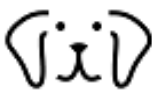


**SYDNEY  &  HOME**

Sydney Dogs and Cats  
Home  
Health and Safety  
Handbook

26 November 2021



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# 1 INTRODUCTION

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## 1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of Sydney Dogs and Cats Home (**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 safe work practices, including the safe use, handling, and storage of plant, structures and substances
- continuously improving the standards of workplace health and safety
- managing risks in the workplace and
- providing information, training, instruction and supervision sufficient for workers to understand how to undertake their work safely and without risks to others at the workplace.

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

Rebecca Beare  
**Acting General Manager**

on behalf of **Sydney Dogs and Cats Home**

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.

Rebecca Beare  
**Acting General Manager**

on behalf of **Sydney Dogs and Cats Home**

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

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

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



- actively participating in any return to work or recovery at work program
- ensuring that any plant or equipment that may be issued to you or used by you has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring they 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 and co-operation between everyone at work to help ensure that workplace hazards and risks are identified, assessed and controlled.

The arrangements for consultation will facilitate drawing upon everyone's knowledge and understanding of the workplace and the work involved to achieve positive health and safety outcomes. This may include formal representation of workers by elected representatives being involved in the consultation as required or requested or less formal means such as team meetings or toolbox talks. Consultation may also be facilitated through an effective electronic communication system.

### **5.2 CONSULTATION STATEMENT**

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

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

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

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

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

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

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

### **5.3 WORKER RESPONSIBILITIES**

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

Such participation will include:

- ensuring that you are aware of the agreed consultation arrangements in place at work
- actively participating in the reviews of the Organisation's consultation arrangements

- actively participating in reviews and the development of safe procedures
- raising any health and safety issues
- actively participating in the reviews of incidents
- actively participating in resolving health and safety issues
- signing off attendance at consultation forums and
- ensuring that minutes or records of consultation are maintained and remain available for all other workers.

## 6 HEALTH AND SAFETY ISSUES 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, ether 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 HEALTH AND SAFETY TRAINING**

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### **7.1 INTRODUCTION**

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

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

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

### **7.2 WORKER RESPONSIBILITIES**

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

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

## 8 RISK MANAGEMENT

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### 8.1 INTRODUCTION

Risk management is the process of identifying hazards that may cause an injury or illness in the workplace and deciding what may happen as a result. Once hazards in the workplace have been identified and the risks assessed, priorities can be set determining what action is to be taken to eliminate or control the risk.

### 8.2 ORGANISATION RESPONSIBILITIES

The Organisation will:

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

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

### 8.3 WORKER RESPONSIBILITIES

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

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

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

## 9 REPORTING OF INCIDENTS AND INJURIES

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### 9.1 INTRODUCTION

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

### 9.2 ORGANISATION'S RESPONSIBILITIES

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

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

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

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

### 9.3 WORKER RESPONSIBILITIES

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

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

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

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



## 10 EMERGENCY PROCEDURES

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### 10.1 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.

### 10.2 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.

### **i) 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.

### **iii) 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.

#### iv) **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.

#### ii) **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.

**v) 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.

**vi) 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.

**vii) 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.

### **viii) 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.

### **10.3 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.

# 11 ARMED ROBBERY

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## 11.1 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.

## 11.2 ORGANISATION'S RESPONSIBILITIES

The Organisation is responsible for:

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

The Organisation should as far as reasonably practicable:

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

## 11.3 WORKER RESPONSIBILITIES

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

- stay calm and try to control emotions
- follow the offender's instruction at all times
- speak only when spoken too. Explain in advance what you have to do to comply. For Example: "I am now going to open the cash register"
- do not attempt to retaliate or apprehend the offender
- avoid eye contact and show your hands
- remember as many details as possible of the offender and incident, and
- only activate the alarm systems when it is safe to do so.

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



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

## 12 THREATENING SITUATIONS

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### 12.1 INTRODUCTION

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

One such work hazard is the potential exposure to threatening situations such as threatening or aggressive behaviour from clients, customers or others at work. Therefore, the Organisation will take all reasonable steps to help ensure that workers potential exposure to any threatening situation is eliminated.

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

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

### 12.2 WORKER RESPONSIBILITIES

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

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

## 13 FIRST AID

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### 13.1 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.

### 13.2 WORKER RESPONSIBILITIES

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

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

## **14 WORKPLACE IN GENERAL**

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### **14.1 INTRODUCTION**

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

### **14.2 GENERAL**

Management and workers alike must ensure:

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

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

### **14.3 HOUSEKEEPING**

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

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

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

### **14.4 HYGIENE**

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

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

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

## **14.5 FITNESS FOR WORK**

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

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

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

## **15 DRUGS AND ALCOHOL**

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### **15.1 ILLICIT DRUGS AND ALCOHOL**

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

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

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

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

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

### **15.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION**

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

### **15.3 SCREENING**

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

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

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

This list is not exhaustive.

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

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

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

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

Work related stress describes the physical, mental, and emotional reactions that arise when workers perceive that their work demands exceed their ability to cope. Job stress is not in itself a disorder, illness, or psychological injury. However, if job stress is excessive or prolonged, it may lead to psychological and/or physical injury.

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

### 16.2 WORKER RESPONSIBILITIES

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

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

- have received an induction that includes information related to the Organisation's commitment to supporting the mental health of workers and your responsibilities related to helping to ensure a healthy and safe workplace
- understand the Organisation's policies and procedures to identify, assess, control, monitor and review risks to your mental health
- understand your role at work, ensure that the role has been clearly articulated, and that the required duties are within the scope of your skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do your work safely
- support co-workers in their awareness of mental health and strategies to eliminate or minimise the impact
- actively participate in the consultation mechanisms, forums or counselling designed to help ensure your health and safety at work, including those targeted at the overall mental health of workers



- understand the applicable organisational operations that may impact upon your mental wellbeing, including those beyond the control of the Organisation, and the processes and procedures in place to eliminate, minimise and report any mental health risks
- comply with all systems of work and procedures that are designed to support your health and safety and the health and safety of others at the workplace, including those specifically designed to eliminate or minimise mental health risks
- utilise the applicable procedure to report any work related mental health hazard or risk to your own mental health or the mental wellbeing of others at work as soon as it is identified, including any incidence of bullying or harassment (as outlined below) affecting yourselves or another worker and
- receive adequate and timely feedback on work performance.

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

To clarify, bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Examples of bullying include:

- abusive, insulting or offensive language or comments
- physical or emotional threats
- aggressive and intimidating conduct
- belittling or humiliating comments
- victimisation
- practical jokes or initiation
- unjustified criticism or complaints
- deliberately excluding someone from work-related activities
- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person's skill level
- denying access to information, supervision, consultation or resources to the detriment of the worker
- spreading misinformation or malicious rumours 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. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching and
- abusive, threatening or insulting words or behaviour.

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

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

## 17 CONTRACTOR MANAGEMENT

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### 17.1 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.

### 17.2 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.

### **17.3 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).

## 18 HAZARDOUS CHEMICALS

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### 18.1 INTRODUCTION

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

### 18.2 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring you are familiar with any hazardous chemicals that you may be required to use in the course of your duties, and with the location and contents of the associated Safety Data Sheet
- following any guidance or instruction you receive on how to perform work involving hazardous chemicals
- taking reasonable care to prevent hazardous chemical exposure to other workers, for example by replacing all lids on chemical containers, returning chemicals to the appropriate storage or locking storage areas where possible
- notifying management of any hazardous chemical risk that you become aware of, for example deteriorating containers or incorrect storage
- ensuring that chemicals are appropriately labelled, particularly when they are being decanted to another container, to include as a minimum:
  - the product identifier and
  - a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical.
- ensuring you are familiar with the hazardous chemical's label, including the meaning of any pictogram, signal word and/or hazard statement
- actively participating in risk management activities related to hazardous chemicals, including health monitoring programs where applicable
- immediately reporting any incident involving hazardous chemicals to management and
- ensuring you use any PPE that is provided to you.

## 19 HAZARDOUS MANUAL TASKS/HANDLING

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### 19.1 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 carpel 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.

## **19.2 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.

## 20 OFFICE SAFETY

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### 20.1 INTRODUCTION

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

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

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

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

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

### 20.2 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**.

## **21 CASH HANDLING**

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### **21.1 INTRODUCTION**

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

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

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

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

### **21.2 WORKER RESPONSIBILITIES**

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

Risks associated with the handling of cash in the workplace will be addressed via a risk management approach and where you are required to undertake work that involves the handling of cash, you will:

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

## 22 HOME VISITS

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### 22.1 INTRODUCTION

An integral part of the Organisation's operation is to undertake visits to client's homes and as such, workers may be required to visit clients at their home as part of their duties. Whilst the client's home then becomes a workplace for the worker, it is a workplace over which the Organisation has little or no direct control and as such, may present significant risks to the health and safety of workers.

In all circumstances where home visits occur, the Organisation is responsible for ensuring the health and safety of workers as far as is practical. To this end, the Organisation will develop, initiate and regularly review defined procedures, protocols and communication strategies designed to eliminating or minimise the risks to workers undertaking home visits.

The Organisation will also ensure that all workers who may be required to undertake home visits have sufficient tools training and instruction to identify and assess the risks associated with home visits as far as is practical and understands the relevant risk control strategies.

Training in the areas of personal safety and the handling of difficult situations, such as aggressive clients, will be provided to workers in perceived needs.

### 22.2 WORKER RESPONSIBILITIES

When preparing to visit a client's home, you will be responsible for obtaining the appropriate authorisation to undertake the home visit, the relevant planning of the visit and the identification of risks associated with any planned home visit.

Therefore, to eliminate or minimise the risk to your health and safety in relation to undertaking home visits, you must ensure that you:

- have received sufficient training and instruction to allow you to identify and assess the risks involved in home visits and implement the appropriate control strategies prior to undertaking any home visits
- actively participate in the development or review of procedures, protocols or strategies designed to minimise the risk related to home visits to yourself and others at work
- obtain the appropriate authorisation to undertake any planned or scheduled home visit
- complete a **Home Visit Register** to ensure that the Organisation has all the relevant details related to the visit
- complete a **Home Visit Safety Checklist** to identify any health and safety risks associated with a planned home visit. Where you are unable to clearly identify any specific risk, you must consult with management before undertaking the visit
- you are able to comply with the Organisational guidelines designed to eliminate or minimise the risks that may arise during a home visit such as:
  - being cautious when entering the client's home
  - ensuring the client is home and that you feel safe before entering

- asking whether there are other people at the home
- being aware of the house layout and exit routes
- keeping your keys and mobile phone on you
- taking note of all possible hazards and report them on your return to the office
- never attempting to physically stop violent or aggressive behaviour by client
- withdrawing from the visit as soon as you feel unsafe for any reason and
- report any incidents or significant observations to your manager and document all concerns in a **Hazard and Incident Report Form** upon your return to work.

