development, implementation, monitoring and review of the annual Organisational HSMS Plan. This includes the allocation of an appropriate budget and resources to facilitate its effective implementation and overall management of health and safety. The aim of such a plan will be the continuous improvement in overall Health and Safety performance.

### **16.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation will design, develop and implement a HSMS plan that will be effectively monitored and reviewed. To facilitate this, in consultation with workers, the Organisation will:

- establish appropriate objectives, targets and performance indicators for the HSMS
- define the responsibilities, actions, resources and timeframes required to meet the requirements of the HSMS
- ensure the allocation of adequate resources, including budget, to meet the requirements of the HSMS and to satisfy legislative requirements, and
- ensure that those with responsibility for any part of the design, development, implementation, monitoring and review of the HSMS have the sufficient knowledge, skills, level of competency and appropriate authority to undertake their defined role.

### **16.3 OBJECTIVES AND TARGETS**

Health and safety objectives and targets for each planning period will be based upon performance analysis and outcomes identified in the HSMS review process and the Organisation's health and safety policy.

Objectives will be quantifiable and measurable and will include both outcome and process objectives.

The Organisation will measure the effectiveness of the HSMS plan through both outcome related objectives, or Key Performance Indicators (KPIs) and process related objectives, or Positive Performance Indicators (PPIs).

KPIs will include reduction and minimisation of the following areas:

- lost time injuries
- other injuries and near-miss incidents
- specific types of injury (eg hazardous manual tasks/handling)
- health of personnel, and
- any other objective arising from analysis of performance measurement and management reviews.

PPIs will include:

- HSMS implementation
- development, issue and implementation of HSMS procedures and work instructions
- the percentage (%) complete of audit and inspection actions, and
- number of hazards identified and improvements suggested by personnel.

The systematic approach required to achieve the strategic objectives and targets will:

- identify the resources required to undertake the various tasks
- assign responsibility for ensuring these tasks are completed
- determine the timetable of these tasks, and
- review and report on progress towards achieving the tasks.

#### **16.4 VERIFICATION ACTIVITIES**

The Organisation will ensure that suitable verification activities are undertaken periodically to measure the overall and/or ongoing performance of the HSMS. These will include:

- inspection and testing
- workplace inspections and monitoring
- health and safety reviews and/or audits
- process verification, particularly in relation to purchasing/procurement, design, training and competency assessment, contractor management and risk management, and
- document control and records management.

#### **16.5 ANNUAL PERFORMANCE REVIEW**

The Organisation will review the HSMS plan on an annual basis addressing objectives, targets, performance indicators and the actions, resources and timeframes required at the Organisational level.

This review will also include an annual health and safety budget review which will be an integral part of the Organisation's health and safety and business planning process. The budget will detail the health and safety resource, its cost, the need and the consequences of non-approval.

## **17 HEALTH AND SAFETY MONITORING AND MEASURING**

---

### **17.1 INTRODUCTION**

The Organisation will establish and maintain procedures to monitor and measure the performance of the Health and Safety Management System (HSMS) and its requirements. This will allow the Organisation to identify those activities requiring corrective action to ensure continuous improvement in the development, implementation and management of the HSMS.

These processes will define responsibilities and requirements for the monitoring and measurement of the activities such as hazard identification, incident investigation, inspections and reviews.

### **17.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation will establish and maintain processes for the following:

- monitoring and measuring the degree to which health and safety objectives and targets are being met
- monitoring and evaluating the effectiveness of risk controls in providing a safe and healthy working environment
- monitoring of effectiveness of corrective and preventive actions from hazard and incident reports and investigations
- undertaking any necessary Health Surveillance programs, monitoring of outcomes and reviewing effectiveness of corrective and preventive actions
- internal auditing of key activities and the HSMS
- analysis of injury/incidents and illness reports and data as part of the HSMS review process
- evaluation of effectiveness of HSMS elements as part of the annual HSMS review, and
- monitoring legislative compliance.

### **17.3 REVIEW OF HAZARD MANAGEMENT PROCESSES**

The Organisation will review and evaluate the hazard management processes, including the risk assessment methodology as part of the management review process. The review will evaluate the effectiveness of the hazard management process and the outcomes of the HSMS activities.

Control measures will be monitored and reviewed as part of this process to evaluate their effectiveness to determine whether:

- the controls have eliminated or reduced the identified risks
- control measures have created new hazards
- workplace changes have impacted the risk (or introduced new hazards), and
- additional controls need to be considered.

The Organisation will ensure **Hazard and Incident Report Forms** are reviewed. The review will be conducted in consultation with workers and consider any changes to tasks, activities, legislation, relevant Codes of Practice, Standards, supplier or manufacturer recommendations or Industry Guidelines. **Hazard and Incident Report Forms** will be updated to reflect the outcomes of the reviews and will provide an input into the HSMS review and management review processes.

In addition to these management reviews, additional reviews may also be conducted at any time as a result of any of the following:

- information being received of new hazards being identified
- consultation with relevant workers, or
- incident or hazards occurring.

#### **17.4 MONITORING AND MEASUREMENT EQUIPMENT**

The Organisation will identify where specific equipment is required to monitor and or measure characteristics of its operations that relate to health or safety risks. For example, noise, fumes, dusts, cold, heat, light.

Where the Organisation uses its own equipment for monitoring and measuring, Management will ensure that the equipment is appropriately identified, calibrated, used, stored and maintained in accordance with relevant standards, supplier or manufacturer guidelines.

#### **17.5 HAZARD AND INCIDENT REPORTING**

The Organisation will ensure that the appropriate level of hazard and incident reporting is occurring and that investigations undertaken are effective in identifying root cause and the implementation of effective controls to eliminate or manage hazards. The review process will be conducted in consultation with workers or their representatives.

The review will evaluate the effectiveness of existing controls and determine whether changes to controls are required.

#### **17.6 WORKPLACE INSPECTIONS**

The Organisation will ensure that workplace inspections are conducted and are undertaken in accordance with the criteria provided. Workplace inspections will monitor the effectiveness of existing hazard controls and relevant corrective and preventive actions.

## **17.7 HEALTH SURVEILLANCE**

The Organisation will ensure that where appropriate, there is systematic health surveillance and monitoring processes for all Organisational personnel where the need is identified through risk assessment or legislative requirements.

The primary aim of health surveillance is to:

- contribute to the detection of hazards and assessment of risk
- prevent and detect at an early stage any adverse health effects to workers, and
- assist in the evaluation of risk control measures.

Health Surveillance programs will be implemented to monitor and measure the impact of relevant hazards on the health of workers. Monitoring results will be reviewed by management in consultation with appropriately qualified persons and the worker involved. Confidentiality of results will be maintained through the effective management of health surveillance records.

The effectiveness of risk control measures arising from health surveillance will be evaluated and follow-up action taken accordingly.

## **17.8 HEALTH AND SAFETY AND SYSTEM AUDIT**

The Organisation will audit the level of implementation and conformance with the HSMS. The audit process will identify where improvements are required in the HSMS, and will help determine the actions required to improve performance.

The effectiveness of the HSMS and the Organisation hazard management processes will be reviewed through the regular undertaking of internal audits. Internal audit processes will also be developed and implemented for activities, processes or services that present an ongoing risk. Findings from audits will be tracked for close-out via the Organisation corrective and preventive action processes.

## **17.9 MONITORING AND MEASUREMENT OF HEALTH AND SAFETY OBJECTIVES AND TARGETS**

The Organisation will monitor the achievement and performance against the Organisation's overall goals, objectives and targets developed from the management plans as part of the continual improvement process.

The management review process will monitor progress towards the achievement of health and safety goals and performance against targets and performance indicators that are developed as part of our planning process.

## **17.10 REVIEW OF STATISTICAL DATA**

The Organisation will develop a process for monitoring and analysing statistical data arising from incident and injury statistics (lag indicators) as well as proactive achievements (lead indicators).

The monitoring and analysis will be conducted within the management review process and form part of the annual HSMS review. Functional specialists will be provided with monitoring and analysis data for their review and input.

The Organisation will ensure consultation occurs with the relevant workers in relation to the identification, implementation, monitoring and review of all HSMS activities related to monitoring and measurement.

The Organisation will ensure as part of this consultation, relevant records will remain confidential at all times.

## 18 HEALTH AND SAFETY DOCUMENT CONTROL

---

### 18.1 INTRODUCTION

Effective document, data and records control provides a uniform and consistent method for the management and handling of essential documentation, data and records affecting either a product or service quality. It helps ensure that the quality of the product or service is consistent with the Organisation's objectives.

The purpose of health and safety document, data and records control is to establish and maintain a process that ensures the policies, documents and forms that underpin the Health and Safety Management System (**HSMS**) are effectively controlled and records related to health and safety activities are effectively managed.

The implementation of such controls will ensure that documents are properly initiated, readily identified, reviewed, approved, issued and maintained so as to be legible and retrievable and records are stored, maintained and disposed of in an appropriate manner.

### 18.2 ORGANISATION'S RESPONSIBILITIES

The Organisation will:

- establish a master list of health and safety documents
- develop and implement a control procedure that includes effective version control and review timeframes for all health and safety documentation and data that is subject to review and revision
- ensure that all health and safety documents are available to workers on request and will be available in both electronic and hard copy formats, and
- establish an effective management program for all health and safety related records.

### 18.3 DOCUMENT CONTROL

Documents will be controlled through the implementation of effective version control. A controlled document is one that is the most current version but is subject to future revisions.

Version control will consist of a numerical sequence inclusive of a decimal point. The number to the left of the decimal point describes the number of major revisions from the original issue. The number to the right of the decimal point describes the number of minor amendments from the time of issue or from the last major amendment.

Draft documents start at 0.1 to reflect their draft status and then progress through revisions by incrementing the number to the right of the point. The number reverts to 1.0 upon the document receiving the required approval.

Documents with version numbers will be accompanied with the date the version was issued.

All printed documents will be deemed to be uncontrolled as their version cannot be assured. Only documents available from the server are deemed to be controlled versions.

health and safety Documents will be reviewed periodically at intervals of not more than one year and whenever an injury or incident occurs or work processes, personnel or environment changes significantly.

## **18.4 RECORDS MANAGEMENT**

Documents such as inspection and test reports, qualifications, test data, corrective actions and non-conformance reports, instrument calibration reports, contract reviews, health surveillance reports including audiometric results and audit reports are considered records as they cannot be changed and are therefore not subject to revision.

The Organisation will ensure that all health and safety records are effectively stored, maintained and disposed of taking into consideration:

- legislative requirements for the maintenance of specific records
- the nature of any actions required in relation to the report or record
- any required lifecycle of the report such as instrument calibration timeframes, and
- the need for confidentiality and privacy.



## 19 PURCHASING AND PROCUREMENT

---

### 19.1 INTRODUCTION

The Organisation is committed to the provision of a safe and healthy workplace for all workers and visitors.

Acknowledging that the purchasing and procurement of goods and services can introduce health and safety risks to the workplace, the Organisation will ensure, as far as is practical, that all potential hazards and risks introduced into the workplace through the purchasing and procurement process are effectively identified and controlled.

The Organisation will ensure that:

- appropriate risk assessments are undertaken prior to any final purchasing and/or procurement decision being made to ensure that health and safety is considered
- all persons responsible for purchasing and procurement activities acquire the appropriate skills and knowledge to apply the requirements of this policy, and
- that appropriate consultation is undertaken with all end users of goods proposed to be purchased and all staff required to interact in any capacity with a service provider, prior to that provider commencing work.

Any person who purchases, leases or hires goods and/or services is responsible for identifying any health and safety requirements and for identifying any risk of introducing a reasonably foreseeable injury in the workplace. Upon receipt of the goods and/or service, that person shall verify that health and safety specifications or control measures are in place to eliminate or reduce the risk. The implementation of effective purchasing and procurement procedures will also identify control measures such as training and supervision requirements, maintenance and/or regular testing requirements and any requirements for licenses and/or registrations.

It is the responsibility of management and team leaders to ensure that the health and safety purchasing policy is implemented within their area of responsibility.

This Policy is to be applied in conjunction with the Organisation's Purchasing and Procurement procedures and applies to any item purchased via orders, tenders, contracts, petty cash and credit card transactions. The Policy applies to any purchase of plant, materials or substances including those which are hired or leased.

### 19.2 IDENTIFYING RISKS THROUGH THE PURCHASING AND PROCUREMENT PROCESS

As part of the risk management approach, the Organisation has an obligation to ensure that any risks introduced into the Organisation through the purchasing and/or procurement of goods and services and that may pose a risk of injury to workers are assessed to determine the seriousness of these hazards.

In some instances, the risk assessment procedure is straightforward, particularly where the health and safety specifications or control measures can easily be determined.

Where the goods and/or service being purchased require a detailed risk assessment to be undertaken, the standard risk assessment form shall be used. Examples of when the formal risk assessment is to be used for items which have a risk to health and safety include, but is not limited to:

- hazardous chemicals

- machinery and/or plant
- PPE, and
- heavy and awkward items which pose a hazardous manual task risk.

The risk assessment will consider the following:

- legal requirements
- codes of practice or relevant standards
- potential impact on affected personnel
- training requirements
- changes to work procedures
- PPE, and
- technical data or information.

In relation to the purchasing or procurement of services, the level of risk to the Organisation will vary in accordance with the overall risk controls implemented by the provider, the inherent risks of the work being undertaken by the provider and the level of supervision being provided and these must also be taken into consideration when preparing contracts and risk assessments for the provision of services, either formal or informal.

Where hazards are identified through any purchasing and procurement procedure, attempts to eliminate the risk from being introduced into the workplace will be attempted prior to supply. Where this is not possible, risk control measures shall be determined to minimise the risk of injury or illness to workers, contractors and visitors.

Where control measures are needed to reduce the risk associated with the hazard to a level that will prevent, or minimise the risk of injury or illness, the method of risk control shall follow the hierarchy of control as outlined in the risk management section of this document.

### **19.3 RISK CONTROL MEASURES**

Where goods and/or items are being purchased all risk control measures for health and safety are to be detailed on the purchase order form provided to the supplier.

Where goods are purchased outside the formal purchasing procedure, the supplier is to be provided with details of any health and safety requirements or risk control measures in writing. This may include health and safety requirements listed on any of the following:

- purchase order
- via a completed risk assessment, or
- a letter outlining specifications.

It is necessary to ensure that the supplier can meet the requirements as stated in the health and safety specifications or control measures. This will be determined in the pre-purchase stage of procurement.

Should the supplier not have the capacity to comply with identified health and safety requirements the purchase is to be made through another supplier capable of meeting the requirements or alternate goods and/or services capable of meeting the health and safety requirements must be considered.

The verification of health and safety requirements is required upon arrival of the goods to ensure that the health and safety requirements or control measures have been met as detailed on the purchase order or risk assessment. Verification will be conducted by the person who ordered the item and/or who conducted the risk assessment to determine the health and safety requirements. Such verification is to be documented by the person receiving the goods and included in the risk assessment form.

When health and safety requirements or control measures cannot be verified, the item must be quarantined and/or tagged out until the verification is complete. Items that are unable to be verified must be returned to the supplier.

If a hazard or risk is not identified prior to purchase but becomes apparent once the item has been received or used, a hazard report shall be lodged.

A risk assessment can be re-used for repeated purchases of the same item or where the supplier has previously demonstrated compliance to health and safety requirements and/or is a qualified preferred supplier.

However, if the use or quantity of the item differs and has a greater impact on health and safety, the risk assessment will be reviewed and modified accordingly.

When materials or substances are required to be purchased using a credit card or petty cash, the person purchasing the item shall consider the potential for the equipment, material, facility or substance to pose a risk to health and safety. In particular, prior to the purchase of:

- hazardous chemicals, the SDS will be consulted to ensure that controls can be put in place to minimise the risk, and
- PPE items must comply with relevant Australian Standards.

Where services are being purchased or procured through a contract of service or by other means:

The Organisation will ensure that all standard agreements for the purchase or procurement of services by the Organisation include health and safety responsibilities and accountabilities. All risk control measures for health and safety are to be detailed in the contract of service, whether formal or informal and the supplier must be made aware of these requirements prior to the finalisation of contracts. Consideration will be given to:

- the service provider's health and safety performance
- the service provider's ability to meet the Organisation's health and safety standards, and
- the service provider's ability to provide and/or demonstrate safe work procedures that meets its legal obligations and the Organisation's health and safety standards.

The authorising officer must ensure the service provider's health and safety performance is monitored and reviewed to ensure continued adherence to relevant health and safety requirements and/or specifications of the contract. The monitoring and review process may be undertaken through:

- review meetings
- on-site meetings
- workplace inspections, and/or

- scheduled performance review processes.

Where a service provider fails to meet the health and safety requirements or specifications of the contract, the authorising officer must take action in accordance with the terms of the contract. These actions may include:

- directing a service provider to cease work where there is a serious and immediate risk to health and safety
- directing a service provider to address make safe or restore an area, plant, equipment, building or structure, where there is a serious and immediate risk to health and safety, and
- advising the Organisation's management who will formally notify the service provider in writing regarding the breach of health and safety requirements or specifications in the contract, detailing the alleged breach and providing sufficient time for the service provider to respond or rectify the alleged breach.

Where such actions have been taken, consideration must be given to the service provider's health and safety performance, prior to making decisions to extend or renew contracts for services.

#### **19.4 PREFERRED SUPPLIERS**

Where a supplier has been deemed to be a preferred supplier of goods and/or services to the Organisation, the supplier must indicate in writing that all products and services being supplied will conform to applicable legislation, codes of practice or Australian Standards. However, all goods and services received by the Organisation from a preferred supplier must also meet the Organisation's health and safety standards and may be subject to all procedures that applies to other providers, including risk assessments and verification reviews.

## 20 JOB SAFETY ANALYSIS

---

### 20.1 INTRODUCTION

This procedure relates to the template for a site Job Safety Analysis (**JSA**) and provides guidance on the use of this assessment. It should be read and implemented in conjunction with the Organisation's related policies, including our **Risk Management** and **Construction Work** policies as well as policies related to specific hazards and risks at the workplace.

### 20.2 WHY DO A JSA?

This is a procedure that allows normal safety procedures to be integrated into a "job" – a specific work assignment. In a JSA each step of the job is considered to identify potential hazards and to recommend the safest way to complete the job.

Generally, these are undertaken at temporary worksites or in circumstances that may differ to normal work routines. Whilst a Safe Work Method Statement (**SWMS**) or safety procedure may already exist it is not always possible to foresee every possible hazard and a JSA assesses the conditions and circumstances on the day. For example, you may have a procedure for working at heights, but at a worksite still need to assess whether there are high winds or overhead power lines.

A JSA may also identify a new hazard and indicate that a formal risk assessment will be undertaken. Likewise, a risk assessment and SWMS or safety procedure may need updating as the result of one of these JSAs.

### 20.3 WHEN DO YOU DO A JSA?

A JSA will be used for:

- non-routine tasks
- new tasks
- tasks which have not previously been covered by a risk assessment
- a task that has not had a safety procedure written for it
- when something has changed since the procedure or SWMS was written eg environmental factors, or
- high hazard tasks.

When the need for a JSA is identified the Manager/Team Leader must ensure a team approach is adopted wherever possible to ensure the best outcome.

The process can use the knowledge, skills and experience of the work team members, the Manager/Team Leader and if deemed necessary, other specialist roles such as safety and engineering personnel.

### 20.4 FOUR BASIC STEPS

There are four basic steps involved in the development of a JSA. These steps are as follows:

- select the job to be analysed
- break the job down into a sequence of steps
- identify potential hazards, and
- identify control measures.

## **20.5 HOW DO YOU CONDUCT A JSA?**

Conduct a JSA by following the steps below:

- identify the hazards for each job step
- list in detail all hazards and using the risk matrix give each a risk a rating
- identify controls to minimise the risk from each hazard and then decide on a new risk rating
- have all workers undertaking the job sign the JSA to show they have read and understood it
- implement the control actions
- maintain a copy of the JSA at the work location to allow workers new to the job to read it and sign it before they commence work
- comply with and reference the JSA at all times. If changes are required these are to be made in consultation with all members of the work group, and
- record any further actions required on the JSA.

Copies of completed JSA's will be kept for future reference and to share with other teams or work groups as appropriate

Completed JSA's will be reviewed:

- on a regular basis
- after any changes in the work process
- when any changes are introduced to the site, eg new plant or equipment introduced
- following an incident or accident, and/or
- to identify if a risk assessment is needed or changes should be made to existing SWMS or safety procedures.

## **20.6 FURTHER CONSIDERATIONS**

- The job steps need enough detail to enable a person not performing the task to understand the JSA.
- The number of job steps should not exceed 10 – more than 10 may indicate more than one task is being covered by the JSA. If there are multiple tasks (with multiple steps in each) serious consideration should be given to breaking the task down and developing a JSA for each major part of the job.

- The hazard identification process will identify all hazards associated with each job step where possible the hazards should be described in a short phrase.
- For every hazard identified at least one control must be listed applying the “hierarchy of controls”. Specific information about the controls must be detailed. A control such as “wear PPE” is not acceptable. A statement such as “wear P1 disposable dust mask” that provides concise information is acceptable.
- Where a job carries over a number of shifts, all workers should resign the JSA for each successive shift.

## **20.7 THE BENEFITS OF COMPLETING A JSA**

- Observing workers doing a job does not rely on memory of the job and prompts recognition of hazards (for new or infrequently performed jobs observation alone may not be enough).
- Experienced workers and supervisors can do their analysis through discussion – this brings together a wide range of experience and more ready acceptance of the new procedure.
- If there are any health and safety representatives, safety committee members or safety officers it is an easy way to involve them in the analysis.
- The job knowledge of the workers involved is increased.
- The process may identify previously unknown hazards and increase job knowledge for those involved.

## 21 MENTAL HEALTH

---

### 21.1 INTRODUCTION

Mental health includes the 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 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.

The Organisation is committed to supporting the mental health and wellbeing of its workers and ensuring, so far as is reasonably practicable, that associated hazards and risks are effectively and proactively identified and managed through a risk management approach and in accordance with the Organisation's **Risk Management** policy.

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** policies.

### 21.2 ORGANISATION RESPONSIBILITIES

In consultation with its workers or their representatives, 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 and
- supporting the recovery of injured workers.

In adopting this three-phased approach, the Organisation aims to:

- promote positive mental health and wellbeing
- improve mental health or ill-health literacy
- support those who are experiencing mental health difficulties and
- provide and review organisational responses that support mental health and wellbeing.



Therefore, to achieve the Organisation's aims, it will develop and implement specific strategies designed to promote and maintain a safe physical and online workplace environment and respectful culture such as:

- developing and reviewing written policies and procedures 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
- engaging with external agencies and develop strategic partnerships to streamline effective supports to their 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 and
- monitoring the health and safety of workers and the conditions at the workplace to ensure that work related illnesses and injuries are prevented.

### **21.3 IDENTIFYING MENTAL HEALTH RISKS**

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 or instruction to undertake the work required safely and correctly, poor relationships or conflict between management and workers, between co-workers, or between workers and clients/customers. 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 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) and
  - 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 clients/customers
- 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 and
- 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.

## 21.4 ASSESSING MENTAL HEALTH 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 and/or
- individual differences, for example how workers deal with exposure to a particular psychological hazard may vary.

When assessing mental health 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, poor ventilation, lighting or workstation set up, unsafe plant, equipment or machinery)
- the way that 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 client or customer
- the way that 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 clients/customers
- known or reported discrimination, harassment (including sexual harassment), bullying or other unreasonable behaviour by co-workers, supervisors or clients/customers
- 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) and
- whether there is inconsistency or bias in the implementation of organisational procedures.

## 21.5 CONTROLLING MENTAL HEALTH RISKS

The Organisation will ensure, as far as is 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 clients/customers or 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) and
  - 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, including 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 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 and
- 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.

## **21.6 BULLYING AND HARASSMENT**

The risk of workplace bullying and harassment can be minimised, so far as is 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 clients/customers, 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 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. It includes, but is not limited to:

- abusive, insulting or offensive language or comments
- physical or emotional threats
- aggressive and intimidating conduct
- belittling or humiliating comments
- victimisation
- practical jokes or initiation
- unjustified criticism or complaints
- deliberately excluding someone from work related activities
- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- 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 worker
- spreading misinformation or malicious rumours and
- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

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 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. Harassment on the grounds of sex is any unwelcome conduct of a seriously demeaning nature and includes making a statement to a person, or in the presence of a person, whether the statement is made orally or in writing.

Harassment includes, 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 and
- 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 policies and procedures.

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

## **21.7 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 and
- reviewing the effectiveness of the control measures to ensure further harm or new injury does not occur.

## **21.8 WORKER RESPONSIBILITIES**

The Organisation recognises that the management of work related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from the Organisation. The overall success of the Organisation's risk management strategies is also dependent upon workers understanding their own responsibilities in relation to health and safety, which includes helping to minimise risks to their own mental health and the mental wellbeing of others at work.

To this end, workers are responsible for ensuring that they:

- have received an 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

- understand the Organisation's policies and procedures to identify, assess, control, monitor and review risks to workers' mental health
- understand their role at work, ensure that the role has been clearly articulated, and that the required duties are within the scope of their skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do their work safely
- support co-workers in their awareness of mental health and strategies to eliminate or minimise the impact
- actively participate in the consultation mechanisms, forums or counselling designed to help ensure their health and safety at work, including those targeted at the overall mental health of workers
- understand the applicable organisational operations that may impact upon their mental wellbeing, including those beyond the control of the Organisation, and the processes and procedures in place to eliminate, minimise and report any mental health risks
- comply with all systems of work and procedures that are designed to support health and safety at the workplace, including those specifically designed to eliminate or minimise mental health risks
- utilise the applicable procedure to report any work related mental health hazard or risk to their own mental health or the mental wellbeing of others at work as soon as it is identified, including any incidence of bullying or harassment, including sexual harassment (as outlined above) affecting themselves or another worker and
- receive adequate and timely feedback on work performance.

In minimising the mental health risks to others in the workplace, workers must not act or behave in a manner that could be considered bullying or harassment. Such behaviour creates a risk to health and safety and, whether intentional or not, will not be tolerated by the Organisation. Any incidents of bullying or harassment will be addressed via a grievance and/or disciplinary process.



## 22 WORKPLACE VIOLENCE AND AGGRESSION

---

### 22.1 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 client's home or on a work trip.

Workplace violence may come from external sources, such as customers, clients, patients, members of the public, other businesses or their representatives or it may come from internal sources, such as between workers, supervisors and managers. It can include physical assault, sexual assault, harassment or aggressive behaviour, such as stalking or verbal threats. It also includes online abuse at work or outside of work arising from workplace issues as well as violence resulting from a family or domestic relationship but may occur at the workplace, including if the worker is working from home.

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 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.

Risks associated with workplace violence and aggression will be addressed via a risk management approach to help ensure that the risk of injury to workers is eliminated or minimised, so far as is reasonably practicable. Furthermore, the Organisation will take all reasonable steps to help ensure that workers potential exposure to any workplace violence and aggression is eliminated.

The Organisation has adopted a zero tolerance to violent, threatening or aggressive behaviours at work, including online abuse whether exhibited by clients, customers, workers or others at our place of work.

This policy should be implemented in conjunction with the Organisation's **Risk Management, Mental Health and Emergency Procedures** policies and the tools designed to help manage workplace mental health risks must be utilised.

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 or threat of violence, the Organisation will adopt a mandatory Police reporting obligation.

### 22.2 ORGANISATION RESPONSIBILITIES

The Organisation has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all workers who may be exposed to a work related violent or aggressive situation.

In particular, it is responsible for:

- in consultation with workers, identifying, assessing and controlling the hazards and risks associated with workplace violence and aggression
- developing a documented prevention control and implementation plan where the risk of workplace violence and/or aggression has been identified
- ensuring that all workers are aware of the Organisation's zero tolerance to violence and aggression, either internally or externally generated

- ensuring that it effectively sets, models and enforces acceptable behaviour standards in the workplace and creates a respectful work culture for all workers
- ensuring that inappropriate behaviour is addressed early, causation established and control measures implemented and the reasons for those behaviours
- ensuring that management support the workers by promoting a positive and respectful culture that does not accept violence and aggression at the workplace
- providing facilities or altering the management of work that minimise risks of violence or aggression wherever possible
- 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 and how workers, clients or customers interact online encouraging workers to report any incidents relating to workplace violence and aggression and maintaining confidentiality and privacy in accordance with the relevant laws
- investigating and responding to reports and incidents of workplace violence and aggression in a timely manner
- ensuring that workers are given sufficient training and instruction to eliminate or minimise the risk of injury from violent or aggressive situations they may potentially face
- ensuring that workers who may interact directly with clients or customers receive sufficient training in dealing with violent or aggressive behaviours from clients or customers, including diffusion and communication strategies
- ensuring that procedures, protocols, work practices and communication strategies designed to assist workers in dealing with aggressive clients or customers and minimising potential exposure to violent situations or aggressive behaviours, including online, are developed, implemented and reviewed
- ensuring 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)
- monitoring the health and safety of workers and the conditions at the workplace to ensure that work related violence and aggression are prevented and
- regularly reviewing and, if necessary, revising the control measures implemented, including training.

### **22.3 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) and/or
- violence from a family or domestic relationship when it occurs at the workplace, including if the person 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 customer 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 clients or customers (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, clients, customers 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 clients or customers, workers, supervisors and managers
- consulting with industry or employee associations and
- ensuring regular feedback from isolated or remote workers, such as those working from home is taken into consideration.

## **22.4 ASSESSING WORKPLACE VIOLENCE AND AGGRESSION RISKS**

Assessing the risks related to workplace violence and aggression will be affected by a number of factors. As such, the assessment of the risks 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 clients, customers, 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 plant, substances and structures at the workplace
- staffing levels and workforce skills
- the information, training, instruction and supervision provided to workers and
- how work related violence and aggression may interact or combine with other psychosocial hazards identified at the workplace.

In assessing the risks, the Organisation will consult with the workers and/or their representatives.

## **22.5 CONTROLLING WORKPLACE VIOLENCE AND AGGRESSION RISKS**

The Organisation will ensure, as far as reasonably practicable, that the risks associated with workplace violence and aggression in the workplace are controlled. The process of controlling these risks will be determined in consultation with the workers who may be affected by workplace violence and aggression.

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 and
- the information, training and instruction required to eliminate or minimise the risk of violence and aggression at the workplace.

Specific control measures will be implemented as required and will include:

- ensuring the design and layout of the workplace provides adequate separation of workers and others provide good visibility and there are adequate facilities and amenities which give privacy and security
- providing alternative methods of service delivery to eliminate or minimise face-to-face interactions (eg online or no contact delivery).
- ensuring workers have clear role clarity and have well-defined roles with clear expectations
- ensuring staffing levels, skills available and supervision are appropriate and adequate to meet demands at all times with regular reviews being undertaken

- controlling access and egress to prevent unauthorised access to the workplace. This may include third party security personnel where the risk is high, coded or key card entry, video surveillance, fixed and portable alarm systems, such as a duress/lone worker alarm
- specific controls for workers working alone or in isolated areas, such as effective communication strategies and buddy systems where a risk is identified
- ensuring the Organisation's zero tolerance policy to violence and aggression is clearly communicated to clients and customers. Where considered necessary, this will form part of related contracts or service agreements
- providing training to workers 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
- ensuring that processes and systems for workers to report incidents are in place (eg informally, formally, anonymously and/or confidentially) and regularly reviewed
- limiting the amount of valuable resources such as cash, valuables and drugs/medicines held on the premises and ensuring any retained on site are securely stored
- implementing cash handling procedures that are safe and secure, including petty cash
- ensuring 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. Where a client 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 and
- regularly evaluating work practices to see if they contribute to violence.

## **22.6 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 and
- the awareness of family and domestic violence and its potential impact on the workplace.

## 22.7 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.

## 22.8 RESPONDING TO INCIDENTS

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

All workplace incidents will be followed 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.

## 22.9 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
- ensure that any disclosure to third party (eg Police) will be on a need to know basis with the express consent of the worker and only to maintain their safety and
- 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.

## 22.10 WORKER RESPONSIBILITIES

To minimise the risk of injury or illness to workers from violent situations or aggressive behaviour by clients, customers or others at work, workers are responsible for:

- ensuring that they are aware of the Organisation's zero tolerance position regarding threatening situations and aggressive behaviours at work
- ensuring that they have received the appropriate training and instruction in strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours

- ensuring that they have received the appropriate training and instruction in strategies designed to address and deal with violent and/or aggressive situations they may face
- actively participating in the development and review of work practices and communication strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours
- removing themselves from violent or aggressive confrontations with clients, customers or others at work
- not engaging in abusive or aggressive behaviour towards the client, customer or others at work, including online and never chasing, touching or handling an offender in any way
- informing management as soon as practical if they have been exposed to a threatening situation or aggressive behaviour, or have witnessed others at work being exposed to such behaviour. Management will provide ongoing support
- calling Police if a situation is escalating to the point where personal safety and security may be jeopardised
- participating in counselling or debriefing as recommended following exposure to an incident involving a threatening situation
- following any reasonable instruction given the Organisation, such as participating in training and following workplace policies and procedures that have been put in place to reduce the risk of workplace violence and aggression incidents occurring, including the use of social media, interactions online and the use of workplace technologies and
- following any specific security arrangements that are implemented by the Organisation.



## 23 FATIGUE MANAGEMENT

---

### 23.1 INTRODUCTION

Fatigue is more than feeling tired and drowsy, it 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 and
- 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 and
- 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. 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.

As the effects of fatigue may also be linked to mental health and overall wellbeing, this policy will be implemented in conjunction with the Organisation's **Mental Health** policy. Therefore, nothing in this policy, either stated or implied, is intended to compromise the Organisation's obligations to other related policies.

### 23.2 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 for:

- identifying fatigue hazards
- consulting with workers when fatigue is identified as a hazard

- assessing risks of injury from fatigue to determine the seriousness of these hazards
- controlling fatigue risks in consultation with the workers who are required to carry out the task
- providing information, instructions, training and supervision about the factors that can contribute to fatigue and the risks associated with it to the workers and
- reviewing the control measure to manage work related fatigue to ensure they are working as planned.

### 23.3 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)
- the Organisation's culture and
- 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) and
- health and wellbeing (for example, nutrition and diet, exercise, pain, illness).

In order 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 and
- review work absenteeism and incident reports, including incidents travelling to and from work or work related journeys.

## 23.4 THE BODY CLOCK AND FATIGUE

The body has a natural circadian rhythm that is repeated every 24 hours – this is known as our 'body clock'. Our body clock regulates functions including sleeping patterns, body temperature, hormone levels and digestion. As it is programmed for different levels of wakefulness, we experience different levels of alertness depending on the time of the day.

When the human body clock is out of step, our alertness decreases and as a result we feel fatigued. This increases the risk of making errors and causing accidents and injuries, either in the workplace or on the way home from work.

Working excessive, irregular or disrupted hours that impacts upon the sleep cycle is a common factor of fatigue. The problem is particularly relevant for shift workers as a sleep cycle is usually shorter after working a night shift or if the shift begins before 7am.

The level of tiredness increases with the number of hours worked and is more pronounced during the second half of the shift, especially between 2am and 6am and 2pm and 4pm.

## 23.5 ASSESSING FATIGUE RISKS

As part of the risk management approach, 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 and
- 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 the likelihood of sleep deprivation and fatigue. Overtime could also be limited in the shift roster.

## 23.6 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:

### i) **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 mental 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.

### ii) **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 vehicle 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.

### iii) **On call and call back work**

- 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

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.

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
- 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 and
- balancing work and personal demands.

An appropriate level of supervision will be provided (for example a higher level of supervision for safety critical tasks), which may include monitoring work to ensure safe work practices are followed.

Other control measures may include completing and carrying a work diary or log book, including break times, which is mandatory in some jurisdictions for specific vehicle drivers who travel for work purposes.

## **23.7 WORKER RESPONSIBILITIES**

In order to reduce the likelihood of fatigue impacting on their work, workers are responsible for:

- ensuring that they are fit for work. This means they are in a fit state to complete their work and are not adversely affected by drugs, alcohol, lack of sleep or other factors
- monitoring their level of alertness and concentration while they are at work
- taking required periods of rest
- maintaining hydration and undertaking some form of stretching or physical exercise
- adjusting the work environment, such as lighting or temperature where appropriate
- accurately and honestly completing required records, such as work diaries, log books and run sheets where necessary
- actively participating in the risk management strategies designed to reduce the risk of fatigue in the workplace, including the identification and assessment of fatigue risks
- ensuring medical assessments are completed where required and
- reporting any health issues which may impact on their work and managing them appropriately.

## 24 ANIMAL HANDLING

---

### 24.1 INTRODUCTION

The handling of animals and livestock risks serious injury or even death. These risks are greatest when pens, yards and handling facilities are poorly designed, where animal handling practices are unsafe or the animals are classified as dangerous or are bad-tempered, when animals or stock are being separated, loaded or unloaded, and when animal husbandry is being undertaken or where the training of workers is inadequate.

As the handling of animals is an essential part of our business, workers must have experience in dealing with animals and must be deemed competent in identifying if animals are feeling pain or distress. All persons handling animals must understand how interactions with them may lead to injury from biting or kicking as a result of the animals' anxiety or fear.

### 24.2 ORGANISATION'S RESPONSIBILITIES

Animal's behaviour is not always predictable, therefore there is no risk control that will eliminate the hazard entirely.

