



Southern Peninsula Basketball Association Health and Safety Manual

13 July 2021

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Southern Peninsula Basketball Association (**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 safe work practices, 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.



Ben White
General Manager

on behalf of **Southern Peninsula Basketball Association**

Date: 28/09/2021

Review date: 27/09/2020

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.

Ben White
General Manager

on behalf of **Southern Peninsula Basketball Association**

Date:

Review date:

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'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 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, controlling and monitoring hazards in the workplace
- ensuring the safe use, handling, storage and transportation of plant, equipment 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
- provide, support and promote effective consultation with workers in a manner agreed to by the workers, regarding health and safety matters
- providing 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 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 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 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 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 all relevant health and safety laws are complied with
- using the resources provided for health and safety
- ensuring 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
- ensuring an appropriate investigation is undertaken for all related workplace incidents and that such investigations identify causation and corrective actions, wherever possible
- promoting health and safety in the workplace, and
- maintaining consultative mechanisms.

4.4 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
- co-operating with management to ensure all health and safety obligations are complied with
- co-operating with any reasonable health and safety policy, procedure or instruction given by the Organisation or employer that has been notified to workers
- ensuring 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
- advise 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
- co-operating with any health and safety initiative, review, inspection or investigation
- actively participate 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 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 and co-operation 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 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 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 workers in relation to:

- identifying and reviewing the arrangements for consultation
- identifying hazards and assessing risks arising from the work carried out or to be carried out
- eliminating or minimising identified hazards and risks
- 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 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 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 RISK MANAGEMENT

6.1 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, and then taking appropriate steps to prevent the hazardous situation occurring or reduce 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, contractors, visitors and others in the workplace. The Organisation will as far as is reasonably practicable, ensure 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.

6.2 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
- undertaking incident and injury investigations and reviewing past incident and accidents data
- talking to workers performing the task to find out what they consider as safety issues

- reviewing any information already available, for example safety data sheets, manufacturer's specifications and instructions and safe 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/precautionary medical attention only, and person likely to immediately resume normal duties or
- marginal – no injury/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 work method statement, 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
- a new hazard or risk is identified
- the results of consultation indicate that a review is necessary 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.

6.3 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 participate 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.

7 INCIDENT AND INJURY REPORTING

7.1 INTRODUCTION

The reporting of incidents, injuries and near hits/misses is essential for the identification of hazards in the workplace. Depending on the nature of an incident or injury, there may also be a legal obligation to report this to a state regulatory body.

To ensure compliance with these obligations, incidents and injuries will be reported in accordance with the below procedures.

7.2 REPORTING REQUIREMENTS

All incidents resulting in or with the potential for injury or property damage will be reported. Investigations of incidents will be undertaken at a level consistent with the actual or potential for injury/damage, with the goal of preventing future occurrences.

i) Internal reporting and investigation procedures

Minor injuries which require no treatment, or 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.

If full details of the incident, injury, investigation and corrective actions are not available within this timeframe, the essential details of the incident or injury as they are known will be submitted initially.

Reported incidents and injuries will be promptly investigated by appropriate management using the **Incident Investigation Form**. The investigation will identify the causes of the incident and assess any hazards that need to be controlled. Management will discuss the incident with relevant workers and decide on suitable risk controls to be implemented using the risk management process.

The investigation and corrective actions are to be summarised on the **Hazard and Incident Report Form**.

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 notice in writing shall be provided within 48 hours of the event.

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.

In addition, incidents of the below type must be reported where they expose a person in the immediate vicinity to an immediate risk to the person's health or safety:

- the collapse, overturning, failure or malfunction of, or damage to, any plant that the regulations prescribe must not be used unless the plant is licensed or registered
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the collapse or partial collapse of all or part of a building or structure
- an implosion, explosion or fire
- the escape, spillage or leakage of any substance including dangerous goods (within the meaning of the Dangerous Goods Act 1985)
- the fall or release from a height of any plant, substance or object, 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.

7.3 INCIDENT NOTIFICATION

One of the most important initial actions to any accident or incident is to notify those who have input, support and resources which may be required to ensure the injured worker is cared for, legislative obligations are met, and effective investigation and control measures established.

Where an incident is deemed to be serious enough to require notification to the health and safety regulator, the Organisation is committed to ensuring that the regulator is notified as soon as it is made aware of the incident. It will also ensure that the scene of the incident remains undisturbed until released by the regulator, with the exception of making the area safe and attending to any injured person.

As little time as possible will be lost between the time of the incident and the beginning of the response.

For significant injuries, fatalities and incidents notifiable to the authorities, management will arrange, without delay, to contact and advise the following as applicable:

- directors/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 workers manager or supervisor will communicate this information).

8 INJURY MANAGEMENT AND RETURN-TO-WORK

8.1 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.

8.2 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.

9 EMERGENCY PROCEDURES

9.1 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.

9.2 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.

9.3 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.

i) 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.

vi) 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.

vii) 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.

viii) 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.

9.4 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.

9.5 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.

10 FIRST AID

10.1 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.

10.2 ORGANISATION RESPONSIBILITIES – PRESCRIBED 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 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 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.

10.3 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 higher risk workplaces, the Organisation will provide one first aid kit for every 25 workers, however any workers working alone will have access to a 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.

10.4 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.

10.5 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 for every 10 workers.

10.6 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.

10.7 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.

10.8 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 kit or facility.

10.9 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
- the inclusion of first aid information in induction training to ensure that new workers are made aware of first aid arrangements 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.

10.10 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 in the workplace
- the size, 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.

10.11 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.

10.12 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.

10.13 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.

10.14 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.

10.15 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 kit or facility.

11 HEALTH AND SAFETY TRAINING

11.1 INTRODUCTION

The Organisation will provide the necessary health and safety training 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.

11.2 AIMS OF HEALTH AND SAFETY TRAINING

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).

Records of training conducted will be retained by the Organisation.

11.3 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 officers
- emergency evacuation training for nominated fire wardens if appointed
- 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** form, detailing when a worker was trained, and if required, when the skill expires and retraining is required. For example, CPR refresher training is required every year and first aid training is required every three years.

12 INSPECTION, TESTING AND MAINTENANCE

12.1 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.

12.2 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.

12.3 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.

12.4 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.

13 DRUGS AND ALCOHOL

13.1 INTRODUCTION

The Organisation is committed to ensuring the health, safety and welfare of all workers and to prevent and reduce harm associated with people being impaired by drugs or alcohol at work.

The misuse of drugs or alcohol by workers can affect their health or safety and that of other workers and members of the general public as well as having adverse effects on work performance, behaviour or attendance at the workplace.

This policy applies to all workers, including contractors.

13.2 ORGANISATION'S RESPONSIBILITIES

Where a manager 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 testing to confirm whether the worker is in fact under the influence of drugs or alcohol
- arranging for on-site testing for workers accused of being under the influence of drugs and alcohol
- arranging for 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, and
- authorising appropriate assistance for a worker whose performance is affected by drugs and/or alcohol.

Where the worker is deemed to be unfit for work due to the misuse of drugs or alcohol, he or she will usually be required to take leave without pay. In addition, disciplinary action may be taken against the affected worker.

13.3 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring they are fit for duty at all times while working
- ensuring 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
- complying with statutory limits for blood alcohol and drug content while driving any motor vehicle in or in connection with the performance of their duties
- complying with statutory limits for blood alcohol and drug content while operating any machinery in or in connection with the performance of their duties

- questioning their doctor or pharmacist as to the potential effects or side effects when using any prescription or over-the-counter medication, and whether they are still able to perform their job safely (including driving, where applicable)
- notifying management when using any prescription or over-the-counter medication that may impair their ability to safely and effectively perform their job
- ensuring they do not use, possess or distribute any alcohol, drugs or medication of any kind while at work, nor use the Organisation's resources to do so at any time
- notifying management if they suspect another worker or visitor to be adversely affected by alcohol, drugs or medication of any kind, and
- complying with any reasonable request by management, or an authorised tester, to undergo testing and participate in rehabilitation programs in accordance with the Organisation's Policy.

13.4 MEDICATION

Workers who are using prescription or over-the-counter drugs that may impair their ability to safely and effectively perform their job must notify management immediately.

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).

13.5 DRIVING OF A MOTOR VEHICLE

In addition to obeying the applicable road rules, workers must observe statutory limits for blood alcohol and/or drug content while driving:

- any company vehicle
- to or from work, or
- in the course, or discharge, of their duties.

13.6 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 drug 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.

14 HEALTH AND SAFETY ISSUES RESOLUTION

14.1 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.

14.2 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.

14.3 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.

14.4 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.

14.5 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.

15 MENTAL HEALTH

15.1 INTRODUCTION

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, 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 well being 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.

15.2 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 well being
- 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 well being.

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 well being 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.

15.3 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.

15.4 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, 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.

15.5 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

- 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 well being 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.

15.6 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 well being 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. It includes, but is not limited to:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- 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.

15.7 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.

15.8 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 well being 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 well being, 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 well being of others at work as soon as it is identified, including any incidence of bullying or 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.

16 HAZARDOUS MANUAL TASKS/HANDLING

16.1 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.

1.1 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.

16.2 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.

16.3 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.

16.4 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.

1.2 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.

17 HAZARDOUS CHEMICALS

17.1 INTRODUCTION

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace. 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.

17.2 SAFETY DATA SHEETS AND REGISTERS

The Organisation will maintain a current Safety Data Sheet (**SDS**) issued within the last five years for all chemicals to be used, handled, stored or generated at our workplace.

Before a chemical is used for a work activity, the Organisation will review the SDS to determine if the chemical is classified as hazardous.

All workers involved in the use of chemicals classified as hazardous will be provided with information and training to allow safe completion of the required task.

No chemicals will be brought to the workplace without a current SDS. Copies of the SDS will be kept in the area where the chemical is used.

Management will maintain the **Register of Hazardous Chemicals** for all chemicals used by the Organisation and provide notification to the regulator of any manifest quantities if required.

i) Safety Data Sheets and the GHS

Since 2012 Australia has transitioned to the Globally Harmonized System of Classification and Labelling of Chemicals (**GHS**), an international system used to classify and communicate chemical hazards.

The GHS is a system used to classify and communicate chemical hazards using internationally consistent terms and information on chemical labels and SDS.

17.3 IDENTIFYING HAZARDOUS CHEMICAL RISKS

The manufacturers' SDS and labels of all chemicals will be checked prior to use to determine whether the chemical is either hazardous or dangerous, or both.

Likewise, the risks associated with storing hazardous chemicals will be considered.

17.4 ASSESSING HAZARDOUS CHEMICAL RISKS

As part of the risk management approach, the Organisation has an obligation to ensure that any chemicals that pose a risk of injury to workers are 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 uses of the chemical
- the storage of the chemical
- the potential for exposure to the chemical, including through direct skin contact and inhalation
- whether there is an exposure standard for a hazardous chemical and
- 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.

17.5 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 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
- isolate the process by using barriers or distance
- use engineering controls, such as local exhaust ventilation or automation of the process
- minimise the volumes of hazardous chemicals used
- 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 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 PPE such as gloves and safety glasses as a secondary measure to supplement the other controls outlined above.

17.6 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/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 correctly. 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 will be detailed in the risk assessment.

Some hazardous chemicals may also fall into the classification of dangerous goods and may be subject to requirements under the Australian Code for the Transport of Dangerous goods by Road and Rail.

The Organisation will ensure 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 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
NON TOXIC NON FLAMMABLE GASES		OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
TOXIC GAS		SEGREGATE At least 3m	OK TO STORE TOGETHER	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING GAS		SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
FLAMMABLE LIQUIDS + COMBUSTIBLE LIQUIDS		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 5m	SEGREGATE At least 3m
FLAMMABLE SOLID		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES
SPONTANEOUSLY COMBUSTIBLE		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
DANGEROUS WHEN WET		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING AGENT		SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	KEEP APART	SEGREGATE At least 5m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
ORGANIC PEROXIDE		ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	OK TO STORE TOGETHER	ISOLATE	SEGREGATE At least 3m
TOXIC SUBSTANCES		SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	ISOLATE	OK TO STORE TOGETHER	SEGREGATE At least 5m
CORROSIVE		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES

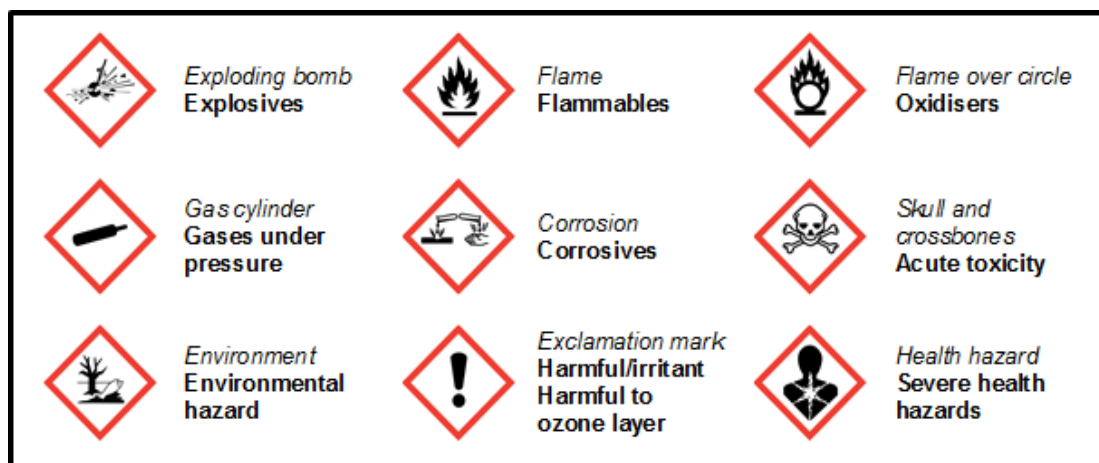
17.7 LABELLING OF HAZARDOUS CHEMICALS

The GHS provides criteria for the classification of physical hazards (eg flammable liquids), health hazards (eg carcinogens) and environmental hazards (eg aquatic toxicity).

The GHS updates the way in which information about chemical hazards is communicated to ensure safe storage, handling and disposal. The GHS uses pictograms, signal words, and hazard and precautionary statements to communicate this information.

i) Pictograms

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



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 a significant hazard, while '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).

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.

Hazard and precautionary statements replace the 'risk' and 'safety' phrases required under previous laws.

iv) Responsibilities under the GHS

Manufacturers, importers and suppliers. Health and safety laws impose a duty on manufacturers and importers of chemicals supplied to a workplace to determine if a chemical is hazardous and to correctly classify the chemical according to the GHS. Manufacturers and importers are also responsible for ensuring that correct labels and SDS are prepared for hazardous chemicals.

Suppliers may continue to supply other workplaces with stock they have on hand after 1 January 2017 providing it was manufactured or imported prior to this date and correctly labelled at that time. From 1 January 2017 suppliers should only accept stock with GHS compliant labels. Suppliers will also need to have GHS compliant SDS available from this date.

End users of hazardous chemicals. Users of hazardous chemicals are not required to relabel or dispose of existing stock. Hazardous chemicals manufactured or imported after 1 January 2017 must only be received if they are labelled according to the requirements of the applicable health and safety regulations.

v) 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.

17.8 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
- 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 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 as soon as practicable after the monitoring has been completed
- provide a copy of the report to the relevant worker as soon as practicable after receiving the report
- provide the report to the health and safety regulator on request, 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
- maintain confidentiality of individual health monitoring reports and ensure they are not provided to another person without consent of the worker concerned.

17.9 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring 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
- following any guidance or instruction they receive on how to perform work involving hazardous chemicals
- 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 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 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 and
- ensuring they use any PPE that is provided to them.

18 CONTRACTOR MANAGEMENT

18.1 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 well-being 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.

18.2 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.

18.3 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.

18.4 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).

18.5 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).

19 MOTOR VEHICLES

19.1 INTRODUCTION

Road crashes represent the most common cause of work-related fatality in Australia. Driving for work purposes is therefore a considerable risk to a worker's health and safety and those risks are considered to increase as the time driving on the roads also increases.

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

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

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

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

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

The Organisation therefore recognises that it has health and safety obligations in respect of workers who drive or travel in motor vehicles as a part of their work. Risks associated with operating a motor vehicle as a part of work will be therefore addressed via a risk management approach.

19.2 IDENTIFYING MOTOR VEHICLE HAZARDS

Motor vehicle hazards can be identified by:

- reviewing the tasks associated with motor vehicles
- observing how workers perform their tasks
- reviewing any documentation regarding the use of the vehicle that is provided by the motor vehicle manufacturer or that is otherwise available
- checking workplace specific documentation regarding the motor vehicle, for example pre-start checklists, and

- consulting with the workers carrying out the tasks.

19.3 ASSESSING MOTOR VEHICLE HAZARDS

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

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

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

19.4 CONTROLLING MOTOR VEHICLE HAZARDS

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

Only authorised persons will be permitted to operate the Organisation's motor vehicles. The Organisation will put in place systems to ensure that authorised persons are appropriately licensed to drive such motor vehicles, and that the motor vehicles being driven are registered and insured in accordance with the relevant legislation. Photocopies or other records of these checks will be retained.

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

- ensure that workers have the appropriate and current licences or certificates and Organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading
- ensure that records and details of licenses held by drivers is retained by the Organisation and recorded in the **Skills Matrix and Training Register**, or equivalent
- ensure that all motor vehicles used by workers and staff have been deemed appropriate for the task
- ensure that drivers are familiar with the motor vehicle they are required to operate and the safe operation of the vehicle
- ensure workers comply with any legislative requirements relating to the use or operation of motor vehicles for example by scheduling trips to ensure that a suitable or prescribed work/rest ratio is in place, that driver fatigue is effectively controlled, and work diary requirements are adhered to where required

- ensure that workers understand the Organisation's instruction and requirements to minimise the risk of injury or illness from operating a motor vehicle, including the scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- ensure that the motor vehicle is inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and prescribed timeframe
- provide mechanical aids where possible to reduce hazardous manual tasks/handling risks associated with motor vehicle operations, or otherwise train workers on appropriate procedures such as team handling (in particular when loading/unloading the vehicle) and safe operating loads
- ensuring that workers undertake an inspection of the vehicle before use, preferably using the defined checklist, to confirm that as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy, and
- ensuring workers understand the Organisation's vehicle breakdown and vehicle accident procedures or in the event of an accident.

19.5 PROCEDURES

i) Driving procedure

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

ii) Vehicle breakdown procedure

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

- stop and park the motor vehicle in a safe place as far off the road as practical
- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow
- use the motor vehicle's hazard lights to warn other road users
- know who to call for assistance and have the contact details of roadside assistance providers in the motor vehicle's glove box, and

- advise the Organisation of the breakdown as soon as practical and provide details of their location, the fault/issue, and immediate actions they have taken.

Drivers should not:

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

iii) Motor vehicle accident procedure

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

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

iv) Use of mobile phone while operating a motor vehicle

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

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

v) Reversing

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

19.6 WORKER RESPONSIBILITIES

To ensure that workers operate motor vehicles in a manner that eliminates or minimises the risk of injury or illness from driving or undertaking task related to the driving of a motor vehicle, they must:

- have the appropriate licence or certificate and Organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading
- advise management immediately if they are disqualified or suspended from driving and that they are able to produce their license for scrutiny by management as requested
- be familiar with the motor vehicle they are required to operate and are able to operate the vehicle in a safe manner, taking into consideration the applicable road conditions and prevailing weather
- comply with any legislative requirements relating to the use or operation of the motor vehicle
- follow any reasonable health and safety instruction given to them by the Organisation, including scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- not drive or operate a motor vehicle if they are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish their perception, reflexes, responses or cognitive thinking
- comply with the Organisation's vehicle breakdown procedures when required
- in the event of a vehicle accident, first seek medical attention if required. However, if they are able to do so, they must then ensure that they follow the Organisation's accident procedures
- ensure that the motor vehicle they are to drive has been inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and is suitable for the work to be undertaken, and
- ensure that they undertake an inspection of the vehicle, preferably using the defined checklist to confirm that, as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy.

20 OFFICE SAFETY

20.1 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.

20.2 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.

20.3 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 do 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**.

21 CASH HANDLING

21.1 INTRODUCTION

Cash handling involves workers handling, storing and or transferring cash to secure facilities such as banks in vehicles or by foot. Cash can include money, coins, securities and other financial instruments.

21.2 IDENTIFYING CASH HANDLING HAZARDS

Health and safety hazards associated with handling and transporting cash can arise from manual tasks, worker fatigue, remote or isolated work and violence from robberies and armed hold-ups.

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

Cash handling hazards exist when:

- there are inadequate barriers or security to prevent unlawful access to cash
- persons are working alone eg in the retail section or walking to the bank
- a worker handling cash is not visible to people outside the workplace
- a worker handling cash cannot see other people in the workplace
- a person can enter the workplace undetected
- opening and closing of a cash handling workplace, and
- it is dark and/or lighting is insufficient.

21.3 ASSESSING CASH HANDLING HAZARDS

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

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

- the need to keep cash in the workplace
- availability of alternatives to maintaining cash on site such as electronic banking facilities
- the levels of cash retained on site
- the security provisions provided on site, and
- the procedures for handling, counting and transporting cash.

21.4 CONTROLLING CASH HANDLING HAZARDS

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

In the event that cash handling has been assessed as a risk, the Organisation will develop procedures to ensure the risks posed by the handling of cash are eliminated as far as practical.

Workers will be trained in the procedures to manage cash at the workplace and the Organisation will ensure as far as practical that:

- appropriate security devices and alarms are installed
- adequate communication systems are available
- the business encourages greater use of electronic banking by customers to minimise or eliminate the need for cash handling
- all staff involved in cash handling are aware of the procedures to eliminate or minimise the risks posed by cash handling
- staffing levels are maintained to minimise the risk to individuals handling cash alone
- cash limits are established, and
- planning cash transfer times to minimise predictability of transfer.

22 HEALTH AND HYGIENE FOR FOOD HANDLERS

22.1 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.

22.2 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.

22.3 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.

22.4 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.

22.5 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.

22.6 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.

23 REMOTE/ISOLATED WORKING

23.1 INTRODUCTION

Remote work can be performed by workers who are off-site, 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. It includes workers who are working by themselves or in isolated areas.

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

23.2 IDENTIFYING REMOTE/ISOLATED WORKING

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 or engage in teleworking activities
- work outside normal working hours, for example, on call workers
- work shift work or night work
- travel as part of work
- travel long distances, for example, freight transport drivers
- work unsupervised, for example, teleworkers
- work in geographical isolation, for example, workers carrying out field work
- work on a reduced roster, for example, on public holidays, and
- work in isolation with members of the public, for example, health and community workers.

23.3 ASSESSING REMOTE WORK RISKS

As part of the risk management approach, the Organisation has an obligation to ensure that any remote 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 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).

23.4 CONTROLLING REMOTE WORK RISKS

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

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

- provide a mobile phone or cover the cost of a mobile phone for the remote worker. Where the provision of a mobile phone is not practical (for example, because the remote 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 land line phones
- agree on arrangements for how frequently remote 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 work
- ensure that there are procedures in place to manage any emergency situation that may arise, and
- ensure the worker is provided with appropriate training on emergency procedure.

24 WORKING OFFSITE

24.1 INTRODUCTION

At times, workers are required to work offsite in settings that are not under the control of the Organisation. This may result in the worker being exposed to additional risks to their health and safety.

Despite not being under its control, the Organisation recognises that offsite work locations may form part of the workplace and therefore health and safety obligations in respect of these sites do apply.

24.2 BEFORE WORKING OFFSITE

Where workers are going to work offsite at a location under the control of a host employer, the Organisation will verify with the host employer that all hazards and risks within that setting and associated with the work activity have been identified, assessed and controlled.

This may include:

- seeking written confirmation/evidence, and
- requesting the host employer complete and provide their own documentation or complete the Organisation's.

Where workers are working offsite in a setting that is not under the control of a host Organisation (for example, a public domain), a manager or supervisor of the worker is responsible for ensuring that a site risk assessment is completed prior to the work activity commencing. Where it is not practicable for this to occur, the workers will be directed to conduct the risk assessment when they first arrive onsite.

24.3 AT THE SITE

Where engaged on offsite work, 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
- 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 immediately.

25 PLANT AND EQUIPMENT

25.1 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.

25.2 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.

25.3 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.

25.4 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.

25.5 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.

25.6 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.

25.7 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.

26 ARMED ROBBERY

26.1 INTRODUCTION

The threat of armed robbery may arise at any time which may threaten the health and safety of workers within the Organisation.

26.2 PREVENTATIVE MEASURES

The Organisation in consultation with workers, will consider the following when implementing preventative measures against armed robbery:

- provide emergency services contact details (Triple Zero - 000) near all telephones.
- install Close Circuit Television (CCTV) recording devices
- provide adequate lighting for the premises and maintain unobstructed views
- install an externally monitored alarm system
- provide portable distress alarms for workers
- minimise access to cash with devices such as time delays on all safes installing drop safes and chutes
- when possible never handling or moving large amounts of cash in the presence of patrons
- providing an enclosed area for handling and counting cash
- minimise access to all drugs on premises and ensure appropriate storage procedure are followed
- avoid opening and closing the premises alone or with skeleton staffing
- install height markers at entry and exit points to the premises, this will assist witnesses in judging the height of offenders, and
- provide support to workers after an armed robbery incident.

26.3 DURING AN ARMED ROBBERY

The Organisation will prioritise the safety of its workers in the event of an armed robbery. The following procedure will be adopted:

- stay calm and try to control emotions
- follow the offender's instruction at all times
- speak only when spoken too
- explain in advance what you have to do to comply. For example: "I am now going to open the cash register"

- do not attempt to retaliate or apprehend the offender
- avoid eye contact and show your hands
- remember as many details as possible of the offender and incident, and
- only activate the alarm systems when it is safe to do so.

Once the offender and or threat is removed from the premises, the following procedure will be adopted:

- close the premises immediately. All workers and customers are to remain on premises to provide witness information when the Police arrive.
- call Triple Zero (000) and provide:
 - premise's address
 - description of getaway vehicle and direction last seen
- follow any instructions given by the emergency services operator.
- attend to any injured person and provide first aid
- isolate the premises and do not clean the crime scene, to ensure any evidence is not disturbed, and
- when the police arrive provide as much information as possible.

27 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.

27.1 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.

27.2 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.

27.3 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.

27.4 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.

27.5 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.

28 THREATENING SITUATIONS

28.1 INTRODUCTION

The working environment can often present hazards that are beyond the direct control of the Organisation yet may still impact upon the worker and potentially result in an injury or illness.

One such work hazard is the potential exposure to threatening situations such as threatening or aggressive behaviour from clients, customers or others at work. Such situations may impact upon a worker's health and safety, potentially resulting in a psychological or physical injury.

Risks associated with threatening situations will be addressed via a risk management approach to help ensure that the risk of injury to workers is eliminated or minimised. Furthermore, the Organisation will take all reasonable steps to help ensure that workers potential exposure to any threatening situation is eliminated.

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

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

28.2 ORGANISATION'S RESPONSIBILITIES

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all workers who may be exposed to a threatening situation, whether from clients or others at work.

In particular, it is responsible for:

- ensuring that all workers are aware of the Organisation's zero tolerance to threatening situations
- ensuring workers are given sufficient training and instruction to eliminate or minimise the risk of injury from threatening situations they may potentially face
- ensuring that workers who may interact directly with clients or customers receive sufficient training in dealing with threatening or aggressive behaviours from clients, including diffusion and communication strategies
- ensuring that procedures, protocols, work practices and communication strategies designed to assist workers in dealing with aggressive clients and minimising potential exposure to threatening situations, are developed, implemented and reviewed
- providing facilities that minimise risks wherever possible, and
- providing support for workers who experience a threatening situation or aggressive behaviour.

28.3 WORKER RESPONSIBILITIES

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

- ensuring they are aware of the Organisation's zero tolerance position regarding threatening situations and aggressive behaviours at work
- ensuring they have received the appropriate training and instruction in strategies designed to eliminate or minimise potential exposure to threatening situations
- ensuring they have received the appropriate training and instruction in strategies designed to address and deal with threatening situations they may face
- participating in the development and review of work practices and communication strategies designed to eliminate or minimise potential exposure to threatening situations
- removing themselves from violent or aggressive confrontations with clients or others at work
- not engaging in aggressive behaviour towards the client or others at work 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
- 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, and
- following any specific security arrangements that are implemented by the Organisation.

29 SAFE KNIFE WORK

29.1 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.

29.2 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.

29.3 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

29.4 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.

29.5 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.

30 ELECTRICAL SAFETY

30.1 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
- falls from ladders, scaffolds or other elevated work platforms after contact with electricity and
- fire resulting from an electrical fault.

30.2 IDENTIFYING THE RISK

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 a factory or workshop environment
- electrical equipment being used in an area in which the atmosphere presents a risk to health and safety from fire or explosion, for example using grinders in areas where flammable fumes may be present
- type of electrical equipment, for example 'plug in' electrical equipment that is moved from site to site, 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 or electrical installations such as electric overhead lines or underground electric services and
- reviewing incident reports.

30.3 ASSESSING THE RISK

The Organisation will consult with workers to assess the risk associated with electrical hazards considering the following:

- the conditions under which the electrical equipment is used, for example wet conditions outdoors or at construction sites

- work practices and procedures, for example using electrical equipment in flammable atmospheres and
- the capability, skill and experience of relevant workers.

30.4 CONTROLLING THE RISK

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

Where the hazard cannot be eliminated, for example by using hand tools in place of power tools in flammable atmospheres, or de-energising equipment and circuits prior to conducting work, the Organisation will minimise the risk associated with electrical equipment and installations considering the following:

- replacing a power tool that is plugged into mains electricity with an extra-low voltage battery-operated tool
- using safety switches (portable or fixed) to minimise the risk, for example installing residual current devices to reduce the risk of receiving a fatal electric shock and
- administrative controls and safe work practices, for example determining electrical and gas lines prior to the use of tools to penetrate walls, floors and ceilings, use of permits and warning signs.

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 tests by a competent person have confirmed it is safe to use. Alternatively, it could be replaced or permanently removed from use.

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.

Serious injuries and fatalities may be prevented by the use of properly installed and maintained residual current devices (**RCDs**), commonly referred to as 'safety switches'. An RCD is an electrical safety device designed to immediately switch off the supply of electricity when electricity 'leaking' to earth is detected at harmful levels. RCDs offer high levels of personal protection from electric shock.

30.5 ELECTRICAL EQUIPMENT TESTING AND TAGGING

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 3760:2010: In-service safety inspection and testing of electrical equipment* 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.

30.6 COMPETENT PERSON

For the purpose of determining the competency of a person undertaking testing of electric equipment, a person will be deemed competent if they meet the criteria defined in *AS/NZS 3760:2010* and is a person who has acquired the practical and theoretical skills through either of the following:

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

Table 1: Electrical Testing and Tagging - as adapted from *AS/NZ 3760:2010: In-service safety inspection and testing of electrical equipment* **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.

<i>Portable electrical equipment: appliances, flexible cords, cord extension sets, portable socket outlet assemblies (eg powerboards), generators, inverters</i>		Residual Current Devices (Safety Switches)			
		Push button test by user		Operating time/ current test	
Environment	Portable electrical equipment	Fixed	Portable	Fixed	Portable
Construction work	3 months	monthly	daily	12 months	3 months
Manufacturing work: factories, workshops, places of manufacture, assembly, maintenance or fabrication.	6 months	6 months	N/A	12 months	N/A
Service work: environments where the equipment or flexible cord is subject to flexing in normal use OR is in a hostile environment.	12 months	6 months	3 months	12 months	12 months
Residential 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

31 PERSONAL PROTECTIVE EQUIPMENT (PPE)

31.1 INTRODUCTION

Exposure and injury can be prevented with the use of PPE 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.

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

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

31.2 ORGANISATION'S RESPONSIBILITIES

The Organisation will ensure:

- suitable PPE and protective clothing are supplied
- PPE and protective clothing meet relevant legislative, Australian Standard and/or industry requirements or guidelines
- information and training are provided in the correct use, wear and maintenance of PPE and protective clothing supplied
- tasks are assessed to determine correct level of PPE required
- PPE and protective clothing being used are in an appropriate condition for the works being performed
- damaged or worn PPE and protective clothing is replaced, and
- workers wear and use such items supplied to them.

31.3 WORKER RESPONSIBILITIES

Workers have a responsibility to:

- wear and use PPE and protective clothing provided as instructed
- maintain and care for the PPE and protective clothing supplied, and
- report damaged or worn PPE to your manager.

31.4 DETERMINATION OF PPE AND PROTECTIVE CLOTHING

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

- information contained in the SDS for chemicals and dangerous goods

- operating procedures for plant,
- SWMS, and
- safe operating or work procedures.

31.5 SELECTION OF PPE AND PROTECTIVE CLOTHING

All PPE selected shall conform to the appropriate legislative, Australian Standard and/or industry requirements or guidelines.

PPE supplied by the Organisation remains the property of the Organisation.

Before any PPE is used it should be inspected to ensure:

- a good fit on the user
- it is appropriate for the task and will protect the user from the hazards it is intended to control
- it does not introduce any new hazards
- is in good condition, and
- the user understands the correct usage of the equipment.

If there are any defects or deficiencies found with the PPE 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 SDS information.

31.6 PROTECTION

Where defined by signage on plant, entrances to buildings/rooms or work sites all identified PPE must be worn.

32 WORKING WITH CHILDREN AND YOUNG PERSONS

32.1 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.

32.2 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.

32.3 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.