## **23 REMOTE/ISOLATED WORK**

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### **23.1 INTRODUCTION**

As part of your role, you may be required to work in remote or isolated areas away from your normal workplace. This can include working off-site, travelling in the course of your duties and work that is isolated from the assistance of others due to location, time or the nature of the work being performed.

When performing remote/isolated work you can face higher levels of exposure to hazards than when you are working in a controlled environment and you may not have the same level of access to support and emergency services.

### **23.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation is responsible for:

- identifying, assessing and controlling any hazards associated with remote/isolated work in consultation with workers
- consulting with workers on communication procedures applying to remote/isolated work and the frequency of contact required. This may be at the start and end of each shift, at pre-set intervals, or as often as required based on the type of work being performed
- providing appropriate means of communication (for example a mobile phone, satellite phone, digital two-way radio, GPS tracking device, pager or land-line phone) and
- providing workers with access to a nominated person or management representative at all times whilst performing remote/isolated work.

### **23.3 WORKER RESPONSIBILITIES**

You are responsible for:

- ensuring you are familiar with weather and local conditions before commencing your journey
- assessing the risks posed by any hazards and controlling hazards where safe to do so
- contacting your manager where any hazard prevents you from performing your duties
- maintain regular contact with your nominated person in accordance with agreed communication procedures
- reporting any incidents and/or injuries sustained whilst performing remote/isolated work as soon as practicable.

## **24 WORKING OFFSITE**

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### **24.1 INTRODUCTION**

As part of your role, you may be required to work offsite in settings that are not under the control of the Organisation. This may include both working at a site controlled by a host employer, as well as working in locations that are not under the immediate control of another organisation (for example, in public domains).

### **24.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation is responsible for:

- verifying with any host employer that all hazards and risks within the offsite setting and associated with the offsite work activity have been identified, assessed and controlled:
- where there is no host employer, ensuring a risk assessment has been completed for the work to be carried out. If this is not possible prior to the offsite work commencing, workers will be directed to complete a risk assessment prior to commencing the offsite work and
- providing information to workers on the location, environment and layout of the site including access points and exits.

### **24.3 WORKER RESPONSIBILITIES**

You are responsible for:

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

## 25 WORKING FROM HOME

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### 25.1 INTRODUCTION

When workers carry out work at their residential premises (home) for the Organisation, the home is considered to be a workplace.

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

### 25.2 IDENTIFYING HAZARDS ASSOCIATED WITH WORKING AT HOME

When working at home, hazards can be identified by:

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

When identifying hazards associated with working at home, the Organisation will consider whether the following hazards are present.

#### i) **Office safety**

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

#### ii) **Drugs and alcohol**

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

#### iii) **Remote/isolated work**

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

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

#### iv) **Manual handling**

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

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

### **25.3 FIRST AID**

The Organisation will ensure that workers who are working at home have access to a first aid kit and a trained first aid officer. Details of any workplace injury or illness are to be recorded on the **Register of Injuries** and the worker's manager is to be notified as soon as reasonably practicable.

### **25.4 CONSULTATION**

The Organisation will consider the use of email and phone calls as a suitable medium for consulting with workers who are working from home.

### **25.5 EMERGENCY PROCEDURES**

The emergency plans detailed in the Emergency Procedures Policy apply to those workers who are working at home. Furthermore, emergency evacuation exercises will be conducted annually to test the emergency procedures.

Where working at home and affected by an emergency, a **Hazard and Incident Report Form** is to be completed and the worker's manager is to be notified as soon as reasonably practicable.

### **25.6 WORKPLACE INSPECTIONS**

The Organisation will conduct inspections as part of the ongoing management of hazards in the workplace.

When the home is first used as a workplace, the worker will undertake an inspection using the **Working at Home Checklist** and the **Permanent Worksite Inspection Checklist**. Inspections will continue to be undertaken by the worker at least once every six months. Completed checklists are to be provided to the workers manager.



## 26 WORKING LATE

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### 26.1 INTRODUCTION

There may be occasions your employer requires you to work late. While it is not always hazardous to work late or outside regular business hours, it can mean you are working alone and/or that you are traveling to or from work after dark. Areas that are considered safe during daylight hours can change and become lonely or isolated when the workday ends or after dark. Whether a situation is a high or low risk will depend on your location, the type of work you do, whether or not you interact with the public, and the consequences of an emergency, accident or injury. It is important to assess each location and situation individually. In many situations, when you are working late, you are working alone, or the risks and solutions are similar to when you are working alone.

### 26.2 ORGANISATION'S RESPONSIBILITIES

The Organisation is responsible for:

- ensuring a risk assessment has been completed for the work to be carried out after normal work hours have ended and
- providing information on increased risks associated with the location, environment and layout of the site including access points and exits after normal work hours have ended.

### 26.3 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring you comply with any site-specific health and safety policies and procedures
- always letting your employer, family member or security guard know you are working late and when you expect to leave
- using the **Working Late Checklist** to check you are following safe procedures
- using the "buddy system". Arrange to work late on the same night as a friend or colleague
- planning ahead and think about which areas are safe where you can retreat to and/or call for help
- before it is dark outside, moving your car to a well-lit area that is close to your building or a parking lot attendant
- before your 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. Call for help
- if you encounter someone you don't know, indicate that you are not alone. Say "my supervisor will be right here and will be able to help you"
- if you suspect someone is lurking outside, call the police or security officers

- asking your employer to consider providing safe transportation home or to parking areas after hours. Consider designating parking spots that are close to the building and well-lit for those who work after hours and
- being aware of the services offered by your local transit company 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).

## **27 EVENTS AND FUNCTIONS**

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### **27.1 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.

### **27.2 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.

### **27.3 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.

## 28 PLANT AND EQUIPMENT

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### 28.1 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.

### 28.2 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.

## 29 MOTOR VEHICLES

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### 29.1 INTRODUCTION

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

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

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

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

### 29.2 WORKER RESPONSIBILITIES

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

- ensure that you have the appropriate licence or certificate and Organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation such as loading and unloading
- ensure that you advise management immediately if you disqualified or suspended from driving and that you are able to produce your license for scrutiny by management as requested
- ensure that you are familiar with the motor vehicle you are required to operate and are able to operate the vehicle in a safe manner, taking into consideration the applicable road conditions and prevailing weather
- ensure you comply with any legislative requirements relating to the use or operation of the motor vehicle
- ensure you follow any reasonable health and safety instruction given to you by the Organisation, including scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- ensure that you do not drive or operate a motor vehicle if you are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish your perception, reflexes, responses or cognitive thinking
- ensure that you comply with the Organisation's vehicle breakdown procedures when required
- in the event a vehicle accident, first seek medical attention if required. However, if you are able to do so, ensure that you follow the Organisation's accident procedures

- ensure that the motor vehicle you are to drive has been inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and is suitable for the work to be undertaken, and
- ensure that you undertake an inspection of the vehicle, preferably using the defined checklist to confirm that, as far as is practical, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy.

### 29.3 PROCEDURES

#### i) **Vehicle breakdown procedure**

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

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

You should not:

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

#### ii) **Motor vehicle accident procedure**

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

- exchange insurance details with involved parties
- seek medical attention if required
- notify the relevant emergency services as required, and



- advise the Organisation of the accident as soon as practical and provide details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions you have taken.

**iii) Use of mobile phone while operating a motor vehicle**

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

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

**iv) Reversing**

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

## 30 INSPECTION, TESTING AND MAINTENANCE

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### 30.1 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.

### 30.2 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.

## **31 HIGH PRESSURE WATER JETTING**

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### **31.1 INTRODUCTION**

Hazards associated with working with high pressure include:

- cutting and reaction forces from high pressure water jets
- flying debris
- hazardous chemicals and biological materials
- noise and
- water jetting plant and equipment.

### **31.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working with high pressure water. This will be achieved through:

- identifying and assessing the risks associated with high pressure water blasting operations
- controlling, as far as is practicable, the risk to workers who may be required to operate high pressure water jetting and/or blasting equipment in the course of their work 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 working with high pressure water blasting operations.

### **31.3 WORKER RESPONSIBILITIES**

You are responsible for:

- ensuring that you do not enter or work in or around where high-pressure water jetting or blasting is being undertaken until all the duties in relation to working with high pressure water have been complied with, including completion of the pre-start checklist
- ensuring that you have the skills and knowledge to understand the hazards associated with high pressure water blasting and the control measures implemented for your protection
- following any procedure, guidance or instruction you receive on how to perform high pressure water blasting, including the use of PPE
- taking reasonable care to prevent risks associated with high pressure water blasting to other workers
- notifying management of any risks associated with your work that you become aware of for example, additional worksite hazards not previously identified, and
- immediately reporting any incident involving high pressure water blasting.

## **32 WORKPLACE TRAFFIC MANAGEMENT**

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### **32.1 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.

### **32.2 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**.

## 33 HAZARDOUS NOISE

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### 33.1 INTRODUCTION

Hazardous noise can destroy the ability to hear clearly. It can permanently damage the nerve cells in the inner ear causing what is called noise induced hearing loss. It can also result in a permanent ringing in the ear known as tinnitus. The degree of hearing loss caused by hazardous noise is generally dependent on how loud the noise is and how long a person is exposed to it. However, if the noise is loud enough, it can cause an immediate loss in hearing ability.

Hazardous noise can also present as an added risk to the workplace as it can make it more difficult to hear sounds necessary for working safely such as instructions or warning signals.

Where noise is assessed as being potentially hazardous, in consultation with workers, the Organisation will develop and implement a Noise Control or Hearing Conservation Program. This program will include regular monitoring of the workplace, the implementation of the most appropriate noise control measures, regular maintenance of plant and machinery specifically designed to minimise noise emissions as far as possible and education and training of workers. The program may also include regular audiometric testing for workers exposed to hazardous noise.