However, the risks associated with animal handling will be addressed via a risk management approach to minimise the risk of injury to workers as far as reasonably practicable. This will be achieved by ensuring that:

- the risks associated with the handling of each type of animal or stock are suitably assessed and that appropriate safe system of work related to their handling are developed and implemented. Such procedures must take into consideration the type of animal or stock and the nature of the related risk, including the risk of death or serious injury and the risk of illness or disease transfer through contact with the animal
- all workers required to handle animals are suitably experienced and deemed competent to do so by the Organisation before undertaking any animal or stock handling. Such competency must include the handling of animals or stock in general as well as being deemed competent in the handling of specifically identified animals or stock
- the necessary PPE required for tasks that may need to be performed is available and utilised by all workers
- where a risk assessment has identified a need, animals will be restrained before handling commences
- pens, yards, holding areas and all other handling facilities are designed to eliminate or minimise entrapment points, are free of obstructions and are suitably designed and maintained for the type of animal intended
- pens, yards, holding areas and all other handling facilities are able to hold the number of animals required or intended without any overcrowding
- pens, yards, holding areas and all other handling facilities have clearly identified escape routes and that all latches, bolts, chains, gates or any other locking devices are regularly inspected and remain fully functional
- workers are not working alone when separating, loading or unloading animals or stock

- there is sufficient artificial lighting to undertake the task required where animal handling is being undertaken indoors or in an enclosed area with minimal natural light
- low stress handling methodology will be utilised wherever practical to minimise the stress to the animals and stock which in turn can greatly decrease the risk of injury to workers, and
- an appropriate emergency response plan is in place for all animal handling activities, including having an appropriate first aid kit near where handling is taking place.

### **24.3 WORKER RESPONSIBILITIES**

As animals react to what they may interpret as aggressive behaviour, it is imperative that workers understand the inherent risks associated with working with animals. On occasion there may be the need for another worker or the owner of the animal to assist in the calming of an animal to enable handling techniques to be implemented, particularly if loading for transport is required.

Worker's responsibilities include:

- ensuring they have received the appropriate training and instruction before undertaking any animal or stock handling activities and ensuring that they have been deemed competent by the Organisation to undertake such work
- not undertaking any animal or stock handling work that is beyond their level of experience or training, identifying animals/situations which may present risks beyond such training and reporting this to management immediately
- ensuring that safe handling procedures and practices designed to minimise the risk of injuries to workers have been developed and implemented for the specific animal or stock to be handled
- ensuring that all animal or stock handling safe practices or procedures designed to minimise the risk of injuries to workers are implemented and followed
- conducting a thorough visual assessment of the animal or stock before any attempt is made to handle it – this may include discussion with the owner about the animal's temperament or the condition of stock
- ensuring that animal or stock handling is not undertaken by workers working alone where the outcome of a risk assessment has determined that handling will be undertaken by two or more workers
- identifying the most appropriate handling techniques before approaching and handling animals or stock. This may include consideration of the need for sedating or tranquilising the animal or stock before handling
- using all PPE provided or available and notifying management immediately if the necessary PPE is not available, and
- ensuring they are aware of and are able to implement the emergency response plan should an incident occur during animal or stock handling to either themselves or other workers.

## 25 HAZARDOUS MANUAL TASKS/HANDLING

---

### 25.1 INTRODUCTION

A manual task, also commonly referred to as manual handling, is basically any task that uses the body to move or hold objects, people or animals. 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 and/or
- exposure to vibration.

Hazardous manual tasks 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 or
- sudden damage caused by intense or strenuous activity, or unexpected movements such as when loads being handled move or change position suddenly or
- 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 and
- chronic pain.



The nature of work undertaken by the Organisation may potentially expose workers to risk of MSD associated with hazardous manual tasks or manual handling work. The risks related to hazardous manual tasks in the workplace will be addressed via a risk management approach.

## **25.2 ORGANISATION RESPONSIBILITIES**

The Organisation is committed to protecting the health of its workers and others at its workplace/s by ensuring that the risks of a musculoskeletal disorder associated with a hazardous manual task are appropriately managed.

The Organisation and particularly the managers and supervisors have a duty, so far as is reasonably practicable, to ensure that effective procedures are implemented to identify, assess and control the risks related to hazardous manual tasks.

The Organisation is therefore responsible for ensuring that:

- all foreseeable hazards that may contribute to the risks of MSD in the workplace are identified, assessed and appropriately controlled, including the assessment of goods and products purchased and brought into the Organisation
- where possible, the redesign of the workplace, work environment, systems of work, processes and procedures will be undertaken to minimise the risk of MSD in the workplace
- all workers receive information, instruction, training and supervision that is suitable and adequate for the nature of the manual tasks being undertaken. Such training and instruction will include the risks related to MSD and the required control measures for all hazardous manual tasks
- adequate resources are allocated to eliminate or minimise the need for hazardous manual tasks to be undertaken and/or to ensure the risks related to MSD are minimised
- safe work procedures and safe systems of work are developed and implemented in consultation with workers for any manual work that is considered hazardous
- effective and appropriate consultation with the workers who are required to perform manual tasks, or their representatives, is undertaken
- mechanical assistance or aids as well as PPE required to undertake manual tasks are provided, properly used and suitably maintained
- appropriate records relating to manual tasks such as training records, risk assessments and site inspections are documented and maintained
- all incidents related to manual tasks are suitably and appropriately investigated to determine causation and appropriate corrective actions implemented and
- all control measures and systems of work related to hazardous manual tasks are regularly reviewed and revised as necessary. All changes or corrective actions implemented will be fully supported with sufficient instruction and training of workers to ensure the risks related to MSD are minimised as far as reasonably practicable.

## **25.3 IDENTIFYING MANUAL TASKS HAZARDS**

Hazardous manual tasks can be identified by:

- observing how workers 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 layout and its design
- reviewing available information such as injury and incident records, inspection reports to identify areas at risk and related trends and
- consulting with the workers performing the manual tasks.

## 25.4 ASSESSING MANUAL TASKS RISKS

As part of the hazard management approach, the Organisation has an obligation to ensure that any manual tasks that poses a risk of injury to workers are assessed to determine the seriousness of these hazards. To assist in accurately assessing manual tasks risks, refer to the **Hazardous Manual Tasks/Handling Risk Assessment Tool** that has been provided.

In assessing risks arising from manual tasks, the following factors will be taken into account:

- the positions, postures, actions and movements adopted by workers in performing manual tasks
- the design and layout of the workplace and workstation or work space
- the duration and frequency of tasks performed by workers
- the workplace environmental conditions such as temperature, floor surfaces, lighting and 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 tasks and
- any other factors considered relevant to the workers.

This risk assessment process is to be carried out in consultation with the workers who are required to perform manual tasks. Representatives of workers, such as health and safety committee members or representatives, will also be consulted.

## 25.5 CONTROLLING MANUAL TASKS RISKS

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

In the event that manual tasks have been assessed as a risk, in accordance with the hierarchy of control measures, the Organisation's priority will be to eliminate the manual task or eliminate the risk through task or workplace 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 tasks by implementing control measures as determined by a risk assessment and following the hierarchy of controls. Control measures will be determined in consultation with workers or their representatives and may include a combination of specific measures.

To this end, control measures may include:

- redesigning the workplace or relevant sections of the workplace to minimise the need to lift or move items or products
- redesigning the workplace layout, workstations, 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
- redesigning or altering the workplace environment to minimise the risk of injury where the work involving hazardous manual tasks is undertaken. This may include providing clear and unobstructed access, widening of aisles and doorways, adequate maintenance of floor surfaces and ensuring there is sufficient lighting in the area
- 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 rotating workers between different tasks to increase task variety and to decrease exposure time to high risk tasks
- developing safe procedures for undertaking all hazardous manual tasks 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 workers to be undertaken before starting hazardous manual tasks
- ensuring workers undertake suitable warm up exercises before undertaking a hazardous manual task where applicable

- providing the necessary information, instruction, training and supervision on how to reduce the risk of MSD relating to the manual tasks such as providing training on safe lifting in accordance with organisational procedures and
- 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 workers are kept. Work processes or systems and plant or equipment affecting the way the hazardous manual task is performed are regularly reviewed, and any changes or new control measures being implemented will be provided to affected workers.

## **25.6 WORKER RESPONSIBILITIES**

When performing hazardous manual tasks workers are responsible for:

- taking reasonable care of their own health and safety and not adversely affect the health and safety of others
- complying with reasonable instruction and cooperating with reasonable procedures related to health and safety at the workplace including safe systems of work and procedures designed to minimise the risk of MSD and the use of mechanical aids, PPE and safety equipment provided
- ensuring they have received sufficient information, training and instruction to undertake manual tasks safely and without risk of MSD
- ensuring they have received the appropriate information, training and instruction in relation to risk minimisation strategies designed to reduce the risk of MSD associated with hazardous manual tasks
- ensuring they are familiar with any hazards associated with manual tasks and all relevant control measures designed to eliminate or minimise the risks of MSD
- ensuring all defined control measures are utilised when required. For example, when moving a load, such controls may include always assessing the load taking into consideration the distance to be carried, the need for a mechanical aid or performing warm up exercises before commencing a task and/or at the beginning of the shift
- actively participating in the development of manual task risk management activities, including undertaking manual task risk assessments
- ensuring they have received sufficient training and instruction to undertake a risk assessment of any load required to be moved in order to initiate temporary control measures such as breaking down the load, identifying effective grab points or use of team lifting strategies
- notifying management of any risks related to MSD that they become aware of and
- complying with the incident reporting process relating to a near miss or illness or injury event associated with hazardous manual tasks.

## 26 HAZARDOUS CHEMICALS

---

### 26.1 INTRODUCTION

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 workers are informed about hazardous chemicals and exposures to prevent disease and injury to the workers involved in using any hazardous chemical.

### 26.2 ORGANISATION RESPONSIBILITIES

The Organisation will ensure, as far as is reasonably practicable, that risks to health and safety from the use, handling, storage or generation of hazardous chemicals is eliminated or minimised to the lowest possible level. To this end, the Organisation will ensure that:

- all relevant workers are provided with sufficient information, training, instruction and supervision to ensure they understand the risks related to hazardous chemicals
- safe procedures are in place for the use, handling, storing or generating hazardous chemicals, including labelling requirements, that is sufficient to ensure the health and safety of workers, as far as is reasonably practicable
- all relevant 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 chemicals in a safe manner and without risk to their health and safety
- in consultation with workers, the potential hazards and risks related to hazardous chemicals at the workplace will be clearly identified and assessed with appropriate controls being developed and implemented to eliminate or minimise the related risks, as far as is reasonably practicable
- where PPE remains a control measure, the Organisation will ensure that the PPE provided is fit for purpose and relevant workers are appropriately trained in the correct use, maintenance and storage of PPE
- an appropriate register of hazardous chemicals at the workplace is maintained and is readily accessible. Where required due to the quantity of hazardous chemicals at the workplace. This may include the maintenance of a suitable manifest and a provision for notifying the health and safety regulator of manifest quantities
- the register of hazardous chemicals is supported by up to date and current Safety Data Sheet (**SDS**) that are provided by the manufacturer, importer or supplier of the chemical
- the SDSs (issued within five years) are readily available to workers and they have been trained how to appropriately interpret the relevant sections of the SDS

- the relevant Workplace Exposure Standards (**WES**) for hazardous chemicals at the workplace are known and appropriate safe procedures are in place to ensure the WES is not exceeded by workers undertaking hazardous chemical related work
- all containers and pipework containing a hazardous chemical are correctly and appropriately labelled in accordance with the GHS to correctly identify the contents, the potential hazards and the precautions to be taken
- the risk of physical or chemical reaction of hazardous chemicals at the workplace is identified
- safe procedures are in place to ensure the stability of hazardous chemicals at the workplace
- appropriate health monitoring will be provided to workers who are at a significant risk of exposure to hazardous chemicals and there is a valid means of testing exposure to a hazardous chemical and its effect on workers' health
- the design and provision of an emergency management plan and the provision of emergency equipment and facilities that are commensurate with the needs of the Organisation
- a spill containment system for hazardous chemicals will be provided if necessary
- procedures are 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
- hazardous chemicals 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 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 worker's engagement
- all hazardous chemical containers and related attachments, including pipework, are appropriate, stable, are structurally sound and sufficient to support the contents and protect them from damage and
- procedures are developed and implemented to safely repair, decommission and/or dispose of any hazardous chemical bulk containers and to notify the health and safety regulator of such actions where required.

Risk related to hazardous chemicals will be managed through the implementation of risk management principles.

### **26.3 IDENTIFYING HAZARDOUS CHEMICAL HAZARDS**

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

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

To assist in identifying risks related to chemicals in the workplace, the Organisation will not accept chemicals from manufacturers, importers or suppliers without the applicable SDS or if the labelling of a hazardous chemical 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 chemical, product specification sheets or the equivalent will be required.

The Organisation will also ensure that hazardous chemicals 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 chemicals that may contribute to fire and explosion risks.

## **26.4 ASSESSING HAZARDOUS CHEMICAL RISKS**

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

In assessing risks arising from chemicals, the following factors will be taken into account:

- the nature of the chemical
- the label and/or a current SDS for the chemical
- the workers involved in the hazardous chemical related work
- the uses of the chemical, 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 chemical, including through direct skin contact and inhalation
- whether there is an exposure standard for a hazardous chemical
- where there is an exposure standard for a chemical and the exposure to workers is uncertain, atmospheric monitoring will be conducted to ascertain the exposure levels with results being made available to workers and
- the storage of the chemical.

## **26.5 CONTROLLING HAZARDOUS CHEMICAL RISKS**

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

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

- eliminate the chemical or task if it is not essential
- substitute the hazardous chemical with something less hazardous
- ensure that any existing exposure standard for a hazardous chemical is not exceeded

- ensure that appropriate atmospheric monitoring is undertaken where there is an exposure standard for hazardous chemicals and the level of exposure to the hazardous chemical 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 chemical 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 chemicals used
- establish safe work practices, such as limiting the quantities of chemicals 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 chemicals, being prepared for spills, etc.
- provide spill containment systems, such as spill kits or bunding appropriate to the type of chemical on site
- ensure that the prescribed signage is in place to inform workers, visitors and emergency personnel of the type of hazard
- provide instruction and supervision appropriate to the level of expertise of the worker involved and
- provide suitable PPE, such as gloves and safety glasses as a secondary measure to supplement the other control measures outlined above.

## 26.6 FIRE AND EXPLOSION RISKS

Fire and explosion can result in catastrophic consequences, causing serious injuries or death of 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. The Organisation will also ensure that the design and provision of a suitable emergency plan and the provision, maintenance and accessibility of emergency equipment and facilities are appropriate for the needs of the Organisation in the event of an emergency.

Such needs will take into consideration:

- the nature of the chemicals at the workplace
- the potential fire load of the workplace
- the risks related to hazardous chemicals and their compatibility with other substances or mixtures at the workplace and
- 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, the health and safety regulator and/or emergency services.



## 26.7 STORAGE OF HAZARDOUS CHEMICALS

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

In storing hazardous chemicals, the Organisation will ensure that:

- incompatible hazardous chemicals are stored at the appropriate separation distances
- placards and signage are located on the outside of storage areas and site perimeters as required by the relevant health and safety laws and/or Australian Standards
- 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 chemicals are stored and/or decanted
- hazardous chemicals 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 chemicals are in good condition with no damage or corrosion or leaking contents. Wherever possible, hazardous chemicals will be stored in their original containers and labelled as supplied. When transferring chemicals 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 chemicals under any circumstances and
- storage requirements for the specific hazardous chemicals, including flammable and combustible substances will be detailed in the risk assessment.

As some hazardous chemicals 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 chemicals held on site or used in the conduct of its business.

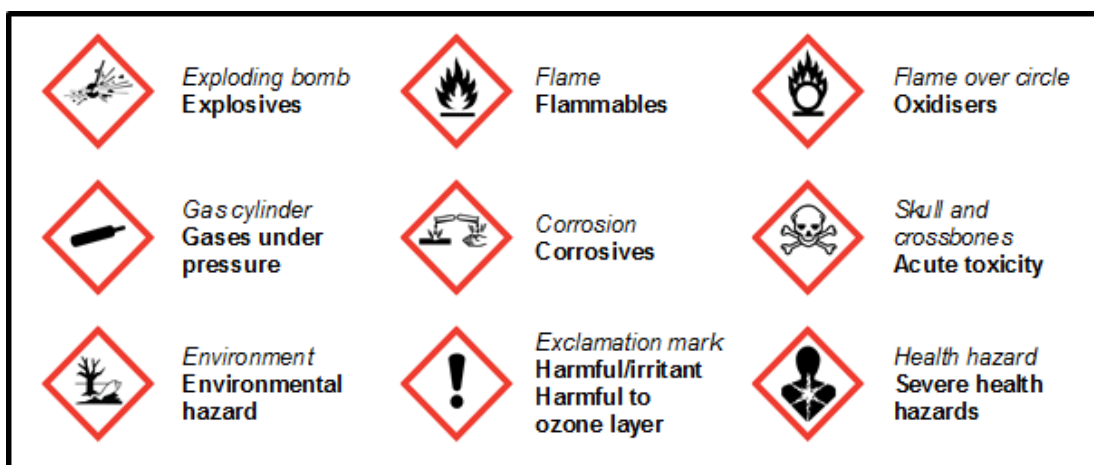
DANGEROUS GOODS & COMBUSTIBLE LIQUIDS STORAGE COMPATIBILITY CHART												
Class or Subsidiary Risk												
FLAMMABLE GASES	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	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 5m	SEGREGATE At least 5m	ISOLATE	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 5m	SEGREGATE At least 5m	ISOLATE	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 5m	SEGREGATE At least 5m	ISOLATE	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	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 5m
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 5m	SEGREGATE At least 5m	ISOLATE	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	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 5m
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	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 5m	ISOLATE	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	ISOLATE	OK TO STORE TOGETHER	ISOLATE
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	SEGREGATE At least 3m	ISOLATE	OK TO STORE TOGETHER
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 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES

## 26.8 LABELLING OF HAZARDOUS CHEMICALS

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.

### i) Pictograms

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



## **ii) 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 and
- 'Warning' is used for the less severe hazards.

## **iii) Hazard and precautionary statements**

Hazard statements are assigned to a class and category that describes the nature of the hazards of a chemical, 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 chemical, 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 chemical.

## **iv) Decanting and labelling**

The Organisation will ensure that any hazardous chemical 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 and
- a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical.

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 chemical.

## **26.9 HEALTH MONITORING**

The Organisation will undertake relevant health monitoring of workers exposed to hazardous chemicals where it has been determined that there is a significant risk that such exposure may adversely affect a worker's health and where such monitoring is mandated for specific hazardous chemicals. 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 chemical and the degree of exposure to workers, where there is an ongoing risk of potential exposure to significantly hazardous chemicals, in consultation with workers, the Organisation will initiate an ongoing health monitoring program. Where any health monitoring is undertaken, the Organisation will ensure that:

- all 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 chemicals, and consulted in relation to the selection of a registered medical practitioner
- the health monitoring includes the type specified for the specific hazardous chemical 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 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 worker and any other duty holder who has a duty to provide health monitoring for the worker as soon as practicable after receiving the report
- the report is provided to the health and safety regulator, where the report indicates an adverse health effect of a worker resulting from exposure to the related hazardous chemical 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 and
- confidentiality of individual health monitoring reports will be maintained and that they are not provided to another person without written consent of the worker concerned.

## 26.10 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring that they are familiar with any hazardous chemicals that they may be required to use in the course of their duties, and with the location and contents of the associated SDS
- not handling or using any hazardous chemical unless they have been trained to do so safely and are authorised to undertake the related work
- following any reasonable guidance or instruction they receive on how to perform work involving hazardous chemicals
- not using or handling any chemical that is not appropriately labelled and/or the applicable SDS is not available
- taking reasonable care to prevent hazardous chemical exposure to other workers, for example by replacing all lids on chemical containers, returning chemicals to the appropriate storage or locking storage areas where possible
- notifying management of any hazardous chemical risk that they become aware of, for example deteriorating containers or incorrect storage
- ensuring that chemicals are appropriately labelled, particularly when they are being transferred or decanted to another container, to include as a minimum:
  - the product identifier and
  - a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical

- ensuring that they are familiar with the hazardous chemical's label, including the meaning of any pictogram, signal word and/or hazard statement
- actively participating in risk management activities related to hazardous chemicals, including health monitoring programs where applicable
- immediately reporting any incident involving hazardous chemicals to management, including any chemicals found to be inappropriately labelled or for which the SDS is unable to be located and
- ensuring that they use any relevant PPE that is provided to them.

## **27 WORKING WITH HAZARDOUS DRUGS**

---

### **27.1 INTRODUCTION**

Hazardous drugs are known to be highly toxic to cells, mainly through their action on cell reproduction. Many have proved to be carcinogenic, mutagenic or teratogenic. Exposures to hazardous drugs may occur through inhalation, skin contact, skin absorption, ingestion or injection. Inhalation and skin contact/absorption are the most likely routes of exposure but unintentional ingestion from hand to mouth contact and unintentional injection through a needle stick or sharps injury are also possible. Workers may be exposed to hazardous drugs in the air or on work surfaces, clothing, medical equipment and patient urine or faeces. Work activities involving hazardous drugs are a normal part of the Organisation's daily operations. At times, workers may be required to complete tasks using hazardous drugs which can result in injury. The Organisation has an obligation to ensure that any work activity with hazardous drugs that poses a risk of exposure is assessed and controlled to ensure the health and safety of workers.

### **27.2 IDENTIFYING EXPOSURE**

When assessing the risk associated with hazardous drugs, the Organisation will consider the exposure routes:

- inhalation
- skin contact
- skin absorption
- ingestion
- injections
- frequency of use, and
- administering method.

### **27.3 ASSESSING EXPOSURE IN ACTIVITIES**

As part of the risk management approach, the Organisation has an obligation to ensure that working with hazardous drugs that pose a risk of injury to workers are assessed. The following will be considered to determine the seriousness of these hazards:

- drug handling circumstances (preparation, administration and/or disposal)
- amount of drug prepared and potential for absorption
- frequency and duration of drug handling
- PPE, and
- work practices.

## 27.4 CONTROL OF HAZARDOUS DRUGS RISKS

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

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

- eliminate the hazardous drugs or task if it is not essential
- substitute the hazardous drugs with something less hazardous
- isolate the process by using barriers or distance and ensuring adequate storage
- use engineering controls, such as automation of the process
- minimise the volumes of hazardous drugs used and stored
- establish safe work practices, such as restricting access to the area, keeping the area free of clutter, replacing lids on containers, safe storage and disposal of hazardous drugs, being prepared for spills
- provide instruction and supervision appropriate to the level of expertise of the worker involved, and
- provide PPE such as gloves and safety glasses as a secondary measure to supplement the other controls outlined above.

## 27.5 HEALTH MONITORING

The purpose of health surveillance is to ensure that control measures are effective and to provide an opportunity to reinforce specific preventive measures and safe work practices. The Organisation will provide health surveillance for any worker who has been identified as being exposed to a hazardous chemical where:

- there is significant risk to the health of the worker from exposure
- an identifiable disease or health effect may be related to the exposure, and
- there is reasonable likelihood that a disease or health effect may occur.

A registered medical practitioner shall be responsible for the supervision of health surveillance, either by directly carrying out the health surveillance program or by supervising a program carried out by a suitably qualified person such as an occupational health nurse. Coordination of the selection of a registered medical practitioner to supervise health surveillance is the responsibility of the Organisation in order to ensure that consistent methods are used for the health surveillance of workers exposed to the same hazardous substance.

The selection of the registered medical practitioner shall be done in consultation with the worker concerned in order to give the worker a reasonable choice in the selection of the medical practitioner. In normal circumstances, the registered medical practitioner will be appropriately qualified in occupational medicine.

The process of health monitoring will assess and counsel individuals, to identify changes to their health status caused by exposure from work activities related to hazardous drugs. This may include collecting of demographic data, work activity and medical history, physical examination and biological monitoring.

## 28 CONTRACTOR MANAGEMENT

---

### 28.1 INTRODUCTION

Contract workers that 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.

### 28.2 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
- agreeing on the process for contractor engaging contractors and supervision of new workers to site (site specific risks)
- 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 and/or
- 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
- that an appropriate corrective action plan is developed and issued to the contractor, or their representative, whenever contractor safety issues are raised and
- 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.

### **28.3 SUPERVISORS/MANAGERS RESPONSIBILITIES**

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

- 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 and
- demonstrating positive safety behaviours and compliance with the Organisation's safety arrangements and instructions.

## **28.4 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 site 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 contractors or subcontractors' 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 contractors or sub-contractors' work 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 safety regulator on request
- generally comply with the requirements of all safety legislation (or any other legislation that may apply) and
- actively participate in the consultation and participation arrangements agreed to between the Organisation and contractors or subcontractors (and their workers).

## 28.5 WORKER RESPONSIBILITIES

When working alongside or with contractors or subcontract workers, 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 or subcontractors (and their workers) 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 or subcontractors (and their workers) that place people and/or property at risk
- as far as possible, take 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
- to the level of their responsibilities, ensure that 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
- demonstrate positive safety behaviours and compliance with the Organisation's safety arrangements and instructions and
- actively participate in the consultation and participation arrangements agreed to between the Organisation and contractors or subcontractors (and their workers).

## 29 OFFICE SAFETY

---

### 29.1 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 problems to workers. Such risks 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
- risks related to kitchen and facility usage, including the use of hazardous chemicals
- the use and maintenance of office equipment
- hazardous manual tasks/handling risks
- general housekeeping
- storage of items such as records stored in filing cabinets and
- mental health risks from the work itself or interpersonal relationships.

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 injuries (**MSIs**). 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.

### 29.2 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 whilst working in an office environment. In particular, it is responsible for ensuring that:

- in consultation with workers, any hazards associated with working in an office are identified, assessed and controlled
- all workers have sufficient training, instruction and supervision to undertake office work in a safe manner

- all workers have the appropriate, training, qualifications and authorisations to undertake their office-based duties
- 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 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 and
  - 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 MSIs, 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 MSIs and provide appropriate training in the ergonomically correct use of furniture, equipment and tools and
  - supporting and encouraging MSI prevention activities, such as workers regularly undertaking office stretching and relaxation exercisesadequate 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 practical
- all potential mental health risks are identified and managed in accordance with the Organisation's **Mental Health** policy

- all portable electrical equipment is fit for purpose and suitably tested and tagged in accordance with the Organisation's **Electrical Safety** policy and
- the measures implemented for office-based workers are regularly reviewed and if necessary, revised.

### 29.3 WORKER RESPONSIBILITIES

A number of our workers will be required to undertake office duties as a normal part of their work. This may range from full time office duties for staff in roles such as management and administration to part time or irregular office work for staff such as supervisors and schedulers.

Regardless of their role or the time or location they spend undertaking office-based work, workers will be responsible for ensuring that they:

- have sufficient training, instruction and supervision to undertake office work in a safe manner
- have the appropriate, training, qualifications and authorisations to undertake specific office-based duties, including the safe use or maintenance of office plant and equipment and related items or supplies
- understand the risks involved in working in an office and can identify hazards in the workplace
- understand and can implement the safe work procedures and practices that have been developed to help ensure their safety and the safety of others working in the office
- actively participate in identifying hazards in the office environment and implementing any corrective actions where authorised to so, or bringing the hazard to the attention of management
- know how to maintain their workstation and work area in a manner that is consistent with ergonomic guidelines, including:
  - being advised of the risk of MSIs and have been instructed in the ergonomically correct use of office furniture, equipment and tools and sound ergonomic practices
  - following established safe work practices designed to eliminate the risk of MSIs, particularly in relation to the correct chair, workstation, computer and worker interface adjustments
  - actively participate in the overall development and review of workplace practices related to office ergonomics
  - actively participate in MSI prevention programs, including exercise programs and regular office stretching and relaxation exercises and
  - providing appropriate healthcare documentation to supervisors or managers where medically prescribed adaptations may be required to the standard issue of office furniture, equipment or tools
- maintain their personal work areas in a neat and tidy state, remove any potential trip hazards immediately where possible and adhere to any related organisational policies
- do not place obstructions of any sort in passageways, walkways or stairways, particularly emergency exits, or near any firefighting or emergency response equipment
- follow all safe procedures related to hazardous manual tasks/handling and safe storage of items such as records and archives

- follow any office or facilities protocols related to spillages or breakages to ensure they are attended to immediately or as soon as possible
- dispose of rubbish and waste regularly and appropriately
- follow any reasonable instruction given by the Organisation that is designed to ensure their health and safety or the health and safety of others, including those related to the functions and operations of the office, emergency responses and security protocols
- notify management of any hazards that cannot be immediately rectified using the **Hazard and Incident Report Form**, including the ergonomic fit of their workstation, equipment or tools required to do their job and
- report any potential risk of MSIs or incidents to themselves or others at work relating to office-based work using the **Hazard and Incident Report Form**.

## 30 HEALTH AND HYGIENE FOR FOOD HANDLERS

---

### 30.1 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.

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.

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

Risks associated with food handling will be addressed via a risk management approach.

### 30.2 MICRO-ORGANISMS AND INFECTION CONTROL

The Organisation recognises that micro-organisms that cause illness can spread and transmit from person to person by direct and indirect contact via tools and equipment when handling, preparing and serving food. The micro-organisms can gain access to the body by what are known as 'portals of entry'. The micro-organisms may be:

- inhaled
- ingested or
- splashed onto the skin.

The spread and transmission of micro-organisms will be reduced by:

- adhering to good personal hygiene practices and effective work practices
- using personal protective equipment (PPE)
- using disposable products as required (eg paper towels) and
- undertaking risk assessments when required.

### 30.3 ORGANISATION RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of workers and visitors to the workplace, which may include patrons and customers. The Organisation is therefore responsible for ensuring that:



- all workers are trained and deemed competent in all aspects of food safety that is relative to their role. This 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 and may also include knowledge and understanding of food allergies
- 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 and
  - designed, used and maintained sufficiently to meet all related food safety standards, including the prevention of potential allergic reactions by patrons and customers
- 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 workers with direct contact to patrons and customers are able to respond to customer requests regarding food allergies
- 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 pants, long sleeved shirt and aprons
- the emergency response procedures also take into consideration responses that may be required for patrons and customers, 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 and
- the policies and procedures, including those related to infection control are regularly monitored and reviewed to ensure they are adhered to.

### **30.4 WORKER RESPONSIBILITIES**

The overall success of the Organisation's health and safety standards are dependent upon all workers understanding their role and of the standards required of them in relation to their own health and safety and the health and safety of others at the workplace, including our patrons and customers.

To this end, workers are responsible for:

- ensuring that they have been trained and deemed competent in all aspects of food handling, preparation and service relative to their role
- ensuring that they have been trained and deemed competent in the Organisation's food and hygiene standards and infection control practices, including clothing standards, the wearing of the PPE when and if required, and strictly following the Organisation's personal hygiene standards and hand washing protocols

- maintaining the highest standard of personal hygiene whilst at work to help prevent the spread of disease either through food being handled, prepared or served or through person to person contact and cross infection. For example, enforcement of coughing and sneezing protocols, no sneezing or coughing over unprotected food or surfaces likely to come into contact with food, and long hair should be tied back and preferably contained using a hair net
- ensuring that no eating, smoking or drinking is undertaken in an area where food is being handled, prepared or served and that “safe distances” from such activities are strictly followed
- advising management as soon as they become aware of any condition or illness they may impact upon the health and safety of others at work such as a food borne illness or a contagious disease
- ensuring that any bandages or dressings on any exposed parts of a worker’s body are covered with a waterproof covering
- maintaining short fingernails to prevent glove tears and to allow thorough cleaning of the hands, and removing loose jewellery and avoid wearing jewellery on hands and wrists prior to putting on gloves
- ensuring all clothing is laundered and stored correctly in a clean, dry place, away from any possible sources of contamination and
- following any reasonable instruction given by the Organisation that is designed to eliminate or minimise the risk of injury or illness to themselves or others at the place of work.

Given the various roles undertaken by workers, there may be specifically aligned responsibilities required of workers to eliminate or minimise the risk of injury or illness to themselves or others that are in addition to the responsibilities outlined above. These include:

**i) Wait/front of house staff**

- ensuring service workers and staff are trained and deemed competent in the potential impact of food allergies. Although it is the customer or patron’s responsibility to advise service staff that they have a food allergy, such allergies may trigger a life-threatening emergency. Therefore, service staff must have an understanding of the food being served and are be able to advise patrons and clients accordingly if asked or have immediate access to staff who are able to advise accordingly, such as kitchen staff
- ensuring that there is no cross contamination of allergen free food from other food or drink being served and
- being able to advise the patron or customer of the actions undertaken by themselves and the Organisation to reduce the risk of an allergen being present in the food item.

**ii) Kitchen staff**

- ensuring that all kitchen staff are alerted whenever an allergen-free meal is being prepared
- ensuring that that 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
- ensuring the highest standards of personal hygiene as well as that of tools and equipment being used and
- ensuring that all food is stored safely in clearly labelled containers.

### **30.5 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/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, and after touching hair, scalp or a body opening
- after touching hair, scalp or a body opening and
- after handling animals.

### **30.6 PERSONAL PROTECTIVE EQUIPMENT PROTOCOLS FOR FOOD HANDLERS**

The Organisation will ensure that PPE is provided and that all workers are trained to use it in accordance with manufacturer's guidelines and relevant Australian/New Zealand 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 and
- after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body opening.

The following PPE will be provided to workers:

- gloves (puncture resistant and can be reused, however, will be washed in detergent after each use – they will be replaced if torn, cracked, peeling or showing signs of deterioration)
- apron
- eye protection (disposable or reusable) and
- long sleeved shirts, long pants and closed footwear.

## **31 REMOTE OR ISOLATED WORK**

---

### **31.1 INTRODUCTION**

Remote work can be performed by workers who are offsite, or by workers travelling in the course of their duties. It can also be work that is isolated from the assistance of others because of the location, time or nature of the work being performed.

These settings generally are not under the control of the Organisation, which may include both working at a site controlled by a host employer, as well as working in locations that are not under the immediate control of another organisation (for example, in public domains).

Remote or isolated workers are generally considered those who are working by themselves and/or working in the community in isolated areas, whether for a short or long period of time, and they 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 level of access to support, medical assistance and emergency and rescue services.

In some situations, it can also increase the risk of work related stress, violence and aggression and as such, the Organisation will ensure, so far as is reasonably practicable, that workers are not exposed to hazards and risks that could arise from working remotely or in isolation are managed via a risk management approach.

Nothing in this policy, either stated or implied, is intended to contradict any other organisational requirements related to working in isolation or in remote areas.

### **31.2 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. To this end, in relation to workers working remotely and in isolation, It is responsible for:

- identifying, assessing and controlling any hazards associated with remote or isolated work in consultation with workers. This may also include verifying with any host employer that all hazards and risks within the offsite setting and associated with the offsite work activity have been identified, assessed and controlled before workers' travel
- consulting with workers on communication procedures applying to remote or isolated work and the frequency of contact required. This may be at the start and end of each shift, at pre-set intervals, or as often as required based on the type of work being performed
- providing appropriate means of communication (for example a mobile phone, satellite phone, digital two way radio, GPS tracking device, pager or landline phone)
- providing workers with access to a nominated person or management representative at all times whilst performing remote or isolated work
- providing workers with access to adequate facilities
- implementing an emergency response plan when workers fail to report in at an agreed time/s
- providing information, instruction, training and supervision to workers, as is necessary, to enable them to work in a way that is safe manner when working remotely or in isolation, including conducting a risk

assessment prior to commencing the work, how to access facilities and information on location, environment and layout of the site and

- reviewing the system of work, including communication process to ensure they remain effective.

### **31.3 IDENTIFYING REMOTE OR ISOLATED WORK HAZARDS**

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

- physically work alone, for example, at night or isolated from other workers
- work separately from others, for example, in a regional office building
- work at home
- work outside normal working hours, for example, on call workers
- work shift work or night work
- travel as part of work
- travel long distances
- work unsupervised
- work in geographical isolation, for example, workers conducting field work
- work on a reduced roster, for example, on public holidays and
- work in isolation with members of the public.

In order to manage the risks of harm to workers, the hazards related to work tasks and the environment must be identified. As such, the Organisation will consider:

- the location where the work is being done, including environmental conditions and distance to facilities and resources, for example, field 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 at night could be exposed to work related violence or aggression and
- reviewing workers' compensation claims, recorded incidents, absenteeism and worker complaints.

### **31.4 ASSESSING REMOTE OR ISOLATED WORK RISKS**

As part of the risk management approach, 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. This will include determining:

- whether there is a possibility 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
- 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 remotely and manage the environment
- the type of work they are undertaking, for example high risk work and
- if the risks of the work can be controlled by one person, for example:
  - where there is risk of a fall
  - working with electricity, hazardous chemicals and/or plant
  - working near or on the road
  - working in confined spaces
  - working in excavation

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

### **31.5 CONTROLLING REMOTE OR ISOLATED WORK RISKS**

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

In the event that remote or isolated work has been assessed as a risk, the Organisation will:

- implement a buddy system where possible, particularly for work that is deemed high risk and where workers should always be accompanied by another person
- where applicable, designing workplace layouts to include physical barriers, monitored closed circuit television (**CCTV**) and enhanced visibility
- implementing and monitoring any personal duress devices
- provide a mobile phone or cover the cost of a mobile phone for the remote or isolated 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 alternatives 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 call in. 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 appropriate management are contactable by the worker at all times whilst they are engaged in remote or isolated work
- ensure that workers are not fatigued, by providing ample rest breaks and recovery time, when they are travelling long distances, especially to remote work locations
- ensure that there are procedures in place to manage any emergency situation that may arise and

- 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/use relevant safety protection clothing issued by the Organisation of the site, including any hard hats, personal hearing protection, hi visibility vests, coats, water proof coats, boots, non-slip soled shoes or goggles
- abide by all instructions issued by the site, in particular safety instructions
- 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 or loose railings
- 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 and
- 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/supervisor immediately.

As circumstances can change, the Organisation will regularly review the work environment, work processes, equipment and any other relevant factors to identify any new hazards and risks. In particular, when:

- a control measure is not working
- a new hazard or risk has been identified
- a review has been requested by a worker, supervisor or a health and safety representative and
- an incident has occurred

## **31.6 WORKER RESPONSIBILITIES**

As a worker, they will need to consider the risks of remote or isolated work and ensure that they can communicate and get help if necessary.

Therefore, workers are responsible for:

- ensuring that they are familiar with weather and local conditions before commencing their journey

- assessing the risks posed by any hazards and controlling hazards where safe to do so
- contacting their manager or supervisor where any hazard prevents them from performing their duties
- having the right communication equipment they need to stay in touch
- maintaining regular contact with their nominated person in accordance with agreed communication procedures
- actively participating in training of any procedures required, including emergency response and
- reporting any incidents and/or injuries sustained whilst performing remote or isolated work as soon as practicable.

When working on a particular work site, workers are responsible for:

- ensuring that they comply with any site specific health and safety instructions, policies and procedures
- reporting to the site reception area or designated contact person to announce their arrival, and signing into the site visitors' attendance log where required
- carrying or wearing any visitor passes whilst on site as required
- completing any site specific health and safety induction as required
- conducting any pre use inspections and checks of plant and equipment as necessary
- wearing any safety protection clothing and/or PPE as required
- using designated walkways or access paths, and obeying signage on the site
- reporting any hazards identified while on site to the designated person. If a hazard cannot be resolved, their manager or supervisor is contacted immediately
- assessing the risks posed by any hazards and determining if it is safe to continue work and
- following the site specific emergency evacuation response plan in the event of an emergency and all directions by nominated wardens.



## 32 WORKING LATE

---

### 32.1 INTRODUCTION

There may be occasions when workers are required to work late. While it is not always hazardous to work late or outside regular business hours, it can mean that additional risk factors are present when workers are working alone and/or when traveling to or from work after dark. Areas that are considered safe during daylight hours can change and become isolated when the workday ends, or after dark.

The risk of harm to workers may change dependant on work location, the type of work, possible interactions with the public, and potential consequences of an emergency, accident, incident or injury.

Hazards and risks associated with working late will be addressed via a risk management approach.

### 32.2 ORGANISATION RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working in the workplace subject to varying conditions and influences, including working late.

To this end, the Organisation is responsible for:

- ensuring the **Working Late Safety Checklist** has been completed for the work required to be carried out after normal working hours have ended and providing information to workers on increased risks associated with the location, environment and layout of the workplace, including access points and exits
- communicating the outcomes with workers who will be working late and where required, conducting further risk assessments due to the nature of work and location
- consulting with workers on communication procedures applying to working late and the frequency of contact required. This may be at the start and end of each shift, or as often as required based on the type of work being performed
- providing appropriate means of communication as determined by the risk assessment eg a mobile phone, satellite phone, digital two way radio, GPS tracking (lone worker) device, pager or landline phone
- providing workers with access to a nominated person or management representative at all times whilst working late
- implementing an emergency response plan when workers fail to report in at an agreed time/s
- providing information, instruction, training and supervision to workers, as is necessary, to enable them to work in a way that is in a safe manner when working late and
- reviewing the system of work, including communication processes to ensure they remain effective.

### 32.3 IDENTIFYING HAZARDS ASSOCIATED WITH WORKING LATE

The Organisation understands that hazards may pose an increased risk of harm to workers when working late if they:

- physically work alone when working late, or isolated from other workers or with members of the public
- work late separately from others
- work late outside of normal working hours
- work late shift work, or night work
- travel as part of working late
- travel long distances working late or
- work late on public holidays.

To manage the risks of harm to workers, it is essential to identify the hazards related to work tasks and the environment. As such, the Organisation will consider the following:

- completing the **Working Late Safety Checklist** and reviewing the work tasks with workers
- reviewing with workers, the location where the work is being done, including environmental conditions and distance to facilities and resources and
- reviewing with workers, the work and work processes that could require workers to become remote or isolated when working late, eg workers who work alone at night could be exposed to security risks and increased risk of exposure to violence or aggression.

### 32.4 ASSESSING RISKS ASSOCIATED WITH WORKING LATE

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

As such, this will include:

- management and worker consultation and reviews of the completed **Working Late Safety Checklists** to determine the level of risk
- determining whether there is a possibility of exposure to violence or aggressive customers
- assessing how long the worker will be working alone for
- understanding what forms of communication and assistance the worker has access to
- ensuring instruction and training is suitable for the worker and any individual factors, such as their skills, experience as well as their physical and psychological health that may affect their ability to work late and
- the type of work they are undertaking when working late.

### 32.5 CONTROLLING RISKS ASSOCIATED WITH WORKING LATE

The Organisation will ensure, as far as reasonably practicable, that the risks associated with working late are controlled. The process of controlling working late risks will be determined in consultation with workers.

In the event that working late activity has been assessed as a risk, the Organisation will:

- where required, implement a buddy system, particularly for work that is deemed high risk and where workers should always be accompanied by another person
- where required, providing, implementing and monitoring personal duress devices
- provide a mobile phone or cover the cost of a mobile phone for the worker who is working late if they are, or may become, remote or isolated
- where the provision of a mobile phone is not practical, eg because the worker is working on a site where mobile phones cannot be used, the Organisation will consider alternatives such as satellite phones, digital two way radios, GPS tracking devices, pagers or landline phones
- agree on arrangements for checking the welfare of workers who are working late
- ensure that appropriate management are always contactable by the worker whilst they are working late
- ensure that workers are not fatigued by providing ample rest breaks and recovery time when working late as well as travelling long distances
- ensure that there are procedures in place to manage any emergency that may arise and
- depending on the work being done, ensure workers are provided with appropriate training and instruction on threatening situations, emergency procedures and using communication systems.

As circumstances can change, the Organisation will regularly review the work environment, work processes, equipment and any other relevant factors to identify any new hazards and risks. In particular, when:

- a control measure is not working
- a new hazard or risk has been identified
- a review has been requested by a worker, supervisor or a health and safety representative and
- an incident has occurred.

### 32.6 WORKER RESPONSIBILITIES

Workers are responsible for ensuring that they comply with the Organisation's policies and procedures relating to working late, in particular, workers must ensure that:

- they comply with any site specific health and safety policies and procedures
- where required, they have reviewed and completed the **Working Late Safety Checklist** and are aware of the site hazards, risks and control measures

- they have a charged mobile phone or other agreed communications method in the case of an emergency
- where applicable, they always let an employer, family member or security guard know they are working late and the time which they expect to leave
- where applicable they use a buddy system eg arrange to work late on the same night as a friend or colleague
- they plan, be cautious, assess situational risk and consider which areas are safe where they can retreat to and/or call for help
- if practical, before it is dark outside, move their car to a well lit area that is close to a building or where possible, a parking lot attendant
- before coworkers leave, checking that all the doors and windows are locked and make sure nobody is in the washrooms and storage rooms
- if they enter a room and suspect that someone might be inside, do not call out. Back out quietly and go to a safe area with a lockable door and call for help
- if they encounter someone they do not know, indicate that they are not alone eg say "my supervisor will be right here and will be able to help you" or something similar
- if they suspect someone is lurking outside, call the police
- they consider safe transportation home or to parking areas after hours
- they consider parking spots that are close to the building and that are well lit and
- they are aware of the services offered by local transit companies for after-hours commuters eg they may have a "request stop" service that allows commuters to get off anywhere along the route after dark, rather than at a designated stop.

## 33 HOME VISITS

---

### 33.1 INTRODUCTION

Workers may be required to visit clients at their home as part of their duties. It is the responsibility of the Organisation and the workers to ensure personal safety is not compromised in any way when undertaking work of this kind.

The Organisation encourages practices that prioritise staff safety at all times. The implementation of a Home Visit policy will provide the mechanisms for the identification, assessment and elimination, or where this is not possible, control of all safety and security risks when conducting home visits.

### 33.2 IDENTIFICATION OF RISKS

When preparing to visit a client's home, risks can be identified by:

- completing a Home Visit Safety Checklist
- checking the location of the home and access availability, and
- consulting with relevant workers.

Workers who are uncertain of the level of risk involved in a home or are unable to complete the checklist must discuss the situation with management before going to the client's home.

When identifying risks associated with home visits, the worker needs to consider the likelihood of the following hazards being present:

- animals
- drugs and alcohol, and
- violence and abuse.

### 33.3 ASSESSING RISKS ASSOCIATED WITH HOME VISITS

As part of the risk management approach, the Organisation has an obligation to ensure that any risks associated with home visits are assessed to determine their seriousness. Workers need to consult with management regarding the level of risk.

#### **i) High risk**

Do not visit the client. Work with the client and identify more appropriate options.

#### **ii) Medium risk**

Have two staff visit the client until further assessments demonstrate improvements.

### iii) **Low risk**

Visit the client, however always conduct a situational risk assessment prior to entering the home which involves observing whether the client is:

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

## 33.4 **CONTROLLING RISKS ASSOCIATED WITH HOME VISITS**

The Organisation will ensure, as far as reasonably practicable, that the risks associated with home visits are controlled. The process of controlling such risks will be determined in consultation with the workers and management.

### i) **Maintaining regular contact**

The Organisation will keep regular contact with the worker while they are working out of the office, workers should always carry mobile phones for this reason. There will be appropriate arrangements to make phone contact at given times and failure to respond to the call will trigger emergency procedures. Suitable back-up systems will be established in situations where there is a lack of reception coverage eg use radio systems.

Workers must complete a **Home Visit Register** for all home visits and must submit it to the Organisation before leaving.

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

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

## 33.5 **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 staff during home visits:

- be cautious when entering the client's home
- if an unfamiliar person opens the door, make sure the client is home and that you feel safe before entering

- ask whether there are other people at the home
- be aware of the house layout and exit routes
- keep your keys and mobile phone on you
- take note of all possible hazards and report them on your return to the office
- never attempt to physically stop violent behaviour or get involved in arguments. Leave immediately if you find yourself in this situation, and
- report any incidents or signification observations to your manager and document all concerns in a **Hazard and Incident Report Form** upon your return to work.

### 33.6 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.

Staff must not enter a client'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. 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 staff safety or security must be documented in a **Hazard and Incident Report Form** and noted as an issue to be considered prior to future visits.

## 34 PLANT AND EQUIPMENT

---

### 34.1 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.

Risks associated with plant and equipment in the workplace will be addressed via a risk management approach that is commensurate with the nature and complexity of the related risks.

### 34.2 IDENTIFYING PLANT AND EQUIPMENT HAZARDS

As a hazard is anything that has the potential to cause injury or illness, 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
- checking workplace specific documentation regarding the machinery, for example pre-start checklists
- consulting with the workers carrying out the tasks
- inspecting the location of the plant or equipment and considering:
  - proximity to other machines and work processes, fixed plant, portable plant and tools
  - walkways and pedestrian access in the vicinity of plant, including access for routine operating and maintenance activities
  - the location where plant and equipment is used or operated, for example, the operation of plant in harsh environments may require more frequent inspection and/or maintenance schedules
- inspecting the plant or equipment and identifying any of the following hazards:
  - drawing-in or trapping hazards where a part of the body could be drawn into a 'nip-point' between rotating parts
  - entanglement hazards where loose items such as clothing, gloves, ties, jewellery, long hair, cleaning rags, bandages etc may be caught in a machine
  - shearing hazards from a machine which uses a slide or knife in order to trim or shear metal or other materials
  - cutting hazards in machinery used cutting wood, metal, or other materials



- impact hazards where parts of machinery may strike the human body, but do not penetrate it
- crushing hazards when a part of the body may be caught between a fixed structure and moving part of a machine, or two moving parts of a machine
- stabbing and puncturing hazards from flying objects expelled by the machine or rapidly moving parts of machinery or pieces of material
- 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
- cutting or piercing due to sharp or flying objects
- burns (friction, heat, chemical)
- injury from high-pressure fluids
- injury from electricity
- injury from explosion
- slips, trips and falls
- suffocation
- ergonomic requirements or
- dust, vibration, noise, or radiation.

### **34.3 ASSESSING PLANT AND EQUIPMENT HAZARDS**

As part of the risk management approach, 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
- personal protective equipment (**PPE**) requirements
- work environment including lighting, ventilation, interaction with others
- safe work procedures and regular inspections
- decommissioning, demolition and disposal of plant and equipment and
- the relevant national and international standards.

#### 34.4 CONTROLLING PLANT AND EQUIPMENT HAZARDS

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

This duty includes, so far as is reasonably practicable, 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. Personnel must have sufficient knowledge and understanding of the plant or equipment to ensure that the item is used and/or operated within its design criteria and according to manufacturer's instructions
- all controls and safety devices including any guarding, emergency stops, and warning devices are regularly inspected and tested. Where such controls or devices are not fully functional, the Organisation will ensure that appropriate quarantine procedures are in place so that the plant or equipment is not used or operated until suitable repairs have been undertaken
- that all plant and equipment is suitably inspected and maintained in accordance with the manufacturer's instructions or as otherwise required under legislation and that suitable quarantine procedures are in place to prevent the item being used or operated should it be deemed faulty
- 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
- any incident associated with plant or equipment will be reported to management who are required to ensure a **Hazard and Incident Report Form** is completed

- that all personnel are advised of the reporting requirements of the organisation at induction and re-enforced at toolbox talks and/or staff 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 and
- that plant and equipment will only be used or operated by persons who have been trained and deemed competent to do so.

### **34.5 MODIFICATION OF PLANT AND EQUIPMENT**

As part of the risk management approach, the Organisation will take into account all safety issues when considering any alterations to plant and equipment, by:

- consulting with the designer and manufacturer and
- 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 of the plant, equipment and structures is such that persons who properly use them are not exposed to risks to their health and safety and
- ensure that relevant workers are supplied with adequate information about any risks associated with the operation or use of any plant, equipment or structure/s 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.

### **34.6 DECOMMISSIONING AND DISPOSAL OF PLANT AND EQUIPMENT**

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

- identify and control hazards 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 available
- if re-selling, ensure that the plant, equipment or structure is safe to load, transport, unload and store. Any available information relating to the plant, equipment or structure design, registration, installation, operation and maintenance will be provided with the plant, equipment or structure and/or
- if scrapping, ensure that the plant, equipment or structure is safe to load, transport, unload and dispose of correctly.

### 34.7 WORKER RESPONSIBILITIES

An integral part of work with the Organisation may involve the use, commissioning and/or disposal of plant or equipment. To eliminate or minimise the risks related to the use, handling, storage, maintenance and/or disposal of plant or equipment, workers will:

- ensure that they have the necessary skills, training, experience, expertise, qualification or authorisation to undertake any work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment
- ensure that they have been deemed competent to undertake the specific work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment
- ensure that plant and equipment is not used unless there is clear evidence that all necessary maintenance and inspections have taken place in accordance with the manufacturers and the Organisations requirements
- actively participate in the risk assessments undertaken to identify the risks associated with the use, handling, storage, maintenance and/or disposal of plant or equipment that they may be required to use or operate
- understand the emergency preparedness and response plan associated with incidents that may arise from the use, handling, storage, maintenance and/or disposal of plant or equipment
- only use plant and equipment in accordance with its design criteria and manufacturer's instructions
- follow any reasonable work instruction given to them designed to ensure their health and safety in relation to the use, handling, storage, maintenance and/or disposal of plant and equipment
- strictly follow any reasonable instruction, direction or procedure required to isolate and/or de-energise energy sources of plant and equipment
- strictly follow any lockout and tagout procedure designed to control the risk of injury from plant and equipment being inadvertently activated or stored energy being released during inspection, repair, adjustment, maintenance and/or cleaning
- not remove or interfere with any lockout/tagout device or warning unless authorised to do so
- strictly follow all start-up and/or energy re-activation procedures for plant and equipment to ensure there are no risks to workers from inadvertent or unintended reactivation of energy sources
- actively participate in consultation arrangements such as toolbox talk to raise any issues related to the use, handling, storage, maintenance and/or disposal of plant and equipment
- not unduly alter the design, operation, functions or characteristics of any plant or equipment, including the removal of any machine guarding, without appropriate authorisation or approval
- ensure they have been deemed competent in the implementation of the Organisation's plant and equipment isolation procedures for any plant or equipment that they may be required to operate
- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless they are authorised to do so
- when required by management or the health and safety regulator, produce their high risk work licence or authority to operate plant or equipment

- ensure that any defects that are detected will be reported to their supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed and
- ensure that any incident associated with plant or equipment will be reported to their supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed.

## 35 VIBRATION HAZARDS

---

### 35.1 INTRODUCTION

Vibration is defined as oscillations or waves around an equilibrium point and is felt as movement such as shaking or shuddering.

In the short term, exposure to vibrations in the workplace may lead to discomfort and fatigue, while in the medium to long term it can lead or contribute to muscular skeletal injuries and a range of other disorders.

There are two main types of vibration that can lead to injuries with the harmful effects of exposure varying, depending on the type of exposure:

- Whole body vibration (**WBV**) is vibration transmitted to the whole body by the surface supporting it, for example through a seat in mobile plant when operating that plant over uneven surfaces, or when standing on a platform impacted by shocks and jolts.

Studies of long-term exposure to WBV show increased risks of:

- musculoskeletal disorders involving the lower spine, neck and shoulders
- lower back pain and early degeneration of the spine, and
- medical conditions including cardiovascular, respiratory and neurological conditions, digestive problems, impairment of vision and balance and even reproductive organ damage in both men and women.

- Hand-arm vibration (**HAV**) is vibration transmitted to a person's hand and arm when using hand-held power tools or machinery such as jackhammers, grinders, drills, riveters, impact wrenches and powered lawnmowers. HAV can also be experienced by persons holding materials being processed by plant.

Exposure to HAV can result in a syndrome known as Hand-Arm Syndrome which is a culmination of health effects to the hand and arm including:

- disrupted circulation
- damage to nerves resulting in tingling and numbness in the hand
- damage to tendons, muscles, bones and joints
- specific disorders eg carpal tunnel syndrome and vibration white finger, and
- a closing down of the blood circulation to fingers.

Workers exposed to hand-arm vibration while carrying out manual tasks may also notice pain in their hands and arms and reduced muscle strength.

As exposure to vibration is often also related to noise exposure, exposure to vibration may also result in an increased risk of hearing loss. The loss of hearing as a result of noise and vibration exposure, may be greater than if a worker is subjected to the same level of noise alone.

Whilst both types of vibration can be assessed, there are no Australian Standards for exposure to either WBV or HAV. Accordingly, risks associated with hazardous vibration in the workplace will be addressed via a risk management approach.

## **35.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst using plant and equipment that could result in exposure to vibration. In particular, it is responsible for:

- in consultation with workers, identifying, assessing and controlling any hazards associated the use or operation of plant or equipment that may present a risk of injury or illness from exposure to vibration
- eliminating or minimising, as far as possible, any exposure to vibration, for example by re-designing or substituting plant and equipment to reduce workers exposure to vibration
- ensuring workers are effectively trained in the correct use of plant and equipment so as to minimise exposure to vibration
- ensuring workers are trained in the identification of symptoms that could be the result of exposure to vibrations, and
- identifying where exposure to vibrations from the use of plant and equipment has contributed or resulted in an incident or injury and taking appropriate steps to prevent future reoccurrence where possible.

## **35.3 IDENTIFYING VIBRATION HAZARDS**

Vibration hazards can be identified by:

- reviewing data available from the plant manufacturer/supplier regarding the vibrations emitted. In the event no data is available for a specific piece of plant or equipment, information relating to similar plant may provide a guide until more accurate data is available
- observing the workplace to identify how workers interact with plant and equipment and where workers may be exposed to vibration hazards
- inspecting plant and equipment before and during operation
- identifying any factors that might increase or worsen the exposure, for example the quality of the road surface on which plant is operated, the speed at which the plant is operated, the method by which plant is operated, or any attachments to plant that may intensify or prolong the exposure
- consulting with workers to identify any problems they may have with plant and equipment including issues related to its operation, inspection, maintenance, repair, transport or storage, and
- reviewing incident and injury records for potential vibration related symptoms such as back, joint or hand pain following vibrating plant or equipment use.

### **35.4 ASSESSING VIBRATION HAZARDS**

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

In assessing risks arising from exposure to vibration, the following factors should be taken into account:

- the frequency and duration of exposure
- whether exposure is continuous or intermittent
- the sequencing of work tasks, with particular attention paid to tasks completed after exposure to vibration when a worker may be suffering fatigue or discomfort, and
- the type and severity of discomfort reported by workers.

In the event the above measures are not sufficient to assess the risks posed by vibration hazards, the Organisation may need to consult with a specialist vibration consultant/s to determine the exposure levels. Once the exposure has been measured, international exposure limits (for example, those recommended by the European Union) will be considered in managing the risks associated with vibration.

### **35.5 CONTROLLING VIBRATION HAZARDS**

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

In the event that vibration exposure has been identified as a risk, where possible the Organisation will take measures to eliminate or minimise exposure to vibration from the use of plant and equipment, taking into consideration:

- the source of vibration
- the paths of the vibration, and
- the position where the vibration enters the worker.

Where vibration hazards cannot be eliminated, or it is not reasonably practicable to do so, in consultation with workers, the Organisation will control workers exposure to vibration hazards, as far as reasonably practicable, through:

- comparing any declared emission values available so that high vibration plant or equipment can be avoided or substituted with plant or equipment with lower vibration emissions or that is more suited to the task at hand
- isolating the vibration hazard from workers, for example by considering the installation of vibration isolating or dampening materials
- using engineering controls to minimise vibration, for example by redesigning plant or equipment
- training workers in the most efficient and safe methods of operating plant and equipment to reduce exposure to vibration hazards



- training workers in the identification of the potential symptoms of exposure to vibration and directing workers to report any vibration related symptom, injury or illness to their supervisor, and
- providing PPE to workers to minimise their exposure to vibration hazards.

### **35.6 WORKER RESPONSIBILITIES**

Where working with plant and equipment that may expose them to hazardous vibration, workers are responsible for:

- ensuring that they have received training and instruction in identifying hazards from exposure to vibration
- ensuring that they are able to identify potential injuries or illnesses from exposure to vibration and are able to assess the risk that the vibration may pose to them
- preventing exposure to further vibration risks through reporting any issues to their supervisor
- utilising any available aids where specifically designed to reduce exposure to vibration such as anti-vibrating matting
- complying with any procedures in place designed to reduce exposure to hazardous vibration such as speed controls on mobile plant or following safe operating procedures for equipment
- identifying and notifying management where an established procedure or aid is not sufficient to control the risk of exposure to vibration, and
- reporting any incidents and/or injuries sustained as soon as practicable.
-

## 36 BEHAVIOUR MANAGEMENT

---

Due to the specialised nature of our work, specific risk management strategies are required to ensure that workers, participants and visitors remain safe and free from the risk of injury resulting from the behaviour of participants and potential outbreaks of violence.

As such, the Organisation is committed to preventing and/or minimising risk to participants, workers and visitors that relate to such acts.

Risks associated with participant behaviour in the workplace will be addressed via a risk management approach.

### 36.1 ORGANISATION'S RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health and safety at work of all its workers. In relation to the prevention of behaviour related risks in the workplace, the Organisation will:

- identify, assess and control risks of behavioural risks and violence at the workplace
- provide workers training to develop their ability to anticipate and manage critical incidents
- 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, 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 that adequate and suitable communication strategies are in place for all workers
- take prompt remedial action to eliminate or isolate unsafe behaviour by participants, and
- provide adequate and appropriate post incident support for workers, participants and others should any level of violence be initiated.

### 36.2 WORKER RESPONSIBILITIES

To help ensure their own safety and the safety of others, workers must:

- ensure they have the sufficient training, skills and competency to manage participant behaviours
- be able to recognise potential behaviours that may escalate to violence and have sufficient experience in diffusing situation so that the worker and others are not placed at risk
- follow and implement the policies and procedures related to participants behaviours, violence prevention and the overall health and safety system, and
- refer issues of concern to management by following the grievance procedures.

In managing participants, workers must be aware of the range of strategies designed to manage participant behaviours and to reduce the risk of any level of violence. To this end, workers must:

- be sensitive to the needs of participants
- be positive, assertive and helpful when managing participants
- be empathetic of participants needs
- be consistent with participants
- avoid keeping participants waiting when at all possible
- use clear and simple words
- avoid giving conflicting advice
- use an interpreter where necessary
- follow suggested behavioural instructions, and
- endeavour to create a sense of belonging and harmony for all participants.

All visitors, carers and relatives will be required to act in a way that does not put the health, safety and general well-being of participants and staff at risk.

### **36.3 PARTICIPANT ASSESSMENT AND CONDUCT**

The Organisation has responsibility to be aware of any risks posed by prospective participants, particularly in relation to potential risks from aggressive or violent outbreaks.

To this end, the Organisation will ensure that:

- the entry criteria of participants entering a program will be confirmed and clarified with parents or their representatives or advocates and the participants themselves if appropriate
- participant risk profiles will be developed that include information on identified triggers for challenging behaviours and defined risk management strategies to address any participant related aggression or violence. These profiles will be reviewed at least annually or as needs change
- ensure that parents, representatives, advocates and participants are made aware of the code of behaviour during the admission procedures
- the code of behaviour will include a system of warnings for breaches of the code prior to taking disciplinary action and will cover areas such as:
  - unauthorised visitors
  - drug and alcohol use, including referring participants who need detoxification, drug and alcohol rehabilitation, psychiatric treatment and observation to specialised services for extra support if required
  - behaviour towards staff and other participants

- security breaches, and
- general conduct.

Participant's parents, representatives or advocates will sign admission forms signifying that the information supplied is true and accurate and will be informed that the information provided on admission will be verified where possible.

### **36.4 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 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, and
- the workplace violence policy.

### **36.5 FACILITY RELATED PLANT AND EQUIPMENT**

In addition to any other required facility related plant and equipment required for the management of participants, the Organisation will ensure that the following facility related plant and equipment is supplied or available where 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, and
- 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 and required equipment
- ensuring there is adequate space, as overcrowding can contribute to feelings of hostility
- overall noise levels, and
- use of subdued, low contrast wall colours.

## **37 SAFE KNIFE WORK**

---

### **37.1 INTRODUCTION**

The use of knives is an integral part of the Organisation's operation. As knives can take on a number of different forms, including fixed blade knives, utility knives such as box cutters and scissors, they are used across a number of area of operations.

In addition, our kitchen staff may also use cleavers for chopping and as such, the same controls for knives will be implemented.

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

### **37.2 IDENTIFYING KNIFE HAZARDS**

Knife 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 is returned to its sheath or storage surface upon completion of cutting and prior to walking around, and
  - how utility knife blades are changed
- observing the materials being used, including:
  - whether the correct type of knife being used for the task, and for its intended purpose
  - whether the knife has a sharp blade, so the worker exerts less effort and maintains good posture while keeping the blade under control, and
  - whether sharpening steels have hand guards
- observing the physical environment, including:
  - whether the cutting surface is stable and suitable and there is sufficient lighting, and
  - whether the floor surface is non-slip and free from slip and trip hazards.
- reviewing injury and incident records, and
- consulting with the workers carrying out the tasks.

### **37.3 ASSESSING KNIFE HAZARDS**

As part of the risk management approach, the Organisation has an obligation to ensure that any knife work that poses a risk of injury to workers is assessed to determine the seriousness of these hazards.

In assessing risks arising from knife work, the following factors will be taken into account:

- the training, qualification and experience of the person using the knife
- the type of knife 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 such as an automatic retractable blade
- the condition of the knife and handle, and whether the blade is secure
- whether cut resistant clothing is being worn by workers handling knives, such as steel mesh gloves, apron and closed in shoes
- whether the work area in which the knife is being used is clear of debris, and
- whether the lighting in the area in which the knife is being used is adequate

#### **37.4 CONTROLLING KNIFE 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.

In the event that knife work has been assessed as a risk, the Organisation will:

- eliminate the hazard, for example by ordering pre-cut materials to eliminate the use of a knife
- substitute the hazard for one which poses less risk, for example by:
  - selecting a more suitable knife, scissors or automatic retracting utility knife that present a lower risk, and/or
  - purchasing certain cuts of meat to reduce the need to use a knife
- isolate the hazard from people, for example by isolating non-knife related workers from knife related workers
- implement engineering control measures, for example:
  - applying a non-slip floor finish, and/or
  - installing more suitable benches and lighting
- implement administrative control measures, for example:
  - scheduling rest breaks to reduce fatigue
  - introducing a sharpening schedule for fixed blades

- providing additional training to workers and limiting certain tasks to trained workers only
- obtaining and following user manuals where appropriate, such as in the case of changing utility knife blades, and/or
- implementing a tag out procedure for knives 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 or steel mesh gloves
  - cut resistant or steel mesh aprons and shoes, and/or
  - eye protection (safety glasses) for use when changing utility knife blades.

### **37.5 WORKER RESPONSIBILITIES**

The procedures below are designed to eliminate the risk of knife injuries occurring at the workplace. Therefore, when working with knives or other cutting or chopping tools such as cleavers, workers are responsible for:

- ensuring they have been fully trained and instructed in the safe use and maintenance of knives
- ensuring they have been authorised to use knives at the workplace
- when using knives, observing where body parts are, including those of others at work, in relation to the path of the blade and not undertaking knife related work if others may be injured by the knife
- keeping clear of knife work if they do not need to be in the area
- returning the knife to its sheath or storage surface upon completion of cutting and prior to walking around
- using the correct type of knife for the task, and for its intended purpose
- ensuring the blade is maintained sharp to allow for less exerted effort and maintain good posture while keeping the blade under control
- if required to sharpen knives, ensuring that they have been appropriately trained and deemed competent in the related sharpening method
- undertaking knife work only on a suitable, stable cutting surfaces with sufficient lighting
- cleaning up to prevent slippery floors and/or trip hazards
- wearing any prescribed PPE, such as cut resistant clothing, steel mesh gloves, apron and closed in shoes
- following any reasonable instruction from the Organisation in relation to eliminating the risk of knife injuries to themselves or others at work, and
- adhering to any tag out procedure for knives.



## **38 SHARPS - SAFE USE, HANDLING AND DISPOSAL**

---

### **38.1 INTRODUCTION**

A sharp is any object that is capable of inflicting a penetrating injury and includes needles, broken glass, broken capillary tubes and any other sharp object or instruments designed to perform penetrating procedures. The potential for the transmission of blood borne viruses is greatest when devices such as needles or scalpels are used.

Sharps and needle/syringe injuries can cause considerable anxiety because of the fear of contracting blood-borne diseases such as HIV, hepatitis B and hepatitis C as well as other diseases.

Risks associated with handling Sharps in the workplace will be addressed via a risk management approach.

It should be noted that this policy must be implemented in conjunction with the Organisation's Health and hygiene for food handler's policy and in accordance with the Infection Control Program.

### **38.2 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 sharps, and
- monitoring inventory records for consumed and waste sharps products – ensuring the total quantity of sharps consumed in a period, matches the quantity of sharps disposed of in the same period.

### **38.3 ASSESSING SHARPS HAZARDS**

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

In assessing risks arising from sharps hazards, the following factors will be taken into account 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, and
- availability of approved disposal facilities.

#### **38.4 CONTROLLING SHARPS HAZARDS**

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. In the event that sharps have been assessed as a risk, the Organisation will minimise the likelihood of sharps exposure by:

- designing work practices to minimise exposure to blood and or other bodily fluids/substances and contaminated materials
- isolating processes to reduce the number of people being exposed
- using engineering controls eg 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 house-keeping standards
- providing appropriate waste management, including sharps handling and disposal. All sharps containers must comply with *Australian Standard AS/NZS 4261:1994 and AS 4031:1992*
- offering vaccination to all at-risk workers
- providing supervision and monitoring, and
- ensuring appropriate education and training is provided to persons potentially exposed to sharps.

#### **38.5 REVIEW AND MONITORING SHARPS**

Completed risk assessments are to be reviewed and retained in accordance with the Organisation's risk management processes. Additionally, staff 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, and
- before and after eating, drinking, smoking and going to the toilet.

Staff 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.

## **39 BIOLOGICAL HAZARDS**

---

### **39.1 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 bio-active 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.

Risks associated with biological hazards in the workplace will be addressed via a risk management approach.

### **39.2 IDENTIFYING BIOLOGICAL HAZARDS**

Biological hazards may be present in:

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

### **39.3 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, and
- disposal methods.

### **39.4 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 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 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 or discarded syringe is found in the workplace, workers will be directed to carefully check the surrounding areas for other sharps that may be present and advise management
- 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 sharps 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 sharps 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
- first aid will be sought immediately if an injury is sustained, and the incident will be reported 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, and
- where vermin are present at client sites advise the client that work will not proceed until the site is decontaminated.

### **39.5 CONTROLLING RISKS ASSOCIATED WITH BIRD DROPPINGS**

Bird droppings are a known biological hazard and can carry diseases that can invade and infect humans. Workers must always ensure that the correct control measures are in place when dealing with bird droppings. If workers are unsure of the correct control procedures, they should always contact management before commencing.

Any area that has a build-up of bird droppings 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 management 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, and
- 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.

### **39.6 CONTROLLING RISKS ASSOCIATED WITH BIRD CARCASSES**

When handling bird carcasses:

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

### **39.7 INFECTION CONTROL**

The following controls are necessary when undertaking tasks where infectious diseases may be transferred such as administering first aid or undertaking tasks such as unblocking toilets or contact with bloody tissues, human waste 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
- items contaminated with blood or bodily fluids must be placed in a sealed plastic bags and then disposed of in the appropriate receptacle
- any non-disposable equipment or PPE must be cleaned with disinfectant after use, and
- workers must wash hands thoroughly after any tasks with soap and warm water for at least 20 seconds.

### **39.8 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, and
- all spills are cleaned up by wet sweeping (spray with water then sweep).

### **39.9 SNAKE, VERMIN, INSECT AND SPIDER BITES**

Try not to place hands and feet in places that cannot be clearly seen if workers 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 workers are working with plant or equipment that offers a retreat such as warm motors and pipe work.

If workers are stung or bitten and are at risk, call for assistance immediately and ask the stung or bitten worker to:

- remain calm and still, and
- lie down if it is safe to do so.

A first aider, manager or worker should:

- not wash the bite area
- 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, and
- apply a splint to immobilise the limb.

Venom is transported around the body in our lymphatic system, not the blood stream. This is controlled by muscle movement and therefore the use of a compression bandage and a splint reduces muscle movement and slows the progression of the venom.

### **39.10 WORKER RESPONSIBILITIES**

To eliminate or minimise the risks associated with biological hazards, workers are responsible for:

- ensuring that they have received the appropriate training and instruction in relation to risk minimisation strategies designed to control exposure to biological hazards at the workplace
- ensuring they are familiar with any biological hazards that they may encounter at the workplace
- following any guidance or instruction they receive on how to perform work that may involve exposure to biological hazards, including sharps, contact with waste and human by-products and contact with animal remains, snake and spider bites
- taking reasonable care to prevent exposure to biological hazards to other workers. For example, by ensuring any and all control mechanisms are implemented, hygiene standards are adhered to and contaminated clothing or items are either disposed of or suitably cleaned and/or disinfected where necessary

- notifying management of any risks associated with exposure to biological hazards that they become aware of at work
- ensuring they utilise any PPE or handling equipment that is provided to them that is designed to eliminate or minimise exposure to risks associated with exposure to biological hazards
- when working in an area where sharps may be located, ensuring that a suitable and appropriate receptacle, labelled “MEDICAL (or CLINICAL) WASTE – INCINERATE” and which displays the universal biohazard symbol, is available and utilised
- ensuring they are aware of the appropriate and applicable medical and emergency responses required should they, or other workers be exposed to a biological hazard, including insect, snake and spider bites or incidents resulting from the handling of waste, contaminated soils or soil by-products, sharps, animal remains and bird droppings
- reporting any incident where exposure to a biological hazard has occurred, and
- where required and where provided, undertaking any vaccination or health monitoring program related to minimising the risks associated with exposure to biological hazards.

## **40 BIOLOGICAL HAZARDS - HUMAN WASTE**

---

### **40.1 INTRODUCTION**

Exposure to waste from sewage or its by-products may result in a number of illnesses, including gastroenteritis, hepatitis, and occupational asthma, infection of skin or eyes and inflammation of the lung and parasitic diseases such as giardia.

The degree of harm that can result depends on the type and nature of micro-organisms present in the sewage and the extent and duration of exposure.

Risks associated with exposure to sewage and human waste in the workplace will be addressed via a risk management approach. The Organisation is also conscious of the fact that human waste can also present as a risk to other workplaces and/or the environment and as such, will take all the precautions that are reasonably practicable to control any related environmental risks.

Since micro-organisms are an inherent part of sewage, the hazard cannot be eliminated.

### **40.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working with sewage and human waste. In particular, as far as is reasonably practicable, it is responsible for ensuring that:

- in consultation with workers, hazards created through exposure to sewage by workers are identified, assessed, controlled and regularly reviewed
- all risks associated with sewage exposure are either eliminated or controlled
- procedures are in place to eliminate or minimise exposure to hazards created from exposure to sewage
- the appropriate training, instruction and supervision of workers is provided so that they are aware of the risks associated with exposure to sewage and risk minimisation strategies to control risks are implemented
- where necessary, appropriate vaccination and health monitoring programs are provided for workers, and
- procedures are in place to monitor, record and report any injuries or illnesses resulting from exposure to sewage and appropriate steps are taken to prevent future reoccurrence.

### **40.3 IDENTIFYING THE RISKS FROM EXPOSURE TO SEWAGE**

Workers may be exposed to raw sewage when working on sewage pipes or septic tank outlets. Forms of exposure and entry into the body of biological organisms includes direct contact with sewage or contaminated items, hand-to-mouth contact during eating, drinking and smoking or by wiping the face with contaminated hands or gloves, or by licking splashes from the skin.

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.



#### 40.4 ASSESSING THE RISKS OF EXPOSURE TO SEWAGE

As part of the risk management approach, the Organisation has an obligation to ensure that any exposure to human waste that poses a risk of injury to workers are assessed to determine the seriousness of these hazards. The overall risk to workers undertaking such work will be determined by the:

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

The Organisation will ensure, as far as is reasonably practical, that exposure to human waste and/or other biological hazards that may be a risk to the health of workers health and safety are effectively controlled.

#### 40.5 CONTROLLING THE RISKS

The Organisation will ensure, as far as reasonably practicable, that the risks associated with contact with human waste and other biological hazards in the workplace are controlled. The process of controlling exposure to waste and the potential for infection transmission risks will be determined in consultation with the workers who are required to carry out the particular task.

Control measures will be achieved through the development and implementation of a control program that will include the effective management of biological risks and exposure to human waste through:

- effective assessment of the potential risks associated exposure to sewage before the start of each job
- the development of effective control principles
- the development of administrative requirements designed to minimise the risk of exposure and transmission
- the development of effective work practices and procedures
- ensuring that all workers required to undertake a task that may potentially expose them to human waste through their work have sufficient training, skills, knowledge, level of competence and education and/or qualifications to undertake the task and are aware of the relevant control measure to be implemented, and
- a regular review of the control program.

The control measures will 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
- ensuring that all non-disposable equipment or PPE is cleaned with disinfectant after use
- ensuring that where necessary, items contaminated with blood or bodily fluids are to be placed in a sealed plastic bags and then appropriately disposed of

- 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 by sewage
- immediately washing and disinfecting any wound that may come into contact with sewage
- ensuring work clothes worn when contact has been made with sewage are changed before leaving the work site and ensuring that any contaminated clothing is laundered separately from other clothing
- ensuring a suitable vaccination program is in place for workers to be vaccinated against tetanus, diphtheria and hepatitis A, and
- ensuring that relevant first aid and emergency procedures are in place to deal with any possible contamination issues.

#### **40.6 WORKER RESPONSIBILITIES**

Where working with sewerage hazards, workers are responsible for:

- ensuring they are familiar with any hazards associated with exposure to sewage
- following any guidance or instruction they receive on how to perform work that may involve exposure to sewage
- ensuring that they have received the appropriate training and instruction in relation to risk minimisation strategies designed to control exposure to sewage at the workplace
- taking reasonable care to prevent exposure to sewage to other workers. For example, by ensuring any and all control mechanisms are implemented, hygiene standards are adhered to and contaminated clothing or items are either disposed of or suitably cleaned and/or disinfected
- notifying management of any risks associated with exposure to sewage that they become aware of
- ensuring they utilise any PPE that is provided that is designed to eliminate or minimise exposure to risks associated with exposure to sewage, and
- where required and where provided, undertaking any vaccination or health monitoring program related to minimising the risks associated with exposure to sewage.

## 41 ELECTRICAL SAFETY

---

### 41.1 INTRODUCTION

Electrical risks are risks of death, electric shock or other injury caused directly or indirectly by electricity and may include:

- electric shock causing injury or death
- arcing, explosion or fire causing burns
- toxic gases from burning and arcing associated with electrical equipment causing illness or death
- falls from heights after contact with electricity and
- fire resulting from an electrical fault.

### 41.2 ORGANISATION RESPONSIBILITIES

The Organisation has a duty to ensure, so far as is reasonably practicable, the hazards associated with electrical risks at the workplace are managed. In particular, as far as reasonably practicable, the Organisation must provide and maintain safe systems of work for workers involved in the provision, use, inspection and maintenance of electrical equipment, including all electrical installations under the Organisation's management and control.

As such, the Organisation is responsible for ensuring that:

- in consultation with workers, any electrical hazards that pose a risk of injury to workers in the workplace are identified, assessed, controlled and regularly reviewed, in particular after an incident and whenever there is a change in work practice or work design (for example, a change of work environment)
- all electrical risks are either eliminated or controlled to ensure that workers are not exposed to the risk of electric shock or electrocution
- appropriate training, instruction and supervision is provided so that workers can use electrical equipment safely in the workplace
- only competent persons, such as appropriately licensed or registered electricians, carry out inspections, repairs and maintenance on electrical equipment and/or electrical installations
- any electrical equipment considered unsafe is removed from use and is either repaired to make safe or disposed of
- effective residual current devices (**RCDs**) are properly installed and used, so far as is reasonably practicable and regularly tested to help prevent serious injuries and fatalities and to help prevent exposure to electrical shock
- regular inspection, testing and tagging are conducted for all electrical equipment to detect electrical faults and deterioration, and any untested electrical equipment is not used in the workplace
- records of any inspections and/or testing and tagging of equipment are maintained, including properly installed RCDs (until the equipment or device is next tested or permanently removed from use) and

- where necessary, appropriate PPE is provided as well as information, instruction and training about its use.

Risks associated with electrical safety will be managed via a risk management approach

### **41.3 IDENTIFYING ELECTRICAL HAZARDS**

TElectrical 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 and
- reviewing incident reports.

### **41.4 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 and
- the capability, skill and experience of relevant workers.

## **41.5 CONTROLLING ELECTRICAL RISKS**

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

Where the hazard cannot be eliminated, for example de-energising equipment and circuits prior to conducting work, the Organisation will minimise the risk associated with electrical equipment and installations by considering the following:

- 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
- 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 and
- providing suitable PPE for any remaining risk, for example protective eyewear, insulated gloves, aprons and 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 or
- 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.

## **41.6 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) and
- 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 RCD's* as per 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) and
- 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 (eg powerboards), generators, inverters		Residual Current Devices (Safety Switches)			
		Push button test by user		Operating time/ current test	
		Fixed	Portable	Fixed	Portable
Environment	Portable electrical equipment				
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 type 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 subject to flexing in normal use and is NOT open to abuse and is NOT in a hostile environment.	5 yearly	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

## 41.7 COMPETENT PERSON

For the purpose of determining the competency of a person undertaking testing of electrical equipment, a person will be deemed competent if they meet the criteria defined in *AS/NZS 3760:2022*, 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) or
- have on the job knowledge and assessed by an RTO.

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

## 41.8 WORKER RESPONSIBILITIES

To ensure electrical risks are controlled, workers must:

- ensure that they have the sufficient training, skills, knowledge, understanding and authorisations to use electrical equipment
- not undertake any work on electrical equipment, including inspections, testing and maintenance, unless they are competent to do so
- actively participate in the development of specific risk management strategies to be implemented to control electrical risks before using electrical equipment
- ensure that only appropriately rated equipment is used and it is in good condition
- follow any reasonable instructions to report damaged and/or faulty equipment
- ensure that any electrical equipment considered unsafe or has not been tested is promptly taken out of service to be replaced, repaired or permanently removed from use

- ensure that all risk control measures are applied and in place prior to using, inspecting or testing electrical equipment, including the use of all appropriately rated PPE
- keep records of any inspections and/or testing and tagging of equipment that are undertaken in accordance with the Organisation's policies and procedures and
- immediately report any incident involving electrical equipment to management.



## **42 WORKPLACE TRAFFIC MANAGEMENT**

---

### **42.1 INTRODUCTION**

The interaction of vehicles, powered mobile plant, workers and others at the workplace such as members of the public are part of the Organisation's daily operational activities. As such, traffic movement in and around the workplace must be effectively planned, managed and controlled to minimise related risks that can lead to serious injuries, fatalities and/or significant property damage.

Workplace activities such as loading, unloading, storage, stock retrieval and dispatching, may all involve traffic movement in addition to vehicles accessing and egressing the workplace throughout the hours of work. Out of hours work and night time work also introduces a range of additional risks where there is a reliance on artificial light to ensure adequate visibility of workers and the workplace.

In addition, factors beyond the control of the Organisation may also impact upon traffic movement in and out of the workplace such as the proximity to a public road and the volume of passing traffic, adjacent road works, proximity to school zones, the layout of approaching roadways and the prevailing local weather conditions.

As such, the risks related to traffic movement in and around the workplace will be managed via a risk management approach.

### **42.2 ORGANISATION RESPONSIBILITIES**

The Organisation has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare of all its workers whilst working near areas of the workplace where there is vehicular or powered mobile traffic. To this end, the Organisation and particularly the managers and supervisors have a duty, so far as is reasonably practicable, to ensure that effective work practices and procedures are implemented to identify, assess and control the risks related to all workplace traffic activities.

The Organisation is therefore responsible for ensuring that:

- an effective traffic management plan that eliminates or minimises the risk of serious injury from traffic movement at the workplace is developed and implemented in consultation with workers
- all hazards associated with traffic activity are identified, assessed and effectively controlled as far as reasonably practicable
- safe work procedures and safe systems of work are developed and implemented in consultation with workers for all traffic related activities
- where possible, the workplace is designed or will be re-designed to ensure that traffic in and around the workplace is managed as safely as possible and the risk of injury from a traffic related incident is eliminated or minimised as far as is reasonably practicable
- where possible, there are clearly identified separation areas and/or zoning for both pedestrian, vehicles and powered mobile plant
- only authorised persons or persons being accompanied by an authorised person enter traffic activity areas
- all workers have sufficient training, instruction and supervision to ensure that traffic related activities are undertaken in a safe manner

- all workers understand the risks involved in working in a traffic activity environment and can identify any related hazards in the workplace
- all mechanical assistance/aids and PPE required to eliminate or minimise the risk of traffic incidents, or to undertake particular traffic activities, are provided, properly used and suitably maintained
- all vehicles and mobile plant used in the course of undertaking work on behalf of the Organisation is appropriately serviced and maintained in accordance with the manufacturer's instructions or as otherwise required by the health and safety regulator
- the traffic management control measures are regularly inspected, tested as necessary and appropriately maintained
- there are appropriate emergency response plans related to all traffic activities in place and
- the traffic management plan is reviewed at least every two years and/or whenever there is an incident related to traffic management.

### **42.3 IDENTIFYING WORKPLACE TRAFFIC RISKS**

The potential hazards associated with traffic activity may include:

- collisions with pedestrians
- collisions with other vehicles, plant and equipment
- unexpected vehicle and personnel movement
- reversing vehicles
- vehicles, and powered mobile plant unable to stop quickly
- loading, unloading and storing goods in designated areas
- picking, preparing and wrapping orders for transportation and
- areas where visibility of vehicles or pedestrians may be impeded (for example, blind corners, obstructions or other vehicles parking areas).

Therefore, workplace traffic management hazards can be identified through:

- observing the workplace and identifying traffic flow of vehicles and powered mobile plant within the workplace
- observing the workplace to identify the potential areas of interaction between vehicles, mobile plant, workers and others at the workplace, including the general public
- reviewing work tasks and the workplace design and layout in relation to the types of vehicles and mobile plant operating within the workplace and the nature of the work being undertaken by their operators
- conducting walk through inspections of the workplace observing the work flow and its interaction with vehicles and/or mobile plant

- consultation with workers
- reviewing how traffic enters and exits the workplace and/or site throughout the various operational hours
- observing traffic the time of day workplace traffic activity occurs (day and night)
- reviewing available information such as workplace inspections, risk assessments undertaken, incident reports and injury records and
- reviewing any documentation provided by the manufacturer on plant, equipment and storage structures utilised in the workplace.

#### **42.4 ASSESSING WORKPLACE TRAFFIC RISKS**

As part of the risk management approach, the Organisation has an obligation to ensure that any workplace traffic activity that poses a risk of injury to workers or the public is assessed to determine the seriousness of these hazards.

In assessing risks arising from workplace traffic activity, the following factors will be taken into account:

- emergency procedures
- weather conditions
- the experience of the vehicle operators and their knowledge of the site
- the number of customers or clients who access the site and the frequency with which they do that
- the traffic routes around the site for public roads and thoroughfares
- pedestrian access and walkways that need to be accessible (these may include access from parking areas or road crossings)
- the flow and number of pedestrians and traffic use in the area
- the number and type of vehicles in use in the area
- the type of work undertaken at the site or within the workplace (this may include deliveries, dispatch and storage areas) and
- the potential interactions that are likely to occur (for example, traffic flow in the workplace, thoroughfare traffic, vehicles and pedestrians, between workers and vehicles on public roads).

#### **42.5 CONTROLLING SPECIFIC WORKPLACE TRAFFIC RISKS**

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

In developing traffic control measures, the following will be taken into consideration:

- pedestrian safety

- pedestrians working with vehicles including trucks, vans and powered mobile plant
- the potential use of load shifting equipment
- the layout of the work area
- signs, warning devices and visibility and
- developing, implementing and maintaining a traffic management plan.

To this end, control measures may include:

- redesigning the workplace layout, work tasks, procedures and systems of work to eliminate and/or minimise traffic activity
- eliminating the need for vehicles or powered mobile plant to operate at the workplace such as replacing powered forklifts with “walkie stackers”
- the provision of protective structures and safeguards that provides separation between pedestrians and traffic and/or the provision of suitable warning devices. Such controls may include barriers, interlocked gates, zoning systems, proximity alarms, dedicated pedestrian doors and/or consideration of elevated walkways for larger sites wherever possible
- the installation of mirrors, reversing cameras, sensors and alarms to help drivers see or be aware of movement around the vehicle
- installing visual warning devices such as flashing lights, electronic traffic control devices or high-visibility markings for powered mobile plant
- implementing safe systems of work to stop loads being carried forward where they impair clear vision
- appointing a trained person to control vehicle manoeuvres, particularly in relation to reversing delivery vehicles
- the use of communication methods such as:
  - radio – however ensure a backup communication process is in place if it fails
  - line of sight communication eg hand signals or cap lamp light signals. The person receiving the message should acknowledge the message has been received and understood
  - verbal commands and confirmation of warnings and signals
- establishing defined exclusion zones for traffic only, by defining the area where forklifts operate or temporary exclusions zones whilst a forklift is loading or unloading in a storage or warehouse aisle
- establishing defined exclusion zones for pedestrians only such as adjacent to tea rooms and amenities
- defining walkways to eliminate or minimise the level of interaction between pedestrians and traffic
- activating warning devices on vehicles and powered mobile plant to alert pedestrians and other vehicles of traffic activity in the vicinity
- engineering controls such as speed limiting devices on powered mobile plant

- provision of separate exits and entries to the site for vehicles and pedestrians
- defining dedicated parking areas for workers and visitors to the workplace that are safe with dedicated walkways or barriers to eliminate or minimise the interaction between persons and other traffic movement
- establishing and enforcing traffic direction and flow into and out of the site such as enforcing a one-way traffic movement
- ensure visitors to the workplace are made aware of the traffic management controls in place, including in accessing and egressing the site
- controlling entry to the work area (using boom gates or signage)
- scheduling work to minimise the number of vehicles operating in the same area at the same time
- limiting the speed of vehicles in the workplace (installing speed signs)
- ensuring that traffic management equipment and control measures are inspected, tested and maintained appropriately
- providing sufficient training, instruction and supervision to ensure all workers are able to work safely and implement or use the traffic control measures that are in place
- prohibiting non-essential workers from entering where vehicles and powered mobile plant is operated
- provide clear warning signs where vehicles and powered mobile plant operate
- providing designated safety zones for visiting drivers
- ensuring the floor and ground surfaces where vehicles and powered mobile plant operates are well maintained to minimise the risk of potholes and uneven surfaces that may increase the risk of vehicles or mobile plant overturning or causing a loss of control
- ensuring that PPE such as high visibility vests are worn in all areas where there may be traffic movement and
- ensure appropriate PPE is worn when operating in warehouse traffic areas.

## **42.6 WORKER RESPONSIBILITIES**

Workers are responsible for ensuring that they comply with the Organisation's policies and procedures relating to traffic movement in and around the workplace. In particular, workers will be responsible for ensuring that they:

- understand the risks involved in working in a traffic activity environment and can identify related hazards in the workplace
- understand, implement and follow the safe work procedures, practices and directions that have been developed to help ensure their safety and the safety of others in the workplace in relation to traffic management
- not operate a vehicle or mobile plant on site or within the workplace unless they are authorised to do so and have received the appropriate training in traffic management in and around the workplace

- not misuse, deliberately damage, disable or remove any traffic management feature or control device specifically installed by the Organisation to control traffic in the workplace in a safe manner
- wear all appropriate PPE when required and notify management of any traffic related hazards that cannot be immediately rectified using the **Hazard and Incident Report Form** and
- report any potential risk of traffic related incidents to themselves or others at work using the **Hazard and Incident Report Form**.

## 43 SUN SAFETY

---

### 43.1 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.

Solar UVR can reach levels high enough to damage unprotected skin for most months of the year across many parts of Australia. All skin types can be damaged by exposure to solar UVR, some workers may also have an increased sensitivity to exposure to solar UVR which can increase the rate that the skin will burn through exposure to solar UVR and increase the risk of sun cancers. Such a condition is referred to as photosensitivity which can be caused by certain medications or by inhaling, ingesting or having skin contact with substances known as photosensitisers such as certain plants, chemicals, oils or fragrances.

Exposure to solar UVR is also known to cause adverse health effects on the skin, eyes and immune system. The damage may be permanent and irreversible and can increase with each exposure. Exposure to sun can also contribute to heat illness which includes medical conditions such as heat stroke, heat exhaustion, heat cramps and skin rashes.

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 actually be in conflict. For example, heavy clothing worn for UVR protection may contribute to the heat load and increase the risk of heat illness.

### 43.2 ORGANISATION RESPONSIBILITIES

As part of the risk management approach, the Organisation has an obligation to ensure that any risks associated with exposure to solar UVR are eliminated or controlled. To this end, the Organisation will:

- identify those workers who are exposed to a risk of injury or illness from solar UVR and work situations within the Organisation where exposure to solar UVR occurs
- in consultation with relevant workers, assess the risks to workers from exposure to the sun and solar UVR, including workers risk of heat illness
- in consultation with workers, ensure that safe work practices designed to eliminate or control workers exposure to UVR, and the risk of heat illness are developed, regularly reviewed and revised as necessary
- ensure that all clothing and PPE considered for use by workers working outdoors or in areas where there is a risk of excessive exposure to solar UVR, is suitable for its intended use, including its potential contribution to the heat load of workers
- 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 the Organisational control measures, including the wearing of appropriate PPE and the use of sunscreens
- provide supervision for outdoor workers and monitor the implementation and use of control measures

- ensure that injury reporting and investigation procedures are followed when an incident of sunburn or excessive exposure to solar UVR occurs in the workplace
- ensure that workers are provided with sufficient information to effectively identify evidence of excessive solar UVR exposure
- ensure that managers and supervisors act as positive role models for workers and
- promote the use of sun protection control measures 'off the job'.

### **43.3 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:

- 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 and
- 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 other duty holders as well as reviewing first aid records, sick leave records, hazard and incident reports and workplace inspection reviews.

### **43.4 ASSESSING THE RISKS OF EXPOSURE TO SOLAR UVR**

In assessing risks arising from Solar UVR the following factors will be taken into account:

- 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 worker's capability to undertake the work



- PPE requirements and
- emergency and communication procedures.

### 43.5 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 controls. As such, the Organisation will:

- provide shaded areas or temporary shade
- encourage workers to move jobs to shaded areas
- modify reflective surfaces
- identify and minimise contact with photosensitising 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 eg earlier in the morning or later in the afternoon
- schedule indoor and shaded work tasks to occur when levels of solar UVR are strongest eg 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 provision of appropriate PPE, including:
  - UPF 50+ sun protective work clothing such as long-sleeved shirts with some 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 Australian/New Zealand Standard *AS/NZS 1067.1:2016: Eye and Face Protection - Sunglasses and Fashion Spectacles Requirements* and
  - broad-spectrum, SPF 30 or higher, water resistant sunscreen. This should be reapplied every two hours or more if sweating.

### 43.6 WORKER RESPONSIBILITIES

To ensure that the Organisation is able to eliminate or control the risk to workers health and safety from exposure to solar UVR, workers will ensure that they:

- have received sufficient training and instruction on the risks associated with exposure to solar UVR and the safe work practices implemented by the Organisation to reduce the risk of injury and illness from exposure to solar UVR

- actively participate in the development and review of safe work practices related to the elimination or control of exposure to solar UVR
- follow any reasonable instruction or work practice implemented by the Organisation designed to eliminate or control the risk of injury and illness from exposure to solar UVR, including the wearing of appropriate PPE and sunscreen and
- advise the Organisation if there is any illness, disease or condition they may have that may be impacted by excessive exposure to solar UVR, or if they are currently taking any medication or are in contact with any substance that may increase their risk if exposed to solar UVR.

## **44 HEAT STRESS**

---

### **44.1 INTRODUCTION**

Heat stress is the total heat burden the body is subjected to by both internal and external factors. The body must balance the heat inputs to the body, heat generated in the body and heat coming out of the body. Heat stress causes increased blood flow to the skin which allows release of heat.

If physical work is being undertaken, blood is diverted to the muscles resulting in a lower release of heat through the skin.

Undertaking work in a heat stress environment may therefore be a hazard to the health of workers. If the body can't 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.

Whilst a level of acclimatisation to heat stress is possible, it is lost to some degree after three days away from work and entirely lost after four weeks away, with re-acclimatisation taking 7 – 14 days after returning to this type of work and exposure.

An additional consideration is the fact that 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 acclimatised to the conditions.

Risks associated with heat stress in the workplace will be addressed via a risk management approach.

### **44.2 ORGANISATION RESPONSIBILITIES**

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety, and welfare at work of all its workers whilst working in the workplace subject to varying conditions and influences, including heat stress.

To this end, the Organisation is responsible for:

- providing information, instruction, training and supervision to workers, as is necessary, to enable them to work in a way that is safe when exposed to heat stress and related risks
- consulting with workers regarding safe systems of work, and procedures implemented to reduce exposure to heat stress
- implementing an emergency response plan when workers have succumbed to heat related stress injury and
- reviewing reported incidents of heat related stress injuries and/or near misses and ensuring appropriate action is undertaken.

### **44.3 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
- work requirements and
- 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) and
- 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.

#### **44.4 ASSESSING HEAT STRESS RISKS**

The Organisation will consult with workers to assess the risks associated with heat stress hazards ensuring the following is considered:

- how severe the risk is
- the effectiveness of existing controls
- additional controls 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 and
- 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.

## 44.5 CONTROLLING HEAT STRESS RISKS

As far as is reasonably practicable, the Organisation will consult with workers to determine control measures 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 hot machinery or the installation of shade structures for outdoor work
- mechanical aids are used where possible to reduce the physical exertion required to undertake work
- 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
- work is re-arranged 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 and
- the Organisation is aware of any workers who may have a greater susceptibility to heat stress and be aware of any individual risk factors.

## 44.6 TREATING HEAT ILLNESS

To manage a heat illness, the following procedures should be adopted.

### i) 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, is vomiting, is unresponsive or does not improve call 000 for an ambulance and
- prepare to give CPR if necessary.

#### **ii) Heatstroke**

- 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 and
- prepare to give CPR if necessary.

### **44.7 WORKER RESPONSIBILITIES**

To ensure that the Organisation is able to eliminate or minimise the risk of heat stress and workers sustaining a heat related illness, workers are responsible for ensuring that they:

- have been trained and deemed competent by the Organisation to undertake the proposed role or job
- have been instructed and trained in the causes and effects of heat stress and understand the risk factors that may result in a heat related illness
- have been instructed and trained in the implementation of specific controls designed to eliminate or minimise the impact of heat stress and the relevant emergency responses required should they, or any other worker, sustain a heat related illness
- utilise and wear appropriate and approved PPE and if working outside ensure they have a broad brimmed hat, protective clothing covering to at least the elbows and knees, sunscreen and sunglasses
- have a supply of consumable water sufficient to prevent dehydration
- actively participate in the development and review of procedures designed to eliminate or minimise the impact of heat stress on workers
- identify and report any indication of a heat related hazard at the workplace and immediately report any evidence of a heat related illness being sustained by themselves or others at work and
- advise management if they become aware of any illness or condition or any other reason that may make them more susceptible to heat stress.

## **45 PERSONAL PROTECTIVE EQUIPMENT (PPE)**

---

### **45.1 INTRODUCTION**

Exposure and injury can be prevented with the use of PPE, including protective clothing where preventative measures for a hazard require additional control. Use of PPE is only to be considered when more effective control measures have been ruled out or is used in combination with other control measures.

Hearing protection, eye protection, skin protection, respiratory protection and other personal protection can be achieved by wearing specific items developed to prevent injury or illness.

Risks associated with PPE in the workplace will be addressed via a risk management approach.

### **45.2 ORGANISATION RESPONSIBILITIES**

Where a risk remains after higher control measures are implemented, the Organisation will ensure, so far as is reasonably practicable, the provision and use of suitable PPE to minimise the risk in relation to the work.

In particular, the Organisation will ensure that:

- suitable PPE and protective clothing are supplied, unless it has already been provided by another organisation, for example labour hire companies
- PPE and protective clothing meet relevant legislative, Australian Standard and/or industry requirements or guidelines
- any cost relating to supplying and/or maintaining PPE is covered by the Organisation
- information and training are provided in the correct use, wear, storage and maintenance of PPE and protective clothing supplied
- consultation with workers is conducted when selecting PPE and protective clothing
- tasks are assessed to determine correct level of PPE and protective clothing required
- PPE and protective clothing being used is in an appropriate condition for the works being performed
- it periodically reviews whether the PPE and protective clothing remains effective
- PPE and protective clothing is properly stored and maintained in accordance with manufacturers' instructions
- damaged or worn PPE and protective clothing is replaced and
- workers wear and use such items supplied to them, so far as is reasonably practicable.

### **45.3 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 and
- site specific safety documentation.

#### **45.4 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 selected shall conform to the appropriate legislative, Australian Standard and/or industry requirements or guidelines.

PPE and 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 and
- 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 the manager

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.

If new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or relevant safety information.

#### **45.5 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 to ensure it is and continues to be effective against the hazards encountered at the workplace and
- 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.

## **45.6 WORKER RESPONSIBILITIES**

Workers have a responsibility to:

- inspect the PPE and protective clothing prior to each use
- ensure appropriate fit testing of PPE and protective clothing prior to undertaking work
- wear and/or use PPE and protective clothing provided as instructed
- comply with reasonable instructions to maintain, care and store for the PPE and protective clothing supplied, including cleaning or decontamination of the items
- not intentionally misuse or damage the PPE and protective clothing and
- report damaged, defected, worn or out of date PPE to their manager and take it out of service and use or wear all identified PPE where it is defined by signage on plant, entrances to buildings or rooms or work site.

## **46 WORKING WITH CHILDREN AND YOUNG PERSONS**

---

### **46.1 INTRODUCTION**

Child abuse is a common problem in any community. Child abuse can be physical, sexual, emotional, psychological, neglect or a combination of these factors. The definition of a child or young person is legislated under various legislative frameworks as being under the age of 18.

Due to the nature of our work, the Organisation is responsible for the management and/or supervision of children and/or young people. As such, the Organisation has a responsibility for the welfare and care of those persons in addition to the Organisation's health and safety responsibilities for workers.

Those responsibilities not only include preventing child abuse but may also include recognising indicators that children may have been subject to abuse from another source and reporting it to the respective authorities in accordance with the respective child protection legislation.

Mandatory reporting laws requires selected groups of people or occupations to report suspected cases of child abuse and neglect to government authorities. However, nothing in this policy, either stated or implied, is intended to define those responsibilities or compromise any mandatory reporting responsibilities or obligations that may apply under child protection legislation or any other applicable legislation that may be related to working with children or young persons.

### **46.2 ORGANISATION RESPONSIBILITIES**

Within the level of control of the Organisation, we are committed to providing a sustainable and ongoing safe environment for children and young persons at our workplace or place of work.

To this end, the Organisation will develop a management framework designed to protect the health, safety and welfare of children or young persons working at or attending the workplace. Such a framework will include principles, values, mandates, approaches and systems of work that are consistent with our commitment to meet our health and safety obligations and to provide, a healthy and safe workplace for all workers and others at work.

To this end, child protection practices within the workplace will be addressed via a risk management approach. As such, the Organisation will ensure that:

- it is fully aware of any obligations that may apply under mandatory reporting legislation
- if applicable, mandatory reporting procedures are developed in accordance with the guidance and direction from the relevant government agency and implemented accordingly
- all workers are made aware of any mandatory reporting requirements that may apply, including their legal rights, responsibilities, limitations and all confidentiality requirements that apply. The Organisation will also ensure that, where applicable, all workers are trained and competent in the applicable reporting procedures
- where applicable, all workers are trained in the early detection of child abuse and are aware of the procedures for reporting such matters but are also aware of cultural practices that can be misinterpreted as signs of abuse
- it develops, maintains and enforces appropriate procedures designed to protect the health, safety and welfare of children and young persons at the workplace. Such procedures will include:

- all workers being aware that it is a criminal offence for any person to physically or sexually abuse a child or young person or to cause them any permanent emotional or psychological damage
- prohibiting the use of abusive, derogatory or humiliating language when addressing a child or young person at the workplace
- all managers, supervisors and workers have received adequate training regarding their roles and responsibilities in relation to working with or around children and young persons, including applicable mandatory reporting requirements
- all necessary criminal and child protection checks are carried out on potential workers before they commence working with children or young persons. The outcomes of such checks may be used as a condition of employment and all related records will be retained and verified by the Organisation prior to the worker commencing work
- confidentiality requirements are strictly maintained whenever there is a potential mandatory reporting issue and that any and all actions taken are under the direction and guidance of the relevant government agency
- it and its workers hold all relevant authorisations, approvals, permits and qualifications required to provide the level and type of supervision or care required for children and young persons
- children and young persons under the supervision or care of the Organisation are adequately supervised at all times and to the level required by legislation, authorising body or licensing requirements
- it undertakes regular and appropriate consultation with children and young persons under care, or their representatives to ensure that the Organisation and/or its facilities are able to meet any specific requirements of the person, participant or client
- all facilities, furniture, equipment and/or apparatus provided for use by children or young persons is suitable for use, meets all relevant codes, specific requirements and/or standards and is approved where such approval is required and
- all facilities, furniture, equipment and/or apparatus provided is regularly inspected to ensure they meet the required standard and defective items are reported to management. Items that could cause harm to a child or young person are taken out of service immediately and repaired or replaced.

### **46.3 WORKER RESPONSIBILITIES**

The Organisation's work requires the management and supervision of children or young persons. As such, the Organisation is responsible for their health, safety, care and welfare as well as its duty to meet its health and safety obligations and to provide a healthy and safe workplace for all workers and others at work. As such, where workers are required to work with or around children or young persons, they must ensure that they:

- are trained and deemed competent in the procedures designed to protect the health, safety and welfare of children and young persons at the workplace, including any mandatory reporting procedures that may apply
- are fully informed of their legal rights, responsibilities, limitations and confidentiality requirements in relation to mandatory reporting requirements that may apply

- follow all directions and guidance from the relevant government agency if involved in a potential mandatory reporting issue
- where required, are trained in the early detection of child abuse and are aware of the procedures for reporting such matters but are also aware of cultural practices that can be misinterpreted as signs of abuse
- have received training in regard to their roles and responsibilities for the protection of the health, safety and welfare of children and young persons at the workplace
- have successfully undergone all necessary criminal and child protection checks before commencing to work with children or young persons and have provided a copy of the results of such checks to the Organisation prior to them commencing work
- will follow all reasonable instructions and procedures relating to the protection of children and young persons at the workplace
- are aware that it is a criminal offence for anyone to physically or sexually abuse a child or to cause permanent emotional or psychological damage to them
- are aware that it is prohibited to use abusive, derogatory or humiliating language whenever addressing a child or young person at the workplace
- hold all relevant authorisations, approvals, permits and qualifications required to provide supervision or care for children and young persons
- provide appropriate and adequate supervision to children or young persons being supervised or cared for by the Organisation at all times and
- regularly inspect all facilities, furniture, equipment and/or apparatus provided for use by children or young persons to ensure that it is suitable for use, and report defective items to management.

## **47 AQUATIC CENTRE SAFETY**

---

### **47.1 INTRODUCTION**

From time to time, the Organisation may be required to undertake tasks at third party aquatic centres. This would generally include assisting with the care of participants in swimming activities.

Whilst many of the potential risks related to the aquatic centre and its facilities are the responsibility of the management of the centre, the Organisation remains responsible for the overall health and safety of any person under its care. This includes ensuring that the potential risk of disease transfer and drownings are eliminated or minimised.

Therefore, the tasks required by the Organisation and its workers present unique risks to health and safety which will be addressed via a risk management approach. The Organisation will ensure that, as far as reasonably practicable, the risks associated with aquatic centre safety are controlled.

The process of controlling aquatic centre safety risks will be determined in consultation with the workers who are required to carry out the tasks.

### **47.2 IDENTIFYING AQUATIC CENTRE SAFETY RISKS**

Hazards related to aquatic centre safety can be identified by:

- consulting with aquatic centre staff in relation to safety rules and emergency procedures
- undertaking pre-visit site hazard inspections
- undertaking the risk management process for tasks to be undertaken at the centre
- having knowledge and understanding of the swimming experience, age and physical ability of any swimming participant under the care of the Organisation or the Organisation may be responsible for at the aquatic centre
- reviewing safety procedures
- consulting with the workers carrying out the tasks and observing how they perform their tasks, and
- reviewing any records related to aquatic centre safety, including incident reports, first aid registers, risk assessment reports and risk control reviews.

### **47.3 ASSESSING AQUATIC CENTRE SAFETY RISKS**

As part of the risk management approach, the Organisation has an obligation to ensure that any tasks undertaken at the centre that pose a risk of injury to workers or persons under the care of the Organisation are assessed to determine the seriousness of these hazards.

In assessing risks arising from the Organisation's role at the aquatic centre, the following factors will be taken into account:

- the relevant training, skills and competencies of workers

- the level of swimming experience, the age and physical ability of the swimming participants under the care of the Organisation
- the overall health and wellbeing of participants
- access and egress to and from the centre and the pool, considering the age and physical ability of the persons under the care of the Organisation
- the overall health and wellbeing of persons under the care of the Organisation in relation to their fitness to participate in swimming activities
- the overall suitability of the aquatic centre to provide the necessary facilities for person under the care of the Organisation, including the overall condition of the facility itself, water quality and the safety procedures in place
- emergency procedures of the centre
- availability of workers to provide emergency responses, and
- the number of people using the pool at any one time.

#### **47.4 CONTROLLING AQUATIC CENTRE SAFETY HAZARDS**

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

Where specific hazards have been identified as a potential risk, the Organisation will:

- comply with established site-specific safety rules established by the centre, including those that may prohibit persons from using the pool and the centre facilities
- ensure all workers are suitably qualified or deemed competent to undertake the work required
- where necessary, develop and implement appropriate procedures to help ensure the safety of workers and those under the care of the Organisation
- ensure the adequacy of applicable emergency response and first aid procedures at the centre and of the responses required by the Organisation. This includes consideration of whether additional training of workers is required, such as The Royal Life Saving Bronze Medallion or equivalent and whether additional first aid or rescue equipment is required, and
- ensure that all hazards and incidents related to aquatic centre safety are duly reported and records maintained.

#### **47.5 WORKER RESPONSIBILITIES**

When in control of persons attending an aquatic centre or where they have any level of responsibility for such persons, workers are responsible for ensuring that:

- they are suitably qualified or deemed competent to undertake the work required, including participating in an emergency response or the administration of first aid procedures, if required

- direct consultation with the management of the aquatic centre has occurred to ensure that adequate emergency response and first aid procedures are in place, tested and have been established
- a site inspection has been undertaken to help identify any hazards that may present a particular risk to the persons under their care
- the risks associated with attendance at the aquatic centre have been assessed and controls have been implemented as far as is practical
- the Organisation complies with established site-specific safety rules established by the centre, including those that may prohibit persons from using the pool and the centre facilities
- they are aware of the level of swimming experience, age, physical ability and overall health and wellbeing of the persons under their care
- they are able to provide the necessary supervision taking into account the level of swimming experience, age, physical ability and total numbers of the persons under their care
- they prohibit risky activities, such as running and diving, and
- any identified hazards are reported to the management of the aquatic centre.

## **48 EVENTS AND FUNCTIONS**

---

### **48.1 INTRODUCTION**

Events and functions may be a part of the Organisations activities. As such the Organisation may host the event and/or function with workers, customers and affiliated guests. The event/function may consist of, however not be limited to the consumption of alcohol and/or food, exchange of gifts and entertainment. The Organisation is aware of the related health and safety hazards and its responsibilities associated with events and functions.

### **48.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work related events and functions of all its workers, customers and affiliated guests, in particular, it is responsible for:

- enforcing the Organisations regular policies, code of conduct on discrimination, workplace bullying and sexual harassment
- if hiring a venue ensuring that the venue has an appropriate level of Public Liability insurance. Undertaking an inspection of the venue for potential hazard areas prior to the event/function
- if alcohol is served ensuring that service staff have the relevant licence and/or training to meet legal requirements. The Organisation may consider non-alcoholic and/or low alcohol alternatives
- if there are underage workers, customers and affiliated guests at the event/function the Organisation may consider a wrist band system so that bar staff can easily identify them
- if food is served ensuring that the service provider has the relevant licence and/or training to meet legal requirements. The Organisation may consider substantial and hearty food, such as hot finger food or full meals. Avoid having too many salty foods that encourage drinking
- when serving food to consider the ethnic, religious background and particular dietary needs such as allergies or vegetarian of the workers, customers and affiliated guests
- establishing a designated finish time, the Organisation may consider an earlier cut off time for service of alcohol
- if having a Kris Kringle or Secret Santa, establish rules for gifts and prices, and
- providing suitable travel home/accommodation after the event if deemed appropriate.

### **48.3 WORKER RESPONSIBILITIES**

Where attending work hosted events and functions you are responsible for:

- following the Organisation's regular policies including the code of conduct and being aware that the Organisation's policies on discrimination, workplace bullying and sexual harassment also apply at events and functions



- understanding that the Organisation is not responsible for any festivities that continue after the official event or function. Participating in any unofficial festivities will be at your own risk
- when consuming alcohol ensuring you are legally allowed the service of alcohol. Underage workers, customers and affiliated guests are not permitted the service of alcohol at work hosted events and functions
- the amount of alcohol consumed as you may be required to undertake daily operational work activities the following day
- providing information to the organisers regarding any restrictions on foods being served at the event/function
- following the established rules for gift exchange such as Kris Kringle or Secret Santa, and
- using, if provided appropriate methods of travel home/accommodation after the event. If you decline the provided methods this will be at your own risk.
-