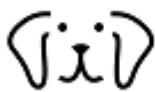



SYDNEY  &  HOME

Sydney Dogs and Cats
Home
Health and Safety
Manual

26 November 2021

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1 INTRODUCTION

1.1 HEALTH AND SAFETY IN THE WORKPLACE

Sydney Dogs and Cats Home (**the Organisation**) will do everything reasonably practicable to ensure that workers can undertake their work in a healthy and safe manner. We all play a crucial role in achieving a workplace that is free of injury and illness. The Organisation will work towards achieving this goal by providing workers with the necessary resources.

1.2 PURPOSE OF THE HEALTH AND SAFETY MANUAL

The purpose of this Health and Safety Manual is to establish the minimum standards and guidelines that are reasonably practicable for this Organisation to manage the hazards and risks in the workplace. In addition to this manual, the Organisation utilises a Health and Safety Handbook and a number of forms to assist in managing health and safety.

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

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

2 HEALTH AND SAFETY POLICY STATEMENT

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

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

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

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

4.1 INTRODUCTION

Every person in the workplace, whether an owner, employer, supervisor, contractor or worker has a role to play in ensuring the workplace is safe and free of risks.

The Organisation's health and safety system is designed to ensure the health and safety of every person at work. However, its success is dependent upon every person understanding and implementing their general duties and their overall responsibilities.

The aim of the Organisation is to ensure a positive health and safety culture where health and safety is valued as a way we do business.

4.2 ORGANISATION'S RESPONSIBILITIES

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

- providing and maintaining its workplaces and the working environment in a healthy and safe condition and providing safe systems of work
- identifying, controlling and monitoring hazards in the workplace
- ensuring the safe use, handling, storage and transportation of plant, equipment and substances
- providing sufficient information, training, instruction and supervision necessary to maintain a healthy and safe workplace and to allow workers to undertake the work safely and without risk to themselves or others at work
- provide, support and promote effective consultation with workers in a manner agreed to by the workers, regarding health and safety matters
- providing adequate facilities for the welfare of workers, and
- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.

4.3 MANAGER/SUPERVISOR RESPONSIBILITIES

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health
- implementing safe systems of work by ensuring safe products and systems are used
- maintaining the workplace, plant, machinery and substances
- implementing the required and appropriate information, training, instruction and supervision of workers

- ensuring workers do not undertake any work in which they have not received the appropriate training or instruction or do not have the appropriate skills or experience to undertake the work safely and without risk to themselves or others at work
- ensuring workers do not undertake any work in which they do not have the required qualifications or authorisations to do so
- identifying and controlling hazards in the workplace
- ensuring that the agreed health and safety consultation mechanisms are adhered to
- ensuring all relevant health and safety laws are complied with
- using the resources provided for health and safety
- ensuring workplace rules, procedures, systems of work and health and safety controls are maintained and regularly reviewed
- ensuring that all relevant health and safety inspections or audits are undertaken as scheduled and that all findings and recommendations are suitably actioned
- ensuring an appropriate investigation is undertaken for all related workplace incidents and that such investigations identify causation and corrective actions, wherever possible
- promoting health and safety in the workplace, and
- maintaining consultative mechanisms.

4.4 WORKER RESPONSIBILITIES

Workers are responsible for:

- not undertaking any work required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to themselves or others at work
- taking reasonable care for the health and safety of themselves and others who may be affected by their actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- co-operating with any reasonable health and safety policy, procedure or instruction given by the Organisation or employer that has been notified to workers
- ensuring all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (**PPE**)
- reporting any incidents or injuries sustained while working and seeking appropriate first aid when required
- advise management as soon as practicable of any symptoms that may lead to adverse health issues arising from work activities or of any health issue, or of any health issue or condition that may be adversely affected by work activities

- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- not using any plant or equipment that has not been deemed safe to use
- rectifying minor health and safety issues where authorised and safe to do so
- co-operating with any health and safety initiative, review, inspection or investigation
- actively participate in the development and review of procedures designed to eliminate or minimise work related risks
- actively participating in any return to work or recovery at work program
- ensuring that any plant or equipment that may be issued to them or used by them has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently or be in breach of the Organisation's workplace policies, and
- ensuring that they present to the workplace fit for duty and do not undertake any task or work activity for which they are not fit to do or where their health, safety or welfare may be compromised by undertaking such a task or activity.

5 CONSULTATION

5.1 INTRODUCTION

Consultation is a legal requirement and an essential part of managing health and safety in the workplace. It is most effective when it includes communication and co-operation between everyone at work to help ensure that workplace hazards and risks are identified, assessed and controlled.

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

5.2 CONSULTATION STATEMENT

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

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

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

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

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

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

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

5.3 ORGANISATION RESPONSIBILITIES

The Organisation will consult with workers in relation to:

- identifying and reviewing the arrangements for consultation
- identifying hazards and assessing risks arising from the work carried out or to be carried out
- eliminating or minimising identified hazards and risks
- the adequacy of facilities for the welfare of workers

- proposed changes that may affect the health and safety of workers and
- proposed changes to key health and safety policies and procedures, including those relating to consultation, issues resolution, the monitoring of the health of workers, conditions in the workplace, and the provision of information and training for workers.

5.4 CONSULTATION PROCEDURES

The following consultation procedures have been agreed to with workers as the most effective and efficient means of consultation regarding health and safety matters and issues.

i) Staff/Team meetings

The Organisation recognises the involvement of workers as essential in identifying potential hazards that can be eliminated, or minimised, before injuries occur. To facilitate this, the Organisation will make health and safety an agenda item at regular staff or team meetings.

Staff/team meetings will be used to:

- notify and remind workers of health and safety policies and procedures
- provide a forum for workers to have their say about health and safety issues and
- maintain awareness of health and safety.

Where required, specific health and safety issues will be raised, incidents reviewed, procedures developed and communicated, and health and safety alerts discussed.

Meetings will be used to induct workers into new or amended health and safety procedures and 'sign off' their understanding of the controls provided for the specific work in which they will be involved.

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

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

ii) Team toolbox meetings and communication

The Organisation will conduct toolbox meetings at regular intervals and on an 'as needed' basis, which may be daily, weekly, fortnightly or monthly. The frequency will be dependent upon the nature of the work, the changes to the workplace and related hazards and the needs and availability of workers. As such, toolbox meetings will be conducted to:

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

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

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

Toolbox meetings will also be used to induct workers into and 'sign off' their understanding of the controls provided in safety procedures for the specific work for which they will be involved in.

All toolbox meetings will be recorded on the **Toolbox Talk Form** and signed off by participants. Where corrective actions are identified, these will be followed up and signed off by the nominated person.

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

iii) **Noticeboards/Safety folders**

A health and safety noticeboard will be positioned in a conspicuous place in the workplace.

The noticeboard will display the following:

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

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

5.5 **WORKER RESPONSIBILITIES**

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

Such participation will include:

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

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

6 HEALTH AND SAFETY ISSUES RESOLUTION

6.1 INTRODUCTION

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

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

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

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

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

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

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

6.2 ORGANISATION RESPONSIBILITIES

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

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

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

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

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

6.3 SUPERVISOR RESPONSIBILITIES

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

6.4 WORKER RESPONSIBILITIES

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

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

6.5 ISSUES RESOLUTION OUTCOMES

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

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

Where a written agreement is prepared:

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

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

7 HEALTH AND SAFETY TRAINING

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 AIMS OF HEALTH AND SAFETY TRAINING

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

Health and safety training are conducted to ensure that:

- appropriate health and safety information, instruction, training and supervision is provided to all workers
- health and safety competencies for all workers are identified and reviewed and the appropriate training provided
- health and safety competencies of contractors, labour hire workers, volunteers and visitors are assessed prior to engagement, and
- workers receive training in the health and safety requirements appropriate to their position and tasks (including re-training where necessary).

Records of training conducted will be retained by the Organisation.

7.3 HEALTH AND SAFETY TRAINING PROVIDED

The Organisation will provide the following:

- health and safety inductions for all workers
- first aid training for nominated first aid officers
- emergency evacuation training for nominated fire wardens if appointed
- training on health and safety obligations for officers
- risk management training for workers, and
- skill training for plant and equipment.

A record of training will be kept using the **Skills Matrix and Training Register** form, detailing when a worker was trained, and if required, when the skill expires and retraining is required. For example, CPR refresher training is required every year and first aid training is required every three years.

8 RISK MANAGEMENT

8.1 INTRODUCTION

Risk management is the key process in ensuring a safe and healthy workplace. In health and safety terms, risk management is the process of identifying situations which have the potential to cause harm to people or property, and then taking appropriate steps to prevent the hazardous situation occurring or reduce the risk of injury and illness to workers.

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

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

8.2 THE RISK MANAGEMENT PROCESS

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

Step 1: *Identifying* - Identifying the problem that could cause harm, this is known as hazard identification

Step 2: *Assessing* - Determining how serious a problem it is, the likelihood of an incident/accident occurring and the consequence and potential severity, this is known as risk assessment

Step 3: *Controlling* - Deciding what needs to be done to solve the problem, this is known as risk elimination or control

Step 4: *Monitoring and Reviewing* – This involves reviewing the actions taken to determine the effectiveness of the controls implemented.

i) Hazard identification

Hazard identification aims to determine what hazards exist (or could foreseeably exist), so that control measures can be implemented to address the hazard before it causes any harm.

Hazard identification activities will include:

- conducting workplace inspections to identify hazards
- regular work area observations and discussions with workers
- identifying and assessing hazards on an ongoing basis
- assessing products and services prior to purchasing to identify potential risks
- undertaking incident and injury investigations and reviewing past incident and accidents data
- talking to workers performing the task to find out what they consider as safety issues

- reviewing any information already available, for example safety data sheets, manufacturer's specifications and instructions and safe operating procedure to see what hazards have already been identified and how these are controlled and
- thinking creatively about what could happen if something went wrong.

Identified hazards will be recorded on a **Hazard and Incident Report Form** which will be used in conjunction with the monitoring and review of identified hazards and implemented controls.

ii) Risk assessment

Once a hazard has been identified and recorded, the Organisation, in consultation with workers, will conduct a Risk Assessment using the **Risk Assessment Form** to determine how likely it is that someone may be harmed by the hazard and how serious the injury or illness could be.

The risk assessment will provide the Organisation knowledge to make informed decisions about controlling risks in the workplace. In doing so, the Organisation will consider:

- the effectiveness of existing control measures in controlling all types of harm
- how work is actually undertaken
- situations that may occur infrequently or would be considered abnormal
- any harm that may be caused during maintenance and cleaning and
- any harm that may be caused during breakdowns of plant or equipment or failures of health and safety control measures.

To estimate the severity or degree of harm that could result from each hazard the Organisation will consider all factors that may impact upon the severity of the injury or illness, such as:

- the type of harm that may be caused
- the factors that may influence the severity of harm that occurs
- the number of persons exposed to the hazard or activities undertaken by the Organisation that may cause harm and
- potential emergency situations that may occur.

If a hazard is obvious and the risk of injury or illness is high, action will be taken immediately to control the risk, even if only as an interim measure. Where a control is implemented as an interim measure, a thorough risk assessment will be conducted to decide on more permanent control measures.

When assessing the risk of injury or illness the following information regarding the hazard will be reviewed where relevant:

- any hazard information supplied with a product or substance such as safety data sheets
- workers experience with similar hazards or from incident/injury data
- guidance materials available from government health and safety bodies/regulators in relation to particular hazards, processes or work tasks
- industry codes of practice

- relevant Australian Standards
- the working environment, including the layout and condition of the premises and equipment and the materials used in the workplace
- the capability, skill, experience and age of people ordinarily undertaking the work
- the training, supervision and work procedures being used and
- any reasonably foreseeable changes in the working conditions and environment.

Once the above information has been considered, an initial risk ranking can be applied to the hazard and recorded on the **Risk Assessment Form** to enable the Organisation to set priorities for control measures. The likelihood that a hazard will cause harm and the potential consequence or severity of the harm will influence decisions about the control measures required.

As such, the risk ranking matrix provided on the **Risk Assessment Form** will be used to help provide a priority list for control actions.

The Organisation will rate the likelihood of a hazard causing harm as one of the following:

- almost certain – expected to occur in most circumstances
- likely – has occurred before and will probably occur in most circumstances.
- possible – might occur occasionally and could happen
- unlikely – could possibly happen at some time or
- rare – is practically impossible but may happen in exceptional circumstances.

The Organisation will rate the seriousness of the injury or illness that the hazard can cause as one of the following:

- severe – extensive damage to property or fatality
- major – major damage to property or hospitalisation with potential to result in permanent impairment
- moderate – moderate damage to property or multiple injuries, and person unable to resume normal duties in the short-medium term
- minor – minor damage to property or first aid treatment/precautionary medical attention only, and person likely to immediately resume normal duties or
- marginal – no injury/minor first aid treatment only or consequences that can be dealt with by routine operations.

In consultation with the relevant workers, the Organisation will confirm the risk rating, and the control measures to be implemented and actions will be recorded using the **Risk Assessment Form**.

iii) **Hazard elimination or risk control**

Once the hazards in the workplace have been identified and assessed, priorities will be set determining what action is to be taken to eliminate or control the hazard. Control of risk takes a variety of forms

depending on the nature of the hazard and will be based on the 'hierarchy of control' options emphasising the elimination of the hazard at its source, or if this is not reasonably practicable, then reducing the risks to the worker. The hierarchy of control measures will be applied when determining control measures for each identified hazard in the workplace.

Where a hazard is identified, the Organisation will use the below hierarchy to determine the most effective and appropriate control measure:

- **Level 1** controls provide the highest level of health and safety protection and are the most reliable in preventing harm. They involve eliminating the hazard from the workplace, for example, by bringing a job to ground level to eliminate the need to work at heights
- **Level 2** controls provide a medium level of health and safety protection, and as such will only be used if a Level 1 control is not reasonably practicable. Level 2 controls may involve:
 - substituting (either wholly or partly) the hazard from the workplace with something that presents a lesser risk. For example, substituting a non-toxic, organic cleaner for a toxic cleaner
 - isolating the hazard so that no worker is exposed to it. For example, removing power or energy from a malfunctioning piece of equipment, or blocking access to an area of the workplace deemed hazardous and
 - implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, erecting a guard or barrier to prevent a worker from reaching into machinery whilst it is operating
- **Level 3** controls provide the lowest level of health and safety protection, and as such will only be used if a Level 1 or Level 2 control is not reasonably practicable. These controls will be used in conjunction with a Level 2 control to reduce the risk to an acceptable level. This may involve:
 - implementing administrative controls to reduce the exposure of workers to the remaining risk. For example, training everyone to work safely, writing a safe work method statement, rotating the work or managing the time workers are exposed to the risk and
 - providing PPE in conjunction with other Level 2 and Level 3 controls.

Agreed control measures should not introduce any new hazards or risks to the workplace. The implemented controls are recorded on the **Risk Assessment Form**. Periodic review of control measures must be undertaken to determine their suitability and effectiveness. Any risks which have not been eliminated and/or still require a control measure, should be updated on a **Risk Register**, which will be used to assist in the monitoring and review process.

Management of the Organisation will ensure that controls are being appropriately and consistently applied throughout the workplace.

iv) **Monitoring and review**

The risk management process requires regular monitoring and review to ensure that the actions taken are effective and the control measures implemented are appropriate. The review may include reviewing related policies, procedures, risk assessments and control measures and will be undertaken whenever:

- the control measure is not effective in controlling the risk

- a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- a new hazard or risk is identified
- the results of consultation indicate that a review is necessary and
- there is an incident in a related area of work.

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 considered by those making decisions. To this end, in addition to their overall health and safety responsibilities, workers are responsible for:

- identifying any hazards that could present a risk to the health and safety of themselves, their colleagues or others and where it is safe to do so, immediately take steps to prevent the hazard from posing a health or safety risk
- reporting any hazards to management that they may identify and completing the **Hazard and Incident Report Form**
- actively participate in the risk management program, including workplace inspections, risk assessments using the **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 JOB SAFETY ANALYSIS

9.1 INTRODUCTION

This procedure relates to the template for a site Job Safety Analysis (JSA) and provides guidance on the use of this assessment.

9.2 WHY DO A JSA?

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

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

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

9.3 WHEN DO YOU DO A JSA?

A JSA will be used for:

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

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

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

9.4 FOUR BASIC STEPS

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

- select the job to be analysed

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

9.5 HOW DO YOU CONDUCT A JSA?

Conduct a JSA by following the steps below:

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

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

Completed JSA's will be reviewed:

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

9.6 FURTHER CONSIDERATIONS

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

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

9.7 THE BENEFITS OF COMPLETING A JSA

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

10 INCIDENT AND INJURY REPORTING

10.1 INTRODUCTION

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

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

10.2 REPORTING REQUIREMENTS

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

i) Internal reporting and investigation procedures

Minor injuries which require no treatment, or first aid treatment only, will be recorded on the **Register of Injuries**.

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

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

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

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

ii) External reporting requirements

The Organisation will notify the relevant state health and safety regulator immediately by phone of any dangerous or notifiable incident and will secure and not interfere with the incident site. Where required notice in writing shall be provided within 48 hours of the event.

A dangerous or notifiable incident is:

- an incident involving the death of a worker
- an incident involving a *serious injury or illness* of a worker, or
- an incident otherwise considered a *dangerous incident*.

A *serious injury or illness* of a worker means an injury or illness requiring the worker to have:

- immediate treatment as an in-patient in a hospital
- immediate treatment for:
 - the amputation of any part of his or her body
 - a serious head injury
 - a serious eye injury
 - a serious burn
 - the separation of skin from an underlying tissue (such as de-gloving or scalping)
 - a spinal injury
 - the loss of a bodily function
 - serious lacerations
- medical treatment within 48 hours of exposure to a substance.

A *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to health and safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with applicable health and safety regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
- the interruption of the main system of ventilation in an underground excavation or tunnel.

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

10.3 INCIDENT NOTIFICATION

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

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

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

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

- directors/other management as soon as possible following the event and not more than 24 hours after the event
- return to work coordinator and workers compensation claims officer
- workers compensation insurer
- the police, where there has been a fatality
- trauma debriefing service
- group insurance manager (if a contractor or member of the public is injured or private property damage is sustained), and
- next of kin (either the workers manager or supervisor will communicate this information).

11 INJURY MANAGEMENT AND RETURN-TO-WORK

11.1 INTRODUCTION

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

As part of this commitment, it will:

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

11.2 PROCEDURES

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

i) Notification of injuries

All injuries must be notified to management as soon as practicable.

All minor injuries will be recorded on the **Register of Injuries**.

All injuries requiring medical treatment must be notified to management as soon as practicable using the **Hazard and Incident Report Form**.

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

ii) Recovery

All injured workers will receive appropriate first aid or medical treatment as soon as possible.

Injured workers will be permitted to nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning return to work.

iii) Return to work

A suitable person will be arranged to explain the return to work process to injured workers.

The injured worker will be offered the assistance of an accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices.

iv) Suitable duties

An individual return to work plan will be developed when injured workers are, according to medical advice, capable of returning to work.

Injured workers will be provided with suitable duties that are consistent with medical advice and are meaningful, productive and appropriate to the worker's physical and psychological condition.

Depending on the individual circumstances of injured workers, suitable duties may be at the same workplace or a different workplace, the same job with modified duties or a different job, and may involve modified hours of work.

v) Non work-related injury

Where the company can accommodate a worker with a non-work-related injury, it will make every endeavour to do so. A return to work plan will be developed, in consultation with the worker and his/her treating practitioner, when modified duties can be provided.

vi) Dispute resolution

If disagreements about the return to work program or suitable duties arise, the Organisation will work with injured workers and their representatives to try to resolve the issue.

If all parties are unable to resolve the dispute, the Organisation will seek to involve the workers compensation insurer, an accredited rehabilitation provider, the treating doctor or an injury management consultant.

12 EMERGENCY PROCEDURES

12.1 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.

12.2 ORGANISATION RESPONSIBILITIES

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

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

12.3 EMERGENCY PLANS

The emergency plan will be documented to set out how the organisation will respond to all identified emergency situations.

The emergency plan will include details such as:

- emergency situations that are applicable to the Organisation and its workers
- command and control structures, including effective communication with all people at the workplace and to notify emergency service organisations at the earliest opportunity where necessary
- nearest medical facilities and first aid provisions
- emergency contact list
- description of adequate emergency equipment
- procedures for when the relevant emergency services may not respond or be able to deal with the emergency (if applicable)
- provision for testing of emergency procedures, including frequency of testing and
- information training and instruction provisions.

Where an emergency situation does arise, the emergency personnel will be responsible for taking control of the situation and ensuring all workers are evacuated from the workplace in accordance with the workplace emergency procedures. Emergency evacuation exercises will be conducted annually to test emergency procedures. All workers will be required to participate in the emergency evacuation exercises. The Organisation will provide the necessary information, instruction and training in relation to the emergency plan prior to participating in the exercises and refreshed on a regular basis. Any training and instruction provided to workers will be recorded in the **Skills Matrix and Training Register**.

The site will arrange for emergency services to participate in the tests where practicable. The exercises will be observed, and the outcomes reviewed, to determine the effectiveness of the procedures in place.

The emergency procedures will be communicated to all workers and visitors as part of the induction process. A copy of the emergency plan is available to emergency services and local councils on request.

The emergency procedure, or a summary of, will be readily accessible by workers or displayed in a prominent location within the workplace.

i) **Medical emergencies**

In the event a medical emergency arises, and someone requires emergency medical attention, the following procedure will be adopted:

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

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

ii) Bomb threat

In the event a bomb threat is received, the following procedure will be adopted:

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

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

iii) Fire

In the event a worker discovers a fire, the following procedure will be adopted:

- the worker should assess the situation and the safety of anyone in the immediate vicinity
- the worker should immediately call for help or operate the nearest fire alarm and have someone advise the nominated emergency co-ordinator or fire warden
- where it is safe to do so, the worker should attempt to put out the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame and
- if it is not safe to do so, the fire increases in size, or the extinguisher runs out, the worker should evacuate to the nearest evacuation assembly point.

In the event a fire alarm is sounded, the following procedure will be adopted:

- warden/management staff will contact emergency services
- all workers should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point and
- any missing worker will be reported to a fire warden or emergency services.

Fire exits will be kept clear from obstruction at all times. Fire extinguishers will be located in conspicuous, readily accessible locations in the workplace. A clearance of 1,000mm must be maintained around each fire extinguisher. Signage that complies with *AS 2444-2001 Portable Fire Extinguishers and Fire Blankets* will be displayed. All workers must know their evacuation route and assembly point in case of a fire.

At all times workers should remain calm. Workers should not run, panic or take belongings with them when evacuating. The building will not be re-entered until it has been cleared as safe to do so by the emergency co-ordinator/fire warden or emergency services.

iv) Chemical spill

Appropriate emergency/clean up equipment is to be made available and maintained prior to a chemical spill occurring.

Specific advice on how to manage a chemical spill is contained within the product's Safety Data Sheet (**SDS**). Workers are to have access to and be familiar with each product's SDS so that appropriate health and safety control measures are implemented.

In the event of a minor chemical spill or leak, the following procedure will be adopted:

- the chemical will be cleaned up in accordance with the product's SDS, including the requirement to wear certain PPE
- if the spilt chemical is a flammable liquid, ensure that ignition sources are eliminated
- the spill or leak will be contained to prevent the chemical from spreading. This may be achieved with spill containment equipment or by placing a small leaking container into a larger container to contain the leak
- if required, isolate the area where the chemical has been spilt to control access
- clean the spill immediately
- dispose of waste in accordance with local regulations and do not mix substances in the waste bin because they might react and
- notify management and complete a **Hazard and Incident Report Form**. In certain situations, there may be a requirement to notify the State or Territory health and safety regulator.

v) Remote or isolated work emergency

Where workers undertake work in a remote or isolated location and there is an emergency, the following procedure will be adopted:

- determine physical location by urban street reference, rural address number, geographical feature and/or GPS coordinates (where available)
- confirm location using GPS mapping software, and obtain/confirm location coordinates for emergency services (if possible)
- contact the appropriate emergency service or breakdown service to respond to the last known location of the worker
- establish who will be responsible to coordinate the recovery of workers and assets
- draft a log of events, maintain contact with workers requiring assistance, and relay instructions for the emergency response and
- maintain contact with affected workers until emergency services or breakdown services reaches their location.

i) Motor vehicle accidents

If workers are involved in a motor vehicle accident in the course of their duties, the following procedures should be followed by workers:

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary)
- seek first aid if they are injured or render assistance to any injured person if it is safe to do so
- set up a warning system for any approaching vehicles to prevent the risk of further accidents (this could be turning on hazard lights if possible)
- exchange insurance details with involved parties, record the registration details of the vehicles involved, as well as the name and licence details of the driver/s
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property
- give their name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

Workers must notify management of any accidents occurring in the course of their duties as soon as practicable including details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions they have taken. Workers must complete a **Hazard and Incident Report Form** and they are responsible for entering the details of any injury on the **Register of Injuries** form in accordance with the **Reporting of Incidents and Injuries** policy in the Health and Safety Handbook.

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

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

vi) Environmental incident

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

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

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

vii) Plant, equipment or structure failure

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

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

In the event of a plant, equipment or structural failure that requires an emergency response, the following procedure will be adopted:

- if it is safe to do so assess the incident to ensure the safety of anyone in the immediate vicinity
- if plant is powered, ensure power is isolated to prevent inadvertent start up
- ensure first aid is rendered to any person injured as a result of the incident
- contact emergency services if necessary
- ensure management and emergency response team are notified
- ensure general emergency response procedure is commenced and followed if required
- where necessary workers will leave the site or building immediately via the nearest emergency exit to the nearest evacuation assembly point and
- ensure area is isolated and barricaded off if possible to prevent further injury.

viii) Bushfires

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

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

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

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

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

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

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

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

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

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

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

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

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

ix) Floods

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

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

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

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

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

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

When a flood warning is issued, the Organisation will:

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

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

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

When returning to the premises, the Organisation will:

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

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

12.4 INCIDENT REPORT

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

12.5 WORKER RESPONSIBILITIES

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

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

13 ARMED ROBBERY

13.1 INTRODUCTION

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

13.2 PREVENTATIVE MEASURES

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

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

13.3 DURING AN ARMED ROBBERY

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

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

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

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

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

14 THREATENING SITUATIONS

14.1 INTRODUCTION

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

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

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

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

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

14.2 ORGANISATION'S RESPONSIBILITIES

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

In particular, it is responsible for:

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

14.3 WORKER RESPONSIBILITIES

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

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

15 FIRST AID

15.1 INTRODUCTION

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

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

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

15.2 ORGANISATION RESPONSIBILITIES

In relation to the provision of first aid, the Organisation will ensure:

- the provision of first aid treatment and appropriate equipment and facilities for the delivery and administration of that treatment
- each worker has access to first aid equipment and facilities
- that there are an adequate number of workers formally trained in first aid to deliver a first aid service that is commensurate with the size and location of the workplace, the size and composition of the workforce and others who may visit the workplace, the nature of the work being carried out, the location and proximity of the workplace to emergency services and in operating any additional first aid and/or emergency equipment that may be available
- records of any injury or illness that meets relevant health requirement will be maintained
- periodic reviewing of first aid needs to ensure the provision remains appropriate to the Organisation's needs
- that a person is nominated to inspect the first aid kit or kits regularly and will ensure contents remain sufficient to meet the needs of the Organisation, remain "fit for use", have not exceeded their expiry dates and have not been tampered with and
- a record of first aid kit inspection details is recorded, indicating the date of inspection and the person who undertook the inspection.

The Organisation will also ensure the inclusion of first aid information in induction training will help ensure that new workers are made aware of first aid arrangements and all emergency procedures protocols.

15.3 FIRST AID KITS

First aid kits provided in the workplace will:

- be constructed of a material that will protect the contents from dust, moisture and contamination

- be clearly and legibly marked on the outside with the words FIRST AID and a safety information sign complying with *AS/NZS 1319-1994: Safety Signs for the Occupational Environment* that generally includes a white cross on a green background
- contain nothing except first aid equipment and resources in appropriate quantities
- be audited on a regular basis and contents replenished as required and
- be kept clean.

The first aid kit will include:

- an inventory of the first aid equipment and resources which the kit is required to contain
- a notebook and pen for the purposes of recording information regarding treatment and usage
- cardiopulmonary resuscitation (**CPR**) flow chart and
- a **Register of Injuries** form, or instructions on where to obtain the form.

15.4 ADDITIONAL FIRST AID EQUIPMENT AND FACILITIES

The Organisation will consider the need for first aid facilities and additional first aid equipment via a risk assessment approach and in consultation with workers.

As such, first aid facilities and additional first aid equipment may include:

- automated external defibrillators (**AEDs**), particularly if there is a risk of electrocution or where there are large numbers of members of the public. AEDs should be located in an area clearly visible, accessible, not exposed to extreme temperatures and maintained according to the manufacturer's specifications
- an asthma-relieving inhaler and a spacer to treat asthma attacks and epinephrine auto-injector for the treatment of anaphylaxis or severe allergies a first aid room if a risk assessment indicates it would be difficult to administer first aid unless a first aid room is provided
- portable or fixed eye wash stations where there is a risk of hazardous chemicals or infectious substances causing eye injuries and/or
- portable or fixed drench shower facilities where there is a risk of hazardous chemicals or infectious substances causing injuries to a substantial part of the face or body, or where there is a risk of serious burns to a large area of the face or body.

Any emergency eye wash and shower facilities that are provided in the workplace will be used and maintained in accordance with *AS 4775-2007: Emergency Eyewash and Shower Equipment*.

15.5 FIRST AID PERSONNEL

A first aid officer or trained first aider will be appointed to be in charge of the first aid kit and will be readily available to render first aid when necessary.

A notice will be displayed in a prominent position near the first aid kit clearly showing:

- the name and telephone number (if applicable) of the appointed first aid officer/s and
- the place where each first aid officer is normally located in the workplace.

As a high risk workplace, the Organisation will designate at least one first aid officer for every 25 workers engaged in the workplace, and one first aid officer for every 10 workers for remote workplaces.

15.6 REGISTER OF INJURIES AND TREATMENT

The Organisation will provide and maintain a workplace **Register of Injuries**. Management will ensure the details of any workplace injury or illness are recorded on this register.

The register of injuries will:

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

15.7 INCIDENT RESPONSE

The Organisation will take all steps necessary to provide emergency rescue and medical help to workers suffering a workplace related injury or illness.

Where an injury or illness requires immediate urgent attention, an ambulance will be called. When calling an ambulance, clear concise information will be relayed identifying the workers location and severity of the injury or illness.

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

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

15.8 WORKER RESPONSIBILITIES

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

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

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

16 DRUGS AND ALCOHOL

16.1 INTRODUCTION

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

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

This policy applies to all workers, including contractors.

16.2 ORGANISATION'S RESPONSIBILITIES

Where a manager suspects or is informed that a worker may be unfit to perform their duties due to drug or alcohol misuse, it is management's responsibility to assess the risk and take appropriate action. This may include:

- directing any worker reasonably suspected of being under the influence of drugs or alcohol to immediately cease work and move away from the work area
- directing any such workers to a medical practitioner nominated by the Organisation for the purpose of undergoing testing to confirm whether the worker is in fact under the influence of drugs or alcohol
- arranging for on-site testing for workers accused of being under the influence of drugs and alcohol
- arranging for transport home for any worker suspected of being under the influence of drugs or alcohol
- counselling workers who are found to be in breach of these guidelines, and
- authorising appropriate assistance for a worker whose performance is affected by drugs and/or alcohol.

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

16.3 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring they are fit for duty at all times while working
- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently
- complying with statutory limits for blood alcohol and drug content while driving any motor vehicle in or in connection with the performance of their duties
- complying with statutory limits for blood alcohol and drug content while operating any machinery in or in connection with the performance of their duties

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

16.4 MEDICATION

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

Where a worker is taking prescribed or over the counter medication, they must question their doctor or pharmacist in regard to the effect, or side-effect, if any, that their medication(s) may have on their ability to perform work safely and efficiently, and their ability to drive (where relevant).

16.5 DRIVING OF A MOTOR VEHICLE

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

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

16.6 INTERACTION WITH CLIENT POLICIES

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

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

17 MENTAL HEALTH

17.1 INTRODUCTION

The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to sustain a psychological injury or experience an exacerbation of a pre-existing condition. This may occur at a physical workplace, or any location or situation related to work or in which work is performed.

Hazards in the workplace that may impact upon the mental health of workers include the physical workplace environment, the nature and complexity of the work itself relative to the workers' knowledge and training, work procedures, excessive or prolonged work pressures, fatigue, bullying and/or harassment, exposure to a violent or traumatic event and the introduction of work restrictions that are beyond the control of the Organisation. Any of these factors can lead to workers experiencing a stress response.

Work related stress describes the physical, mental, and emotional reactions that arise when workers perceive that their work demands exceed their ability to cope. However, if job stress is excessive or prolonged, it may lead to psychological and/or physical injury.

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

17.2 ORGANISATION RESPONSIBILITIES

In consultation with its workers or their representatives, the Organisation will support the mental health of its workers by adopting the following three-phase approach:

- preventing psychological harm by ensuring the job, task and role hazards and risks are identified, assessed, controlled and reviewed, including implementing written procedures and providing information, instruction and training to workers
- intervening early by continually reviewing existing control measures and supporting at risk workers and
- supporting the recovery of injured workers.

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

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

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

- developing and reviewing written policies and procedures and providing support services that supports mental health and wellbeing and prevents discrimination (including bullying and harassment)

- increasing workers' knowledge and awareness of mental health issues and behaviours within the workplace by facilitating active participation of workers in a range of initiatives that support mental health and providing appropriate information, instruction, training or supervision to workers
- engaging with external agencies and develop strategic partnerships to streamline effective supports to their workers
- reducing stigma around depression and anxiety in the workplace by encouraging workers to seek support early if they have declining mental health, and, where appropriate, provide support and adjustments suitable to their work needs to help them to achieve their potential
- promoting a responsive community within the workplace that requires all workers to take reasonable care in view of any reasonably foreseeable circumstance that may arise, which affects the safety of themselves or others at work and
- monitoring the health and safety of workers and the conditions at the workplace to ensure that work related illnesses and injuries are prevented.

17.3 IDENTIFYING MENTAL HEALTH RISKS

Workplace hazards that can result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition may be categorised as:

- environmental hazards such as prolonged exposure to noise, temperature, poor air quality, or unsafe machinery
- organisational hazards including issues such as long work hours, shift work and related fatigue, excessive workloads, emotionally distressing work, exposure to violent or traumatic events, work tasks that are repetitive and/or monotonous, remote/isolated work with minimal support from managers, supervisors, and/or co-workers, poor role clarity and unmanaged organisational change
- individual hazards such as workers having been afforded insufficient training, information or instruction to undertake the work required safely and correctly, poor relationships or conflict between management and workers, between co-workers, or between workers and clients/customers. The Organisation also recognises that such conflict may include bullying, aggression, harassment (including sexual harassment), discrimination, or other unreasonable behaviour. Conflict may also arise from a perceived lack of fairness by workers in addressing organisational issues and resource allocation or where performance issues have been inappropriately or poorly managed.

Therefore, hazards that may result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition will be identified by:

- having meaningful one-on-one conversations with workers, supervisors and managers about mental health hazards and risks
- inspecting the workplace for environmental hazards that could influence staff comfort and performance, which may consequently contribute to a stress response
- regularly reviewing organisational hazards, including:
 - job demand (eg the level of physical, mental and emotional effort required to do a job)
 - job control (eg the level of control a worker has over aspects of their work including how or when a job is done)

- support available (eg the level of support from supervisors and co-workers, information, equipment, and resources available to allow the work to be done)
- change management (eg how change in the organisation, structure or job is communicated and the extent of worker involvement in these changes) and
- organisational justice (eg perceptions of unfairness, consistency, bias and respect for workers)
- identifying changes in staff behaviour (eg poor self-care or someone who is usually friendly becoming more withdrawn)
- regularly inspecting the workplace to help identify changes in the way work is undertaken
- identifying an increase in task errors or deteriorating work performance
- observing the nature of relationships between workers, managers, supervisors, co-workers and clients/customers
- reviewing relevant reporting systems and records such as incident reports, workers' compensation claims (including unsuccessful claims), staff surveys, grievance records, patterns of unplanned absenteeism (eg personal (sick) leave) and staff turnover data
- using confidential surveys to gather information from workers, supervisors and managers
- consulting with industry or employee associations and
- ensuring regular feedback from isolated workers such as those working from home is taken into consideration.

The Organisation recognises that individuals respond to hazards in different ways and that individual differences such as age, existing disabilities, injuries or illnesses as well as life experiences may make some workers more susceptible to harm from exposure to the same hazard.

It is also recognised that there may be more than one aspect of the working environment or workplace that is contributing to the mental health of workers and the subsequent risk of psychological injury or exacerbation of a pre-existing condition.

17.4 ASSESSING MENTAL HEALTH RISKS

Assessing the risk to the mental health of workers involves examining the identified risk factors in more detail to determine the level of risk, and to help prioritise the order in which control measures are implemented.

The level of risk can be assessed by considering:

- the capacity of the hazard to induce harm, for example exposure to low levels of conflict may be unpleasant without causing a health and safety risk whereas high levels of unmanaged conflict can escalate into workplace bullying, increased stress and cause incidents
- the extent of the exposure to the hazard (i.e. the duration, frequency and intensity of exposure), for example work related stress may increase if workers are constantly under time pressure and/or
- individual differences, for example how workers deal with exposure to a particular psychological hazard may vary.

When assessing mental health risks, the Organisation will consider:

- whether workers are exposed to hazardous or unpleasant physical work environments (eg exposure to excessive or irritating noise, hazardous chemicals, poor ventilation, lighting or workstation set up, unsafe plant, equipment or machinery)
- the way that work and systems of work are organised, such as:
 - the complexity, content and demands of the work required, including work that is cognitively or emotionally demanding, or highly repetitive, monotonous, or machine-paced
 - the workload expectations and pace of the work, including whether workers' skills and experience are underused and whether there are conflicting job roles and responsibilities
 - work schedules and working hours
 - work procedures
 - the extent of participation and control that workers have over the work, including their work hours, which can affect their ability to meet the demands at home such as family responsibilities, when they can have rest breaks and whether they are able to refuse a service to an aggressive client or customer
- the way that work and workers are managed, including:
 - the degree and quality of supervision provided to workers
 - the degree of information, instruction and training provided to workers and whether it is sufficient to enable workers to do their work safely and correctly, and allows them to meet the Organisation's expectations
 - the level of resources allocated to undertake the work (eg equipment, materials, personnel resources)
 - the way in which worker effort is recognised and/or rewarded
 - opportunities for skill/career development, including workers' overall status within the Organisation and remuneration levels
 - the way in which underperformance is managed
- whether adequate worker support systems are in place (eg sufficient access to employee assistance programs, counselling, information on mental health and information on workplace policies)
- interpersonal relationships, particularly where there may be poor existing relationships resulting from:
 - a breakdown in relations between management/supervisors and workers
 - a breakdown in relationships between co-workers
 - a breakdown in relationships between workers and clients/customers
 - known or reported discrimination, harassment, bullying or other unreasonable behaviour by co-workers, supervisors or clients/customers

- the way in which organisational or structural change within the business is managed and communicated (eg restructures, potential sale of the business, or work restrictions placed upon the Organisation over which it has little or no control, the introduction of new or additional resources or processes that may change the way work is undertaken) and
- whether there is inconsistency or bias in the implementation of organisational procedures.

17.5 CONTROLLING MENTAL HEALTH RISKS

The Organisation will ensure, as far as is reasonably practicable that the risk of psychological harm will be eliminated or minimised by ensuring that:

- work related factors that may impact upon the mental health of workers are identified, acknowledged, assessed, controlled, and regularly monitored and reviewed, including where such impact is not able to be controlled by the Organisation such as a change in Government policy
- a positive physical and online work environment and culture is created and promoted within the workplace to help ensure that everyone is treated fairly and with respect
- all managers and supervisors are provided with sufficient training in the identification, prevention and management of mental health risks and in good management practices
- all managers and supervisors understand the procedures and processes in place, including those relating to the taking of reasonable management action to eliminate or minimise work related mental health risks and psychological injuries to workers
- senior management and supervisors set the behaviour standards that provide a safe workplace for all workers and ensures everyone at the workplace understands what constitutes mental health risks and the Organisation's expected behaviours within the workplace, including clients/customers or members of the public. To this end, managers and supervisors will:
 - model respectful behaviours at all times
 - implement written policies which clearly identifies the expected behaviours
 - address unreasonable or unwanted behaviour as soon as they become aware of it
 - ensure that unwanted behaviours are properly investigated and appropriate actions taken (where applicable) and
 - consult with workers and develop effective communication and productive working relationships within the workplace
- the expectations of workers are clearly articulated and communicated, for example through job descriptions, relevant policies and work procedures
- all workers are provided with an appropriate induction that includes information related to the Organisation's commitment to supporting the mental health of workers and the workers' responsibilities related to helping to ensure a healthy and safe workplace, including providing a transparent reporting process and workers understanding how to effectively report matters such as workplace bullying and harassment

- all workers have sufficient training, instructions, tools and equipment to do their work safely and are provided information on the processes to enable early intervention in relation to any workplace conflict before it potentially escalates
- the skills and experience of workers are appropriately utilised by the Organisation, and workers are not routinely underutilised or used in areas of work where they have not been deemed competent
- there is adequate and appropriate supervision of workers
- all workers understand the applicable organisational operations that may impact upon their mental wellbeing and the processes and procedures in place to eliminate, minimise and report any mental health risks
- the physical work environment is safe with appropriate and adequate plant and equipment for workers to perform their jobs properly and safely
- the systems of work are safe when properly followed and that they take into account the establishment of realistic deadlines, access to adequate breaks and leave, and include fair and equitable work scheduling and rostering
- there are appropriate resources and processes in place to eliminate or manage mental health risks and the risk of work related psychological injuries, and these resources and processes are effectively and efficiently implemented, managed and utilised
- there are appropriate processes for receiving, monitoring and reviewing information on incidents, hazards and risks related to the mental health of workers, and any information received will be responded to in a timely way
- investigations in relation to mental health issues will be completed in a timely manner, and (if substantiated) appropriate action will be taken promptly to prevent reoccurrence
- there are sufficient resources in place to assist workers with non-workplace related mental health issues and their overall mental health, including the provision of confidential counselling for affected workers, whether work related or not
- workers receive adequate and appropriate feedback on work performance and due recognition is given for positive performance and
- any worker affected by poor mental health, a psychological injury or an exacerbation of a pre-existing condition is adequately and appropriately supported in their return to work.

17.6 BULLYING AND HARASSMENT

The risk of workplace bullying and harassment can be minimised, so far as is reasonably practicable, by creating and promoting a positive physical and online work environment and culture where everyone is treated fairly and with respect.

Bullying and harassment within the workplace, whether by management, co-workers or clients/customers, are two common risks to the mental health and wellbeing of workers. Regardless of whether bullying or harassment occurs via physical, verbal or non-verbal conduct, the experience can adversely affect the psychological and physical health of a worker. It may lead to short or long term anxiety and/or depression as well as suicide.

In line with its policy in relation to mental health risks, the Organisation will ensure that effective control measures are put in place to address and resolve workplace issues early, thereby minimising the risk of workplace bullying or harassment.

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Whether intentional or not, bullying creates a risk to health and safety and will not be tolerated by the Organisation. It includes, but is not limited to:

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

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment. Whether intentional or not, harassment creates a risk to health and safety and will not be tolerated by the Organisation. It includes, but is not limited to:

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

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

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

17.7 POST INJURY SUPPORT

The Organisation will support the recovery of injured workers in line with their duties under workers' compensation legislation. This includes:

- providing early assistance and support to access treatment and rehabilitation services, generally from the time a claim is lodged
- supporting timely and sustainable recovery at work or return to work through effective consultation, addressing any remaining work related psychological hazards and risks that may exacerbate the existing work related psychological injury or cause a new injury and
- reviewing the effectiveness of the control measures to ensure further harm or new injury does not occur.

17.8 WORKER RESPONSIBILITIES

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

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

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

- comply with all systems of work and procedures that are designed to support health and safety at the workplace, including those specifically designed to eliminate or minimise mental health risks
- utilise the applicable procedure to report any work related mental health hazard or risk to their own mental health or the mental wellbeing of others at work as soon as it is identified, including any incidence of bullying or harassment (as outlined above) affecting themselves or another worker and
- receive adequate and timely feedback on work performance.

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

18 ANIMAL HANDLING

18.1 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.

18.2 ORGANISATION'S RESPONSIBILITIES

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

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

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

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

18.3 WORKER RESPONSIBILITIES

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

Worker's responsibilities include:

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

19 ZONOTIC DISEASES

19.1 INTRODUCTION

Zoonosis refers to an animal disease that transfers to humans under natural conditions and as a result of exposure to diseased animals or animal parts.

At particular risk of contracting a zoonosis disease are veterinarians, veterinary nurses, animal health care workers and persons regularly working in and around animals.

Other persons at particular risk are:

- infants and small children with immature immune systems
- pregnant women where their immune systems are more susceptible and there are additional foetal hazards
- elderly with immune systems that may be impaired, and
- immune compromised people.

The Organisation acknowledges that issues related to zoonotic diseases are strictly regulated by the relevant State and Territory Health Departments.

As such, the Organisation is committed to complying with any health specific legislation, standard, guidance or direction issued by a Federal or State Health Department. Therefore, nothing in the application of our Health and Safety Policy, either stated or implied, is intended to compromise those responsibilities or obligations.

19.2 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 in and around animals. In particular, as far as is reasonably practicable, it is responsible for ensuring that:

- in consultation with workers, any hazards that pose a risk of injury to workers are identified, assessed, controlled and regularly reviewed
- the workplace has an appropriate infection control program in place that is commensurate with the nature of the work being undertaken
- procedures are in place to identify infected animals or potential exposure to a zoonosis disease and to eliminate or minimise any exposure to the specific disease
- all risks associated with the potential contraction of a zoonosis disease are eliminated as far as reasonably practicable
- the appropriate training, instruction and supervision is provided so that risk minimisation strategies to control exposure to infected animals are implemented
- the workplace has appropriate decontamination procedures in place and that all relevant workers are deemed competent in procedures

- the appropriate training, instruction and supervision is provided so that potential exposure to an infected animal or a zoonosis disease are identified and reported
- where necessary, appropriate health monitoring is provided to affected workers, and
- injuries or illnesses resulting from exposure to a zoonosis disease are clearly identified and appropriate steps are taken to prevent future reoccurrence.

19.3 IDENTIFYING HAZARDS

The identification of infected animals and/or potential exposure to a zoonosis disease will vary dependent upon the type of disease.

There are over 250 zoonotic organisms, with approximately 40 being transmitted from dogs and cats. The rest of the zoonotic organisms are transmitted from birds, reptiles, farm animals, wildlife, and other mammals.

Zoonotic diseases can spread to humans by:

- close contact with infected animals including livestock, pets, exhibited animals or wildlife
- contact with the saliva, blood, urine or faeces of an infected animal
- water or soil that has been contaminated by infected animals
- being bitten by an infected tick or mosquito (called a “vector”), and/or
- eating or drinking unpasteurised dairy products, undercooked meat or unwashed fruit and vegetables that are contaminated with faeces from an infected animal.

19.4 ASSESSING ZONOSIS HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any risk to workers associated with zoonosis disease are assessed to determine the seriousness of these hazards. For several of the diseases, animals may acquire a high degree of immunity to the organisms involved. They may be able to pass on the infection to other animals, and people, without themselves suffering any ill effects. All animals should be handled with particular caution, with due regard to the risk of contracting a disease, especially if they appear to be sick. In assessing the zoonosis risk, it should never be assumed that the animal is safe.

In assessing risks arising from potential exposure to zoonosis disease, the following factors will be taken into account:

- information on the animal being handled
- information of the potential exposure and transmission path of the disease pathogen (droplet, contact, vector borne or ingestion)
- how the exposure occurs
- details of the controls to be used, and
- if appropriate, arrangements for emergency procedures.

Where considered necessary, the Organisation will ensure that appropriate screening of animals takes place in a secure environment which may be thoroughly decontaminated when required.

19.5 CONTROLLING ZONOSIS HAZARDS

Where zoonosis has been assessed as a potential hazard the Organisation will eliminate the risk as far as is reasonably practicable.

Where zoonosis hazards cannot be eliminated, or it is not reasonably practical to do so, the Organisation will control workers exposure to zoonosis as far as is reasonably practicable through isolation of infected animals and by ensuring that the design of the workplace, including the design of plant and equipment such as air handling systems and procedures minimise the risk of exposure to zoonosis.

General preventative measures include:

- ensuring all workers are aware of the associated risks and are deemed competent in the preventative measure to be implemented
- vaccinate all workers where a vaccine is available
- use of good animal handling techniques
- ensuring the wearing of appropriate PPE. Where considered necessary, PPE may include outerwear (such as lab coats or surgical gowns, overalls, boots and hats), examination or surgical gloves, surgical quality masks, respirators, protective eyewear and face shields
- ensuring that workers are aware of the required hygiene protocols, including washing with soap and water after handling suspect animal or animal part or contaminated equipment or waste
- ensuring workers are aware of the relevant decontamination protocols following animal handling
- following specific precautions that may be developed for specific diseases, and
- ensuring emergency procedures are in place in the event of any suspected exposure or in the event of workers sustaining a cuts or abrasions during or following animal handling.

19.6 HEALTH MONITORING

Where there is a potential risk of exposure to zoonosis disease the Organisation will ensure that affected workers are provided appropriate health monitoring, where such valid monitoring techniques are available.

20 INFECTION CONTROL – MEDICAL PRACTITIONER

20.1 INTRODUCTION

The broad definition of infection is the invasion of tissue by pathogenic organisms. Infections generally result from a combination of factors, including:

- the micro-organisms present
- a compromised or weakened status of the host and
- the chain of transmission of the micro-organism.

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

It is acknowledged that infection control in a medical facility or clinic is legislated by state and federal regulatory bodies and is supported by a range of standards and guidelines.

Therefore, nothing in this policy, either implied or stated, is intended to mitigate the Organisation's responsibilities towards infection control legislation or guidelines administered by the relevant state and federal Health Departments or as guided or directed by any authorised body such as the World Health Organisation.

Any such requirements must be assessed, addressed and implemented separately and where necessary, would be seen in addition to any health and safety requirements detailed in this policy.

However, 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.

The risks associated with infections in the workplace will be addressed via a risk management approach and are designed to be consistent with the Organisation's clinical governance framework.

20.2 IDENTIFYING INFECTION TRANSMISSION HAZARDS

Microorganisms are transmitted by various routes and the same infective agent may be transmitted by more than one route. There are several main routes of transmission:

- blood borne transmission through such things as needle sticks or contact with cuts or scratches
- direct contact through person to person contact or via contaminated articles or equipment
- droplet transmission such as through sneezing, coughing or talking
- airborne transmission through microscopic droplets or dust particles
- gastrointestinal infection through contaminated food or fluid or via an infected food handler and/or

- vector borne infections transmitted by carrier insects or animals such as mosquitoes, flies or rats.

The source of infection may be patients/clients, staff or visitors and the person may either be acutely ill or in the incubation (window) period of a disease. They may be a chronic carrier or colonised with the infective agent but have no apparent disease.

Contaminated items in the environment, including surfaces, equipment, medications or food are other possible sources of infection.

The ability to resist infection varies depending upon age and underlying medical conditions. Other factors such as nutritional status or drug therapy may also reduce a person's immunity, making them more susceptible to infection.

Persons who have been recently exposed to trauma or who have recently undergone surgery, or invasive therapeutic and/or diagnostic procedures will also have an increased susceptibility to infection.

20.3 ASSESSING INFECTION TRANSMISSION HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that workers and visitors to the workplace are not exposed to any infections, as far as is practicable.

Given the nature of our work, it is safe to assume that any infection brought into the workplace will pose a risk of injury to workers, visitors and to other patients. They will therefore be assessed according to standard medical practice including triaging of patients where necessary, symptomatic observations, patient history, patient employment and recreational activities and behavioural observations of patients.

When approaching a clinical task or duty, consideration must be given to the potential pathological agents involved, the transmission paths of the agents and who may potentially be at risk. The overall risk can then be analysed and assessed based on:

- what are the aspects of the task or procedure that facilitates transmission of infection
- what existing controls are in place
- what is the likelihood of transmission
- what are the likely consequences of transmission and
- what factors will increase or decrease the risk of transmission.

20.4 CONTROLLING INFECTION TRANSMISSION HAZARDS

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

Infection control will be achieved through the development and implementation of the Infection Control programme that will include the effective management of infectious diseases and infection risks through:

- the development of infection control principles, which may include the introduction of an approved testing procedure where considered appropriate, or as directed by a health authority
- the development of administrative requirements designed to minimise the risk of infection transmission

- the development of effective work practices and procedures
- the implementation of an immunisation program
- ensuring that all staff required to undertake a task that may potentially expose them to infection through their work have sufficient training, skills, knowledge, level of competence and education and/or qualifications to undertake the task and
- a regular review of the program.

In the event that exposure to infections within the workplace have been assessed as a risk, consistent with national and international requirements, the Organisation will adopt a two-tiered approach to infection control precautions.

i) Tier 1 Controls

The first tier of control is referred to as standard precautions and will be applied to all patients/clients regardless of their diagnosis or presumed infection status wherever there is potential contact with:

- blood
- body substances, secretions and excretions
- non-intact skin or
- mucous membranes, including eyes.

Standard precautions will involve the use of safe work practices and the use of protective barriers, including:

- hand hygiene
- routine environmental cleaning
- managing spills
- waste management
- the safe use and disposal of sharps
- decontamination of equipment
- appropriate use of gloves
- use of facial protection/masks
- use of gowns/aprons and other protective clothing
- appropriate device handling
- appropriate handling of any laundry items and/or gowns or aprons and
- incorporation of respiratory hygiene and cough etiquette

ii) Tier 2 Controls

Additional control measures will be initiated where patients are known or suspected to be infected with pathogens. These precautions are in addition to the standard precautions and are referred to as Tier 2, or 'transmission-based precautions' (TBPs).

TBPs are used in addition to standard precautions when standard precautions alone may be insufficient to prevent transmission of infection.

The three types of additional precautions are:

- airborne precautions which must be applied where the patient is known or suspected to be infected with pathogens that can be transmitted by an airborne route. For example, Aspergillus, Legionella, Pulmonary tuberculosis, Chickenpox, Measles and Coronaviruses. These will include isolation of the patient and the use of a type P2 mask that meets the requirements of *Australian and New Zealand Standard AS/NZS 1716:2012 Respiratory Protection Devices*
- droplet precautions which must be applied where the patient is known or suspected of being infected with pathogens that can be transmitted by droplet route. For example, Influenza, Bordetella pertussis (whooping cough), Rubella, Listeria, E. coli, Salmonella and Coronaviruses. These will include isolation of the patient, maintaining a separation distance of at least one metre, the use of protective eyewear and the initiation of room cleaning protocols and
- contact precautions designed to reduce the risk of transmission of microorganisms by direct or indirect contact. For example, viral Gastroenteritis, Clostridium difficile, Methicillin-resistant Staphylococcus aureus (also known as MRSA or staph) and Coronaviruses. These will include additional precautions to eliminate contamination of environmental surfaces and equipment with used gloves and the implementation of additional room cleaning protocols.

20.5 IMMUNISATION PROGRAM

To help ensure the Organisation meets its health and safety obligations to minimise the workplace risks to workers, particularly those in relation to the risk of exposure to vaccine preventable diseases in the workplace, the Organisation will develop and implement an appropriate immunisation program.

According to health authorities, immunisation is one of the safest ways to protect people against harmful infections before they come into contact with them by using the body's natural defences to build resistance to specific infections.

Therefore, to the extent that is permissible under law and where it is determined as necessary through the application of a risk management approach and in accordance with relevant medical advice, the Organisation may make the requirement for immunisation against any particular disease or infection, a condition of employment or engagement with the Organisation.

Where such a program is implemented, the Organisation will take the responsibility for all real costs involved and will, where possible, implement the program during work hours. The Organisation will also retain records of the vaccination program, sufficient to identify who has been vaccinated but in compliance with the Organisation's requirements for the confidentiality of medical and health records.

Prior to the implementation of an immunisation program, the Organisation will:

- seek appropriate and independent medical advice to ensure the recommended program meets all Government and health authority guidelines as well as the requirements of the National Immunisation Program and its related immunisation schedules
- encourage workers to seek their own independent medical advice regarding the program
- provide information to all workers on the immunisation programs currently recommended by health authorities for the Organisation's business sector and
- ensure its infection control policy and program is fully implemented so as to minimise transmission and risks of infectious diseases being transmitted in the workplace.

Where an immunisation program is not possible or a worker is unable to be vaccinated for any reason, the Organisation will implement sufficient and appropriate alternative control measures to eliminate or reduce the risk of disease transmission at the workplace.

The implementation of the immunisation program will be overseen by an authorised medical practitioner and will be delivered by an authorised vaccination provider. An annual review of the immunisation status of workers will be conducted and records will be updated accordingly.

20.6 SAFE HANDLING, USE AND DISPOSAL OF SHARPS

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

20.7 REUSABLE MEDICAL INSTRUMENTS AND EQUIPMENT

Reusable medical instruments and equipment must be appropriately processed, handled, packaged and stored to prevent contamination of the item. Where reusable medical instruments and equipment are used in the course of patient treatment, it shall be reprocessed through all the steps necessary to ensure the device is ready for use. This will include cleaning, functional testing, inspecting, packaging, labelling, disinfecting and sterilising.

The Organisation will develop protocols on the re-processing of reusable medical instruments and equipment.

20.8 ENVIRONMENTAL CLEANING

Environmental cleaning refers to the appropriate cleaning of surfaces found in the surgery and facility itself. Deposits of dust, soil and microbes on surfaces are a potential source of associated infections.

Workplace should be cleaned at least once a day. More frequent cleaning may be required in some circumstances. If equipment is shared between persons, it should be cleaned between uses, where practicable.

The following basic principles should be followed:

- written cleaning protocols should be prepared, including methods and frequency of cleaning
- cleaning procedures must be commensurate with the level of risk and tailored accordingly

- standard precautions (including wearing of personal protective equipment (PPE), as applicable) must be implemented when cleaning surfaces and facilities
- cleaning methods should avoid generation of aerosols
- all cleaning items should be changed after each use and cleaned and dried before being used again. They should also be changed immediately following the cleaning of blood or body fluid/substance spills. Single-use cleaning items are preferred, where possible, such as lint-free cleaning cloths
- sprays should not be used, because they can become contaminated and are difficult to clean. Sprays are not effective, as they do not touch all parts of the surface to be cleaned
- detergents should not be mixed with other chemicals and
- all cleaning solutions should be prepared fresh before use.

The Organisation will ensure that a person is identified and nominated as being responsible for the implementation, management and evaluation of the cleaning service provided.

20.9 MANAGING SPILLS OF BLOOD, BODY FLUIDS AND SUBSTANCES

The Organisation will ensure there are procedures in place for dealing with blood, bodily fluids and substance spills. Cleaning protocols should be included alongside safe work procedures and emphasised in ongoing training.

The basic principles of blood and body fluid/substance spills management are:

- standard precautions should apply, including the use of PPE, as applicable
- spills should be cleared up before the area is cleaned (adding cleaning liquids to spills increases the size of the spill and should be avoided) and
- generation of aerosols from spilled material should be avoided.

The management of spills should be flexible enough to cope with different types of spills whilst also considering the following factors:

- the nature (type) of the spill – for example chemical substances, sputum, vomit, faeces, urine or blood
- the pathogens most likely to be involved in these different types of spills – for example, stool samples may contain viruses, bacteria or protozoan pathogens, whereas sputum may contain *Mycobacterium tuberculosis*
- the size of the spill – for example, spot (few drops), small (<10cm) or large (>10cm)
- the type of surface – for example, carpet or impervious flooring
- the location involved – that is, whether the spill occurs in a contained area (such as office), in a public location or within a community premises and
- whether there is any likelihood of bare skin contact with the soiled (contaminated) surface.

i) Cleaning spills – equipment

Standard cleaning equipment, including a mop, cleaning bucket and cleaning agents, should be readily available for spills management. It should also be stored in an area known to all staff.

To help manage spills in areas where cleaning materials may not be readily available, a disposable 'spills kit' could be used, containing a large (20L) reusable plastic container or bucket with fitted lid, containing the following items:

- appropriate leak-proof biohazard bags and containers for disposal of waste material
- a designated, sturdy scraper and pan for spills
- absorbent mats and paper
- approximately five sachets of a granular formulation containing 10,000ppm available chlorine or equivalent (each sachet should contain sufficient granules to cover a 10cm diameter spill)
- disposable rubber gloves suitable for cleaning
- eye protection (disposable or reusable)
- plastic apron and
- a respiratory protection device, for protection against inhalation of powder from the disinfectant granules or aerosols (which may be generated from high-risk spills during the cleaning process).

Single-use items in the spills kit should be replaced after each use of the spills kit. With all spill management protocols, it is essential that the affected area is left clean and dry before use of the area.

ii) Cleaning spills – procedures

Care should be taken to thoroughly clean and dry areas where there is any possibility of bare skin contact with the surface.

PPE should be used for all cleaning procedures and disposed of or sent for cleaning after use. Hands should be washed and dried after cleaning.

Where a spill occurs on a carpet, shampoo as soon as possible. Do not use disinfectant. Steam cleaning may be used instead.

iii) Cleaning spots or small spills

Spots or drops of substances or other small spills (up to 10cm) can easily be managed by wiping the area immediately with paper towels, and then cleaning with warm water and detergent, followed by rinsing and drying the area. Dry the area, as wet areas attract contaminants.

iv) Cleaning large spills

Where large spills (more than 10cm) have occurred in a 'wet' area, such as a bathroom or toilet area, the spill should be carefully washed off into the sewerage system using copious amounts of water and the area flushed with warm water and detergent.

Large spills that have occurred in 'dry' areas should be contained and generation of aerosols should be avoided.

Granular formulations that produce high available chlorine concentrations can contain the spilled material and are useful for preventing aerosols. A scraper and pan should be used to remove the absorbed material. The area of the spill should then be cleaned with a mop, and a bucket of warm water and detergent. The bucket and mop should be thoroughly cleaned after use and stored dry.

20.10 WASTE DISPOSAL

The Organisation will ensure that procedures are in place for the correct management of all waste generated and that they are compliant with regulations and guidelines administered by other Government agencies eg Environmental Protection Agencies and Local Government Ordinances.

All waste should be stored in secure areas until collected. Waste should be removed from workplace areas each day and more frequently as needed, such as from specialised areas. Waste bags should be tied before removing from the area.

i) General waste disposal

Place in general waste bin for removal.

ii) Biohazard waste disposal

Place in biohazard bags as soon as possible. Biohazard bags have a biohazard symbol and are currently coloured yellow.

20.11 MEDICAL/OTHER CONDITIONS

Due to the potential hazards associated with this practice such as possible exposure to pathogens and infection, workers are required to disclose any medical condition or disability, which may affect their capacity to participate in specific work activities that may impact upon their health and safety or the health and safety of others.

If a worker becomes aware of any condition, disability or impairment (temporary or otherwise), which may potentially affect their capacity to participate safely in work activities, or activities related to their work, they should immediately advise management as soon as practicable so that a suitable and applicable risk assessment can be undertaken.

All such discussions will be considered strictly confidential in accordance with the Organisation's privacy requirements. Any medical information disclosed will be used only for the purpose for which it was collected and will not be disclosed to other parties unless permitted by law, without the consent of the person making the disclosure.

20.12 WORKER RESPONSIBILITIES

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

- have been trained and deemed competent by the Organisation in the infection control protocols of this practice before undertaking any work where they 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 them 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 themselves or others at work
- follow any reasonable instruction given to them by the Organisation designed to eliminate or minimise the risk of infection to themselves 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 they become aware of any potential exposure to infection to themselves or others at work during the course of their work
- will not undertake any activity, action or inaction that may knowingly place themselves or others at work at risk of exposure to an infection
- will advise management immediately when they 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 their capacity to participate in specific work activities or where specific work activities may further impact upon their 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 they are not immunised against that disease, should an outbreak of a vaccine preventable disease occur at the workplace. The worker will be directed to consult with their own doctor as soon as possible and may be directed not to attend work during the outbreak.

21 BIOLOGICAL HAZARDS

21.1 INTRODUCTION

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

When biological hazards are encountered, they may present situations where there is the potential for disease transmission to people. Circumstances in which biological hazards may be encountered in the workplace include handling waste, sharps, animal remains, bird droppings and exposure to insect and snake bites.

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

21.2 IDENTIFYING BIOLOGICAL HAZARDS

Biological hazards may be present in:

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

21.3 ASSESSING BIOLOGICAL HAZARDS

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

In assessing risks arising from biological wastes, the following factors should be taken into account:

- known risks
- recommended personal protection for the specific risks, and
- disposal methods.

21.4 CONTROLLING RISKS ASSOCIATED WITH RUBBISH AND SHARPS

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

In the event that workers may be exposed to biological hazards the following controls will be implemented:

- workers will wear PPE at all times when dealing with sharps and biological hazards including coated plastic or Kevlar gloves, long sleeved shirt and fully enclosed shoes
- rubbish is never to be handled with bare hands nor should hands be placed in areas that cannot be seen in rubbish bags
- rubbish bags are not to be held close to the body when being carried or emptied
- workers will be made aware of common areas for discarded sharps and ensure implements such as rakes and tongs are used when maintaining external areas such as gardens
- in the event that a sharp or discarded syringe is found in the workplace, workers will be directed to carefully check the surrounding areas for other sharps that may be present and advise management
- tongs will be used where possible to pick up sharps which will be held with the sharp end pointed away from the body
- sharps will be disposed of in the yellow sharps receptacle. This receptacle must be labelled "MEDICAL (or CLINICAL) WASTE – INCINERATE" and display the universal biohazard symbol
- workers will be made aware of the location of the sharps containers
- sharps containers will be puncture resistant, moisture proof, shatterproof, capable of being sealed and able to withstand heavy handling
- the worker will carry the container to the sharp for disposal, never carry the sharp to the container
- first aid will be sought immediately if an injury is sustained, and the incident will be reported as soon as is practicable
- encourage puncture to bleed, wash liberally with soap and water and/or dilute with hypochlorite solution
- wash hands thoroughly once completed, and
- where vermin are present at client sites advise the client that work will not proceed until the site is decontaminated.

21.5 CONTROLLING RISKS ASSOCIATED WITH BIRD DROPPINGS

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

Any area that has a build-up of bird droppings should be approached with caution. It is important not to breathe the dust from bird droppings or handle with bare hands. A clean up should not commence until all controls are in place and the waste should not be allowed to enter waterways.

When bird droppings are identified as posing a hazard:

- assess the area first and discuss with management if there is a need for the task to be outsourced to a qualified contractor

- wear PPE at all times when dealing with biological wastes including coated plastic or Kevlar gloves, long sleeved shirt or full-length disposable suit, P2 half faced dust mask and fully enclosed shoes
- erect signs and barricading around work areas to protect the public and other workers in the vicinity
- if possible, try and work in well ventilated areas
- use water to clean and to keep dust levels low as possible, and
- wash hands thoroughly once completed. Be aware that all bird droppings have the potential to carry deadly diseases and even small amounts have the potential to cause harm.

21.6 CONTROLLING RISKS ASSOCIATED WITH BIRD CARCASSES

When handling bird carcasses:

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

21.7 INFECTION CONTROL

The following controls are necessary when undertaking tasks where infectious diseases may be transferred such as administering first aid or undertaking tasks such as unblocking toilets or contact with bloody tissues, human waste and working with waste compactors:

- workers must wear appropriate PPE at all times including disposable or rubber gloves, P2 masks and fully enclosed footwear
- first aid attendants should always use appropriate infection control techniques when administering first aid. For example, wear new disposable gloves for each injured/ill person and a disposable mask when administering CPR
- items contaminated with blood or bodily fluids must be placed in a sealed plastic bags and then disposed of in the appropriate receptacle
- any non-disposable equipment or PPE must be cleaned with disinfectant after use, and
- workers must wash hands thoroughly after any tasks with soap and warm water for at least 20 seconds.

21.8 POTTING MIX AND COMPOST

Never ignore spills of compost and potting mix and try to only use in well ventilated areas. Ensure:

- appropriate PPE is worn including elbow length gloves, P2 masks and safety glasses

- broken bags are resealed immediately to minimise airborne biological hazards, and
- all spills are cleaned up by wet sweeping (spray with water then sweep).

21.9 SNAKE, VERMIN, INSECT AND SPIDER BITES

Try not to place hands and feet in places that cannot be clearly seen if workers are working in locations where snakes, vermin and insects or spiders are likely to be found. Snakes and vermin seek out dark concealed places when they are frightened and trying to hide. The amount of energy a snake has is directly proportionate to the heat available to them. Beware in hot weather, but also if workers are working with plant or equipment that offers a retreat such as warm motors and pipe work.

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

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

A first aider, manager or worker should:

- not wash the bite area
- try to identify the snake, vermin or spider if possible
- apply a compression bandage as soon as practicable. Begin wrapping at the bite site and continuing down the limb and then back to the top. Lock out the joints and bandage as firmly as that for a sprain, and
- apply a splint to immobilise the limb.

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

21.10 WORKER RESPONSIBILITIES

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

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

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

22 LABORATORY AND CLINICAL SAFETY

22.1 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 will therefore implement an effective risk control programme that considers every aspect of work undertaken within the facility. The objective of this programme 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.

22.2 ORGANISATION RESPONSIBILITIES

The Organisation will ensure that as far as reasonably practicable, risks in the workplace will be addressed via a risk management approach and will be consistent with the Organisation's clinical governance framework and the provisions of *Australian and New Zealand Standard AS/NZS 2243.3:2010 – Safety in Laboratories*.

The principles of risk management will be applied to all clinical work, namely:

- hazard identification, through inspection of the clinical and proposed work
- risk assessments, through the review of health and safety information and
- risk control, through providing appropriate policies and procedures, facilities, equipment, induction and training.

The Organisation also acknowledges that aspects of its work may be legislated by state and federal regulatory bodies and supported by a range of standards and guidelines, particularly in relation to infection control, biosecurity and waste disposal. Therefore, nothing in this policy, either implied or stated, is intended to mitigate the Organisation's responsibilities towards such legislation or directions issued by the relevant state and federal health departments, other authorised government bodies or any related national or international standards.

Any such requirements must be assessed, addressed and implemented separately and where necessary, would be in addition to any health and safety requirements detailed in this policy.

22.3 IDENTIFYING LABORATORY AND CLINICAL HAZARDS

Identification of clinical hazards is critical to the success of the risk management process. Such identification will be achieved through regular inspections to identify hazards and to review the adequacy of risk control measures.

The inspections undertaken may vary in formality but generally would take the form of a walk through to be undertaken daily by clinical staff for high risk areas of activity and other areas as needed in addition to more formal safety inspections and/or audits conducted at regular intervals.

Clinical hazards can be biological, chemical, physical and environmental and should be identified as such.

They may include:

- potential exposure to pathogens through the handling of pathogenic microorganisms and/or other bio-hazardous materials or other potentially infectious or hazardous biological material
- exposure to hazardous chemicals either through their use, handling or storage
- air contamination
- hazardous manual tasks through the handling and storage of bulky items
- the handling of sharps
- equipment and process hazards
- general housekeeping hazards and
- working schedules such as working alone or in isolation.

22.4 ASSESSING LABORATORY AND CLINICAL HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any laboratory and clinical hazards that pose a risk of injury to workers are assessed to determine the seriousness of these hazards. The assessment and management of risk is an ongoing process and must be continually evaluated to reflect changes in the quantity or type of hazardous substances present in the laboratory or clinic, types of procedures to be performed and current regulations and recommendations from statutory health and safety authorities regarding safe clinical practices.

In assessing risks arising from our laboratory and clinical work, the following factors should be considered:

- the nature of the work to be undertaken
- emergency responses, procedures and equipment in place, including the possible use of observers and/or standby persons, firefighting equipment, emergency showers and eye washes
- the nature and type of control mechanisms in place such as defined safe operating procedures
- the level of knowledge, skills and expertise of the person or persons undertaking the work
- the level of information available about any substances or biological products being used and the possible associated health risks
- adequate storage facilities where chemical substances and biological products are being stored, including refrigeration units
- the procedures for any contaminated waste disposal where required
- the nature of any physical or environmental hazards present such as electrical hazards, housekeeping or slips, trips and fall hazards
- the PPE required and
- the monitoring and review processes/procedures in place to review control mechanisms.

22.5 CONTROLLING LABORATORY AND CLINICAL HAZARDS

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

If a laboratory or clinical hazard has been assessed as a risk, the Organisation will ensure the risks are eliminated or controlled as far as is reasonably practicable using risk management principles and the hierarchy of controls.

This may include one or more of the following:

- elimination or minimisation of the risk associated with the hazard such as taking a piece of equipment or substance out of service
- substituting equipment or products with less hazardous ones such as substituting a hazardous substance with a water-based substance
- isolation of the worker from the risk such as the use of a guard or barrier
- redesign of the process so that it is less hazardous and
- the use of PPE such as face shields, appropriate respirators, appropriate gloves and protective clothing.

22.6 MAINTENANCE AND CLEANING

Maintenance and cleaning play an important part in laboratory and clinical safety ensuring that the risks of injury from potential hazards are controlled. As such, the following precautions are to be implemented, then regularly inspected and assessed as necessary to help ensure the safety of workers:

- floors are to be kept unobstructed and dry
- benches are to be kept clean and free from chemicals and apparatus that are not being used
- access and egress routes within and to the laboratory or clinical area are to be kept free from obstructions at all times
- bottles and glassware are to be appropriately stored at all times and are kept off the floor when in use
- access to all emergency equipment (including any fire extinguishers, first aid kits, spill kits, emergency showers and eye washes) are to be maintained regularly and be free from obstructions at all times
- work areas and equipment are to be thoroughly cleaned after each use with ethanol and/or anti-bacterial solutions
- all clinical equipment is to be turned off after use and
- all fume/exhaust equipment and cupboard interiors and nearby areas are to be maintained in a clean and tidy state.

i) Cleaning infectious disease agents

Spills of blood or other body fluids and tissues should be cleaned using standard spills management procedures. PPE used when cleaning contaminated surfaces should be disposed of and incinerated after use. Reusable eye protection should be cleaned as above. Spills of central nervous system tissue or cerebrospinal fluid should be absorbed with paper towels and disposed of according to waste disposal guidelines for such waste. The surface should then be soaked with one molar sodium hydroxide or 2.0–2.5 per cent sodium hypochlorite, left for one hour and cleaned again with paper towels that are disposed of by incineration.

ii) Maintenance of cleaning equipment

Cleaning items (including solutions, water, buckets, cleaning cloths and mop heads) should be changed after each use. They should also be changed immediately following the cleaning of blood or body substance spills.

These items should be washed in detergent and warm water, rinsed and stored dry between uses. Mops with detachable heads should be laundered between uses.

iii) Spills of laboratory cultures of human pathogens

Spills of laboratory cultures should be absorbed with paper towels and disposed of as clinical waste. The contaminated surfaces should be treated with 2.0–2.5 per cent sodium hypochlorite, left for one hour and cleaned again with paper towels that are disposed of as clinical waste.

22.7 SPILLS MANAGEMENT

Spills in the clinic may range from a minor incident to a significant hazardous event that may result in a people and/or the environment being harmed. Spills emergency plans will be developed, where applicable and personnel trained in how to implement the plans and specific procedures that must be followed.

Safety data sheets will be readily accessible for all chemicals used in the clinic.

The methods and materials used for spill containment will be dependent upon several key factors which may include but are not limited to:

- the toxicity of the substance
- the nature and type of substance
- the size of the spill
- the location of the spill
- the risk consequences of the spill
- the compatibility with other goods that could be impacted by the spill and
- the availability or otherwise of emergency services.

The Organisation will provide appropriate spill kits to control the risk associated with a spill of the type of hazardous materials being used in the clinic.

Notwithstanding the outcome of a clinical risk assessment, spill kits must (as a minimum) contain appropriate PPE, absorbents and neutralisers. To ensure serviceability, all spill kits will be inspected on a regular basis.

Where a chemical or biological spill or leak is encountered:

- any risk associated with the spill or leak must be immediately reduced to minimise the risk of exposure, infection and/or contamination
- any area or receptacle intended to contain spills or leaks must not be shared with any other substances that are not compatible with the chemical or material to be contained
- the spill or leak must be reported to clinical supervisor and/or management
- all appropriate PPE must be worn and used during clean-up and
- an incident investigation into the circumstances of the spill will be conducted to determine the cause and identify any remedial measures that can be implemented to prevent recurrence.

22.8 MANAGING EXPOSURES TO BLOOD AND BODY FLUIDS OR SUBSTANCES

Exposure to blood and body fluids or substances is an injury that involves direct skin contact with a body fluid or substance where there is skin integrity is compromised (such as an open wound, abrasion or dermatitis) or direct mucous membrane contact. It can also include sharps injuries (including needlestick injury) where the skin has been penetrated and may expose workers to the risk of viral infections, including human immunodeficiency virus' (**HIV**), hepatitis B virus (**HBV**) hepatitis C virus (**HCV**) and corona type viruses such as COVID-19.

For exposure to skin, the larger the area of skin exposed and the longer the time of contact, the more important it is to verify that all the relevant skin area is intact.

i) Exposure to blood and body fluids or substances

The following body fluids pose a risk for bloodborne virus transmission:

- blood, serum, plasma and all biological fluids visibly contaminated with blood
- laboratory specimens that contain concentrated virus
- pleural, amniotic, pericardial, peritoneal, synovial and cerebrospinal fluids and
- uterine/vaginal secretions or semen.

ii) Exposures and infection control protocols

The Organisation will develop control protocols for communicable diseases. This includes clear written instructions on the appropriate action to take in the event of an exposure to blood or body fluids/substances, such as needlestick injuries and other blood or body fluid incidents. The protocol should include:

- details of the physician, medical officer or other suitably qualified professional to be contacted
- details of the laboratory that will process the specimens
- details of the pharmacy that stocks prophylactic, or preventative medication, if available

- procedures for investigating the circumstances of the incident and measures to prevent recurrence (this may include changes to work practices, changes to equipment and/or training) and
- details for prompt reporting, evaluation, counselling, treatment and follow-up of occupational exposures to bloodborne viruses.

iii) Exposures – immediate action

Treatment protocols should include removal of contaminated clothing and thorough washing of the injured area with soap and water. Affected mucous membranes should be flushed with large amounts of water. Eyes should be flushed gently with eyes open.

The exposed person must report any occupational exposures immediately to management.

The exposed person should have a medical evaluation, including information about medications they are taking and underlying medical conditions or circumstances. Post-exposure prophylaxis (PEP), non-occupational post-exposure prophylaxis (N-PEP) and counselling should be available and offered as appropriate. Treatment should be available during all working hours and on call after hours (for example, through an on-call infectious diseases physician).

Workers or others exposed to blood or other body fluids/substances must be informed of the exposure by a designated professional, while maintaining confidentiality about the source of the blood.

Document the incident and include:

- date, time and type of exposure
- how the incident occurred and
- name of the source individual (if known).

Exposure incidents that do not occur in a health service should be reported to a general medical practitioner or the emergency department at the nearest hospital.

iv) Post exposure management of the source individual

The person whose blood or body fluids are the source of an occupational/non-occupational exposure or other injury should be evaluated for infection. Information available in the medical record or from the source person may suggest or rule out infection with each virus. Medical professionals should be consulted or referred to for determination of the most appropriate treatment where necessary.

If the infection status of the source person is unknown, then the source person should be informed of the incident, and their consent sought to test for viruses, with appropriate pre- and post-test counselling. Their consent to having the information in their records used should be also sought. If consent cannot be obtained, then procedures should be followed that comply with relevant state or territory legislation.

v) Source individual unknown

Reasonable efforts should be made to identify the source. If the source remains unknown, appropriate follow-up should be determined on an individual basis depending on:

- the type of exposure

- the likelihood of the source being positive for a blood pathogen and
- the prevalence of viruses in the community of the likely source on whom the instrument or needle was used.

22.9 MANAGEMENT OF THE EXPOSED PERSON

i) Immediate care of the exposure site

Contaminated clothing should be removed, and the injured area should be washed well with soap and water (an antiseptic could also be applied). Any affected mucous membranes should be flushed with large amounts of water. If the eyes are contaminated, they should be rinsed gently but thoroughly with water or normal saline, while kept open.

ii) Evaluation of the exposure

The exposed person should be examined to confirm the nature of exposure and counselled about the possibility of transmission of bloodborne disease.

iii) Evaluation and testing of the exposed person

Ensure that the exposed person has had their medical evaluation, including information about medications they are taking and underlying medical conditions or circumstances.

Expert counselling on the implications of the event, PEP and appropriate long-term follow-up should be offered. Pregnancy testing should be offered to women of child-bearing age who have been exposed and whose pregnancy status is unknown.

A follow up with a specialist with knowledge of bloodborne infections will be undertaken. If it is demonstrated that a person has been exposed to a bloodborne pathogen, they should not donate blood, semen, organs or tissue for at least six months, and should not share tools or implements that may be contaminated with even a small amount of blood (for example, razors or toothbrushes).

For HIV and HBV, the exposed person should be informed of the risk of transmission to sexual and injecting partners for a 6-month period.

22.10 DISPOSAL OF LABORATORY AND CLINICAL WASTE

The Organisation will ensure that suitable and appropriate procedures for the disposal of all laboratory and clinical waste are in place. The Organisation will ensure that procedures in place for that management and disposal of all waste generated is compliant relevant standards and with regulations and guidelines administered by Government agencies responsible for environmental control issues. Such procedures will protect the health and safety of workers in control of or exposed to hazardous waste in the workplace. The appropriate controls adopted will be environmentally responsible and comply with relevant state and federal legislation.

Depending on the laboratory and use, procedures will be in place for:

- the appropriate segregation of all waste
- the segregation, storage and disposal of chemical and solvent waste

- the segregation, storage and disposal of clinical and biological waste, which must always be classified appropriately as contaminated waste
- the segregation, storage and disposal of possible cytotoxic waste, including the disposal of any associated disposable equipment, instruments or sharps
- the segregation, storage and disposal of mixed waste
- the storage and disposal of broken glass and sharps
- the appropriate training of workers regarding waste management and spills clean-up procedures and
- incineration of hazardous waste.

22.11 LABORATORY AND CLINICAL EMERGENCY MANAGEMENT

In accordance with the Organisation's **Emergency Procedures** policy, the Organisation will ensure that all appropriate emergency response and safety equipment is in place to help eliminate any risk arising from any emergency response required within the laboratory or clinical environment and associated workshops. This includes responses to spillages and or leakages of chemicals, dangerous goods and/or hazardous biological products or substances.

This will include:

- ensuring all emergency exits are clearly identified
- ensuring all clinical emergency response officers are suitably trained and all workers are aware of the relevant emergency procedures
- ensuring appropriate access for emergency services where applicable
- ensuring all emergency contact details are prominently displayed
- ensuring all appropriate fire alarms, fire extinguishers, fire blankets, spill containment apparatus etc are available and deemed ready for use
- ensuring appropriate safety apparatus such as safety showers and eyewash facilities are available and deemed ready for use
- ensuring immediate first aid is available and
- ensuring all emergency response information such as safety data sheets are immediately available when needed.

22.12 HAZARDOUS MANUAL TASKS/HANDLING

Hazardous manual tasks/handling risks will be assessed in accordance with the Organisation's **Hazardous Manual Tasks/Handling** policy to help ensure that workers are aware of the potential risks associated with the handling, storage, use and movement of bulky products and the control measures in place that are to be utilised within the laboratory or clinic.

22.13 LABORATORY AND CLINICAL SECURITY

Security plays an important role in ensuring unauthorised persons cannot readily access hazardous equipment, materials and substances. Accordingly, access to the laboratory or clinic should be restricted to authorised persons only. Only those who have been trained and are proficient in the operation of any laboratory or clinical equipment will be authorised to use such equipment and undertake such processes.

All access windows and doors of the laboratory or clinic must always be kept locked and secure when the laboratory or clinic is not in use. Under no circumstances should security, fire or self-locking doors be propped open.

Areas of the laboratory or clinic such as storerooms, safety cabinets, fridges and freezers have been designed, constructed and installed to improve the storage and security of items such as drugs stored at the clinic. They are designed and/or constructed to securely store hazardous equipment, substances and materials and as such, should always be appropriately secured and/or locked when not in use. Where required, additional control measures such as temperature sensors and monitoring alarms should be incorporated.

Up-to-date inventories of hazardous substances, materials and equipment will be maintained and regularly audited by laboratory and clinical staff.

22.14 MEDICAL/OTHER CONDITIONS

Due to the potential hazards associated with laboratory and clinical work such as possible exposure to pathogens and hazardous chemicals, workers are required to disclose any medical condition or disability which may affect their capacity to participate in specific clinical activities that may impact their health and safety.

If a worker becomes aware of any condition, disability or impairment (temporary or otherwise) which may potentially affect their capacity to participate safely in laboratory and clinical activities, or where such activities may impact upon their health, safety or welfare, they should immediately advise the clinical supervisor or management as soon as practicable so that a suitable and applicable risk assessment can be undertaken.

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 the consent of the person making the disclosure unless permitted by law.

22.15 EXTRACTION UNITS

Equipment such as extraction units and biological safety cabinets are a safety device sometimes used within a laboratory or clinic to ensure that persons are not exposed to harmful toxins, gases, fumes or biological products during their work or other work processes being undertaken. Extraction devices must be used for all operations that have the potential to generate fumes, mists or dusts of a hazardous nature.

Procurement procedures will ensure that such pieces of plant will comply with and will be regularly inspected, tested and appropriately maintained in accordance with the manufacturers' instructions and appropriate standards.

22.16 AUTOCLAVES

Autoclaves, by their very nature, present a considerable hazard. The hazard is mostly from heat and hot liquid under pressure. However, they also potentially present significant hazardous manual tasks/handling risks.

All autoclave users must be deemed competent before being allowed to use an autoclave unit and a record of such assessment must be suitably recorded onto the Organisation's **Skills Matrix and Training Register**.

Users of the autoclave must ensure:

- relevant PPE such as gloves, face shields and appropriate lab coats are used and
- that the unit has completed its cycle prior to unloading the autoclave.

The Organisation will ensure that the plant in use will comply and will be regularly inspected, tested and appropriately maintained in accordance with the manufacturers' instructions and appropriate standards.

22.17 REFRIGERATION

Refrigeration will be used where required and a number of safety precautions will be implemented as necessary:

- no food, drink or edible by-products are to be stored in laboratory or clinical refrigerators where hazardous substances are being stored. Such units will be suitably signposted to prevent such occurrences
- flammable liquids are not to be stored in any refrigeration units unless the units are clearly identified as being classified as intrinsically safe and
- liquid nitrogen which is often used for snap-freezing of tissue samples and blood products, must be transported and stored in vessels designed and approved for cryogenic fluids (*Dewar flask*).

22.18 ELECTRICAL EQUIPMENT

Electricity has a great potential to cause serious injury or even death. In order to reduce the likelihood of incidents, and in accordance with the Organisation's **Electrical Safety** policy, the Organisation will ensure that:

- procurement procedures of electrical equipment shall ensure that all such equipment meets their relevant Australian Standard
- inspection, testing and maintenance of all electrical equipment will follow the relevant Australian Standard applying to in service clinical equipment and records of such work shall be suitably maintained. Testing and tagging electrical equipment shall be in accordance with relevant health and safety legislation
- all electrical equipment and apparatus are in sound condition and repaired or replaced as necessary to ensure that the equipment and apparatus do not give rise to any electrical hazards
- any faulty electrical equipment or apparatus is removed from service immediately and appropriately identified through a tag out system or equivalent and
- there is enough power outlet and of sufficient capacity to eliminate the need for the use of double adaptors and/or piggy-back plugs in the laboratory, clinic and associated workshops.

22.19 GLASSWARE

Broken glassware has the potential to cause a number of injuries and as such, the following precautions shall be followed:

- all glassware is to be securely stored so as to minimise the risk of breakage
- all glass tubing is to have the ends flame-polished
- broken or chipped glassware is not to be used
- appropriate PPE such as protective gloves and eye-shields shall be worn whenever glassware is to be cleaned and
- all broken glass should be placed in bins that are marked broken glass only.

22.20 GAS CYLINDERS

The Organisation may at times use a range of products that are delivered in gas cylinders. However, the handling and storage of cylinders can also present significant risks if the units are mishandled or misused.

All workers required to work with gas cylinders must familiarise themselves with the Organisation's **Hazardous Chemicals** policy and the requirements to ensure that all gas cylinders are securely and appropriately stored. Such requirements will ensure that:

- gas cylinders are kept away from artificial sources of heat such as radiators
- gas cylinders are provided with adequate ventilation at all times
- classes of gas cylinders are suitably segregated
- gas cylinders are not stored with one metre of any door, window, air vent, duct or wall opening
- gas cylinders are secured in the upright position by chain or other means to prevent falling and
- gas cylinders are moved by properly trained personnel using an appropriate trolley.

22.21 WORKER RESPONSIBILITIES

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

- ensuring they are familiar with any hazards associated with working in a laboratory or clinical environment
- ensuring that they 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 they receive on how to perform laboratory and clinical work safely
- taking reasonable care to prevent exposure to hazards to themselves or others

- ensuring all control mechanisms are utilised appropriately, all 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 they are aware of the laboratory or clinical emergency response plan and are able to actively participate in any emergency response required of them including the responses to spillages or leakages of chemicals, dangerous goods and/or hazardous biological products or substances
- ensuring that they are aware of the Organisation's policy related to sharps and the specific protocols developed to manage injuries and biological exposure from sharps such as those caused by needlestick
- ensuring that they are aware of, understand and conform to the Organisation's security measures regarding restricted areas and that they 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 they become aware of
- ensuring that they are able to comply with the Organisation's procedures for waste disposal
- ensuring they 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 they become aware of any condition, disability or impairment (temporary or otherwise) that may potentially affect their capacity to participate safely in laboratory or clinical activities or in doing so, may place them at a higher risk to their health and safety
- where required and 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.

23 WORKING WITH HAZARDOUS DRUGS

23.1 INTRODUCTION

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

23.2 IDENTIFYING EXPOSURE

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

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

23.3 ASSESSING EXPOSURE IN ACTIVITIES

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

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

23.4 CONTROL OF HAZARDOUS DRUGS RISKS

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

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

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

23.5 HEALTH MONITORING

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

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

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

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

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

24 SHARPS - SAFE USE, HANDLING AND DISPOSAL

24.1 INTRODUCTION

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

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

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

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

24.2 IDENTIFYING SHARPS HAZARDS

Sharps hazards can be identified by:

- identifying all activities requiring the use of sharps or where incidental contact with sharps could occur
- conducting regular inspections to ensure the early detection (and safe disposal) of discarded sharps, and
- monitoring inventory records for consumed and waste sharps products – ensuring the total quantity of sharps consumed in a period, matches the quantity of sharps disposed of in the same period.

24.3 ASSESSING SHARPS HAZARDS

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

In assessing risks arising from sharps hazards, the following factors will be taken into account during the risk assessment:

- frequency of contact with sharps
- risk from contamination due to work practices, work layout and design
- availability of relevant medical treatment
- availability of PPE
- suitability of equipment being used for the task
- level of knowledge and training of workers regarding human immunodeficiency
- individual risk factors for the individual

- number of workers and other persons at risk of exposure
- availability of vaccines potential need to update existing risk control measures, and
- availability of approved disposal facilities.

24.4 CONTROLLING SHARPS HAZARDS

The Organisation will ensure, as far as reasonably practicable, that the risks associated with sharps in the workplace are controlled. The process of controlling sharps risks will be determined in consultation with the workers who are required to perform tasks where they may be exposed to sharps. In the event that sharps have been assessed as a risk, the Organisation will minimise the likelihood of sharps exposure by:

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

24.5 REVIEW AND MONITORING SHARPS

Completed risk assessments are to be reviewed and retained in accordance with the Organisation's risk management processes. Additionally, staff are required to wash and dry their hands:

- after contact with blood or body fluids
- immediately after removing gloves
- before leaving the workplace
- at the beginning and end of each shift, and
- before and after eating, drinking, smoking and going to the toilet.

Staff should check for cuts or abrasions on exposed parts of the body. Cuts or abrasions must be covered at all times with a band aid or other type of waterproof dressing during working hours.

25 HAZARDOUS MANUAL TASKS/HANDLING

25.1 INTRODUCTION

A manual task, also commonly referred to as manual handling, is basically any task that uses the body to move or hold objects, people or animals. It can be described as any work or activity requiring a person to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object. A manual task that is considered hazardous is a manual task that involves one or more of the following:

- repetitive or sustained force
- high or sudden force
- repetitive movement
- sustained or awkward posture and/or
- exposure to vibration.

Hazardous manual tasks places direct stress on the body and may cause musculoskeletal disorders (**MSD**). An MSD is an injury, illness or a disease of the musculoskeletal system and can occur suddenly or over time. However, it does not include an injury caused by crushing, entrapment or any cut or laceration resulting primarily from the mechanical operation of a plant.

An MSD may result from:

- gradual wear and tear caused by frequent or prolonged periods of performing manual tasks or by repeated or continuous use of the same body parts or
- sudden damage caused by intense or strenuous activity, or unexpected movements such as when loads being handled move or change position suddenly or
- a combination of the above.

MSD may include injuries and conditions such as:

- sprains and strains of muscles, ligaments and tendons
- back injuries, including damage to muscles, tendons, ligaments, spinal discs, nerves, joints and bones
- joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knees, ankle hands and feet, for example arthritis
- nerve injuries or compression, for example carpal tunnel syndrome
- muscular and vascular disorders, for example vibration induced white finger as a result of hand-arm vibration
- soft tissue injuries, including hernias and
- chronic pain.

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

25.2 ORGANISATION RESPONSIBILITIES

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

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

The Organisation is therefore responsible for ensuring that:

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

25.3 IDENTIFYING MANUAL TASKS HAZARDS

Hazardous manual tasks can be identified by:

- observing how workers perform the work
- observing the design and management of the work
- observing how tools, equipment and objects are handled
- observing the physical work environment, the work layout and its design
- reviewing available information such as injury and incident records, inspection reports to identify areas at risk and related trends and
- consulting with the workers performing the manual tasks.

25.4 ASSESSING MANUAL TASKS RISKS

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

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

- the positions, postures, actions and movements adopted by workers in performing manual tasks
- the design and layout of the workplace and workstation or work space
- the duration and frequency of tasks performed by workers
- the workplace environmental conditions such as temperature, floor surfaces, lighting and vibration
- the location of loads and distances moved manually
- the nature, size or number of objects that are manually handled
- the weights and forces of loads that are manually handled
- the characteristics of loads and equipment available to assist in manual tasks and
- any other factors considered relevant to the workers.

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

25.5 CONTROLLING MANUAL TASKS RISKS

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

In the event that manual tasks have been assessed as a risk, in accordance with the hierarchy of control measures, the Organisation's priority will be to eliminate the manual task or eliminate the risk through task or workplace redesign taking into consideration all risk factors associated with MSD.

Where redesign and/or the elimination of the risk is not possible, the Organisation will reduce the risk of MSD associated with the hazardous manual tasks by implementing control measures as determined by a risk assessment and following the hierarchy of controls. Control measures will be determined in consultation with workers or their representatives and may include a combination of specific measures.

To this end, control measures may include:

- redesigning the workplace or relevant sections of the workplace to minimise the need to lift or move items or products
- redesigning the workplace layout, workstations, work tasks and procedures, systems of work, and storage areas to minimise the need for postures, movements and actions that may increase the risk of MSD such as redesigning storage space, adjustable height or work surfaces
- redesigning or modifying items used in the manual tasks to reduce the risk of MSD such as changing the shape, size or weight of the load being handled
- ensuring all loads to be lifted or moved are suitably assessed and appropriately planned to minimise the risk of injury taking into account the distance to be carried or moved, and the control measures required, such as the use of mechanical aids or team lifting
- redesigning or altering the workplace environment to minimise the risk of injury where the work involving hazardous manual tasks is undertaken. This may include providing clear and unobstructed access, widening of aisles and doorways, adequate maintenance of floor surfaces and ensuring there is sufficient lighting in the area
- redesigning or replacing tools to reduce the amount of force required to use or operate them such as replacing hand tools with powered tools or providing handles or holding points on an object or tool to make it easier to grip
- ensuring that the risks of MSD from the handling or moving of goods, items or products purchased are minimised such as changing the nature, size or number of items being handled, arranging delivery of smaller loads or arranging for larger loads to be moved mechanically
- creating a vibration isolation barrier between the hazard and the person at risk if the work involves being exposed to vibration
- ensuring that the workload and pace of work accommodates the physical demands of the manual task
- redesigning work methods or procedures such as rotating workers between different tasks to increase task variety and to decrease exposure time to high risk tasks
- developing safe procedures for undertaking all hazardous manual tasks such as developing safe lifting procedures that defines the tools and aids to be used and the resources and training required to ensure lifts are undertaken safely
- developing and implementing a suitable warm up exercise program for workers to be undertaken before starting hazardous manual tasks
- ensuring workers undertake suitable warm up exercises before undertaking a hazardous manual task where applicable

- providing the necessary information, instruction, training and supervision on how to reduce the risk of MSD relating to the manual tasks such as providing training on safe lifting in accordance with organisational procedures and
- ensuring the provision of suitable and appropriate PPE designed to minimise the risks related to MSD.

The Organisation will ensure procedures are accessible and records of induction and training given to workers are kept. Work processes or systems and plant or equipment affecting the way the hazardous manual task is performed are regularly reviewed, and any changes or new control measures being implemented will be provided to affected workers.

25.6 WORKER RESPONSIBILITIES

When performing hazardous manual tasks workers are responsible for:

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

26 HAZARDOUS CHEMICALS

26.1 INTRODUCTION

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace. This policy will help to ensure that all relevant workers are informed about hazardous chemicals and exposures to prevent disease and injury to the workers involved in using any hazardous chemical.

26.2 SAFETY DATA SHEETS AND REGISTERS

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

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

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

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

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

i) Safety Data Sheets and the GHS

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

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

26.3 IDENTIFYING HAZARDOUS CHEMICAL RISKS

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

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

26.4 ASSESSING HAZARDOUS CHEMICAL RISKS

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

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

- the nature of the chemical

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

26.5 CONTROLLING HAZARDOUS CHEMICAL RISKS

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

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

- eliminate the chemical or task if it is not essential
- substitute the hazardous chemical with something less hazardous
- ensure any existing exposure standard for a hazardous chemical is not exceeded
- ensure that appropriate atmospheric monitoring is undertaken where there is an exposure standard for hazardous chemicals and the level of exposure to the hazardous chemical is unknown
- isolate the process by using barriers or distance
- use engineering controls, such as local exhaust ventilation or automation of the process
- minimise the volumes of hazardous chemicals used
- establish safe work practices, such as restricting access to the area, keeping the area free of clutter, replacing lids on containers, safe storage and disposal of chemicals, being prepared for spills etc
- provide spill containment systems such as spill kits or bunding appropriate to the type of chemical on site
- ensure that the prescribed signage is in place to inform workers, visitors and emergency personnel of the type of hazard
- provide instruction and supervision appropriate to the level of expertise of the worker involved and
- provide PPE such as gloves and safety glasses as a secondary measure to supplement the other controls outlined above.

26.6 STORAGE OF HAZARDOUS CHEMICALS

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

In storing hazardous chemicals, the Organisation will ensure that:

- incompatible hazardous chemicals are stored at the appropriate separation distances
- placards and signage are located on the outside of storage areas and site perimeters as required by the relevant health and safety laws and/or Australian Standards
- appropriate fire protection and other emergency equipment are provided (for example, first aid equipment, emergency eye wash and safety showers)
- adequate lighting and ventilation and temperature control is provided in areas where hazardous chemicals are stored and/or decanted
- hazardous chemicals are not used or stored in proximity to any water or where they can potentially be released to water, such as via storm water drains
- all containers of hazardous chemicals are in good condition with no damage/corrosion or leaking contents. Wherever possible, hazardous chemicals will be stored in their original containers and labelled as supplied. When transferring chemicals or keeping them in other containers, the new containers must be compatible, suitable for the purpose and labelled correctly. Containers, lids, caps and seals will be checked regularly for deterioration and containers replaced when necessary. Food and drink containers will not be used to store hazardous chemicals under any circumstances and
- storage requirements for the specific hazardous chemicals will be detailed in the risk assessment.

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

The Organisation will ensure it is aware of any specific requirements of the Environmental Protection Authority relevant to any hazardous chemicals held on site or used in the conduct of its business.

DANGEROUS GOODS & COMBUSTIBLE LIQUIDS STORAGE COMPATIBILITY CHART													
Class or Subsidiary Risk													
FLAMMABLE GASES		OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
NON TOXIC NON FLAMMABLE GASES		OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
TOXIC GAS		SEGREGATE At least 3m	OK TO STORE TOGETHER	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING GAS		SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
FLAMMABLE LIQUIDS + COMBUSTIBLE LIQUIDS		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 5m	SEGREGATE At least 3m
FLAMMABLE SOLID		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES
SPONTANEOUSLY COMBUSTIBLE		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
DANGEROUS WHEN WET		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING AGENT		SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	KEEP APART	SEGREGATE At least 5m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
ORGANIC PEROXIDE		ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	OK TO STORE TOGETHER	ISOLATE	SEGREGATE At least 3m
TOXIC SUBSTANCES		SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	ISOLATE	OK TO STORE TOGETHER	SEGREGATE At least 5m
CORROSIVE		SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES

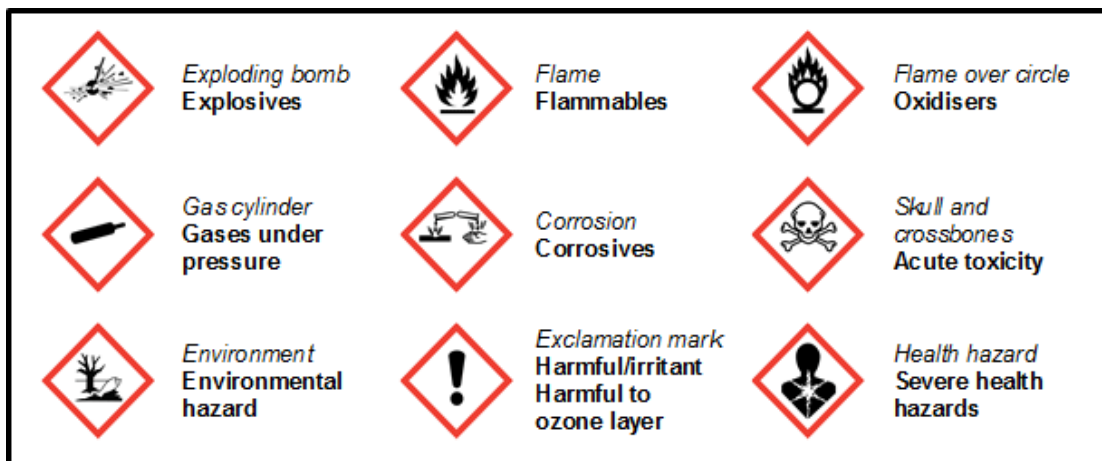
26.7 LABELLING OF HAZARDOUS CHEMICALS

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

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

i) Pictograms

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



ii) Signal Words

The GHS uses 'Danger' and 'Warning' as signal words to indicate the relative level of severity of a hazard. 'Danger' is used for the more severe or a significant hazard, while 'Warning' is used for the less severe hazards.

iii) Hazard and Precautionary Statements

Hazard statements are assigned to a class and category that describes the nature of the hazards of a chemical, including, where appropriate, the degree of hazard. For example, the hazard statement 'Toxic if swallowed' is the hazard statement for Acute toxicity category 3 (Oral).

Precautionary statements describe the recommended measures that should be taken to minimise or prevent adverse effects resulting from exposure, or improper storage or handling of a hazardous chemical.

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

iv) Responsibilities under the GHS

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

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

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

v) Decanting and Labelling

The Organisation will ensure that any hazardous chemical decanted at the workplace is decanted into a container which is correctly labelled. The following will be displayed on the label as a minimum:

- the product identifier and
- a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical.

In addition to the information listed above, the Organisation will aim to provide as much information on the label as possible, pertaining to hazards and safe use of the hazardous chemical.

26.8 HEALTH MONITORING

The Organisation will undertake relevant health monitoring of workers exposed to hazardous chemicals where it has been determined that there is a significant risk that such exposure may adversely affect a worker's

health and where such monitoring is mandated for specific hazardous chemicals. Where necessary, the Organisation will seek professional medical advice to inform the decision-making process.

Taking into consideration factors such as the nature and severity of the hazard for each hazardous chemical and the degree of exposure to workers, where there is an ongoing risk of potential exposure to significantly hazardous chemicals, in consultation with workers, the Organisation will initiate an ongoing health monitoring program. Where any health monitoring is undertaken, the Organisation will ensure that:

- all workers who may be subject to health monitoring are made aware of the requirement prior to be engaged to use, handle, store or generate hazardous chemicals
- the health monitoring includes the type specified for the specific hazardous chemical or as alternatively recommended by a registered medical practitioner with relevant experience in health monitoring
- all monitoring is supervised by a registered medical practitioner with relevant experience in health monitoring
- all costs related to the health monitoring are met by the Organisation
- sufficient information about the business, the work being undertaken that gave rise to the need for health monitoring and the worker being monitored is provided to the registered medical practitioner supervising the health monitoring
- it obtains a copy of the health monitoring report as soon as practicable after the monitoring has been completed
- provide a copy of the report to the relevant worker as soon as practicable after receiving the report
- provide the report to the health and safety regulator on request, where the report indicates an adverse health effect of a worker resulting from exposure to the related hazardous chemical or where the report recommends remedial action
- all health monitoring reports will be retained for at least 30 years or as otherwise directed by legislation and
- maintain confidentiality of individual health monitoring reports and ensure they are not provided to another person without consent of the worker concerned.

26.9 WORKER RESPONSIBILITIES

Workers are responsible for:

- ensuring they are familiar with any hazardous chemicals that they may be required to use in the course of their duties, and with the location and contents of the associated SDS
- following any guidance or instruction they receive on how to perform work involving hazardous chemicals
- taking reasonable care to prevent hazardous chemical exposure to other workers, for example by replacing all lids on chemical containers, returning chemicals to the appropriate storage or locking storage areas where possible
- notifying management of any hazardous chemical risk that they become aware of, for example deteriorating containers or incorrect storage

- ensuring that chemicals are appropriately labelled, particularly when they are being decanted to another container, to include as a minimum:
 - the product identifier and
 - a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical
- ensuring they are familiar with the hazardous chemical's label, including the meaning of any pictogram, signal word and/or hazard statement
- actively participating in risk management activities related to hazardous chemicals, including health monitoring programs where applicable
- immediately reporting any incident involving hazardous chemicals to management and
- ensuring they use any PPE that is provided to them.

27 CONTRACTOR MANAGEMENT

27.1 INTRODUCTION

Contract workers that are engaged directly by the Organisation in core business functions and under the direct control of the Organisation are owed all the same duties and responsibilities for safety as for any other worker.

When the Organisation engages contractors in a “contract for service” (i.e. workers are employed by another Organisation), it is important to determine the health and safety responsibilities of both parties.

The selection process for a contractor will determine whether the contractor (or subcontractor) is able to meet the Organisation’s safety expectations and ensure the wellbeing of workers that may be required to work with, or around the contractor/s during the normal course of their duties, members of the public, others at the place of work, and any other infrastructure or aspects of the workplace.

27.2 ORGANISATION RESPONSIBILITIES

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

- that contractors and subcontractors (and their workers) are provided with a safe working environment
- all contractual arrangements to engage contractors stipulates that safety performance as a condition of engagement and that their performance will be monitored and evaluated
- that contractors and subcontractors (and their workers) are inducted into the workplace before they commence work, and are able to demonstrate an understanding of the Organisation’s safety expectations and standards
- that contractors and subcontractors (and their workers) have appropriate safe system of work including relevant safety procedures for all hazardous work and safe operating procedures or the equivalent for the operation of hazardous plant and equipment
- that contractors and subcontractors (and their workers) have relevant and current qualifications, registrations, licences, permits, authorisations and/or skills and knowledge to undertake the proposed work safely and without risk to themselves or others
 - the implementation of a formal consultation procedures and a commitment to effective and efficient co-operation and co-ordination between the parties to ensure that the work of all parties does not put any person at risk of harm so far as is reasonably practicable. This may include: reaching an agreed understanding of the contract requirements, expected deliverables and safety expectations
 - developing a clear scope of work that clearly identifies individual activities that breaks down the scope of work
 - clarifying any restrictions on work – time of day, types of materials, specific equipment, licence requirements, etc.
 - agreeing on the processes and procedures for the effective monitoring and reviewing of work practices and activities through audits, inspections, corrective actions or by other agreed means

- establishing a contractor register and induction process to ensure the Organisation knows who is at the workplace and when
- agreeing on the process for contractor engaging contractors and supervision of new workers to site (site specific risks)
- involving nominated representatives in consultation to ensure two-way communication
- sighting evidence that sufficient information, training, instruction and supervision will be provided to ensure that contractors and subcontractors and their workers will be able to undertake their work in a safe manner and without risk to themselves or others and/or
- ensuring an appropriate communication process is in place for contractors, subcontractors and their workers to notify the Organisation of any incidents where they are undertaking work on behalf of the Organisation
- effective evaluation of any documentation required and provided as prequalification will be used as a selection criterion for the engagement of contractors, subcontractors and their workers. Such documentation or evidence may include having and maintaining relevant insurances, including workers compensation, public liability, and/or professional indemnity to undertake their work
- development and utilisation of a preferred contractor system where possible to ensure that any contractors engaged are selected from this list and therefore already assessed as having appropriate health and safety management practices
- that contractors and subcontractors (and their workers) are able to provide evidence of their safety management arrangements for all work to be undertaken by them and acknowledging that the Organisation maintains the right to cease any unsafe work until it is resolved to the Organisation's satisfaction
- that an appropriate corrective action plan is developed and issued to the contractor, or their representative, whenever contractor safety issues are raised and
- that any work activity or unsafe work practice undertaken by the contractor, or their representative, is ceased immediately if any individual is placed in an immediate risk or if a defined safe procedure is not being followed. Should this be the case, the work activity will not resume until the issue is resolved.

27.3 SUPERVISORS/MANAGERS RESPONSIBILITIES

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

- ensuring that the agreed consultation, participation and co-operation procedures are implemented as required
- ensuring that the agreed processes and schedules for the monitoring and reviewing of work practices and activities of contractors and subcontractors (and their workers) is undertaken and appropriate corrective actions are implemented
- reporting any safety observations or unsafe work methods being implemented by contractors or subcontractors (and their workers) that place people and/or property at risk
- taking immediate action to cease any work being undertaken by contractors or subcontractors (and their workers) that is unsafe and poses an immediate threat to the safety and wellbeing of any persons

- ensuring that any and all incidents resulting from work carried out by contractors or subcontractors (and their workers) are reported in accordance with the Organisation's hazard and incident reporting procedure
- providing an evaluation of the contractor's safety performance to management at the conclusion of the contracted works and
- demonstrating positive safety behaviours and compliance with the Organisation's safety arrangements and instructions.

27.4 CONTRACTOR RESPONSIBILITIES

When the contractor and/or subcontractor and their workers have been selected and engaged, they must:

- ensure that they follow safe systems of work sufficient to ensure that no person is placed at risk of injury or illness
- carry out a site safety assessment in relation to all proposed works
- undertake all contracted works safely and manage the risk of harm to persons or property
- ensure they and their workers have been provided sufficient information, training and instructions to undertake their work safely and without risk to themselves or others
- have sufficient safety reporting processes in place such as hazard and incident reporting, emergency management procedures and non-conformance reports
- ensure that all statutory requirements that requires a person to be authorised, licenced, supervised or to have prescribed qualifications registrations, permits, and/or skills and knowledge or experience are met and be able to produce evidence of the same to the Organisation if requested, prior to the contractors or subcontractors' works commencing
- ensure that all statutory requirements for the licencing, approvals and/or authorisation of any plant, substance, design or work (or class of work) are met and be able to produce evidence of the same to the Organisation if requested prior to the contractors or sub-contractors' work commencing
- develop, implement and maintain a suitable and appropriate emergency management procedures relevant to the proposed contracted works, or to comply with the Organisation's emergency management procedures relevant to the specific workplace
- ensure that all safety procedures, records, authorisations such as licences or permits are maintained and documented risk assessments are maintained and are readily accessible for perusal or review by the Organisation or the safety regulator on request
- generally comply with the requirements of all safety legislation (or any other legislation that may apply) and
- actively participate in the consultation and participation arrangements agreed to between the Organisation and contractors or subcontractors (and their workers).

27.5 WORKER RESPONSIBILITIES

When working alongside or with contractors or subcontract workers, the Organisation's workers are responsible to ensure that they:

- continue to follow the Organisation's instruction and directions in relation to health and safety
- only undertake work that they are formally authorised and qualified to undertake
- are familiar with the hazards related to the work being undertaken by them and works being undertaken by contractors or subcontractors (and their workers) in nearby or adjacent areas
- take all reasonable care to prevent risks arising from their work that may impact upon contractors, subcontractors, themselves or other workers
- as far as possible, report any safety observations or unsafe work methods being implemented by contractors or subcontractors (and their workers) that place people and/or property at risk
- as far as possible, take immediate action to cease any work being undertaken by contractors or subcontractors (and their workers) that is unsafe and poses an immediate threat to the safety and wellbeing of any persons
- to the level of their responsibilities, ensure that incidents resulting from work carried out by contractors or subcontractors (and their workers) are reported in accordance with the Organisation's hazard and incident reporting procedure
- demonstrate positive safety behaviours and compliance with the Organisation's safety arrangements and instructions and
- actively participate in the consultation and participation arrangements agreed to between the Organisation and contractors or subcontractors (and their workers).

28 OFFICE SAFETY

28.1 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.

28.2 ORGANISATION RESPONSIBILITIES

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

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

- all workers have the appropriate, training, qualifications and authorisations to undertake their office-based duties
- all workers understand the risks involved in working in an office and can identify hazards in the workplace
- the working environment does not present any risks to workers and others when being properly used and that due consideration is given to the design and security of the office and its layout, the availability and control of natural light, that lighting is sufficient for general office duties and additional task lighting is supplied where required, that there is sufficient supply of fresh, quality air, there is sufficient means to heat and cool the office and the flooring is such that it is designed to help prevent slips, trips and falls
- safe work procedures and practices are developed to help ensure the safety of workers and others working in the office. Such procedures and practices will include:
 - good housekeeping practices
 - standards for cleanliness and hygiene of the office and related facilities
 - safe procedures and storage of hazardous chemicals in or near the office
 - safe procedures to help ensure the ergonomic safety of workstations
 - safe procedures for hazardous manual tasks/handling and the storage of items and
 - safe procedures for the use of office machinery such as photocopiers
- the provision of suitable mechanical aids for lifting and storing items, including safety steps and other mechanical aids where required
- workstations meet ergonomic guidelines and the needs of workers, including
 - in consultation with affected workers, identifying and assessing the risk factors related to office ergonomics that could lead to MSIs, and eliminating or minimising the risks through the application of appropriate controls, including procurement and design of office-based plant and equipment
 - suitably informing office workers of the risk of MSIs and provide appropriate training in the ergonomically correct use of furniture, equipment and tools and
 - supporting and encouraging MSI prevention activities, such as workers regularly undertaking office stretching and relaxation exercisesadequate and safe storage facilities are provided
- the office has suitable and appropriate emergency preparedness plans in place and procedures to ensure that access and egress passageways remain unobstructed and provide a minimum clearance of 1,000mm (i.e. one metre) or as otherwise required by local ordinances, in the event of an emergency evacuation being required
- the maintenance of office plant and equipment and the working environment itself is appropriate to help prevent risks in the workplace, and that identified hazards are rectified as soon as practical
- all potential mental health risks are identified and managed in accordance with the Organisation's **Mental Health** policy

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

28.3 WORKER RESPONSIBILITIES

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

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

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

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

29 CASH HANDLING

29.1 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.

29.2 IDENTIFYING CASH HANDLING HAZARDS

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

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

Cash handling hazards exist when:

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

29.3 ASSESSING CASH HANDLING HAZARDS

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

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

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

29.4 CONTROLLING CASH HANDLING HAZARDS

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

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

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

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

30 REMOTE/ISOLATED WORKING

30.1 INTRODUCTION

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

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

30.2 IDENTIFYING REMOTE/ISOLATED WORKING

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

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

30.3 ASSESSING REMOTE WORK RISKS

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

- whether there is a possibility of exposure to violence or aggressive customers
- how long the worker will be working alone for
- what forms of communication and assistance the worker has access to
- the type of work they are undertaking, for example high risk work, and

- if the risks of the work can be controlled by one person, for example:
 - where there is risk of a fall
 - working with electricity, hazardous chemicals and/or plant
 - working near or on the road
 - working in confined spaces
 - working in excavation

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

30.4 CONTROLLING REMOTE WORK RISKS

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

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

- provide a mobile phone or cover the cost of a mobile phone for the remote worker. Where the provision of a mobile phone is not practical (for example, because the remote worker is working on a site where mobile phones cannot be used), the Organisation will consider alternatives such as satellite phones, digital two-way radios, GPS tracking devices, pagers or land line phones
- agree on arrangements for how frequently remote workers should call in. This may be at the start and end of each shift, at pre-set four hourly intervals, or as often as reasonably required based on the nature of work being performed
- ensure that appropriate management are contactable by the worker at all times whilst they are engaged in remote work
- ensure that there are procedures in place to manage any emergency situation that may arise, and
- ensure the worker is provided with appropriate training on emergency procedure.

31 WORKING OFFSITE

31.1 INTRODUCTION

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

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

31.2 BEFORE WORKING OFFSITE

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

This may include:

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

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

31.3 AT THE SITE

Where engaged on offsite work, workers will be directed to comply with any relevant site-specific health and safety policies and procedures. In particular, workers will be directed to:

- report to the site's reception area or designated contact person and announce arrival
- sign into the site's visitors attendance log, where required
- carry/wear any visitor passes whilst on site, as requested
- attend any site-specific health and safety induction, where required
- wear/use relevant safety protection clothing issued by the Organisation of the site, including any hard hats, personal hearing protection, hi visibility vests, coats, water proof coats, boots, non-slip soled shoes or goggles.
- abide by all instructions issued by the site, in particular safety instructions
- remain on any designated walkways or access paths, and obey any signage on the site
- report any hazards detected to the site, such as exposed leads or loose railings

- assess the risk posed by any hazards and determine whether it is safe to continue work. In the event it is not safe to do so, workers will be directed to take necessary steps to prevent an incident occurring and immediately report the hazard to the Organisation, and
- in the event of an emergency, follow the site-specific emergency evacuation response plan.

If a health and safety issue or hazard cannot be resolved, the worker will be directed to contact their manager immediately.

32 WORKING FROM HOME

32.1 INTRODUCTION

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

The Organisation must approve all work undertaken at home. 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.

Based on the above information, risks associated with working at home will be addressed via a risk management approach.

The policies and procedures detailed in this Health and Safety Manual detail how the Organisation manages hazards and risks in the workplace, including those hazards and risks associated with working at home.

32.2 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, and
- 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.

32.3 ASSESSING HAZARDS ASSOCIATED WITH WORKING AT HOME

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

32.4 CONTROLLING HAZARDS ASSOCIATED WITH WORKING AT HOME

The Organisation will ensure, as far as reasonably practicable, that the risks associated with working at home are controlled. The process of controlling such risks will be determined in consultation with the workers who are required to work at home.

Control measures can be identified by referring to the following policies detailed within the Health and Safety Manual:

- Office Safety Policy
- Drugs and Alcohol Policy
- Remote/isolated Work Policy, and
- Hazardous Manual Tasks/Handling Policy.

32.5 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.

32.6 CONSULTATION

The Organisation is committed to providing all workers with the opportunity to express their views and contribute to the resolution of health and safety issues that affect them.

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

32.7 EMERGENCY PROCEDURES

The Organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers, including workers who are working at home.

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.

32.8 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.

33 HOME VISITS

33.1 INTRODUCTION

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

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

33.2 IDENTIFICATION OF RISKS

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

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

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

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

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

33.3 ASSESSING RISKS ASSOCIATED WITH HOME VISITS

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

i) High risk

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

ii) Medium risk

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

iii) **Low risk**

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

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

33.4 **CONTROLLING RISKS ASSOCIATED WITH HOME VISITS**

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

i) **Maintaining regular contact**

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

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

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

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

33.5 **DURING A HOME VISIT**

All workers should be aware of how to identify and manage risks that may arise in a home environment. The following safety procedures should be adhered to by all staff during home visits:

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

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

33.6 EMERGENCY PROCEDURES

The Organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers, including workers who conduct home visits.

Staff must not enter a client's home if there is potential for a dangerous situation to arise. In circumstances of impending danger, the worker should contact the relevant emergency services and inform management.

If the worker is unable to be contacted after the agreed upon time management and local police need to be informed. Communicate clearly to the police the person's name, address of the last known location, the make/model/colour of the car driven, the worker's phone number and how long overdue they are.

Any threat or potential threat to staff safety or security must be documented in a **Hazard and Incident Report Form** and noted as an issue to be considered prior to future visits.

34 PLANT AND EQUIPMENT

34.1 INTRODUCTION

This policy refers to all plant and equipment whether it utilises an energy source or not. This includes machinery, equipment, structures, appliances, containers, implements, tools and any components or anything fitted or connected to those items. The policy applies to all powered and non-powered plant and equipment under the control of the Organisation or is used and/or operated in the course of undertaking work on behalf of the Organisation.

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

34.2 IDENTIFYING PLANT AND EQUIPMENT HAZARDS

As a hazard is anything that has the potential to cause injury or illness, hazards related to plant and equipment or associated systems of work, can be identified by:

- observing how workers perform their tasks
- reviewing any documentation regarding the use of the plant and equipment that is provided by the manufacturer or that is otherwise available
- reviewing the tasks associated with the operation of the plant and equipment such as operating, clearing blockages, cleaning, adjusting, setting up, maintaining, repairing or working on the item
- checking workplace specific documentation regarding the machinery, for example pre-start checklists
- consulting with the workers carrying out the tasks
- inspecting the location of the plant or equipment and considering:
 - proximity to other machines and work processes, fixed plant, portable plant and tools
 - walkways and pedestrian access in the vicinity of plant, including access for routine operating and maintenance activities
 - the location where plant and equipment is used or operated, for example, the operation of plant in harsh environments may require more frequent inspection and/or maintenance schedules
- inspecting the plant or equipment and identifying any of the following hazards:
 - drawing-in or trapping hazards where a part of the body could be drawn into a 'nip-point' between rotating parts
 - entanglement hazards where loose items such as clothing, gloves, ties, jewellery, long hair, cleaning rags, bandages etc may be caught in a machine
 - shearing hazards from a machine which uses a slide or knife in order to trim or shear metal or other materials
 - cutting hazards in machinery used cutting wood, metal, or other materials

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

34.3 ASSESSING PLANT AND EQUIPMENT HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any plant or equipment that may pose a risk of injury to workers is assessed to determine the seriousness of these hazards.

When assessing potential risks and hazards associated with specific plant and equipment, consideration should be given to the following throughout the life of the plant or equipment:

- design and construction
- installation, erection and positioning of the plant or equipment in the workplace
- commissioning and operation
- electrical, radiation and thermal energy
- emergency procedures
- hazardous chemicals/substances and dangerous goods

- machine guarding for plant or equipment with any moving parts
- maintenance, repairs, servicing and cleaning requirements
- hazardous manual tasks/handling issues
- noise and vibration
- personal protective equipment (**PPE**) requirements
- work environment including lighting, ventilation, interaction with others
- safe work procedures and regular inspections
- decommissioning, demolition and disposal of plant and equipment and
- the relevant national and international standards.

34.4 CONTROLLING PLANT AND EQUIPMENT HAZARDS

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

This duty includes, so far as is reasonably practicable, ensuring:

- that the plant and equipment is safe to use, operate and control and does not present as a risk to the operators, or others when properly used
- that the operation of the plant or equipment does not create a hazard or risk to workers or others working in and around its operation or operating area/s
- personnel using or operating any plant and equipment are appropriately trained and are deemed competent to use, operate and control the plant or equipment in a safe manner. Personnel must have sufficient knowledge and understanding of the plant or equipment to ensure that the item is used and/or operated within its design criteria and according to manufacturer's instructions
- all controls and safety devices including any guarding, emergency stops, and warning devices are regularly inspected and tested. Where such controls or devices are not fully functional, the Organisation will ensure that appropriate quarantine procedures are in place so that the plant or equipment is not used or operated until suitable repairs have been undertaken
- that all plant and equipment is suitably inspected and maintained in accordance with the manufacturer's instructions or as otherwise required under legislation and that suitable quarantine procedures are in place to prevent the item being used or operated should it be deemed faulty
- that appropriate procedures are in place to ensure that all cleaning, maintenance and adjustments of plant and equipment is undertaken in a safe manner and without risk to operators, users, workers and others
- that appropriate procedures are in place to ensure the safe handling, storage, transportation, dismantling and disposal of plant and equipment
- any incident associated with plant or equipment will be reported to management who are required to ensure a **Hazard and Incident Report Form** is completed

- that all personnel are advised of the reporting requirements of the organisation at induction and re-enforced at toolbox talks and/or staff meetings
- that supervisors are to regularly check if plant or equipment is being operated correctly
- that all proposed modifications or alterations to plant and equipment are assessed and specified by a competent person and
- that plant and equipment will only be used or operated by persons who have been trained and deemed competent to do so.

34.5 MODIFICATION OF PLANT AND EQUIPMENT

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

- consulting with the designer and manufacturer and
- where the original designer or manufacturer cannot be contacted, the alterations will be carried out by a competent person in accordance with the relevant technical standards.

A competent person is one who has acquired through training, qualification or experience the knowledge and skills to carry out the task.

The Organisation will, so far as is reasonably practicable:

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

Modifications will not be undertaken unless they have been assessed and specified by a competent person.

34.6 DECOMMISSIONING AND DISPOSAL OF PLANT AND EQUIPMENT

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

- identify and control hazards involved in the process of decommissioning and dismantling the plant, equipment or structure
- dismantle plant, equipment or structure in accordance with the designer's and manufacturer's instructions if available
- if re-selling, ensure that the plant, equipment or structure is safe to load, transport, unload and store. Any available information relating to the plant, equipment or structure design, registration, installation, operation and maintenance will be provided with the plant, equipment or structure and/or
- if scrapping, ensure that the plant, equipment or structure is safe to load, transport, unload and dispose of correctly.

34.7 WORKER RESPONSIBILITIES

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

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

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

35 INSPECTION, TESTING AND MAINTENANCE

35.1 INTRODUCTION

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

To this end, the Organisation will ensure that the workplace, working environment and all plant and equipment is regularly inspected, tested where necessary and maintained in accordance with the manufacturer's instructions, or as otherwise required.

Such activities must be sufficient to ensure a safe and healthy workplace as far as is reasonably practicable and to ensure the Organisation meets its compliance responsibilities.

35.2 REQUIREMENTS FOR INSPECTION, TESTING AND MAINTENANCE

In relation to the Organisation's responsibilities to undertake workplace inspections and to inspect, test and maintain plant and equipment appropriately, the Organisation will:

- undertake appropriate workplace and/or site inspections at least every six months and
- inspect, test and maintain all plant and equipment, including portable electrical apparatus and low risk items such as storage facilities, workstations, furniture and photocopiers, in accordance with the manufacturer's recommendations, or as otherwise required.

Records of the inspection, testing and maintenance activities will be appropriately maintained on either an internal register, record/report supplied by the tester or in item specific records such as a logbook or checklist to confirm that such activities are undertaken.

In addition, informal visual inspections must be undertaken on all plant and equipment prior to each use or operation.

Any item failing an inspection or test will be quarantined, tagged out of service and isolated from use until it has been repaired and deemed safe for use. Items that cannot be repaired will be disposed of in an appropriate manner.

35.3 REVIEW OF INSPECTION AND TESTING INTERVALS

Inspection and testing intervals will be reviewed:

- at least annually
- after an incident where a failure is attributed to inadequate inspection, testing or maintenance
- when manufacturer or legislative requirements change and
- in response to safety alerts.

35.4 WORKER RESPONSIBILITIES

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

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

36 ELECTRICAL SAFETY

36.1 INTRODUCTION

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

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

36.2 IDENTIFYING THE RISK

The Organisation will consult with workers to identify electrical hazards arising from electrical equipment or installations. The following will be considered to assist in the identification of electrical risk:

- the design, construction, installation, maintenance and testing of electrical equipment or electrical installations
- inadequate or inactive electrical protection, for example no or damaged safety switches
- where and how electrical equipment is used, for example electrical equipment may be at a greater risk of damage if used outdoors or in a factory or workshop environment
- electrical equipment being used in an area in which the atmosphere presents a risk to health and safety from fire or explosion, for example using grinders in areas where flammable fumes may be present
- type of electrical equipment, for example 'plug in' electrical equipment that is moved from site to site, including extension leads, are particularly liable to damage
- the age and condition of electrical equipment and electrical installations
- work carried out on or near electrical equipment or electrical installations such as electric overhead lines or underground electric services and
- reviewing incident reports.

36.3 ASSESSING THE RISK

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

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

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

36.4 CONTROLLING THE RISK

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

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

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

Unsafe electrical equipment must be disconnected or isolated from its electricity supply. It must not be reconnected unless it is repaired by a competent person or tests by a competent person have confirmed it is safe to use. Alternatively, it could be replaced or permanently removed from use.

Unsafe electrical equipment will be labelled indicating it is unsafe and must not be used. This is to prevent inadvertent use before the electrical equipment can be tested, repaired or replaced.

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

36.5 ELECTRICAL EQUIPMENT TESTING AND TAGGING

The Organisation will ensure that electrical equipment is regularly inspected and tested by a competent person where the electrical equipment is:

- supplied with electricity through an electrical socket outlet ('plug in' equipment) and
- used in an environment in which its normal use exposes the equipment to operating conditions that are likely to result in damage to the equipment or a reduction in its expected life span, for example moisture, heat, vibration, mechanical damage, corrosive chemicals or dust.

The nature and frequency of inspection and testing will vary depending on the nature of the workplace, its environment and the risks associated with the electrical equipment but will generally follow the timeframes detailed in *AS/NZ 3760:2010: In-service safety inspection and testing of electrical equipment* as per the table below, unless otherwise defined for specialised equipment such as medical equipment and hired plant.

In addition, electrical equipment will be tested following repair or servicing that may impact upon its electrical integrity and before the first use of any second-hand equipment.

36.6 COMPETENT PERSON

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

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

Table 1: Electrical Testing and Tagging - as adapted from *AS/NZ 3760:2010: In-service safety inspection and testing of electrical equipment* **Note:** Queensland requires commercial cleaning equipment to be tested every three (3) months and rural equipment every 12 months unless all circuits are protected by a safety switch.

		Residual Current Devices (Safety Switches)			
		Push button test by user		Operating time/ current test	
Environment	Portable electrical equipment	Fixed	Portable	Fixed	Portable
Construction work	3 months	monthly	daily	12 months	3 months
Manufacturing work: factories, workshops, places of manufacture, assembly, maintenance or fabrication.	6 months	6 months	N/A	12 months	N/A
Service work: environments where the equipment or flexible cord is subject to flexing in normal use OR is in a hostile environment.	12 months	6 months	3 months	12 months	12 months
Residential type areas: hotels, residential institutions, motels, boarding houses, halls, hostels, accommodation houses, and the like	2 years	6 Months	6 months	2 years	2 years
Office work: environments where the equipment or cord is NOT subject to flexing in normal use and is NOT open to abuse and is NOT in a hostile environment.	5 yearly	6 months	3 months	2 years	2 years
Rural industry work (all plug in equipment)	visual examination before each use	N/A	N/A	N/A	N/A
Commercial cleaning equipment	6 months	daily	N/A	6 months	N/A

37 MOTOR VEHICLES

37.1 INTRODUCTION

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

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

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

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

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

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

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

37.2 IDENTIFYING MOTOR VEHICLE HAZARDS

Motor vehicle hazards can be identified by:

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

- consulting with the workers carrying out the tasks.

37.3 ASSESSING MOTOR VEHICLE HAZARDS

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

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

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

37.4 CONTROLLING MOTOR VEHICLE HAZARDS

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

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

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

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

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

37.5 PROCEDURES

i) Driving procedure

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

ii) Vehicle breakdown procedure

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

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

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

Drivers should not:

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

iii) **Motor vehicle accident procedure**

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

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

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

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

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

v) **Reversing**

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

37.6 **WORKER RESPONSIBILITIES**

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

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

38 HIGH PRESSURE WATER JETTING

38.1 INTRODUCTION

High pressure water jetting is a process using a stream of pressurised water to remove material, coatings or contamination and debris from the surface of a work piece or material substrate including:

- high pressure water jetting systems pressurised by positive displacement pumps with an output capability greater than 800 bar litres per minute, and
- water jetting systems operating below 800 bar litres per minute where there is a foreseeable risk of injury to operators or other people.

Risks associated with high pressure water jetting during brick cleaning operations in the workplace will be addressed via a risk management approach.

38.2 IDENTIFYING HIGH PRESSURE WATER JETTING HAZARDS

Some examples of high-pressure water jetting hazards include:

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

High pressure water hazards can be identified by:

- conducting a walk-through assessment of the workplace
- observing the work and talking to workers about how water jetting is carried out
- inspecting plant and equipment used during high pressure water jetting operations
- reading product labels, safety data sheets and manufacturer's instruction manuals
- talking to manufacturers, suppliers, industry associations and health and safety specialists, and
- reviewing incident reports.

38.3 ASSESSING HIGH PRESSURE WATER JETTING HAZARDS

As part of the risk management approach, the Organisation has an obligation to ensure that any high-pressure water jetting operation that poses a risk of injury to workers are assessed to determine the seriousness of these hazards.

However, it must be noted that high pressure water jetting must not, under any circumstances, be used to blast any asbestos containing material (ACM). Where the surface to be blasted is suspected to be ACM, it must be tested by an authorised person before any blasting operation takes place.

In assessing risks arising from high pressure water jetting, the following factors will be taken into account:

- identifying which workers are at risk
- determining the sources and processes causing the risks
- identifying the control measures required, and
- assessing the effectiveness of existing control measures.

The likelihood of each hazard actually causing harm in a specific situation will be assessed taking into consideration:

- the severity of any potential injury from the blasting operation
- the substrate or surface being blasted
- the overall working environment of the proposed operation, taking into consideration the need to comply with related requirements, such as working on roads
- the surface coatings of the items being blasted, taking into account potential risks such as exposure to toxins such as lead or hazardous chemicals
- the conditions under which blasting is being carried out, considering potential oxygen depletion in areas such as confined spaces, and
- the skills, competence and experience of the operators.

38.4 CONTROLLING HIGH PRESSURE WATER JETTING HAZARDS

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

In the event that high pressure water jetting has been assessed as a risk, the Organisation will ensure:

- that all blasting operations are appropriately planned taking into account the potential work environment, the potential hazards and emergency procedures
- that the number of operators is appropriate for the planned work
- all operators have the level of competence, skills, training and/or qualifications to undertake the planned work, including taking into consideration the need for licenses and/or specialist skills such as working on elevated work platforms or scaffolding
- all equipment used in the blasting operation meets the requirements of the relevant Australian Standard, and is maintained and used in accordance with the manufacturer's instructions
- appropriate isolation procedures are in place including locking and tagging

- all operators have the appropriate equipment required for the operation, including all PPE which is considered in addition to all other control measures
- that the area or zone being blasted has suitable barricading, signage or where necessary an observer to prevent the entry of non-authorised persons
- all other workers nearby are appropriately notified of the planned operation
- that safe work instructions are developed for the planned operation and are clearly communicated to workers
- that when manual gun operations take place the reaction force is equal to or below the maximum reaction force of 250 N or 25.5 kg, and
- the operation's crew complete a pre-start hazard assessment before starting jetting operations.

38.5 **MEDICAL ALERT CARD**

Water jetting operators will carry an immediately accessible, waterproof medical alert card issued by the Organisation.

The card will:

- outline the possible nature of injuries and post-incident infections that can be caused by high pressure water jetting, and
- provide details of immediate first-aid treatment until medical treatment can be arranged.

39 HAZARDOUS NOISE

39.1 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 and 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.

The Organisation is committed to ensuring the risk to workers from hazardous noise is eliminated as far as is practical. Implementation of this policy will help to ensure that all relevant workers are informed about hazardous noise and have received sufficient training in the identification and control of potential noise hazards at work to help prevent noise induced hearing loss and other noise related illnesses.

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

39.2 IDENTIFYING HAZARDOUS NOISE IN THE WORKPLACE

In consultation with workers, the Organisation will identify work tasks, processes and equipment that may present the risk of exposure to hazardous noise.

Indicators of hazardous noise at the workplace include:

- workers having to raise their voice to communicate with one another at a distance of one metre or less
- workers complaining of temporary reduction in hearing or ringing in the ears after leaving work
- the ability of workers to clearly hear work instructions or warning signals, and
- warnings that may accompany newly purchased plant or equipment.

Therefore, the Organisation will initially identify hazardous noise through:

- workplace inspections and consultation with workers
- reviewing available information regarding noise levels from manufacturers and/or suppliers of plant and equipment, and
- assessing the length of time workers are exposed to noise either from individual machines or tools or to the overall work environment.

39.3 ASSESSING HAZARDOUS NOISE

The international standard unit for measuring sound levels is called the Decibel (dB) and this is used to indicate the level of noise in the workplace. Legislative requirements for hazardous noise are defined by two noise exposure standards because noise can either cause gradual hearing loss over a period of time or be so loud that it can cause an immediate loss of hearing. These two standards are:

- $L_{Aeq, 8h}$ means the eight-hour equivalent noise exposure. Using this exposure standard, an unacceptable risk of hearing loss occurs at levels above 85 dB (A), and
- $L_{C,peak}$ means the peak or maximum sound level and usually relates to loud sudden noises such as a gunshot or hammering. Using this exposure standard, noise levels above 140 dB (C) can cause immediate damage to hearing.

An increase in 3 dB represents a doubling of the sound energy which means that the exposure time of workers will be halved for every 3 dB increase in sound.

The table below demonstrates the length of time a person without hearing protection can be exposed before the standard is exceeded.

Equivalent Noise Exposure $L_{Aeq, 8h} = 85 \text{ dB (A)}$	
Noise Level dB (A)	Exposure Time
80	16 hours
82	12 hours
85	8 hours
88	4 hours
91	2 hours
94	1 hour
97	30 minutes
100	15 minutes

Where noise has been identified as a potential risk to workers, the Organisation will undertake a risk assessment in accordance with the Risk Management Process in this manual to determine the level of risk from exposure to noise.

The risk from noise being emitted from a single piece of machinery can be assessed considering length of time a particular machine or tool is operated and the number of workers who may be exposed to the emitted noise.

However, where there are multiple sources of noise in the workplace and the combined impact of the sources of noise levels is not easily determined, the Organisation will engage a noise specialist to undertake a formal noise assessment.

A noise assessment will quantify the noise to determine the extent of the risk over a typical working day and to help determine the appropriate control measures to be implemented. Such an assessment will be undertaken by a competent person with appropriate sound level measuring equipment.

39.4 CONTROLLING HAZARDOUS NOISE

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, education and training of workers and may include regular audiometric testing for workers exposed to hazardous noise.

To facilitate the implementation of the program the Organisation will address hazardous noise as part of the risk management approach. This will ensure, as far as practical, that risk to workers from hazardous noise is eliminated or minimised through the application of the hierarchy of controls such as:

- eliminating the source of the hazardous noise, for example ceasing the use of noisy machinery
- regular inspection and maintenance of machinery to ensure they are running efficiently and all components are appropriately secured and free from vibration
- substituting production methods or noisy plant with quieter alternatives where possible
- engineering modifications such as sound proof isolation barriers, the installation of anti-vibration mountings for machinery or dampening material to machinery panels, the fitting of silencers to compressed air exhausts and the fitting of sound absorbing material to hard surfaces
- ensuring noise emissions below the exposure standards are considered as criteria in the purchasing of plant and equipment
- administrative controls to reduce worker's daily exposure to noise such as relocating workers for periods of time throughout the working day, and
- implement a hearing protection program involving the use of PPE.

39.5 PERSONAL HEARING PROTECTION

Hearing protection will only be considered as hazardous noise control method:

- when the risks arising from exposure to noise cannot be eliminated or minimised by other means or where the noise exposure cannot be reduced below the exposure standards by more effective control measures
- as an interim measure until other control measures are implemented, or
- when protection is required in addition to what has been achieved using other noise control measures.

Where personal hearing protection is required to be worn by workers, the Organisation will ensure the hearing protection is:

- selected to minimise risk to health and safety
- suitable for the nature of the work and any hazard associated with the work
- a suitable size and fit and reasonably comfortable for the person wearing it
- maintained, repaired or replaced so it continues to minimise the risk, and
- used or worn by the worker, so far as is reasonably practicable.

Areas where people may be exposed to hazardous noise will be designated and sign-posted as hearing protection areas and the boundaries of these areas will be clearly defined.

Workers and other persons, including managers and visitors, are not to enter these areas without wearing appropriate personal hearing protection, regardless of the length of time they will be in the area.

Where sign-posting is not practicable, the Organisation will make other arrangements to ensure that workers and others know when personal hearing protection is required, for example:

- attach prominent warning notices to tools and equipment indicating that personal hearing protection should be worn when operating them
- provide written and verbal instructions on how to recognise circumstances in which personal hearing protection is needed, and
- ensure effective supervision of identified hazardous tasks.

39.6 AUDIOMETRIC (HEARING) TESTS

The Organisation will provide audiometric testing for all workers who are required to rely upon, and therefore frequently use, personal hearing protectors as a control measure for noise that exceeds the exposure standard. Audiometric testing will be provided within three months of the worker commencing work to provide a baseline as a reference for future audiometric test results. Regular follow-up tests will be carried out at least every two years.

39.7 WORKER RESPONSIBILITIES

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

- ensuring that they 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 their protection
- following any reasonable procedure, guidance or instruction given by the Organisation that is designed to reduce their 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 they do not interfere with, or remove any noise control apparatus or device installed or any machine modification designed to reduce noise emissions
- ensuring that they 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 themselves and other workers, and
- notifying management of any hazardous noise risk that they become aware of that may not have been previously identified, including where maintenance may be required to machinery to reduce noise levels.

40 ASBESTOS SAFETY

40.1 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.

40.2 ORGANISATION RESPONSIBILITIES

The Organisation is committed to protecting the health and wellbeing of its workers and others at its workplace/s by ensuring that asbestos or ACM is safely and appropriately managed. Whilst exposure to ACM is not within the normal scope of work undertaken by the Organisation, it is acknowledged that unintended exposure may occur, particularly when undertaking maintenance of assets such as buildings, land, plant and equipment.

Therefore, until confirmation is received that all organisational assets are asbestos free, the Organisation will ensure that:

- as a minimum, it meets all statutory requirements related to the management of asbestos and ACM
- an **Asbestos Register** is developed in conjunction with the building owner (where applicable) and in accordance with the requirements of this policy to record any asbestos or ACM that has been identified or is likely to be present at the workplace
- it manages ACM based upon the assumed level of risk, including the development of an asbestos management plan where necessary and procedures to be implemented should there be an unintended exposure to ACM
- safe procedures are developed and implemented for all work to be undertaken where the work may result in the disturbance of material suspected to contain ACM, including the use and disposal or laundering of appropriate PPE
- any known or suspected asbestos or ACM remains undisturbed by any plant, equipment or tool that may release uncontrolled airborne asbestos into the workplace with the exception of high pressure water being used for firefighting purposes

- all workers receive information, instruction and training that is suitable and adequate for the nature of the work being undertaken, the risks involved and the required control measures and
- any removal of asbestos or ACM is undertaken by a suitably qualified and licensed person. The Organisation will confirm that the removalist is duly qualified and licensed to remove the type of asbestos identified and will only re-occupy the work area where removal has occurred following the issue of a clearance certificate to ensure the area is free of asbestos or ACM.

40.3 IDENTIFYING ASBESTOS HAZARDS

The identification of asbestos or ACM will be undertaken by a competent person using a stereo and polarised light microscope. Where necessary, to ensure the identification is undertaken by a competent person, the Organisation will engage an external person who is either:

- an occupational hygienist who has experience with asbestos
- a licensed asbestos assessor or
- a person who has received a statement of competency in asbestos assessment.

In some situations, the competent person, may decide to presume that asbestos is present in organisational assets such as within building material. In these situations, the material must be treated as an ACM and included within the **Asbestos Register** until it can be proven otherwise.

If a material is suspected to contain asbestos, the Organisation will ensure a sample is appropriately taken of the suspected material and have it analysed at a NATA accredited laboratory to determine if the material contains asbestos and report accordingly.

To ensure that all proposed work in areas where asbestos is known, suspected or assumed and the work may potentially disturb the material, the Organisation will ensure the area is clearly identified and appropriately isolated by taking into consideration:

- the type of asbestos present, suspected or assumed
- the activity around the proposed work area
- the proposed work method that may potentially disturb asbestos or ACM
- the quantity of asbestos to be disturbed and
- the type of barriers and signs to be used.

The following are a number of factors that can be taken into account to identify or assume that asbestos is present:

- the building was built before the mid-1980s
- the building had any refurbishments before 1990, even if the original parts of the building did not contain asbestos cement sheet was installed up until 1990 and/or
- plant or equipment was manufactured before 31 December 2003.

40.4 ASBESTOS REGISTER

The Organisation is committed to ensuring the development of an **Asbestos Register** where it is considered necessary. The **Asbestos Register** will be prepared by a competent person and must identify and record all areas where there is known, previously identified or assumed asbestos or ACM to be present.

The **Asbestos Register** must include the location, type and condition of the material if known, the quantity of the material, the date of identification and activities that may potentially disturb asbestos or ACM and release uncontrolled asbestos into the workplace. The register will also include an appropriate risk assessment.

The register will be maintained and made readily accessible to workers and others who may be affected by asbestos at the workplace. It will be reviewed at least every five (5) years and whenever:

- the asbestos management plan is reviewed
- further asbestos or ACM is identified at the workplace
- asbestos is removed from or disturbed, sealed or enclosed at the workplace or
- when refurbishment or demolition work is to be undertaken.

Therefore, where such a register is available, the Organisation will ensure that:

- all workers review the register to be aware of the location and risks associated with asbestos prior to commencing work and
- it is transferred to any subsequent owners or person with management responsibility for the workplace.

40.5 ASBESTOS MANAGEMENT PLAN

Where asbestos or ACM has been identified or assumed to be present at the workplace, the Organisation will ensure that a documented asbestos management plan (**AMP**) is prepared, including where naturally occurring asbestos may have been identified. The asbestos management plan will:

- reference the **Asbestos Register** to identify location of asbestos or ACM
- identify the management strategies for the overall management of the asbestos or ACM including safe work procedures, control measures and emergency response procedures
- have details of all incidents and emergencies resulting from any asbestos related works
- have identification of workers involved in asbestos related work, their level of information and training, defined responsibilities and the consultation arrangements in place and
- have other information as required, such as a timetable for the management of the related risks and review procedures.

The AMP will be kept at the workplace to ensure it is accessible to any person who has carried out, carries out or intends to carry out asbestos related work at the workplace.

The AMP will be reviewed at least every five years and whenever:

- there is a review of the **Asbestos Register** or a control measure

- asbestos is removed from or disturbed, sealed or enclosed at the workplace
- the plan is no longer adequate for managing asbestos or ACM at the workplace or
- workers or their representative requests a review following concerns being raised about the impact upon their health and safety in relation to the AMP or if there are concerns that the AMP has not been adequately reviewed.

40.6 ASSESSING ASBESTOS HAZARDS

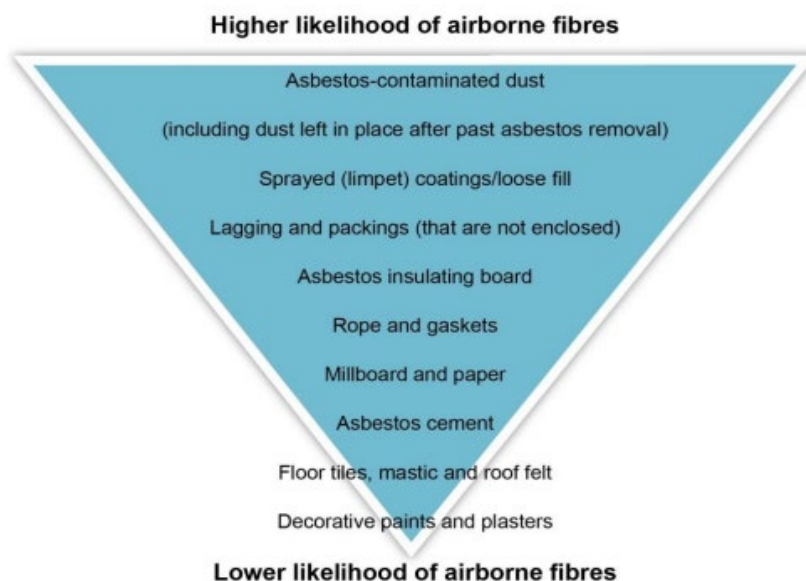
As part of the risk management approach, the Organisation will ensure that any risks posed to workers by potential exposure to asbestos or ACM are assessed to determine the seriousness of these hazards.

A risk assessment must be undertaken by a competent person, who will consider whether the asbestos or ACM is:

- in poor condition
- likely to be further damaged or to deteriorate
- likely to be disturbed due to work practices carried out in the workplace (for example, routine and maintenance activities and their frequency) or
- in an area where workers are exposed to the material.

If an ACM is in good condition, it will generally be left undisturbed as the risk to health is extremely low. However, if the ACM has deteriorated, has been disturbed, or if asbestos-contaminated dust is present, the likelihood that airborne asbestos will be released into the air is increased and the Organisation will implement the most appropriate control measure, which may include removal by an appropriately licensed removalist.

The following diagram shows different types of asbestos according to the likelihood that airborne asbestos can be released into the air if it has deteriorated or has been disturbed.



40.7 CONTROLLING ASBESTOS HAZARDS

The Organisation will ensure, as far as reasonably practicable, that the risks associated with asbestos or ACM in the workplace are controlled. Where the risk of potential exposure to asbestos or ACM is identified, the Organisation will ensure the most appropriate and effective control measure is implemented. Such controls may include enclosing, encapsulating or sealing the asbestos or ACM, or using certain tools and equipment that eliminates or controls the generation of airborne dust when carrying out asbestos related work.

Where such controls are implemented and a suspected risk remains, the risk must be minimised through administrative controls such as appropriate training or the development and implementation of safe procedures, by the use of appropriate PPE, or any combination of such controls.

Where power tools are to be used in conjunction with dust suppression or extraction systems, airborne monitoring will be undertaken to help ensure the level of airborne fibres does not exceed one half of the exposure standard, that is, does not exceed 0.05 fibres/mL. Where required, only a HEPA filtered H-Class industrial vacuum cleaner will be used for any asbestos related work.

However, where the most beneficial control measure is considered to be the removal of the asbestos or ACM, the Organisation will ensure that the material is safely and effectively removed.

Where the decision to remove the asbestos has been made, the Organisation will also ensure that it has all the necessary and required information to facilitate the development of a removal control plan to ensure the safe removal of the asbestos by a suitably licensed asbestos removalist.

Where the Organisation is responsible for having the asbestos or ACM removed, it will ensure that all persons undertaking asbestos removal or associated works have sufficient skills, knowledge and level of competence to undertake the proposed work and where required, are appropriately trained and qualified.

All asbestos deemed to be friable, including low density board (**LDB**) will only be removed by a Class A licensed removalist and whilst some States or Territories allow the removal of up to 10 square metres (10 m²) of non-friable asbestos by non-licensed persons, the Organisation's preference is to ensure that all asbestos and ACM is removed by suitably licensed persons.

40.8 PERSONAL PROTECTIVE EQUIPMENT

Where there is a risk of asbestos exposure to workers and PPE is considered as part of the control strategy, the Organisation will provide workers with PPE that is suitable and appropriate for the work being undertaken as determined by undertaking a risk assessment. Where the asbestos related work requires potential exposure to other hazardous chemicals, a further risk assessment will be undertaken with reference to the applicable safety data sheets.

The PPE required may include coveralls, footwear, gloves and respiratory protection equipment (**RPE**). All PPE will be suitable and appropriate for the work being undertaken and will meet all applicable standards that may apply, including its disposal and/or laundering.

Where RPE is required, the Organisation will also ensure that the device complies with the requirements of Australian and New Zealand Standard, *AS/NZS 1716:2012 Respiratory Protection Devices* and is selected, used and maintained in accordance with *AS/NZS 1715:2009 Selection, Use and Maintenance of Respiratory Protective Equipment*.

The Organisation will ensure all PPE is appropriate for the nature of the work being undertaken, is provided and worn by workers. Safe procedures will also be developed and implemented for the safe use, maintenance and disposal of the PPE, including RPE.

40.9 HEALTH MONITORING

The Organisation will ensure that health monitoring is provided to all workers who may have been exposed to asbestos whilst undertaking any asbestos related work at the workplace. The Organisation will also ensure that workers are informed of the provision of such monitoring before workers carry out work where there is known asbestos or ACM.

Where applicable, health monitoring will be conducted prior to the work commencing and periodically based upon the potential for exposure to asbestos or ACM as well as the frequency and duration of potential exposure but at least once every two years.

The costs associated with health monitoring will be met by the Organisation and will be undertaken under the supervision of a medical practitioner with the relevant competencies.

The reports from health monitoring will include all the relevant and appropriate information related to the details of the worker, the medical practitioner, the date of monitoring, the outcomes from the monitoring and any necessary remedial action. The report will be made available to the relevant worker, remain confidential and be maintained as a record for at least 40 years after the record was made.

40.10 WORKER RESPONSIBILITIES

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

- ensuring they are familiar with any hazards associated with working with asbestos or ACM
- ensuring they 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 they receive on how to perform work that may involve the generation of asbestos dust, including the use of PPE, including RPE
- ensuring that they 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 they 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 themselves and other workers and to minimise the generation and accumulation of dust
- not undertake the removal of any known or suspected asbestos or ACM, regardless of area, without the appropriate authorisations and approvals
- where required and where provided, undertaking any health monitoring related to assessing exposure to asbestos dust
- not intentionally undertake any uncontrolled dry cutting or any abrasive action of any asbestos or ACM
- ensuring they 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 they become aware of.

41 WORKPLACE TRAFFIC MANAGEMENT

41.1 INTRODUCTION

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

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

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

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

41.2 ORGANISATION RESPONSIBILITIES

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

The Organisation is therefore responsible for ensuring that:

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

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

41.3 IDENTIFYING WORKPLACE TRAFFIC RISKS

The potential hazards associated with traffic activity may include:

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

Therefore, workplace traffic management hazards can be identified through:

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

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

41.4 **ASSESSING WORKPLACE TRAFFIC RISKS**

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

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

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

41.5 **CONTROLLING SPECIFIC WORKPLACE TRAFFIC RISKS**

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

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

- pedestrian safety

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

To this end, control measures may include:

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

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

41.6 **WORKER RESPONSIBILITIES**

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

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

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

42 SUN SAFETY

42.1 INTRODUCTION

Australia has one of the highest rates of skin cancer in the world. Despite being an almost entirely preventable disease, at least two in every three Australians will develop skin cancer before they reach the age of 70. Of all new cancers diagnosed in Australia each year, 80 percent are skin cancers.

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.

There are a number of factors that influences the intensity of solar UVR. These include the sun's elevation (time of day), the altitude of the workplace, cloud cover on the day and the presence of localised reflective surfaces such as concrete, metal and water, all of which should be considered in relation to workplace exposure.

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.

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

42.2 ORGANISATION'S RESPONSIBILITIES

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

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

- ensure that all workers who may be exposed to solar UVR whilst undertaking their normal work, such as outdoor workers, are aware of the risks of such exposure and have received sufficient training and instruction in the Organisational control measures, including the wearing of appropriate PPE and the use of sun screens
- actively supervise outdoor workers and monitor the implementation and use of control measures
- ensure injury reporting procedures are followed when an incident of sunburn or excessive exposure to solar UVR occurs in the workplace
- ensure workers are provided with sufficient information to effectively identify evidence of excessive solar UVR exposure
- ensure managers and supervisors act as positive role models for workers, and
- promote the use of sun protection control measures 'off the job'.

42.3 IDENTIFYING AND ASSESSING THE RISK

The primary focus in identification of the risks is to ensure that the Organisation identifies those workers who have a high risk of exposure to solar UVR and work situations within the Organisation where exposure to solar UVR occurs. This will be achieved taking into consideration the:

- geographical location of the relevant workplace
- time of year that the work is being undertaken, particularly outdoor work
- time or times of day when the work is being undertaken
- pattern and length of exposure to solar UVR
- the nature of the work being undertaken
- relevant control measures available
- presence of reflective surfaces that may impact upon exposure levels, and
- potential impact, or presence, of photosensitisers, either to the worker directly or in the localised working environment.

42.4 CONTROLLING THE RISKS

In accordance with the risk management approach and using the hierarchy of controls, the Organisation will:

- provide shaded areas or temporary shade
- encourage workers to move jobs to shaded areas
- modify reflective surfaces
- identify and minimise contact with photosensitising substances
- provide indoor areas or shaded outdoor areas for rest and meal breaks

- schedule outdoor work tasks to occur when levels of solar UVR are less intense eg earlier in the morning or later in the afternoon
- schedule indoor and shaded work tasks to occur when levels of solar UVR are strongest eg in the middle part of the day
- encourage workers to rotate between indoor, shaded and outdoor tasks to avoid exposure to solar UVR for long periods of time
- ensure there is sufficient drinking water available for workers, and
- provide PPE, including:
 - sun protective work clothing such as long-sleeved shirts with some collar and trousers or knee-length shorts
 - sun protective hats covering the face, head, ears and neck
 - sunglasses meeting Australian Standards, and
 - broad-spectrum, SPF 30 or higher, water resistant sunscreen.

42.5 WORKER RESPONSIBILITIES

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

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

43 HEAT STRESS

43.1 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.

43.2 IDENTIFYING HEAT STRESS HAZARDS

Heat is a hazard in many Australian workplaces, whether work is performed indoors or outdoors. Factors to take into consideration in identifying hazards relate to heat include the:

- air temperature (indoor and outdoor)
- air flow
- humidity
- radiant heat sources
- individual workers susceptibility to heat stress
- work requirements, and
- workplace itself.

Symptoms of heat illness include:

- discomfort - flushed skin, increased sweating, heat rashes (prickly heat)
- mild heat illness - feeling tired weak or dizzy, cramps, reduced work capacity, reduced attention span, irritability

- heat exhaustion - fainting, headache, low blood pressure, nausea, clammy pale or flushed skin, normal to high body temperature (up to 39C), and
- heat stroke - irritability, confusion, speech problems, hot dry skin, convulsions, unconsciousness, body temperature above 40C. Heat stroke can potentially lead to cardiac arrest which may be fatal

43.3 ASSESSING HEAT STRESS HAZARDS

A risk assessment will be undertaken to determine:

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

The assessment must take into consideration:

- the nature of the work being undertaken
- when the work is being undertaken
- the relevant heat sources and the exposure time
- the physical demands and complexity of the work, and
- the worker's capability to undertake the work

To help identify hazards related to heat stress, the Organisation will consult with workers, health and safety representatives and other duty holders as well as reviewing first aid records, hazard and incident reports and workplace inspection reviews.

43.4 CONTROLLING THE HAZARDS

As far as reasonably practicable, workers exposure to heat stress and the risk of a heat related illness will be eliminated or minimised.

Where heat stress has been identified as a hazard, the risks will be controlled through the hierarchy of controls and will include ensuring that:

- workers understand the causes and impact of heat stress and can recognise the risk of heat related illnesses
- barriers are installed where possible to reduce radiant heat from sources such as hot machinery or the installation of shade structures for outdoor work
- mechanical aids are used where possible to reduce the physical exertion required to undertake work
- air movement is artificially increased through supplementary fans
- work is scheduled to reduce exposure times or to be undertaken in cooler parts of the day
- work is re-arranged where possible to minimize the need for demanding physical tasks

- targets and output expectations are modified during hotter parts of the year
- workers have a supply of consumable water to prevent dehydration
- workers have been supplied sufficient and appropriate PPE that meets the relevant Australian Standard
- adequate and appropriate emergency response procedures are in place to respond to any evidence of workers sustaining a heat related illness, and
- the Organisation is aware of any workers who may have a greater susceptibility to heat stress and be aware of any individual risk factors.

43.5 TREATING HEAT ILLNESS

Have the affected person rest in the coolest available place and drink cool but not cold drinks slowly. Provide an electrolyte supplement or sports drink.

Contact a first aid attendant, doctor, nurse, or ambulance service if the symptoms do not reduce quickly or if the symptoms of heat stroke are present.

43.6 WORKER RESPONSIBILITIES

To help eliminate or minimise the risk of heat stress and workers sustaining a heat related illness, workers are responsible for ensuring that they:

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

44 PERSONAL PROTECTIVE EQUIPMENT (PPE)

44.1 INTRODUCTION

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

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

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

44.2 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.

44.3 WORKER RESPONSIBILITIES

Workers have a responsibility to:

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

44.4 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.

44.5 **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.

44.6 **PROTECTION**

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

45 EVENTS AND FUNCTIONS

45.1 INTRODUCTION

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

45.2 ORGANISATION'S RESPONSIBILITIES

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

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

45.3 WORKER RESPONSIBILITIES

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

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

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

46.1 INTRODUCTION

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

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

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

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

46.2 ORGANISATION RESPONSIBILITIES

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

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

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

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

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

46.3 WORKER RESPONSIBILITIES

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

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

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