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

### 33.2 WORKER RESPONSIBILITIES

Where working in and around hazardous noise, you are responsible for:

- ensuring that you have received sufficient training and instruction to understand the risks associated with working with noise, how to identify potentially hazardous noise sources and understand the use and function of any control measure implemented for your protection
- following any reasonable procedure, guidance or instruction given by the Organisation that is designed to reduce your risk of exposure to hazardous noise, including the effective use and maintenance of PPE
- actively participate in the development and/or review of any program designed to help eliminate or minimise the risk to workers of exposure to hazardous noise
- ensuring that you do not interfere with, or remove any noise control apparatus or device installed or any machine modification designed to reduce noise emissions
- ensuring that you do not enter a work area where hazardous noise has been identified and designated until all control measures required are implemented
- taking reasonable care to prevent risks associated with hazardous noise to yourself and other workers, and
- notifying management of any hazardous noise risk that you become aware of that may not have been previously identified, including where maintenance may be required to machinery to reduce noise levels.

## **34 SELECTING HEARING PROTECTION**

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### **34.1 INTRODUCTION**

Hearing loss is principally attributed to exposure to hazardous noise levels at work, music earphones and traffic. Noise at the workplace that exceeds the exposure standard (85 decibels) can lead to temporary or permanent hearing loss.

This hearing loss is a result of the hair cells in the inner ear being permanently damaged and once they are destroyed, they never grow back. Damage to hearing usually happens over a number of years and is known as noise induced hearing loss (NIHL). It is often a permanent condition that can have a negative impact on your life.

Some loud noises, such as explosive powered nail guns, firearms, stamping presses and forges, can damage your hearing instantly. This is known as acoustic trauma.

### **34.2 WHAT TYPE OF PROTECTOR?**

Hearing protectors are tested according to the guidelines in the Australian/New Zealand Standard, AS/NZS 1270: 2002. Once tested, hearing protectors are given a class rating from 1 to 5, where Class 5 currently offers the greatest level of noise reduction. Ear-muffs and earplugs are both available as Class 5 hearing protectors.

Ear muffs work by suppressing unwanted noise by completely covering the outer ear and are generally better for intermittent use. Disposal ear plugs are compressed foam that once inserted in the ear expand to suppress unwanted noise. Re-usable ear plugs are made from moulded silicon designed to be washed for re-use.

Filtered reusable ear plugs and custom-made ear plugs are designed for both comfort, a secure fit and to reduce the occlusion effect ie removing all sounds.

### **34.3 NOISE SAFETY THRESHOLD**

Any noise above 85 – 90 decibels can cause permanent hearing loss and so hearing protection must be worn. The only way to be absolutely sure about the noise level to have a competent person engaged to perform an exposure measurement. Manufacturers can also provide information about the noise output from plant and equipment. Remember that music and public address systems add to the noise load that is generated in operations.

### **34.4 DON'T OVER PROTECT YOUR EARS**

Avoid hearing protection that cuts out too much noise. They can:

- reduce your ability to hear warning signals, and
- tempt you to remove the hearing protectors to hear what other people are saying to you.

Hearing protectors should be used the entire time you are exposed to noise as removing your earplugs for even a short time drastically reduces their effectiveness. For example, removing your hearing protector for just five minutes out of an eight-hour day will reduce your hearing protection by 40%. Another way to consider this is that a hearing protector that gives a 30 decibel of noise reduction if worn continuously over an eight-

hour day is reduced to only approximately nine decibels of noise reduction if taken off for one hour whilst exposed to the hazardous noise.

### **34.5 COMMUNICATION BREAKDOWN**

If you currently use foam earplugs consider that these reduce high frequency sound much more than the low to mid frequencies. The frequencies of speech occur in the mid to high frequencies. This is why it is often difficult to engage in conversations while you are wearing foam earplugs. Amongst your options are filtered earplugs (reusable and custom), which reduce the volume of the noise more evenly across all frequencies and provide better sound quality than foam earplugs. This means you can communicate with fellow workers, answer telephones and hear warning signals.

Avoid that “Closed In” Feeling. Traditional forms of hearing protection can cause you to feel “closed in” and isolated from your surroundings. The so called “occlusion effect” can make some people feel uncomfortable about wearing hearing protection as it feels like you’re talking inside your own head. By comparison, filtered earplugs (reusable and custom) along with the appropriate class protection ear muffs are designed to minimise the occlusion effect and make outside noise sound as natural as if you weren’t wearing hearing protection.

### **34.6 COMFORT**

Don’t buy hearing protection that is uncomfortable to wear for long periods of time. If the job depends on wearing hearing protection all day, every day, you need to be sure it will be comfortable to wear for long durations. Otherwise workers will be tempted not to wear anything, which may result in permanent hearing loss.

For example, for work in high temperature environments, you may consider using earplugs in preference to ear-muffs to minimise discomfort. Workers may also find their ear canals get sore from repeated use of single use foam hearing protectors. Custom made hearing protectors will fit the ear perfectly, making them comfortable to wear for long periods.

### **34.7 POINTS OF DIFFERENCE**

The choice of hearing protection is governed by a number of factors including the level of the noise, comfort of the user and appropriateness of the type of protection for the environment in which it is used. When choosing a product, you should ask the following questions:

- what material are the hearing protectors made from?
- how long do the hearing protectors last for?
- is there a choice in the level of attenuation (noise reduction) available?
- what guarantees do the suppliers offer on the hearing protectors? and
- what is the after-sales service if I find they don’t fit properly?



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

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### **35.1 INTRODUCTION**

Exposure and injury can be prevented with the use of PPE where preventative measures for a hazard require additional control. Use of PPE is only to be considered when more effective control measures have been ruled out.

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

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

The Organisation will ensure:

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

### **35.3 WORKER RESPONSIBILITIES**

You have a responsibility to:

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

### **35.4 DETERMINATION OF PPE AND PROTECTIVE CLOTHING**

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

- information contained in the SDS for chemicals and dangerous goods
- operating procedures for plant,

- SWMS, and
- safe operating or work procedures.

### **35.5 SELECTION OF PPE AND PROTECTIVE CLOTHING**

All PPE selected shall conform to the appropriate legislative, Australian Standard and/or industry requirements or guidelines. PPE supplied by the Organisation remains the property of the Organisation.

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

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

If there are any defects or deficiencies found with the PPE after inspection it must be taken out of service immediately and reported to the manager. New products are continually being developed and made available this may mean an item that has been in use may be superseded and no longer available. If new equipment requires selection, the most effective PPE should be chosen according to the risk assessment or SDS information.

### **35.6 PROTECTION**

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

## 36 ASBESTOS SAFETY

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### 36.1 INTRODUCTION

Asbestos is a mineral which was used as a construction and insulation material until the late 1980s. It was commonly used in the manufacture of building materials, more commonly referred to as asbestos-containing material (**ACM**), which was manufactured up until the end of 1990.

However, asbestos was only completely banned on 31 December 2003, prohibiting the importing, storing, supplying, selling, installing, using or reusing asbestos materials, and as such it continued to be used in plant and equipment componentry until this time.

Asbestos and ACM generally takes two main forms, known as either non-friable (bonded) or friable (loosely bound). Exposure to asbestos fibres has been linked to asbestosis, mesothelioma and lung cancer. Each of these diseases have a long latency period, which means the disease usually does not develop until years after the exposure that caused it. In most cases, these diseases can emerge from between 10 and 50 years following exposure and can be fatal.

The nature of work undertaken by the Organisation may potentially expose workers to asbestos or ACM. Such exposure may be planned or unplanned work and may be unintentional and unexpected. Therefore, potential risks associated with asbestos or ACM in the workplace will be addressed via a risk management approach.

### 36.2 WORKER RESPONSIBILITIES

When undertaking work where there is the possibility of exposure to known asbestos or ACM, whether unintentionally or not, you are responsible for:

- ensuring you are familiar with any hazards associated with working with asbestos or ACM
- ensuring you have received the appropriate training and instruction in relation to risk minimisation strategies designed to control exposure to asbestos dust and the accumulation of such dust in the workplace
- following any guidance or instruction you receive on how to perform work that may involve the generation of asbestos dust, including the use of PPE, including RPE
- ensuring that you are familiar with all relevant measures designed to minimise or eliminate any exposure to asbestos or ACM and such measures are utilised when required
- where applicable, ensuring you review the **Asbestos Register** and familiarise themselves with the risks related to potential exposure to asbestos dust at the workplace
- taking reasonable care to prevent exposure to asbestos dust to yourselves and other workers and to minimise the generation and accumulation of dust
- not undertaking removal of any known or suspected asbestos or ACM without the appropriate authorisations and approvals
- where required and where provided, undertaking any health monitoring related to assessing exposure to asbestos dust

- not intentionally undertaking any uncontrolled dry cutting or any abrasive action of any asbestos or ACM
- ensuring you are aware of and follow all housekeeping, decontamination or clean up procedures designed to eliminate or reduce exposure to asbestos dust and
- notifying management of any risks related to asbestos that you become aware of.

## **37 ANIMALS**

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### **37.1 INTRODUCTION**

Veterinary workers are trained to assist in the surgical and medical procedures for animals. These workers also have experience in dealing with animals who are feeling pain or distress, the interactions with these animals may lead to injury from biting or scratching as a result of anxiety or fear.

The clinic may hold animals following surgery, for further tests or to diagnose illnesses. As part of the animals boarding they require to be fed and provided with fresh water and clean litter facilities. Animal's behaviour is not always predictable, therefore there is no risk control that will eliminate the hazard entirely. All parties must therefore be pro-active in taking steps to avoid incidents involving animals.

### **37.2 MANAGER/SUPERVISOR RESPONSIBILITIES**

The Organisation will as far as reasonably practicable ensure that:

- a system is in place to ensure the safe handling of animals who are injured or are in a state of distress
- behavioural assessments are made of animals before less experienced workers are asked to handle or approach it
- training is provided to workers to enable safe work with animals in the workplace
- the necessary PPE required for tasks that may need to be performed is available and utilised by all workers.

### **37.3 WORKER RESPONSIBILITIES**

You have responsibility to:

- conduct a thorough visual assessment of the animal before any attempt is made to handle it including but not limited to a discussion with the owner about the animal's temperament
- ensure they have received training appropriate to their role and utilise this in everyday interactions with animals. An inexperienced worker should never handle an animal which may cause harm until they have been provided with the appropriate training
- identify animals/situations which may present risks beyond their level of training and report this to management immediately
- identify appropriate handling techniques before approaching and handling animals
- utilise all PPE provided or available, for example the use of forearm protection or appropriate gloves, which will help to protect them from an animal which may become distressed or aggressive. In the event the worker does not have the PPE they require, or the PPE is not sufficient to protect from the identified risks, the worker should notify management immediately
- consider whether it may be necessary to tranquillise the animal before it can undergo treatment or transport.

Workers who are trained or have a high level of experience will be more capable of approaching and handling an animal in a calm and confident manner. As animals react to what they may interpret as aggressive behaviour it is imperative that workers understand the inherent risks associated with working with animals. On occasion there may be the need for another worker or the owner of the animal to assist in the calming of an animal to enable examination or treatment.

## 38 ANIMAL HANDLING

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### 38.1 INTRODUCTION

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

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

### 38.2 WORKER RESPONSIBILITIES

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

Worker responsibilities include:

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

- ensuring that you are aware of, and are able to implement, the emergency response plan should an incident occur during animal or stock handling to either yourself or other workers.



## 39 LABORATORY AND CLINICAL SAFETY

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### 39.1 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.

### 39.2 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.

## **40 INFECTION CONTROL – MEDICAL PRACTITIONER**

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### **40.1 INTRODUCTION**

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work.

To maintain and improve the quality of care of all patients, staff and visitors to the workplace, an effective Infection Control programme will be implemented that considers every aspect of care and treatment within the facility. The objective of the Infection Control programme is to identify the requirements of infection prevention and control and the development of safe work practices for staff based upon risk management procedures.

Therefore, risks associated with infections in the workplace will be addressed via a risk management approach and will be consistent with the Organisation's clinical governance framework and consistent with relevant state/territory health guidelines and regulations for infection control.

### **40.2 WORKER RESPONSIBILITIES**

To ensure the overall success of the infection control program at this practice, workers must be able to implement the established infection control measures and follow the protocols that have been developed. To this end, you will ensure that you:

- have been trained and deemed competent by the Organisation in the infection control protocols of this practice before undertaking any work where you may come into direct contact with patients, waste from their respective treatments or equipment, instruments and apparatus used during patient treatment
- have sufficient training, skills, knowledge, level of competence and qualifications required to undertake any task that may potentially expose you to the risk of infection at work or undertaking work related activities
- have sufficient skills and training in the effective use of all PPE required by the Organisation to eliminate or minimise the risk of infection to you or others at work
- follow any reasonable instruction given to you by the Organisation designed to eliminate or minimise the risk of infection to yourself or others at work, including the mandatory use of PPE when and where required
- actively participate in the development and review of the Organisation's infection control protocols and procedures
- actively participate in the development and review of the Organisation's administrative requirements designed to minimise the risk of infection transmission at work, including participating in any implemented testing programs
- will advise management immediately when you become aware of any potential exposure to infection to yourself or others at work during the course of your work
- will not undertake any activity, action or inaction that may knowingly place you or others at work at risk of exposure to an infection

- will advise management immediately when you become aware of contracting any illness or disease or having become aware of any condition, disability or impairment (temporary or otherwise), that may potentially affect your capacity to participate in specific work activities or where specific work activities may further impact upon your health, safety or welfare or the health and safety of others at work
- subject to medical advice or other defined reasons, actively participate in any recognised immunisation program recommended for the Organisation by an authorised health authority, accepting that such immunisation may be a condition of employment or engagement by the Organisation and
- will inform management if you are not immunised against that disease, should an outbreak of a vaccine preventable disease occur at the workplace. You will be directed to consult with your own doctor as soon as possible and may be directed not to attend work during the outbreak.

# 41 BIOLOGICAL HAZARDS

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## 41.1 INTRODUCTION

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

When biological hazards are encountered they may present situations where there is the potential for disease transmission to people. Circumstances in which biological hazards may be encountered in the workplace include handling waste, sharps, contact with animal remains, bird droppings and exposure to insect and snake bites. Risks associated with biological hazards in the workplace will be addressed via a risk management approach.

## 41.2 WORKER RESPONSIBILITIES

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

- ensuring that you have received the appropriate training and instruction in relation to risk minimisation strategies designed to control exposure to biological hazards at your workplace
- ensuring you are familiar with any biological hazards that you may encounter at the workplace
- following any guidance or instruction you receive on how to perform work that may involve exposure to biological hazards, including sharps, contact with waste and human by-products and contact with animal remains, snake and spider bites
- taking reasonable care to prevent exposure to biological hazards to other workers. For example, by ensuring any and all control mechanisms are implemented, hygiene standards are adhered to and contaminated clothing or items are either disposed of or suitably cleaned and/or disinfected where necessary
- notifying management of any risks associated with exposure to biological hazards that you become aware of at work
- ensuring you utilise any PPE or handling equipment that is provided to you that is designed to eliminate or minimise exposure to risks associated with exposure to biological hazards
- when working in an area where sharps may be located, ensuring that a suitable and appropriate receptacle, labelled "MEDICAL (or CLINICAL) WASTE – INCINERATE" and which displays the universal biohazard symbol, is available and utilised
- ensuring you are aware of the appropriate and applicable medical and emergency responses required should you, or other workers be exposed to a biological hazard, including insect, snake and spider bites or incidents resulting from the handling of waste, contaminated soils or soil by-products, sharps, animal remains and bird droppings
- reporting any incident where exposure to a biological hazard has occurred, and
- where required and where provided, undertaking any vaccination or health monitoring program related to minimising the risks associated with exposure to biological hazards.

## 42 ZOO NOTIC DISEASES

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### 42.1 ZOO NOTIC DISEASES

Zoonotic diseases are carried by animals and can be transmitted to humans. There are a number of these diseases which may be transmitted through the handling of animals and may be present in animal enclosures. You must follow safe work practices and use appropriate PPE to prevent exposure.

These diseases include but are not limited to:

- Hendra virus (equine)
- Leptospirosis and Brucellosis (a bacterial disease in dogs)
- Dermatophytosis (ringworm)
- transmission of disease via fleas and ticks
- Lyssavirus (bats) and
- Psittacosis (birds).

If you have an open wound on hands or fingers, gloves should be worn when handling animals and hands must be washed afterwards with soap and warm water.

## **43 RADIATION**

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### **43.1 INTRODUCTION**

The use of x-ray equipment is essential as part of the diagnosis and treatment of animals. Workers must be safeguarded against exposure to radiation and only qualified workers should be permitted to perform x-ray procedures. Unless immediate assistance is required to handle an animal, only the qualified operator should be in the x-ray room during exposures.

### **43.2 MANAGER/SUPERVISOR RESPONSIBILITIES**

The Organisation will as far as reasonably practicable ensure that:

- if there is a requirement to restrain an animal in position during radiography, mechanical supporting or restraining devices should be used where possible
- if an animal must be held by an individual then that person must be protected by the appropriate PPE and positioned to ensure that no part of their body comes in contact with the x-ray beam to safeguard against any unnecessary exposure
- the x-ray room should be sufficiently shielded from radiation leakage and equipment should be inspected every three years.

### **43.3 WORKER RESPONSIBILITIES**

Worker responsibilities include to:

- ensure they have received appropriate training in the use of x-ray equipment. An inexperienced worker should never operate x-ray equipment until they have been provided with the appropriate training
- wear appropriate PPE and position themselves to ensure that no part of their body comes in contact with the x-ray beam
- during radiography, ensure where possible that mechanical supporting or restraining devices are used to hold animals in place to minimize exposure.

## **44 WORKING WITH HAZARDOUS DRUGS**

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### **44.1 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.

### **44.2 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.

### **44.3 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.



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

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### **45.1 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.

### **45.2 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.

### **45.3 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.

## **46 SUN SAFETY**

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### **46.1 INTRODUCTION**

Workers who work outdoors for all or part of the day have a higher than average risk of skin cancer. This is because ultraviolet radiation in sunlight or 'solar UVR' is known to cause cancer.

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 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.

### **46.2 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 will ensure that you:

- have received sufficient training and instruction on the risks associated with exposure to solar UVR and the safe work practices implemented by the Organisation to reduce your risk of injury and illness from exposure to solar UVR
- actively participate in the development and review of safe work practices related to the elimination or control of exposure to solar UVR
- follow any reasonable instruction or work practice implemented by the Organisation designed to eliminate or control your risk of injury and illness from exposure to solar UVR, including the wearing of appropriate PPE and sunscreen, and
- advise the Organisation if there is any illness, disease or condition you may 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.

## 47 HEAT STRESS

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### 47.1 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, overweight, have heart disease, are pregnant or are not acclimatised to the conditions.

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

### 47.2 WORKER RESPONSIBILITIES

To help eliminate or minimise the risk of heat stress and workers sustaining a heat related 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 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 your workplace and immediately report any evidence of a heat related illness being sustained by yourself or others, and

- advise management if you have or become aware of, any illness or condition or any other reason that may make you more susceptible to heat stress.

## 48 WORKING IN HEAT AND COLD

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### 48.1 HEAT AND SUN

Heat illness occurs when the body cannot adequately cool itself. Signs and symptoms include feeling clumsy, nauseated, dizzy or weak.

If you experience these symptoms you should rest in a cool, well-ventilated area and drink cool fluids. If the symptoms are severe or do not go away, you must get help immediately from the first aider or report to your manager. To avoid heat illness, you should:

- take regular breaks somewhere cool if you are working in the sun
- drink water (not soft drinks or coffee). During hot weather you should be drinking about one cup (200 mL) of water every 15 to 20 minutes
- rotate between jobs in the sun and those in the shade/cool if possible
- try to perform outdoor work during the cooler part of the day
- use mechanical aids or tools to reduce the amount of physical exertion required to perform tasks and
- wear your wide brim hat, sunglasses and sunscreen, and keep your sleeves rolled down to reduce the amount of skin exposure to the sun. Note that if you are riding a bike or quad you must wear a helmet. Visors can be purchased to attach to helmets to provide sun protection.

### 48.2 COLD AND WIND

Cold stress occurs when the skin temperature drops and eventually the internal body temperature (core temperature) drops below normal. This may lead to serious health problems such as hypothermia, frostbite and trench foot, and in extreme cases may cause death. Some of the symptoms of hypothermia include fatigue and drowsiness, uncontrolled shivering, cool bluish skin, slurred speech, clumsy movements, and irritable, irrational or confused behaviour.

To avoid illnesses or injuries associated with exposure to the cold or wind, you should:

- dress warmly with layers of loose-fitting clothing (layers provide insulation), a hat/beanie/hood (reduces heat loss from the head), insulated gloves where practical, and insulated waterproof footwear
- have a change of clothes handy in case you get wet
- avoid being tired or exhausted, as you need energy to keep your muscles warm
- stay dry. Being damp or wet (eg from sweat) can increase the rate of heat loss from the body
- take frequent breaks in warm areas
- drink warm drinks (not alcohol) to remain hydrated and
- monitor your condition and that of others around you, for any signs of cold stress.

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

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### **49.1 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.

### **49.2 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.

## 50 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 Sydney Dogs and Cats Home 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 Sydney Dogs and Cats Home Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Signed:

Dated: