



more than a meal

Soul Cafe

Health and Safety Handbook

9 September 2021

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of Soul Cafe (**the Organisation**) will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

You also play a crucial role in achieving a safe workplace. You owe it to yourself, those close to you and your colleagues not to expose yourself to unnecessary risks at work. You can do so by protecting yourself and others from hazards and hazardous situations, by following safe work procedures and by adopting safe work practices.

1.2 PURPOSE OF HEALTH AND SAFETY HANDBOOK

Through the provision of important procedures and guidelines, this Health and Safety Handbook will help you, your colleagues and others to stay healthy and safe in the workplace.

Health and Safety legislation rightly makes health and safety everyone's responsibility. Therefore, this Health and Safety Handbook applies to all workers, including, but not limited to contractors and volunteers. Please read this Handbook carefully and ensure you comply with the guidelines set out below.

Any failure to comply with health and safety requirements is taken very seriously by the Organisation. As an employee, you may be subject to disciplinary action (up to and including the termination of your employment) in the event you:

- breach the policies and/or procedures contained in this Health and Safety Handbook
- breach any other health and safety policy or procedure made known to you or
- take any action that could threaten the health or safety of yourself, your colleagues or others.

Appropriate action which may be taken in relation to other workers includes, but is not limited to, termination of their engagement with the Organisation.

1.3 GENERAL

Amendments to this Health and Safety Handbook will be issued from time to time.

The Health and Safety Handbook does not form part of your contract of employment or engagement agreement, unless expressly stated otherwise. However, in any event, it may be considered when interpreting your rights and obligations under the terms of your employment or engagement.

You are welcomed and encouraged to provide feedback and suggestions for improving health and safety in the workplace to management at any time.

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 of plant, structures 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.

Matthew Ortiger
General Manager

on behalf of **Soul Cafe**

Date:

Review date:

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.

Matthew Ortiger
General Manager

on behalf of **Soul Cafe**

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 WORKER RESPONSIBILITIES

As an employee or worker undertaking work on behalf of the Organisation, you are responsible for:

- not undertaking any work that may be required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to yourself or others at work
- taking reasonable care for the health and safety of yourself 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 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 you or used by you has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring that you are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect your ability to perform your duties safely or efficiently or be in breach of the Organisation's workplace policies, and
- ensuring that you present to the workplace fit for duty and do not undertake any task or work activity for which you are not fit to do or where your 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 to 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 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 you 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
- actively participating in resolving health and safety issues
- 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 process of identifying hazards that may cause an injury or illness in the workplace and deciding what may happen as a result. Once hazards in the workplace have been identified and the risks assessed, priorities can be set determining what action is to be taken to eliminate or control the risk.

6.2 ORGANISATION RESPONSIBILITIES

The Organisation will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury/illness records
- assess the risk related to the hazard in terms of its potential to do harm
- identify and implement control measures to eliminate or reduce the risks and
- monitor and review the effectiveness of the control measures.

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

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 taken into consideration by those making decisions. To this end, in addition to your overall health and safety responsibilities, you are responsible for:

- identifying any hazards that could present a risk to the health and safety of yourself, your 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 you may identify and completing the **Hazard and Incident Report Form**
- actively participating in the risk management program, including workplace inspections, risk assessments using the **BrightSafe Risk Assessment** tool and the development and review of controls and procedures designed to eliminate or minimise work related risks and
- actively participate in the defined consultation and issue resolution forums to help to continuously improve our management and control of workplace risks.

7 REPORTING OF INCIDENTS AND INJURIES

7.1 INTRODUCTION

Wherever possible, the Organisation aims to prevent any incident or injury from occurring in the workplace. However, where an incident, injury or near hit/miss does occur, it is essential that proper records of these are kept. This ensures that appropriate records are available should the need arise, for example in support of a workers compensation claim. It will also assist the Organisation to identify and address any ongoing health and safety concerns or unsafe work practices.

7.2 ORGANISATION'S RESPONSIBILITIES

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.

The Organisation will provide and maintain a workplace register of injuries. Management must ensure the details of any workplace injury/illness are recorded on this register.

Where a worker is suffering an injury/illness at work and requires medical attention, management will arrange this. In emergency cases, an ambulance will be called to attend the location. If it is not an emergency, management will organise for the affected worker to be transported to a medical practitioner/centre as soon as possible, or for on-site first aid treatment to be rendered.

Where necessary, management will undertake an investigation into any work-related injury/illness within 24 hours. The purpose of any such investigation will be to determine the cause/s of the injury/illness (if possible) and recommend measures (if any) to be implemented to eliminate or reduce the probability of re-occurrence.

7.3 WORKER RESPONSIBILITIES

Where any workplace incident, injury/illness or near hit/miss occurs, you must notify management as soon as possible and complete a **Hazard and Incident Report Form**.

You are also responsible for entering the details of any minor workplace injury/illness that requires First Aid treatment on the **Register of Injuries Form**.

For any workplace injury/illness, you are required to undergo medical treatment as necessary. Where the need for treatment is identified whilst at work, management will arrange this treatment. However, where your injury/illness worsens whilst away from the workplace, or over a period of time, you are required to seek medical attention at the earliest opportunity.

If you have suffered any workplace injury/illness that required medical treatment, you must provide a certificate from your treating doctor stating your fitness for duties upon your return to work.

8 EMERGENCY PROCEDURES

8.1 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.

8.2 PROCEDURES

i) Medical emergencies

In the event a medical emergency arises, and someone requires emergency medical attention:

- summon help from others in the immediate vicinity, if required or a nominated first aid officer
- ensure the affected worker is not left alone unless it is unavoidable and
- alert a manager and contact emergency services if required. Provide clear instructions 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 that you receive a bomb threat via telephone:

- do not hang up, but instead should stay on the phone and take notes of the conversation using the **Phone/Bomb Threat Checklist**
- keep the caller on the line for as long as possible, and asked them to repeat the information provided and for additional information about the threat
- where possible, have someone else listen in to the call and
- contact management, and any building security/management, to evaluate whether an emergency evacuation is required.

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

iii) Fire

If you discover a fire:

- alert other people in the immediate vicinity to the fire
- activate any fire alarms and call '000'
- call for help and/or have someone advise a manager or the nearest fire warden and
- if safe, try to put out or contain the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame, or otherwise evacuate the premises in accordance with the workplace emergency evacuation procedures.

At no time should you risk personal safety in an effort to protect property or others.

In the event a fire alarm is sounded and an emergency evacuation is required:

- follow instructions given to you by emergency services personnel and any designated evacuation staff (eg fire wardens)
- leave the building via the closest designated exit and
- proceed to the designated assembly area.

During an emergency evacuation, you must remain calm and:

- do not run, crowd exits, or take your belongings with you and
- do not return to the building until it is safe to do so by the emergency co-ordinator/fire warden or emergency services.

iv) Chemical spill

In the event you are involved in a minor chemical spill or leak:

- ensure you have access to and are familiar with each chemical product's SDS so that appropriate health and safety control measures are implemented
- clean the chemical spill 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
- contain the spill or leak 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 your manager 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) Motor vehicle accidents

If you are involved in a motor vehicle accident in the course of your duties:

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary)
- seek first aid if you 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 and
- give your 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.

You must notify management of any accidents occurring in the course of your duties as soon as practicable, including details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions you have taken. You must complete a **Hazard and Incident Report Form** and you 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 within this 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, you 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:

- immediately implement control or containment measures if it is safe to do so
- request medical aid where your exposure warrants health intervention after speaking with management and
- notify management who will notify any relevant government authority responsible for the environment or where remediation is required, will engage an accredited waste management company to clean up the site.

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:

- 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
- render first aid to any person injured as a result of the incident
- contact emergency services if necessary
- notify management and emergency response team
- commence and follow general emergency response procedure if required
- where necessary leave the site or building immediately via the nearest emergency exit to the nearest evacuation assembly point and
- isolate and barricade off the area 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 rural fire district you must be prepared to take action in the event of a bush fire and have a bush fire evacuation plan.

You 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 you 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 you to enter an area under an active bush fire threat. However, if you are caught in an area where a bushfire is imminent:

- 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 you to be caught in an active fire zone, the following advice from emergency services should be followed to protect yourself:

- 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
- move as far away as you can from the fire. Doubling your distance from the fire will reduce the radiant heat load 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 you 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, 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.

ix) Floods

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

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

Preparing for floods can prevent loss of life and reduce damage to structures, stock and equipment. To prepare yourself before a flood:

- know the level of flood risk in the area (eg find out about the local flood history)
- know where the emergency evacuation areas would likely be located
- know who to call by using the **Emergency Contact List**
- know where the emergency kit is located
- know the triggers, warning and natural signs of flooding and
- consult with the Organisation and emergency services in creating a Business FloodSafe Plan.

When a flood warning is issued, you will:

- never drive, ride or walk through floodwater
- stack possessions, records, stock or equipment on benches and tables, placing electrical items on top
- secure objects that are likely to float and cause damage
- relocate waste containers, chemicals and poisons well above floor level if you are trained and directed to do so

- follow the Business FloodSafe Plan
- listen to your local radio station for information, updates and advice
- keep in contact with the Organisation's neighbours if you are directed to do so
- be prepared to evacuate if advised by emergency services and
- act early as roads may become congested or close.

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

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

When returning to the premises, you will:

- check the structural stability of the building before entering if you have been trained and directed by management to do so. This will include identifying damages to windows, walls and the roof and will be cautious of potential contaminants including asbestos
- ensure that the electricity and gas is turned off before going inside by using a torch to undertake inspections inside buildings if you have been trained and directed by management to do so
- arrange a qualified electrician inspect power points, electrical equipment, appliances or electrical hot water systems if they were exposed to floodwater or water damaged in any way
- inspect gas appliances and gas bottles that have been exposed to floodwater if you have been trained and directed by management to do so and
- be aware of any additional hazards caused by the floodwater such as slip, trip or fall hazards or contaminated food, water or items.

8.3 WORKER RESPONSIBILITIES

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

- are aware of all of the Organisation's evacuation procedures and the action you 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 you to do so and
- where appropriate, are provided and to wear any relevant PPE required in relation to emergency procedures.

9 FIRST AID

9.1 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 any injury or illness and the design of the first aid service will be based upon a risk management approach.

9.2 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:

- you are aware of the Organisation's overall emergency response plan
- you are aware of how to obtain first aid treatment and the name and contact details of your first aid personnel
- you 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
- you 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
- you inform management if any first aid equipment and resources are running low or have run out
- no documentation relating to first aid treatment is removed from the first kit or facility and
- if required to call an ambulance, you will give clear concise information to identify the injured persons location and severity of the injury or illness. Where a management representative is unavailable, you will agree to accompany the affected worker, if requested to do so.

10 HEALTH AND SAFETY TRAINING

10.1 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.

10.2 WORKER RESPONSIBILITIES

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

- ensure that you have undertaken the appropriate health and safety instruction and training required to work in a safe manner, including induction and emergency preparedness training
- ensure that you have been deemed competent through appropriate health and safety training, to undertake any proposed work
- participate in all ongoing training or competency assessments that are designed to ensure you gain or maintain competencies required to undertake work for the Organisation in a safe manner
- ensure the Organisation is provided with copies of any and all licenses, authorisations, approvals and/or qualifications required to undertake work for the Organisation, and
- ensure that you maintain and keep up to date any required license, authorisation, approval and/or qualification required to undertake work for the Organisation and that you duly advise the Organisation if your status in relation to holding such license, authorisation, approval and/or qualification changes.

11 WORKPLACE IN GENERAL

11.1 INTRODUCTION

Along with the specific guidelines and procedures outlined throughout the Health and Safety policies, there are some simple day to day measures that can be adopted by management and workers alike to reduce the risks to health and safety in the workplace.

11.2 GENERAL

Management and workers alike must ensure:

- no plant, equipment or safety device (including PPE) is altered or removed from the workplace without express management authority
- all safety signs, policies and procedures are complied with in full
- illegal drugs are not brought into, or used, in the workplace
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace.

You must ensure that you wear and use any PPE and clothing issued for your protection at all appropriate times.

11.3 HOUSEKEEPING

Failure to ensure that the workplace is kept neat and tidy may create unnecessary hazards.

Management and workers alike are responsible for maintaining a neat and tidy workplace. This involves:

- ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed
- ensuring aisles and work areas are clear and free from obstruction at all times so as not to cause additional hazards including slip, trip, or fall hazards
- placing rubbish in the bins provided
- ensuring all work, communal areas and facilities are kept clean and tidy at all times.

11.4 HYGIENE

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not enter the workplace without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

11.5 FITNESS FOR WORK

Every worker has the responsibility to present to the workplace fit for duty. This means being free of the effects of fatigue and drugs (illicit, prescribed and over-the-counter medications) and alcohol. If any individual is concerned in any way about a perceived safety risk due to their own or any of their colleague's fitness for duty, they have a responsibility to inform their manager.

If you arrive for work and, in the Organisation's opinion, you are not fit to work, the Organisation reserves the right to exercise its duty of care, particularly where the Organisation believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. The Organisation may remove you from the workplace for the remainder of the day with or without pay, conduct an investigation and, dependent on the circumstances, if you are an employee you may be liable to disciplinary action.

You may be required to provide a certificate from your treating doctor stating your fitness for duties before being permitted to return to work.

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 workplace and its working environment as well as all plant and equipment must be 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 WORKER RESPONSIBILITIES

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

- ensure that you 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 you designed to protect your 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 you are authorised to do so
- ensure that any defects that are detected will be reported to your 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 your supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed.

13 DRUGS AND ALCOHOL

13.1 ILLICIT DRUGS AND ALCOHOL

The use of drugs or alcohol jeopardises a safe workplace. The Organisation recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

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

Workers are not permitted to work while under the influence of alcohol and must conduct themselves responsibly at all times. For the purposes of this policy and due to the nature of your work, if at any time you are required to operate vehicles, heavy or otherwise, machinery or other high-risk work, the blood alcohol content limit is zero (0.00%).

Alcohol may be consumed at some Organisation events. Where this is the case, the Organisation encourages responsible alcohol consumption and at no time should you be drunk or behave in a manner which is inappropriate.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination.

13.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION

Workers who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

13.3 SCREENING

The Organisation may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Organisation reserves the right to carry out random testing across all levels of workers.

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

- are removed from the workplace due to impairment or reasonable suspicion of impairment
- return a positive result following testing
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening or
- are in possession of illegal drugs for supply or consumption in the workplace or the Organisation's vehicles.

This list is not exhaustive.

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

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Organisation.

If you return a positive result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

13.4 INTERACTION WITH CLIENT POLICIES

As well as complying with this policy, if you are working on client premises you must also comply with any site-specific drug or alcohol policy implemented by the client or at the place where you are working.

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

13.5 NO SMOKING POLICY

Smoking on the premises or in Employer vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks.

14 HAZARDOUS MANUAL TASKS/HANDLING

14.1 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 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 both 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.

14.2 WORKER RESPONSIBILITIES

When performing hazardous manual tasks you are responsible for:

- taking reasonable care of your 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 you have received sufficient information, training and instruction to undertake manual tasks safely and without risk of MSD
- ensuring you 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 you are familiar with any hazards associated with hazardous 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 you 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 you become aware of and
- complying with the incident reporting process relating to a near miss, injury event associated with hazardous manual tasks.

15 HEALTH AND SAFETY ISSUES RESOLUTION

15.1 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.

15.2 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.

15.3 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.

15.4 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.

15.5 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.

16 MENTAL HEALTH

16.1 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. Job stress is not in itself a disorder, illness, or psychological injury. However, if job stress is excessive or prolonged, it may lead to psychological and/or physical injury.

The Organisation is committed to supporting the mental health and wellbeing of its workers and ensuring, so far as is reasonably practicable, that associated hazards and risks are effectively and proactively managed through a risk management approach.

16.2 WORKER RESPONSIBILITIES

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

To this end, you are responsible for ensuring that you:

- have received an induction that includes information related to the Organisation's commitment to supporting the mental health of workers and your 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 your mental health
- understand your role at work, ensure that the role has been clearly articulated, and that the required duties are within the scope of your skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do your 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 your health and safety at work, including those targeted at the overall mental health of workers
- understand the applicable organisational operations that may impact upon your mental wellbeing, including those beyond the control of the Organisation, and the processes and procedures in place to eliminate, minimise and report any mental health risks
- comply with all systems of work and procedures that are designed to support your health and safety and the health and safety of others 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 your own mental health or the mental wellbeing of others at work as soon as it is identified, including any incidence of bullying or harassment (as outlined below) affecting yourselves or another worker and
- receive adequate and timely feedback on work performance.

In minimising the mental health risks to others in the workplace, you must not act or behave in a manner that could be considered bullying or harassment. Such behaviour creates a risk to health and safety, whether intentional or not, and will not be tolerated by the Organisation.

To clarify, 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. Examples of bullying include:

- 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.

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. Examples of harassment include:

- 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 are identified 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.

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.

17.2 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring you are familiar with any hazardous chemicals that you may be required to use in the course of your duties, and with the location and contents of the associated Safety Data Sheet
- following any guidance or instruction you 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 you 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 you 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 you use any PPE that is provided to you.

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 sub-contractor) 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 CONTRACTOR RESPONSIBILITIES

As a contractor and/or subcontractor and your workers have been selected and engaged, you must:

- ensure that you 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 you and your workers have been provided sufficient information, training and instructions to undertake their work safely and without risk to yourself 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 subcontractors’ works commencing
- develop, implement and maintain a suitable and appropriate emergency management procedures relevant to the proposed contracted works, or to comply with the Organisation’s emergency management procedures relevant to the specific workplace
- ensure that all safety procedures, records, authorisations such as licences or permits are maintained and documented risk assessments are maintained and are readily accessible for perusal or review by the Organisation or the 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 your workers.

18.3 WORKER RESPONSIBILITIES

When working alongside or with contractors or subcontract workers, you are responsible for:

- continuing to follow the Organisation's instruction and directions in relation to health and safety
- only undertaking work that you are formally authorised and qualified to undertake
- ensuring you are familiar with the hazards related to the work being undertaken by you and works being undertaken by contractors or subcontractors (and their workers) in nearby or adjacent areas
- taking all reasonable care to prevent risks arising from your work that may impact upon contractors, subcontractors, yourself or other workers
- as far as possible, 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
- as far as possible, 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
- to the level of your responsibilities, ensuring 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
- demonstrating positive safety behaviours and compliance with the Organisation's safety arrangements and instructions and
- actively participating 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.

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.

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 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, you will:

- ensure that you 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
- ensure that you advise management immediately if you disqualified or suspended from driving and that you are able to produce your license for scrutiny by management as requested
- ensure that you are familiar with the motor vehicle you 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
- ensure you comply with any legislative requirements relating to the use or operation of the motor vehicle
- ensure you follow any reasonable health and safety instruction given to you 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
- ensure that you do not drive or operate a motor vehicle if you are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish your perception, reflexes, responses or cognitive thinking
- ensure that you comply with the Organisation's vehicle breakdown procedures when required
- in the event a vehicle accident, first seek medical attention if required. However, if you are able to do so, ensure that you follow the Organisation's accident procedures

- ensure that the motor vehicle you 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 you 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.

19.3 PROCEDURES

i) **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, you 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 your location, the fault/issue, and immediate actions you have taken.

You should not:

- attempt to repair the motor vehicle unless you are qualified and authorised to do so
- stay in the motor vehicle unless this is the safest option. Generally, it is safer for you (and your 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 you (and your 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.

ii) **Motor vehicle accident procedure**

If you are involved in a motor vehicle accident, you are required to follow the breakdown procedure if the vehicle is damaged to the extent that it cannot be operated. In addition, you 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 you have taken.

iii) Use of mobile phone while operating a motor vehicle

You must operate motor vehicles in compliance with all road rules and in particular ensure:

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

iv) 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, you must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

20 WORKPLACE SAFETY

20.1 INTRODUCTION

Although working in a workplace, 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 workplace layout, lighting, floor surfaces and indoor air quality
- workplace 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 workplace 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 workplace 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 workplace ergonomics. This will be used in conjunction with the **Ergonomics Checklist** to ensure safe workstation setup.

20.2 WORKER RESPONSIBILITIES

You may be required to undertake workplace duties as a normal part of your work. This may be full time workplace duties or part time or irregular workplace work. Therefore, regardless of your role or the amount of time or location you spend undertaking workplace-based work, you will be responsible for ensuring that you:

- have sufficient training, instruction and supervision to undertake workplace work in a safe manner
- have the appropriate, training, qualifications and authorisations to undertake specific workplace-based duties, including the safe use or maintenance of workplace plant and equipment and any related items or supplies
- understand the risks involved in working in a workplace and can identify hazards in the workplace

- understand and can implement the safe work procedures and practices that have been developed to help ensure your safety and the safety of others working in the workplace
- actively participate in identifying hazards in the workplace environment and implementing any corrective actions where authorised to do so, or bringing the hazard to the attention of management
- know how to maintain your 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 workplace 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 workplace ergonomics
 - actively participate in MSI prevention programs, including exercise programs and regular workplace 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 workplace furniture, equipment or tools
- maintain your personal work area 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 workplace 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 your health and safety or the health and safety of others, including those related to the functions and operations of the workplace, 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 your workstation, equipment or tools required to do your job and
- report any potential risk or evidence of MSIs or incidents to yourself or others at work relating to workplace-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.

Health and safety hazards associated with handling and transporting cash can arise from violence from robberies and armed hold-ups at the workplace or in transit.

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

Refer to the Armed Robbery policy for more information on incidents involving those risks.

21.2 WORKER RESPONSIBILITIES

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 and where you are required to undertake work that involves the handling of cash, you will:

- ensure that you have been deemed competent in the Organisation's cash handling and related procedures
- ensure that you are aware of the security and communication provisions provided on site
- ensure that you are aware of, understand and are able to follow the Organisation's emergency response procedures
- follow any procedures or instructions given to you in relation to your safety and the handling of cash, and
- will not place yourself, fellow workers, visitors to the workplace or others at any undue risk in the event of a cash handling incident or robbery occurring.

22 THREATENING SITUATIONS

22.1 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. Therefore, 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.

22.2 WORKER RESPONSIBILITIES

To minimise the risk of injury from threatening situations or aggressive behaviours from clients, customers or others at work, you are responsible for:

- ensuring you are aware of the Organisation's zero tolerance position regarding threatening situations and aggressive behaviours at work
- ensuring you have received the appropriate training and instruction in strategies designed to eliminate or minimise potential exposure to threatening situations
- ensuring you have received the appropriate training and instruction in strategies designed to address and deal with threatening situations you may face
- participating in the development and review of work practices and communication strategies designed to eliminate or minimise your potential exposure to threatening situations
- removing yourself from violent or aggressive confrontations with clients, customers or others at work
- not engaging in aggressive behaviour towards the client, customer or others at work and never chasing, touching or handling an offender in any way
- informing management as soon as practical if you have been exposed to a threatening situation or an aggressive behaviour, or have witnessed others at work being exposed to such behaviour
- calling police if a situation is escalating to the point where your personal safety and security may be jeopardised
- participating in counselling or debriefing as recommended following an exposure to an incident involving a threatening situation, and
- following any specific security arrangements that are implemented by the Organisation.

23 HEALTH AND HYGIENE FOR FOOD HANDLERS

23.1 INTRODUCTION

The handling of food in a commercial environment is legislated by various 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.

However, the Organisation is also aware of its responsibilities to its workers and customers and understands the dual responsibility in regard to ensuring the health safety of workers and the overall health and welfare of patrons and customers.

23.2 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, you are responsible for:

- ensuring that you have been trained and deemed competent in all aspects of food handling, preparation and service relative to your role
- ensuring that you have been trained and deemed competent in the Organisation's food and hygiene standards and infection control protocols, 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 or cross infection. For example, strictly following cough and sneezing protocols, no sneezing or coughing over unprotected food or surfaces likely to come into contact with food as well as having long hair 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 you become aware of any condition or illness you may have that may impact upon the health and safety of others at work such as a food borne illness or contagious disease
- ensuring that any bandages or dressings on any exposed parts of the 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 yourself or others at work.

Given the various roles undertaken by workers, there may be specific responsibilities required of you to eliminate or minimise the risk of injury or illness to yourself or others. Such responsibilities are considered in addition to those above and include:

i) Wait/front of house staff

- ensuring that you are trained and deemed competent in the potential impact of food allergies and are able to advise patrons or customers accordingly or know where to gain the necessary information and
- ensuring that there is no cross contamination of allergen free food from other food or drink being served.

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.

23.3 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. Therefore, good hand hygiene 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.

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

23.4 PERSONAL PROTECTIVE EQUIPMENT PROTOCOLS FOR FOOD HANDLERS

The Organisation will ensure that PPE is provided and that you 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:

- 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.

24 PLANT AND EQUIPMENT

24.1 INTRODUCTION

Plant is any machinery, equipment, structure, appliance, implement or tool and any component or anything fitted or connected to those items that are used within the workplace.

This 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.

24.2 WORKER RESPONSIBILITIES

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

- ensure that you 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 and equipment
- ensure that you have been deemed competent to undertake the specific work that requires the use, handling, storage, maintenance and/or disposal of plant and equipment
- ensure that plant or equipment is not used unless there is clear evidence that all necessary maintenance and inspections have taken place in accordance with the manufacturers and Organisation's requirements
- actively participate in the risk assessments undertaken to identify the risks associated with the use, handling, storage, maintenance and/or disposal of plant and equipment that you 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 and equipment
- only use plant and equipment in a manner that eliminates or minimises the risks involved and in accordance with the design criteria and manufacturer's instructions
- follow any reasonable work instruction given to you designed to ensure your 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 you have been deemed competent in the implementation of the Organisation's plant and equipment isolation procedures for any plant or equipment that you may be required to operate
- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless you are authorised to do so
- when required by management or the health and safety regulator, produce your high risk work licence or authority to operate the plant or equipment
- ensure that any defects that are detected will be reported to your 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 your supervisor or manager and ensure that a **Hazard and Incident Report Form** is completed.

25 PERSONAL PROTECTIVE EQUIPMENT (PPE)

25.1 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.

25.2 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.

25.3 WORKER RESPONSIBILITIES

You 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.

25.4 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, and
- safe operating or work procedures.

25.5 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.

25.6 PROTECTION

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

26 ARMED ROBBERY

26.1 INTRODUCTION

Armed robbery may arise at any time this can threaten the health and safety of workers and customers. The Organisation has an obligation to ensure health and safety of workers and customers.

26.2 ORGANISATION'S RESPONSIBILITIES

The Organisation is responsible for:

- implementing preventative control measure in consultation with workers and
- providing support to workers after an armed robbery incident.

The Organisation should as far as reasonably practicable:

- ensure that workers have access to receive follow up post trauma counselling
- encourage workers to return to normal work activity once a medical clearance is obtained
- When workers are reluctant to return to work, the worker will consult with a doctor, psychiatrist or psychologist to make a decision on returning to work
- contacting any worker who takes time off in the days following the armed robbery, to ensure that they are receiving appropriate medical/psychological help and
- provide the opportunity for workers to return in another role or at a different site if they are too traumatised to resume their previous role.

26.3 WORKER RESPONSIBILITIES

You must be aware of the following in the event of an armed robbery:

- 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 until the Police arrives to provide witness information

- call Triple Zero (000) and provide:
 - premise's address
 - description of getaway vehicle and direction last seen and
 - 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, guests and visitors remain safe and free from the risk of injury resulting from the behaviour of guests and potential outbreaks of violence.

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

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

27.1 WORKER RESPONSIBILITIES

To help ensure your own safety and the safety of others, you must:

- ensure you 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 situations so that you and others are not placed at risk
- follow and implement the policies and procedures related to participant behaviours, violence prevention and the overall health and safety system
- refer issues of concern to management by following the grievance procedures
- ensure that you are aware of the range of strategies designed to manage participant behaviours and to reduce the risk of any level of violence. To this end, you must
 - be sensitive to the needs of guests
 - be positive, assertive and helpful when managing guests
 - be empathetic of guests needs
 - be consistent with guests
 - avoid keeping guests 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 guests.

28 SAFE KNIFE WORK

28.1 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 should 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.

28.2 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, you are responsible for:

- ensuring that you have been fully trained and instructed in the safe use and maintenance of knives
- ensuring that you 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 you 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 you have been appropriately trained and deemed competent in the related sharpening method
- undertaking knife work only on a suitable, stable cutting surface 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 yourself or others at work, and
- adhering to any tag out procedure for knives.

29 WORKING WITH CHILDREN AND YOUNG PERSONS

29.1 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.

29.2 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 yourself and others at work. As such, where you are required to work with or around children or young persons, you must ensure that you:

- 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 your 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 your 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 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 it is suitable for use, and report defective items to management.

30 HEALTH AND SAFETY HANDBOOK CHECKLIST AND ACKNOWLEDGEMENT FORM

Please complete this Checklist for Understanding, along with the acknowledgement form and provide this to the Organisation.

For each statement below please circle whether it is true or false.

	True	False	<i>Office use</i>
Workers must perform all duties in a manner that ensures the health and safety of themselves and others in the workplace.	T	F	
Being affected by illegal drugs whilst at work or smoking on the premises may result in the termination of a worker's engagement.	T	F	
Breaches of the health and safety policies (such as physical or verbal assaults, bullying or harassing) will not be tolerated from any workers, and may result in the termination of a worker's engagement.	T	F	
You must wear PPE including safety footwear and high visibility clothing when at work if directed by management.	T	F	
If you identify a hazard in your workplace, you don't have a responsibility to do anything.	T	F	
ALL accidents/incidents or near hits/misses must be reported to management.	T	F	
You don't have to follow workplace rules if you think they are unnecessary.	T	F	
Poor housekeeping (untidy workplace) does not have an impact on health and safety.	T	F	

I _____ (please print name) acknowledge that I received a copy of this Soul Cafe Health and Safety Handbook and that I have read and understood it.

I agree to comply with the policies and procedures applicable to me contained within the Soul Cafe Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: