



# **Soul Hub Health and Safety Handbook**

4 November 2023

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# 1 INTRODUCTION

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## 1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of Soul Hub (**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

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

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

- providing a safe environment for all workers and visitors to our workplace
- providing and maintaining buildings, facilities, equipment and plant in safe working condition
- supporting the on-going training and assessment of workers
- developing, implementing and monitoring appropriate and applicable safe work practices for all workplace activities, including the safe use, handling and storage 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 Hub**

Date:

Review date:

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

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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 Hub**

Date:

Review date:

## 4 HEALTH AND SAFETY RESPONSIBILITIES

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### 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

You are responsible for:

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

- ensuring that any plant or equipment that may be issued to 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

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### 5.1 INTRODUCTION

Consultation is a legal requirement and an essential part of managing health and safety in the workplace. It is most effective when it includes communication active participation and 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 Organisation will support any requests made from a worker and/or workers, who carry out work for the Organisation, to facilitate the election for one or more health and safety representatives (**HSR**) or a health and safety committee (**HSC**). The request will be further supported by the determination of an appropriate work group or work groups through negotiation and agreement with workers who would be members of a proposed work group.

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

### 5.3 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 HEALTH AND SAFETY ISSUE RESOLUTION

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### 6.1 INTRODUCTION

Issues may arise anywhere within the Organisation in relation to health and safety matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues resolution process will ensure that the matter is resolved in a fair and equitable manner.

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

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

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

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

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

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

### 6.2 ORGANISATION RESPONSIBILITIES

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

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

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

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

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

### **6.3 SUPERVISOR RESPONSIBILITIES**

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

### **6.4 WORKER RESPONSIBILITIES**

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

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

### **6.5 ISSUES RESOLUTION OUTCOMES**

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

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

Where a written agreement is prepared:

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

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

## 7 RISK MANAGEMENT

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### 7.1 INTRODUCTION

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

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

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

### 7.2 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 participating in the defined consultation and issue resolution forums to help to continuously improve our management and control of workplace risks.

## 8 INCIDENT AND INJURY REPORTING

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### 8.1 INTRODUCTION

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

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

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

### 8.2 WORKER RESPONSIBILITIES

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

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

Should a worker sustain a workplace injury or illness, you are required to:

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

## **9 INJURY MANAGEMENT AND RETURN TO WORK**

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### **9.1 INTRODUCTION**

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

As part of this commitment, it will:

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

### **9.2 WORKER RESPONSIBILITIES**

To support the above, you will:

- take reasonable care to prevent workplace injury and illness of yourself and of others
- understand your rights and responsibilities to notify management as soon as practicable and provide as much as information about any injury you sustained at work
- participate in any return to work processes, including any injury management plan developed by the Organisation
- comply with reasonable instructions relating to return to work, including participating in suitable duties
- consult with the Organisation if any issue about the return to work program or suitable duties arise, to try to resolve the matter.

## 10 WORKING ENVIRONMENT

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### 10.1 INTRODUCTION

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

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

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

### 10.2 WORKER RESPONSIBILITIES

To help ensure that the overall working environment remains without risk to workers and that facilities remain available to workers, you are responsible for ensuring that you:

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



# 11 EMERGENCY PROCEDURES

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## 11.1 INTRODUCTION

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

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

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

## 11.2 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 be 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) Remote or isolated work emergency**

Where you undertake work in a remote or isolated location and there is an emergency:

- determine physical location by urban street reference, rural address number, geographical feature and/or GPS coordinates (where available)
- confirm location using GPS mapping software, and obtain/confirm location coordinates for emergency services (if possible)
- contact the appropriate emergency service or breakdown service to respond to your last known location and
- maintain contact with management until emergency services or breakdown services reaches your location.

**vi) 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.

#### **vii) 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.

#### **viii) Plant, equipment or structure failure**

The failure of plant or equipment that may require an emergency response will generally result from poor maintenance of the plant, undetected defects within the plant or inappropriate use or operation of the plant.

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

In the event of a plant, equipment or structural failure that requires an emergency response:

- 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.

#### **ix) Bushfires**

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

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

As such, in a 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.

## x) Floods

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

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

Preparing for floods can prevent loss of life and reduce damage to structures, stock and equipment. 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.

**xi) Other considerations**

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

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

### **11.3 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.



## 12 FIRST AID

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### 12.1 INTRODUCTION

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

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

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

### 12.2 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 and infection control processes
- 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 aid 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.

## **13 HEALTH AND SAFETY INFORMATION, TRAINING AND INSTRUCTION**

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### **13.1 INTRODUCTION**

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

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

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

### **13.2 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 licence, 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 licence, authorisation, approval and/or qualification changes.

## 14 INSPECTION, TESTING AND MAINTENANCE

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### 14.1 INTRODUCTION

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

To this end, the 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.

### 14.2 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.

## 15 DRUGS AND ALCOHOL

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### 15.1 INTRODUCTION

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

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

### 15.2 WORKER RESPONSIBILITIES

To help ensure the Organisation meets its health and safety obligations to eliminate or minimise, as far as reasonably practicable, the drugs and alcohol related risks to workers, the Organisation will implement a Drugs and Alcohol policy, which may include a screening/testing regime.

To this end, you are responsible for ensuring that:

- you are fit to undertake your duties and must not work while under the influence of drugs and/or alcohol, in particular where you may be required to operate a plant, equipment or undertake work that is considered high risk
- you have sufficient information, education and training regarding the risks from drug and alcohol use and how to report any concerns about drugs and alcohol use in the workplace
- you observe statutory limits set by the Organisation for blood alcohol and/or drug content while driving any company vehicle or any other vehicle if used in the course, or discharge, of your duties, as well as obeying applicable road rules
- you utilise any safeguards on tasks, processes and equipment that require a high level of concentration or motor coordination
- you do not use or sell alcohol or illicit drugs while at work, nor use the Organisation's resources to do so at any time
- if required, you actively participate in an appropriate drug and alcohol screening/testing regime conducted by the Organisation
- you follow any reasonable direction to attend a medical practitioner nominated by the Organisation for the purpose of undergoing screening/testing to confirm whether you may be under the influence of drugs or alcohol
- where required, you actively participate in counselling and/or other support arrangements provided by the Organisation in relation to drugs and alcohol
- you follow any reasonable direction to cease work immediately and move away from the work area where you may reasonably be suspected of being under the influence of drugs or alcohol

- you notify management as soon as possible if you are required to use prescription or over-the-counter medication or drugs that may impair your ability to perform your job safely and effectively
- if requested, where you are required to use prescription or over-the-counter medication or drugs, you provide a medical certificate stating that you are fit for work or one that clearly specifies any restrictions related to work
- you are aware of the requirements to behave responsibly at any work endorsed event, function or activity where alcohol may be served and to arrange a safe means of transport from the event or function when alcohol has been consumed
- you comply with any reasonable drugs and alcohol policy and procedure that may apply if attending a third party site in the course of your duties, such as a client's site.

### **15.3 SCREENING/TESTING FOR DRUGS AND ALCOHOL**

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

Screening/testing may be conducted where:

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

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

If you return a non-negative result, where necessary the Organisation may direct you to attend further testing through an appropriate third party provider for confirmation of the non-negative result. During this time, where you return a non-negative 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.

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

#### **15.4 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.

#### **15.5 NO SMOKING POLICY**

Smoking (including e-cigarettes/vaping) on the premises or in Employer vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks.

If working on alternative sites, you must adhere to all relevant client site-specific policies and procedures regarding smoking.

## 16 MENTAL HEALTH

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### 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 (including sexual harassment), exposure to a violent or traumatic event, and the introduction of work restrictions that are beyond the control of the Organisation. Any of these factors can lead to workers experiencing a stress response.

Work related stress describes the physical, mental, and emotional reactions that arise when workers perceive that their work demands exceed their ability to cope. 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 identified and managed through a risk management approach and in accordance with the Organisation's **Risk Management** policy.

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

### 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, including sexual 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 and



- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

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

Examples of harassment include:

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

Any incidents of bullying or harassment 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 WORKPLACE VIOLENCE AND AGGRESSION

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### 17.1 INTRODUCTION

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

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

Hazards associated with workplace violence and aggression may impact upon the physical and mental health and wellbeing of workers, potentially causing the worker to sustain a physical and/or psychological injury or experience an exacerbation of a pre-existing condition. However, violence can harm both the person it is directed at and anyone witnessing it and can have significant economic and social costs for workers, their family, their organisation and the wider community.

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

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

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

Nothing in this policy, either stated or implied, is intended to mitigate the Organisation's responsibilities for the reporting of civil matters, such as physical assault, to the Police. Where workplace behaviour involves the act or threat of violence, the Organisation will adopt a mandatory Police reporting obligation.

### 17.2 WORKER RESPONSIBILITIES

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

- ensuring that you are aware of the Organisation's zero tolerance position regarding threatening situations and aggressive behaviours at work
- ensuring that you have received the appropriate training and instruction in strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours
- ensuring that you have received the appropriate training and instruction in strategies designed to address and deal with violent and/or aggressive situations you may face

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

## **18 BULLYING AND HARASSMENT**

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### **18.1 INTRODUCTION**

The Organisation is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect workers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

### **18.2 HARASSMENT**

The intention of these procedures are to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

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.

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

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. 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.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against workers committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

### **18.3 BULLYING**

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

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

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments;
- unjustified criticism or complaints;
- physical or emotional threats;
- deliberate exclusion from workplace activities;
- the spreading of misinformation or malicious rumours; and
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

### **18.4 REASONABLE MANAGEMENT ACTION TAKEN IN A REASONABLE WAY**

It is reasonable for managers and supervisors to allocate work and to give fair and reasonable feedback on a worker's performance. These actions are not considered to be workplace bullying or harassment if they are carried out lawfully and in a reasonable manner, taking the particular circumstances into account.

Examples of reasonable management action can include but are not limited to:

- setting reasonable performance goals, standards and deadlines;
- rostering and allocating working hours where the requirements are reasonable;
- transferring a worker for operational reasons;
- deciding not to select a worker for promotion where a reasonable process is followed;
- informing a worker of their unsatisfactory work performance;
- meeting with a worker to discuss performance and/or conduct;

- informing a worker of their unreasonable or inappropriate behaviour in an objective and confidential way;
- implementing organisational changes or restructuring; and
- taking disciplinary action including suspension or termination of employment.

## **18.5 BULLYING AND HARASSMENT COMPLAINT PROCEDURES**

### **i) Informal complaint**

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

### **ii) Formal complaint**

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser;
- the nature of the alleged incident of bullying or harassment;
- the dates and times when the alleged incident of bullying or harassment occurred;
- the names of any witnesses; and
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

## **18.6 GENERAL NOTES**

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

## 19 FATIGUE MANAGEMENT

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### 19.1 INTRODUCTION

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

Some of the signs of fatigue include:

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

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

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

Fatigue may result in a slower reaction to signals or situations and affect the ability to make good decisions and this may increase the risk of incidents at the workplace due to a lack of alertness. As such, the Organisation will ensure, so far as is reasonably practicable, that the health and safety risks associated with fatigue in the workplace are minimised and will be addressed via a risk management approach.

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

### 19.2 WORKER RESPONSIBILITIES

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

- ensuring that you are fit for work. This means you are in a fit state to complete your work and are not adversely affected by drugs, alcohol, lack of sleep or other factors
- monitoring your level of alertness and concentration while you are at work



- taking required periods of rest
- maintaining hydration and undertaking some form of stretching or physical exercise
- adjusting the work environment, such as lighting or temperature where appropriate
- accurately and honestly completing required records, such as work diaries, log books and run sheets where necessary
- actively participating in the risk management strategies designed to reduce the risk of fatigue in the workplace, including the identification and assessment of fatigue risks
- ensuring that medical assessments are completed where required and
- reporting any health issues which may impact on your work and managing them appropriately.

## 20 HAZARDOUS MANUAL TASKS/HANDLING

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### 20.1 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.

## **20.2 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.

## 21 HAZARDOUS CHEMICALS

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### 21.1 INTRODUCTION

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

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

### 21.2 WORKER RESPONSIBILITIES

You are responsible for:

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

- actively participating in risk management activities related to hazardous chemicals, including health monitoring programs where applicable
- immediately reporting any incident involving hazardous chemicals to management, including any chemicals found to be inappropriately labelled or for which the SDS is unable to be located and
- ensuring that you use any relevant PPE that is provided to you.

## **22 WORKING WITH HAZARDOUS DRUGS**

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### **22.1 INTRODUCTION**

Hazardous drugs are known to be highly toxic to cells, mainly through their action on cell reproduction. Many have proved to be carcinogenic, mutagenic or teratogenic. Exposures to hazardous drugs may occur through inhalation, skin contact, skin absorption, ingestion or injection. Inhalation and skin contact/absorption are the most likely routes of exposure but unintentional ingestion from hand to mouth contact and unintentional injection through a needle stick or sharps injury are also possible.

### **22.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation is responsible for:

- identifying, assessing and controlling any hazards associated with work activities involving hazardous drugs in consultation with workers
- consulting with workers on the potential exposure routes associated with the work activities and
- ensuring adequate and appropriate PPE is worn at all times when performing work activities with hazardous drugs.

### **22.3 WORKER RESPONSIBILITIES**

You are responsible for:

- ensuring you are familiar with the risks involved with any hazardous drugs that you may be required to use or administer in the course of your duties
- following any guidance or instruction you receive in relation to preparation, administration and disposal
- taking reasonable care to prevent exposure to other workers
- notifying management of any risk associated with hazardous drugs that you become aware of, for example deteriorating containers or incorrect storage
- immediately reporting any incident involving hazardous drugs to management
- immediately reporting any adverse health effects that may be associated with exposure and
- ensuring you use any PPE that is provided to you.

## 23 CONTRACTOR MANAGEMENT

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### 23.1 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 wellbeing of workers that may be required to work with or around the contractor/s during the normal course of their duties, members of the public, others at the place of work, and any other infrastructure or aspects of the workplace.

### 23.2 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.

### **23.3 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).



## 24 MOTOR VEHICLES

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### 24.1 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 or transport 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. This means that the Organisation will ensure that, so far as is reasonably practicable, workers are not exposed to hazards and risks that could arise from operating a motor vehicle as part of work and the risks will be therefore addressed via a risk management approach.

### 24.2 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 are disqualified or suspended from driving and that you are able to produce your licence for scrutiny by management as requested
- never drive a vehicle that is known to be unroadworthy or does not meet the laws and rules that apply to the vehicle being eligible for driving on public roadways
- 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
- 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
- actively participate in any appropriate programs or assessments to manage your fitness and fatigue where necessary or required and
- utilise any relevant PPE, such as hi viz gear provided to them and ensure that you have received training in its use, maintenance, storage and disposal.

### 24.3 PROCEDURES

#### i) Driving procedure

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

#### ii) Vehicle breakdown procedure

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

### **iii) 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.

### **iv) 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).

### **v) Reversing**

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

## 25 OFFICE SAFETY

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### 25.1 INTRODUCTION

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

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

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

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

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

### 25.2 WORKER RESPONSIBILITIES

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

- have sufficient training, instruction and supervision to undertake office work in a safe manner
- have the appropriate, training, qualifications and authorisations to undertake specific office-based duties, including the safe use or maintenance of office plant and equipment and any related items or supplies

- understand the risks involved in working in an office and can identify hazards in the workplace
- understand and can implement the safe work procedures and practices that have been developed to help ensure your safety and the safety of others working in the office
- actively participate in identifying hazards in the office environment and implementing any corrective actions where authorised to do so, or bringing the hazard to the attention of management
- know how to maintain 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 office furniture, equipment and tools and sound ergonomic practices
  - following established safe work practices designed to eliminate the risk of MSIs, particularly in relation to the correct chair, workstation, computer and worker interface adjustments
  - actively participate in the overall development and review of workplace practices related to office ergonomics
  - actively participate in MSI prevention programs, including exercise programs and regular office stretching and relaxation exercises and
  - providing appropriate healthcare documentation to supervisors or managers where medically prescribed adaptations may be required to the standard issue of office furniture, equipment or tools
- maintain 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 office or facilities protocols related to spillages or breakages to ensure they are attended to immediately or as soon as possible
- dispose of rubbish and waste regularly and appropriately
- follow any reasonable instruction given by the Organisation that is designed to ensure your health and safety or the health and safety of others, including those related to the functions and operations of the office, emergency responses and security protocols
- notify management of any hazards that cannot be immediately rectified using the **Hazard and Incident Report Form**, including the ergonomic fit of 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 office-based work using the **Hazard and Incident Report Form**.

## 26 SALON ERGONOMICS

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### 26.1 INTRODUCTION

Hairdressers often suffer from musculoskeletal complaints. These are caused by a number of factors including long periods standing, working postures, and repetitive movements of the hands and fingers.

Risk associated with ergonomics in the workplace will be addressed via a risk management approach.

### 26.2 WORKER RESPONSIBILITIES

Good ergonomic principles will reduce your risk of developing injuries in your role. The Organisation will provide you with information and training on ergonomics, with emphasis on:

- posture where your:
  - shoulders and arms are relaxed
  - elbows are by your side as much as possible
  - ears are level with shoulders (no unnecessary neck bending forward or to the sides)
  - backs are straight (feet spread apart and bend at the knees, or one foot forward of the other, shoulder width apart and bend at the hips and knees)
  - wrists are kept relatively straight when cutting or using tools such as the dryer (avoid awkward positions that bend your wrists up or down excessively)
- footwear that is closed toe, flat, non-slip, and supportive. This will provide cushioning and support for the legs and lower back, and reduce the risk of slips and falls
- taking breaks so that you are not holding the same positions for long periods and
- regular stretching to keep muscles flexible and strong, preventing repetitive strain or overuse injuries.

## **27 CASH HANDLING**

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### **27.1 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.

### **27.2 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.

## 28 FOOD ALLERGIES

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### 28.1 INTRODUCTION

As part of your role, you may be required to work with patrons with food allergies.

The procedures below are to be followed to ensure the health and safety risks associated with food allergies are minimised.

### 28.2 ORGANISATION'S RESPONSIBILITIES

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

- educating food kitchen and wait staff on food allergies and the Food Allergy procedure in the WHS Manual;
- providing instruction to workers on how to respond to customer requests regarding food allergies; and
- providing suitable equipment and facilities to safely prepare food for patrons with allergies.

### 28.3 WORKER RESPONSIBILITIES

#### vi) Wait staff

If you are wait staff and you have been advised by a customer that they have a food allergy you are responsible for:

- providing the customer with the information they need to make an informed choice;
  - ensuring you are very clear on what foods are involved and answer honestly. You cannot guarantee allergen free food, but you can make the food you serve safer;
  - if you are unsure of the customer's question, say so. Never guess, it could trigger a life-threatening emergency;
  - write the customer's request clearly on the order docket and also talk to the kitchen staff about it;
  - take care that no food or liquid spills onto the allergen free meal from another plate; and
  - tell the customer what you have done to reduce the risk of an allergen being present in the food item.
- It is the customer's responsibility to advise service staff that they have a food allergy.

#### vii) Kitchen staff

- When preparing a meal for someone with an allergy you must:
- advise all kitchen staff that an allergen-free meal is being prepared;



- avoid cross contamination at all times – from the time the food arrives at the business to when it is served to a customer;
  - keep surfaces, utensils and hands clean;
  - not substitute or add ingredients if you are not sure what the replacement product contains; and
  - check that no high-risk garnishes have been added to the plate.
- To decrease the risk of cross contamination and accidental exposure to allergens you must:
    - store food safely in clearly labelled containers;
    - know your ingredients. Always read the labels; and
    - remember that heating and cooling food does not destroy allergens.

## 29 HEALTH AND HYGIENE FOR FOOD HANDLERS

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### 29.1 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.

### 29.2 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.

### **29.3 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.

#### **29.4 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.

## 30 WORKING LATE

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### 30.1 INTRODUCTION

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

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

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

### 30.2 WORKER RESPONSIBILITIES

When you are working late for the Organisation, you are responsible for ensuring:

- you comply with any site specific health and safety policies and procedures
- where required, you have reviewed and completed the **Working Late Safety Checklist** and are aware of the site hazards, risks and control measures
- you have a charged mobile phone or other agreed communications method in the case of an emergency
- where applicable, you always let an employer, family member or security guard know you are working late and the time in which you expect to leave
- where applicable, you use a "buddy system" eg arrange to work late on the same night as a friend or colleague
- you plan, be cautious, assess situational risk and consider which areas are safe where you can retreat to and/or call for help
- If practical, before it is dark outside, move your car to a well lit area that is close to a building or where possible, a parking lot attendant
- before co-workers leave, checking that all the doors and windows are locked and make sure nobody is in the washrooms and storage rooms
- if you enter a room and suspect that someone might be inside, do not call out. Back out quietly and go to a safe area with a lockable door and call for help
- if you encounter someone you don't know, indicate that you are not alone eg say "my supervisor will be right here and will be able to help you" or something similar
- if you suspect someone is lurking outside, call the police
- you consider safe transportation home or to parking areas after hours
- you consider parking spots that are close to the building and that are well lit and

- you are aware of the services offered by local transit companies for after-hours commuters eg they may have a "request stop" service that allows commuters to get off anywhere along the route after dark, rather than at a designated stop.

## 31 WORKING FROM HOME

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### 31.1 INTRODUCTION

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

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

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

Risks associated with working from home will be addressed via a risk management approach. This policy should be implemented in conjunction with the Organisation's **Risk Management**, **Mental Health**, **Workplace Violence and Aggression** and **Emergency Procedures** policies.

### 31.2 WORKER RESPONSIBILITIES

When you are carrying out work from home for the Organisation, you are responsible for:

- completing the **Working From Home Checklist** when the home is first used as a workplace and continue to complete at least once every six months, or as directed by management. Completed checklists are to be provided to your supervisor and/or manager
- ensuring that you do not work from home if there is potential for a dangerous situation to arise. In circumstances of impending danger, you should contact the relevant emergency services and inform management
- being cautious and assessing situational risk when working from home
- ensuring that floor surfaces are reasonably clean to minimise trip hazards
- ensuring that lighting is adequate for tasks performed
- ensuring that power outlets and power boards are not overloaded with double adaptors and earth leakage circuit protection is in place for work related equipment
- ensuring that adequate ventilation and suitable room temperature
- keeping walkways clear of clutter and trip hazards, such as electrical cords
- ensuring that the work area is separate from other hazards in the home, e.g., hot cooking surfaces in the kitchen

- ensuring that all relevant emergency procedures are followed, and first aid provisions are at hand
- ensuring that phone and communication devices are readily available to allow effective communication in an emergency situation
- ensuring that you know all relevant emergency contact numbers and details are readily accessible and
- ensuring that you advise management of any health and safety incident that may occur when working from home following the incident.



## **32 PLANT AND EQUIPMENT**

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### **32.1 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.

### **32.2 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 Organisations requirements
- actively participate in the risk assessments undertaken to identify the risks associated with the use, handling, storage, maintenance and/or disposal of plant 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.

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

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### **33.1 INTRODUCTION**

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

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

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

### **33.2 WORKER RESPONSIBILITIES**

Workers have a responsibility to:

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

## 34 COLD STORAGE WORK

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### 34.1 INTRODUCTION

Work activities in cold storage areas which may include facility cool rooms, walk in cold-rooms and freezers are a routine part of the Organisation's operations. At times, workers may be required to complete tasks within cold storage areas which can result in prolonged exposure to hazardous climates and other potential cold storage hazards and risks. The temperature and duration of exposure to cold can result in workers sustaining frostbite and hypothermia, while extended exposure can lead to serious injury or fatality.

Risks associated with cold storage working in the workplace will be addressed via a risk management approach.

### 34.2 WORKER RESPONSIBILITIES

To ensure that the Organisation is able to eliminate or minimise the risk of workers sustaining a cold storage related injury or illness, you are responsible for ensuring that you:

- have been trained and deemed competent by the Organisation to undertake your proposed role or job
- have been instructed and trained in the causes and effects of cold storage exposure and understand the risk factors that may result in a cold exposure injury such as frostbite or hypothermia
- have been instructed and trained in the implementation of specific controls designed to eliminate or minimise the impact of cold exposure
- review and consult with management on the relevant emergency responses required should you, or any other worker, sustain a cold exposure injury
- take part in emergency training and ensure you understand and maintain effective communication systems in case of an emergency in a cold storage area
- at all times utilise and wear appropriate and adequate PPE and any protective clothing as instructed by management
- actively participate in the development and review of procedures designed to eliminate or minimise the impact of cold exposure on workers
- stay alert in cold storage areas, regularly assess situational risk and identify and report any indication of a cold storage hazard
- immediately report any evidence of a cold exposure illness being sustained by you or others at work and
- report any symptoms of frostbite or hypothermia such as numbness in hands or fingers, uncontrolled shivering, loss of fine motor skills, slurred speech and difficulty thinking clearly and irrational behaviour.

## **35 ARMED ROBBERY**

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### **35.1 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.

### **35.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation is responsible for:

- implementing preventative control measures 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 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
- contact 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.

### **35.3 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 to. 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 arrive 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.

## 36 BEHAVIOUR MANAGEMENT

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

As such, the Organisation is committed to preventing and/or minimising risk to participants, workers and visitors that relate to such acts. All visitors, carers and relatives will be required to act in a way that does not put the health, safety and general well-being of participants and staff at risk.

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

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

## 37 LABORATORY AND CLINICAL SAFETY

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### 37.1 INTRODUCTION

The nature of laboratory and clinical work often presents a wide range of hazards to workers. Having specific procedures in place for the Organisation is crucial in ensuring the safety of workers involved in tasks where risks associated with biological, chemical, physical and environmental hazards may be encountered in these environments.

The Organisation has therefore, implemented an effective risk control programme that considers every aspect of work undertaken within the facility. Its objective is to ensure all foreseeable risks to health and safety in a laboratory or clinical setting are identified and strategies are put into place to eliminate or minimise such risks. This may include, but is not limited to, the development of defined safe work practices based upon risk management procedures.

### 37.2 WORKER RESPONSIBILITIES

Where working with laboratory and clinical hazards, you are responsible for:

- ensuring you are familiar with any hazards associated with working in a laboratory or clinical environment
- ensuring that you have received the appropriate training and instruction and have been deemed competent by the Organisation in relation to risk minimisation strategies designed to control exposure to risks related to working in a laboratory or clinical environment
- following any reasonable instruction you receive on how to perform laboratory and clinical work safely
- taking reasonable care to prevent exposure to hazards to yourself or others
- ensuring any and all control mechanisms are implemented, laboratory or clinical governance principles are adhered to, housekeeping standards are strictly adhered to and contaminated clothing or items are either disposed of or suitably cleaned and/or disinfected
- ensuring that you are aware of the laboratory or clinical emergency response plan and are able to actively participate in any emergency response required of you including the responses to spillages or leakages of chemicals, dangerous goods and/or hazardous biological products or substances
- ensuring that you are aware of the Organisation's sharps policy and the specific protocols developed to manage injuries and biological exposure from sharps such as those caused by needlestick
- ensuring that you are aware of, understand and conform to the Organisation's security policy regarding restricted areas and that you do not enter into any area of the laboratory or clinic unless authorised to do so
- notifying management of any risks associated with laboratory or clinical work that you become aware of
- ensuring that you are able to comply with the Organisation's procedures for waste disposal



- ensuring you utilise any PPE that is provided to eliminate or minimise exposure to risks associated with working in a laboratory or clinical environment
- informing management if you become aware of any condition, disability or impairment (temporary or otherwise) to yourself that may potentially affect your capacity to participate safely in laboratory or clinical activities or in doing so, may place you at a higher risk to your health and safety. All such discussions will be considered strictly confidential and any medical information disclosed will be used only for the purpose for which it was collected and will not be disclosed without your consent unless permitted by law
- where required and where provided, undertaking any vaccination or health monitoring program related to minimising the risks associated with laboratory or clinical work and
- reporting immediately to management regarding any hazards or incidents relating associated with laboratory or clinical work.

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

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### **38.1 INTRODUCTION**

Sharps and needle/syringe injuries can cause considerable anxiety in the workplace because of the fear of contracting blood-borne diseases such as HIV, hepatitis B and hepatitis C as well as other diseases. 'Sharps' refers to objects or devices with sharp points, protuberances or cutting edges that are capable of cutting or piercing the skin, not limited to needles, syringes and acupuncture equipment.

This policy must be implemented in conjunction with the Organisation's Infection Control Policy and in accordance with the Infection Control Program.

### **38.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation is responsible for:

- identifying and assessing the risks associated with the use, handling and disposal of sharps
- controlling, as far as is practicable, the risk to staff who may be potentially exposed to sharps risks, and
- ensuring that staff have the skills, knowledge and level of competence and/or qualifications to undertake any task that may present as a risk from the use, handling and disposal of sharps.

### **38.3 WORKER RESPONSIBILITIES**

You are responsible for:

- ensuring that you have the skills, knowledge and level of competence and/or qualifications to undertake any task that may present as a risk of infection from the use, handling or disposal of any sharp
- following any procedure, guidance or instruction you receive on how to perform work or tasks that may present as a risk of infection from the use, handling or disposal of sharps, including the use of PPE, disposal containers and waste procedures
- taking reasonable care to prevent risks to other workers associated with sharps at the workplace notifying management of any risks or breaches of the sharps procedures or the Infection Control policy that you become aware of, and
- immediately reporting to management any incident related to the use, handling or disposal of sharps.

## **39 BIOLOGICAL HAZARDS - HUMAN WASTE**

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### **39.1 INTRODUCTION**

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

The degree of harm that can result depends on the type and nature of micro-organisms present in the sewage and the extent and duration of exposure. Since micro-organisms are an inherent part of sewage, the hazard cannot be eliminated.

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

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

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

Micro-organism entry into the body can also include skin contact through cuts, scratches, penetrating wounds, breathing them as a dust, aerosol or mist and certain organisms can enter the body through the surfaces of the eyes, nose and mouth.

### **39.3 WORKER RESPONSIBILITIES**

Where working with sewerage hazards, you are responsible for:

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

## 40 ELECTRICAL SAFETY

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### 40.1 INTRODUCTION

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

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

### 40.2 COMPETENT PERSON

For the purpose of determining the competency of a person undertaking testing of electrical equipment, a person will be deemed competent if they meet the criteria defined in *AS/NZS 3760:2022*, including an understanding of the risks associated with electrical equipment and is a person who has acquired the practical and theoretical skills through either of the following:

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

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

### 40.3 WORKER RESPONSIBILITIES

To ensure electrical risks are controlled, you must:

- ensure that you have the sufficient training, skills, knowledge, understanding, and authorisations to use electrical equipment
- not undertake any work on electrical equipment, including inspections, testing and maintenance, unless you are competent to do so
- actively participate in the development of specific risk management strategies to be implemented to control electrical risks before using electrical equipment
- ensure that only appropriately rated equipment is used and it is in good condition
- follow any reasonable instructions to report damaged and/or faulty equipment

- ensure that any electrical equipment considered unsafe or have not been tested is promptly taken out of service to be replaced, repaired or permanently removed from use
- ensure that all risk control measures are applied and in place prior to using, inspecting or testing electrical equipment, including the use of all appropriately rated PPE
- keep records of any inspections and/or testing and tagging of equipment that are undertaken in accordance with the Organisation's policies and procedures and
- immediately report any incident involving electrical equipment to management.

## 41 SAFE KNIFE WORK

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### 41.1 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.

### 41.2 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.

## **42 WORKPLACE TRAFFIC MANAGEMENT**

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### **42.1 INTRODUCTION**

The interaction of vehicles, powered mobile plant, workers and others at the workplace such as members of the public are part of the Organisation's daily operational activities.

Workplace activities such as loading, unloading, storage, stock retrieval and dispatching, may all involve traffic movement in addition to vehicles accessing and egressing the workplace throughout the hours of work.

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

The potential hazards associated with traffic movement in and around the workplace may include:

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

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

### **42.2 WORKER RESPONSIBILITIES**

You are responsible for ensuring that you:

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

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



## 43 SUN SAFETY

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### 43.1 INTRODUCTION

Exposure to solar ultraviolet radiation (**UVR**) is a risk for anyone who works outside. Not only is it a hazard when working in direct sunlight, it can also be reflected off certain materials, such as concrete, metal, snow, and sand, increasing the potential level of exposure.

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

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

Although heat illness can occur without sun exposure if working in a hot environment, it must also be taken into consideration for outside workers as controls for both UVR and heat illness risks can actually be in conflict. For example, heavy clothing worn for UVR protection may contribute to the heat load and increase the risk of heat illness.

### 43.2 WORKER RESPONSIBILITIES

To ensure that the Organisation is able to eliminate or control the risk to workers health and safety from exposure to solar UVR, you are responsible for:

- having received sufficient training and instruction on the risks associated with exposure to solar UVR and the safe work practices implemented by the Organisation to reduce the risk of injury and illness from exposure to solar UVR
- actively participating in the development and review of safe work practices related to the elimination or control of exposure to solar UVR
- following any reasonable instruction or work practice implemented by the Organisation designed to eliminate or control the risk of injury and illness from exposure to solar UVR, including the wearing of appropriate PPE and sunscreen and
- advising the Organisation if there is any illness, disease or condition you have that may be impacted by excessive exposure to solar UVR, or if you are currently taking any medication or are in contact with any substance that may increase your risk if exposed to solar UVR.

## 44 HEAT STRESS

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### 44.1 INTRODUCTION

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

If physical work is being undertaken, blood is diverted to the muscles resulting in a lower release of heat through the skin. Undertaking work in a heat stress environment may therefore be a hazard to the health of workers. If the body can't balance heat inputs, heat stress may lead to heat illness, a physical response designed to reduce the body temperature. A heat related illness is a general term that describes a range of progressive heat related conditions including fainting, heat rash, heat cramps, heat exhaustion and heat stroke.

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

An additional consideration is the fact that some individuals will be more prone to heat stress if they are medically unfit, on certain medications, obesity, have heart disease, are pregnant or are not acclimatised to the conditions.

### 44.2 WORKER RESPONSIBILITIES

To ensure that the Organisation is able to eliminate or minimise the risk of heat stress, you are responsible for ensuring that you:

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

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

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### **45.1 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.

### **45.2 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.

## 46 EVENTS AND FUNCTIONS

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### 46.1 INTRODUCTION

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

### 46.2 ORGANISATION'S RESPONSIBILITIES

The Organisation is responsible for:

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

### 46.3 WORKER RESPONSIBILITIES

You are responsible for:

- following the Organisation's regular policies including the code of conduct and being aware that the Organisation's policies on discrimination, workplace bullying and sexual harassment also apply at events and functions
- understanding that the Organisation is not responsible for any festivities that continue after the official event or function. Participating in any unofficial festivities will be at your own risk

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

## 47 HEALTH AND SAFETY HANDBOOK CHECKLIST AND ACKNOWLEDGEMENT FORM

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

I \_\_\_\_\_ (please print name) acknowledge that I received a copy of this Soul Hub 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 Hub Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: