



WORK HEALTH & SAFETY HANDBOOK



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WORK HEALTH SAFETY (WHS) AT ANNETTE'S PLACE

Welcome to Annette's Place, we are proud to be a community leader in childcare and work towards promoting best practice within our profession. We hope your time here is fulfilling both professionally and personally.

Annette's Place provides a safe workplace with equal opportunity. We provide flexible work conditions and give you choice. You will be challenged to be the best you can be while offered the support and training you need to achieve your goals. Management has an open door policy, where your voice will be heard and your input is always valued.

The work health and safety of all persons employed and persons you may have contact with onsite is considered to be of the utmost importance. All workers including employees, contractors, sub-contractors, are to comply with the work health safety (WHS) policies and procedures within this handbook. Failure to comply or observe a work health safety directive will be considered a breach of the employment agreement and sufficient grounds for termination of the agreement.

WORK HEALTH SAFETY CONSULTATION

Annette's Place is committed to protecting the health and safety of all our members and employees, and will consult our employees in implementing safety systems that will enhance the health, safety and welfare of our employees. Employee involvement at all levels is critical for ensuring a safe workplace.

When a WHS issue arises and you are unable to address it immediately, raise it with your supervisor who will address the solution. If it is not possible to reach a solution at this level your supervisor will report the issue to the Person In Day To Day Charge.

If you see any serious WHS issues that pose a great risk to you and others WHS, report it to the Person in Day to Day Charge *IMMEDIATELY*.

RISK MANAGEMENT

A formal or informal risk management approach towards every aspect of day to day working activities is encouraged within Annette's Place to encourage staff to be aware of and take responsibility for themselves and others.

Hazards versus Risks

Hazards are different to risks. A hazard has the potential to cause harm. This can include substances, plant, work processes. A risk is the likelihood that death, injury or illness might result because of the hazard.

Procedure

Risk management occurs through adopting a 4 step process;

1. *Identify hazard – what has the potential to cause harm?*
2. *Assess Risk – if a risk is identified how serious is it? (high, medium or low)*
3. *Control the risk – hierarchy of controls – eliminate / substitute / isolate / engineering / administrative / Person Protective Equipment (PPE)*
4. *Review the risk control measures – review effectiveness of control measure*

The above steps are explained in more detail below;

1. Identify Hazard -

Potential hazards may include, but is not limited to:

- a. Physical work environment, for example temperature, noise
- b. Equipment, material and substances used, for example ladders, chairs and tables
- c. Work tasks and how they are performed, for example manual task of lifting a child
- d. Work design and management for example psychological hazards (such as bullying).

2. Assess Risk – Once a hazard has been identified, determine how serious the risk is.

RISK	HIGH	MEDIUM	LOW
	Potential death, permanent disability or major structural failure/damage.	Hospitalisation or medical treatment, potential temporary disability or minor structural failure/damage.	Hazard has the potential to cause persons to require first aid.
ACTION REQUIRED	Cease work immediately. Review tasks/situation/condition. Additional risk controls and must be documented and implemented. Ensure all parties are aware of risk control.	Implement suitable controls as soon as practical. Task/situation/condition to be reviewed and reinforce control measures where applicable.	Review task and reinforce control measures where applicable.

- Assess;
 - a. how severe the harm could be – type of harm, factors influencing severity, how many people could be harmed, one failure or event leading to other failures, e.g. electrical or fire.
 - b. how hazard may cause harm – look at chain of events and failure of one or more links in the chain
 - c. the likelihood of harm occurring

3. Control the risk

- When identifying controls to eliminate or reduce the risk, the following hierarchy of controls must be followed:

Eliminate	Substitute	Isolate	Engineering	Administrative	Use personal protective equipment
Remove the risk, process or task.	Replace the risk with a less hazardous material, process or plant.	Separate the people from the hazard or the hazard from the people.	Structural or design change to the working environment, equipment or work process.	Reduce exposure to the hazard through procedural instructions, training, signage or permits.	Last line of defence, worn by workers. Selected PPE must be fitted correctly and maintained and used in accordance with manufacturer's instructions.
Examples	Examples	Examples	Examples	Examples	Examples
Removal of trip hazard, removal of need to work at heights.	Low allergen gloves	Fencing, barricades or removing people from the work area.	Edge protection, guard rails	signage, permit, training, inspection.	Face mask, gloves,

4. Review the risk control measures

- Regular review of the risk management process will occur as new risks are identified, when things change which includes; starting a new project, change work systems, add or change tools/equipment or machinery or their locations or the way they are used, introduce new people with different skills levels, consider using new premises, consider introducing hazardous substances, receive new or additional information from an authoritative source relevant to the health and safety of employees.

The following policies and procedures are to assist all staff to implement WHS in their everyday work at Annette's Place.

1. HAZARDOUS SUBSTANCES

The principal aim of the hazardous substances policy and procedures is to ensure a system exists to systematically identify and investigate potential chemical hazards in order to minimise the risks of adverse health and safety effects to staff, and other persons around you onsite.

This policy applies to all Annette's Place staff, contractors, visitors and volunteers.

Definition of a Hazardous substance

"Any substance that is listed in the 'List of Designated Hazardous Substances' (NOHSC:10005, 1994), or if not on this list satisfies the criteria of 'Approved Criteria for Classifying Hazardous Substances'" (NOHSC:1008, 1994).

Responsibilities

Managers and Supervisors

- Provide training information and advice regarding hazardous substances to staff, and contractors as required.
- Ensure appropriate storage exists for hazardous substances.

Employees

- Adhere to the requirements of this policy and procedure and applicable legislation.
- Cooperate in the performance of risk assessments on hazardous substances and comply with risk control measures.
- Wear Personal Protective Equipment as required.
- Report any hazards/incident to supervisor immediately.
- All incidents and accidents involving the use or storage of hazardous substances should be reported to supervisors.
- All persons handling hazardous substances must follow the safe work procedure developed, and use PPE as recommended.

Procedures

Here are some ways to improve safety if working with a hazardous substance;

- Wear protective clothing and equipment as described on the label and SDS.
- Prepare only enough chemical for immediate use.
- Keep a record of each use and the results.
- Ensure equipment works properly and does not leak.
- Don't eat, drink or smoke while pouring, or mixing.
- Thoroughly clean all mixing and protective equipment.

- After handling cleaning chemicals, wash hands with soap and water before eating, drinking, going to the toilet or smoking.

For skin contact: Wash with soap and water, and rinse with clean water. Remove any contaminated clothing, and seek medical advice.

For eye contact: Hold eye open under eye wash for 15 minutes. Seek medical advice.

For swallowing: Ring the Poisons Information Centre on 131126 (national)

2. WORKING AT HEIGHTS

ANNETTE'S PLACE will endeavor to manage risks to workers associated with a fall by a person from one level to another that is likely to cause injury to the person or another person. This policy and procedure is intended to cover working at heights in areas including but not limited to stairs, open holes/shafts. **It is recommended that no part of the building is climbed by any staff member, except the maintenance person (with permission from the director).**

Employees working at heights have a duty to take reasonable care to their own health and safety and ensure that they do not adversely affect the health and safety of other persons. Workers must comply with any reasonable instruction given by the person conducting the business.

Both the employer and the worker are required to:

1. Identify fall hazards that may cause injury, and assess the risks associated with these hazards.
2. Implement risk control measures, maintain, and review the measure to ensure they are effective.
3. Consult with contractors regarding hazard identification and risk control to where possible implement control measures together.
4. Worker training; all workers are to ensure they do not work at heights on the building and if access to these areas is required the matter is to be referred to the Director for action.

3. HAZARDOUS MANUAL TASKS

In order to prevent the severity of injuries arising from hazardous manual tasks in the workplace,

Annette's Place will endeavor to ensure as far as practicable that;

- Equipment used in the workplace are designed, constructed and maintained to be safe and without risk to health and safety when manually handled
- The manual handling work practices are designed to be safe and without risk to health and safety
- The working environment is designed to be consistent with the safe manual handling principles
- All staff receive appropriate training in relation to hazardous manual tasks policy, procedures and responsibilities

Workers

Workers have a duty to take reasonable care for their own health and safety and that they do not adversely affect the health and safety of other persons. Workers must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace.

Procedure

Conduct formal and informal risk assessments involving manual tasks. Take note of heavy, stressful, awkward or repetitive activities..

Assess the risk

Assess the likelihood of each identified hazard resulting in injury or harm. If you consider there is a significant risk of serious injury, look for the best way to minimise the risk.

Make the changes

Here are some suggestions to help you make the changes:

- Plan ahead. Consider the safest possible ways of lifting, carrying, holding, lowering, pushing, or pulling.
- Eliminate unnecessary tasks.
- Avoid double handling.
- Carry out a safety check first.

Lighten the load

- Where possible, choose light-weight materials.
- Divide heavy loads into smaller loads.
- Half fill containers.

- Get help to share the load.

Reduce bending, twisting, reaching

- Point your feet in the direction of the load you are carrying.
- Keep tools and equipment within easy reach.
- Build benches to waist height.
- Keep frequently used items at waist height.

Follow a safe procedure

- Plan the handling.
- Clear the way.
- Wear appropriate protective clothing.

Correct body techniques

- When lifting a load from ground level, bend knees, keep back straight, keep load close to your body, lift with leg muscles, support forearms with knees, and support the load with your body.
- When lowering a load, use leg muscles and lower the load by bending your knees, not your back. Where possible, support forearms on knees.
- Staff should transfer heavy items to smaller containers to reduce weight.
- kneel where possible
- avoid sitting on child sized chairs where possible
- refrain from carrying children on their hip

Avoid muscle fatigue

- Warm up first.
- Take frequent breaks.
- Change jobs to use different muscles.
- Gradually get used to the job.
- Adopt good posture when standing or sitting at a job.
- Instead of crouching or squatting for low jobs, use a small stool whenever possible.
- When staff lift a child or object they should not stretch over and lift, but lean close and raise as close as possible to their body.
- lift children with one arm under their buttocks and the other arm under their backs, with the child facing them.
- When lifting staff must:-
 - place their feet apart in a striding position
 - keep their breastbone elevated
 - bend their knees
 - brace their stomach muscles
 - hold child or object close to their body
 - move their feet not their spine to stand up

- prepare to move in a forward direction.

Manual handling when pregnant

As a pregnancy progresses the centre of gravity changes and it becomes more difficult to lift children from and forward position, close to your body. Please liaise with the director as your pregnancy progresses to monitor your ability to lift safely and put plans in place to gain assistance with lifting as agreed with the Director.

Moving equipment

Some equipment such as the gym mats and tables can be awkward and hard to move. If required ensure a two person lift is implemented to move these and other awkward and heavy items.

Storing supplies and equipment

Many Different pieces of both indoor and outdoor play equipment are used on a daily basis. Maintenance of these areas to keep them clean, accessible and free from slips and trips is required. Each storage area at the centre requires cleaning weekly to ensure all equipment is put away in it's storage container on shelves provided.

4. SKIN CANCER

Exposure to ultraviolet radiation from the sun is the main cause of skin cancers in Australia. Skin damage from the sun is cumulative - the longer the skin is exposed to the sun, the greater the risk of skin cancers, regardless of your tan or skin pigment.

To help you spot skin cancer hazards, consider:

- Lack of shade in outdoor work areas.
- What jobs are done in sunlight, and how long they take.
- What the peak sun hours are.
- The day's ultraviolet exposure forecast.
- What body surfaces are exposed to sunlight.
- Whether sun block-out is provided or used.
- Whether protective clothing is available and worn.

To assess the risk of skin cancer from identified hazards:

- Work out approximately how long is spent working outdoors each day.
- Identify what jobs are normally done in peak sun - between 10am and 4pm.
- Check whether shade is available for outdoor jobs.
- Check whether hats, protective clothing and sunscreens are adequate.
- Check whether SPF50+ sunscreen is applied to all exposed skin areas.
- Sunscreen should be re-applied during outdoor work

5. HEAT STRESS

The effects of heat stress range from simple discomfort to life threatening heat stroke. Heat stress causes increased sweating which leads to loss of body fluid and then reduced heat tolerance. This results in reduced capacity for work, inefficiency, and increased risk of hazardous incidents.

Heat stroke, a rarer condition, is when sweating stops and body heat rises. This is a life threatening condition, and requires immediate medical attention.

Heat stress hazards can occur through:

- High temperatures
- High humidity
- Lack of air movement
- Unsuitable clothing
- A person's lack of acclimatisation
- Hot protective clothing or equipment
- Physical activity
- Radiant temperature of surroundings

Warnings

Warning signs of heat stress are:

- Tiredness
- Headache
- Nausea
- Loss of concentration
- Muscle cramps
- Dizziness

Assess the risk

Using weather forecasts, availability of shade, knowledge of the job ahead, and an awareness of individual workers' heat tolerance, assess whether the day's tasks could cause heat stress or heat stroke. Consider ways of minimising or eliminating the risks.

Those most at risk

Working in a hot environment is more likely to adversely affect people who are:

- Overweight or unhealthy (particularly if suffering from heart disease)
- Not acclimatised to heat

- Dehydrated, whether from alcoholic hangover, failure to replace salt and water lost in sweat, or from medically prescribed diuretic drugs

Make the changes

Outdoors

- Wear cool cotton clothing to allow air circulation and evaporation of sweat.
- Use a broad spectrum sunburn cream with an SPF of 30+.
- Wear broad brimmed hats that shade head, neck, face and ears.
- Wear close fitting sunglasses with side shields, labelled to meet Australian Standard AS 1067.
- Use a wetted scarf.
- Provide shaded rest areas.
- Provide an ample supply of cooled, non-alcoholic drinks and ensure they are easily accessible.
- Drink small amounts of water at frequent intervals to avoid dehydration.
- Re-schedule heavier work for cooler times of the day or for cooler days.

Heat stroke

If heat stroke occurs:

- Remove the person from heat and allow to rest in the coolest available place.
- Cool the person down with a fine spray of water and fan them.
- Remove excess clothing.
- If conscious, give them cool, but not cold, water to drink.
- Contact a doctor, nurse or first aid officer immediately.
- Do not give salt or alcohol.

Remember if working in hot weather:

- Replenish lost fluid - take small drinks frequently
- Reduce sun exposure during the hottest hours of the day
- Rest frequently in a cool place

6. Maintenance Shed and Storage Sheds

Maintenance Shed

No employees, except the maintenance person is authorised to complete maintenance tasks involves power tools and motorised equipment at the centre, without the permission of the Person in Day to Day Charge.

Report potential hazards in the structure of buildings, electrical fittings and fixtures, power tools and equipment, ladders and trestles, welding equipment and procedures, safe storage of hazardous materials and equipment, accessibility to children, and in procedures for lifting and carrying heavy and awkward weights.

Make the changes

- Ensure adequate working space for each job.
- Provide and use personal protective equipment where appropriate.
- Check there is sufficient lighting and ventilation.
- Keep walkways and exits clear.
- Update fire fighting and first aid equipment to meet current needs.

Tools and equipment

- Read the manual before using new tools and equipment.
- Follow instructions on safe procedures.
- Ensure power tools and equipment is properly guarded.
- Use angle grinders only for grinding and not for cutting. Safer power cutting tools are to be considered.
- Ensure all guards and shields are kept in place during use.
- Use clamps and vices where possible to hold job items.
- Store tools safely to prevent damage and unauthorised use.

Ladders and trestles

- Before climbing, place a ladder's feet about a quarter of the ladder's length from the wall or top support.
- Before working high on a ladder, secure it to prevent it slipping sideways.
- Never place a ladder in front of a doorway unless the door is locked or guarded.
- Avoid standing ladders on drums, boxes or blocks.

Welding

- For maximum protection against eye injuries, wear goggles with side shields, as well as a welding shield or helmet.
- Protect skin areas from radiation burns, preferably with woollen or flame resistant canvas clothing.
- Never wear thongs or open footwear when welding. Shoes or boots should be rubber soled for non-slip and electrical protection.

- Obtain and follow safety guidelines on welding.

Storage Sheds

- To remain locked when not in use
- Cleaned weekly to ensure all items are stored in their correct tub and packed away on shelving provided
- Use appropriate step ladder to access items on top shelf if needed
- Store frequently used and heavy items on waist high shelves for easier lifting
- 2 person lifting for heavy and awkward items such as tables and gym mats

7. ELECTRICITY

The best safeguard against electrocution is the residual current device (RCD) or safety switch. A fixed RCD can be installed instead of a fuse box in your house, shed or workshop, or portable RCDs can be used with individual power tools.

Look for shorting or sparking fittings. Avoid using electrical equipment in wet conditions. Wear safe footwear and clothing. For work on wires, plugs, switches, fuses and electrical plant, call the electrician.

Assess the risk

Assess each identified hazard for likelihood and severity of possible injury or harm. If there is any risk of electric shock or electrocution, you should have safe procedures to ensure the hazardous equipment is put out of use and either isolated, or kept in a safe place until repaired or discarded.

Complete the Test and Tag Procedure by a professional at least once every 12 months to keep track of potential hazards.

Make the changes

The following suggestions will help to minimise or eliminate the risk of electric shock.

- Make sure all hand held power tools and appliances are connected through an RCD.
- Always employ an electrician for power alterations or repairs.
- Ensure wiring, equipment, leads and plugs are kept in good repair.
- Don't overload your wiring installation.
- Don't remove guards or covers from electrical switch gear.
- In areas exposed to wind and rain, always use weather-proof outlets and fittings.
- Avoid using outdoor electrical equipment in wet weather.
- Inspect cords and plugs regularly

Earth wires

- The earth wire is an essential safety feature. Its purpose is to divert any current leakage to the ground and cause a fuse to blow or an RCD to trip out should a fault develop in the installation.
- The earth wire is usually a bare or green and yellow insulated copper wire, connected to a water pipe or stake driven into the ground. It should never be removed or disconnected.

Fuses and RCDs

- If a fuse blows out, turn off the switch and check the electrical equipment being used before you replace the fuse wire. If the fuse blows again, call an electrician.
- If an RCD trips out, check the electrical equipment for obvious faults. If it keeps tripping out, call an electrician.

- Remember, while an RCD may shut off a lethal dose of electricity, it does not prevent electric shock. You must still avoid live contact, particularly if you are working at height or operating hazardous machinery.

Power tools

- When buying a portable power tool, double insulated is safer.
- Never use a light socket to operate a power tool.
- Don't use tools if the casing is broken or damaged. Damaged cords and plugs should be replaced.
- Regularly check power tools are free from external damage or makeshift repairs. This includes leads and plugs.
- Don't make adjustments to a tool without first switching it off and removing the plug from the power point.

Welding equipment

- Switch off power before connecting welding leads to terminals.
- Check leads are correctly connected to terminals marked 'electrode' and 'work'.
- Ensure supply terminals and live parts are suitably enclosed and protected.
- Ensure welding terminals are shrouded to prevent inadvertent contact or short circuits.
- Check the frame of welding equipment is effectively earthed.
- Don't use leads if they have bare sections. Replace them.
- Never use bare hands on metal parts of electrode holders or electrodes while the welder is switched on. Never rest the electrode on your body.
- Be sure to keep waste material away from the welder.

8. FIRE PROTECTION and EMERGENCY PLAN/PROCEDURES

FIRE

The main hazards are smoke inhalation and radiant heat. Associated hazards relate to training and safe fire fighting practices, communication between firefighters, other people involved, wind and weather conditions, terrain and vegetation, threatened buildings and their contents, availability of water and fire fighting machinery.

Assess the risk

Safe fire protection procedures involve constantly assessing risks and their potential to endanger life and property, and minimising them where possible.

Annette's Place Fire Safety (Call 000 to report a fire)

Procedures

- Always have a full portable fire extinguisher available in each section of the centre
- In the event of a fire starting (where safety permits) use the fire fighting equipment to extinguish the fire if it can be achieved easily and quickly.
- At all times your safety and the safety of employees and children must come first. If in doubt, get away from the fire, evacuate every person/child and call 000 for help.
- Do not under any circumstances assist in fighting a fire that was not started by Annette's Place. This is important as the trucks are not insured if we deliberately choose to put them in a dangerous situation by taking them to a fire.
- Follow the Annette's Place evacuation plan
- The emergency assembly point at Annette's Place is: the carpark at the Lambing Flat Enterprises building
- Role call to be completed
- Maintenance of fire safety equipment is completed by Wormald every 6-12 months.

Emergency Plan and Procedures

Emergency procedures apply to situations in which an emergency evacuation or lockdown of the working area is initiated. Potential situations will be identified and assessed in a risk assessment.

Signal to Evacuate

The alarm signal that will be used to initiate the evacuation is – evac
The signal that will be used to initiate the lockdown is - alert

Display of Emergency Procedures

Emergency procedures are displayed at each emergency exit. The evacuation plan map will be displayed with the emergency procedure.

Emergency Procedures Drills

The emergency procedures will be covered within employee induction training and these procedures tested alternately at least every 3 months.

9. SMOKING

Due to the health concerns arising from exposure to environmental tobacco smoke and the risk of accidental ignition of flammable materials, the following procedures have been put into place at to control the risks associated with smoking within the workplace. Smoking is not permitted in the following areas:

- Any area of Annette's Place building
- Maintenance/storage sheds
- Any area of the outdoor spaces

Smoking will be allowed in designated areas outside of centre as directed by the Director.

All materials used for smoking, including cigarette butts and matches, will be extinguished and disposed of in an appropriate fire proof sealed container to be supplied by the worker.

10. FIRST AID, INJURIES

First Aid and Injuries

Providing immediate and effective first aid to workers or others who have been injured or become ill at the workplace may reduce the severity of the injury or illness and promote recovery. In some cases it can mean the difference between life and death.

Responsibilities

Employers

- Decide with the team, what are your first aid requirements? Assess the risk of injuries and the potential for harm.
- Provide accredited first aid training to staff ensuring there is a qualified first aider onsite all at times.
- Provide first aid kits which are stored in the kitchen, wall of each section, and portable kits for use in the outdoor spaces. They can be easily accessed/seen (green first aid symbol and or writing)
- Regularly check and restock first aid kits.
- Maintain records to ensure trained first aiders certificates remain current and provide refresher training if required.
- Medication should not be included in first aid kits.

Procedures

- First aid kits are located - in the kitchen, wall of each section, and portable kits for use in the outdoor spaces.
- First aid kits will be checked and restocked every school holidays by the first aid officer.
- Complete the Accident and Illness Report Form if any first aid is administered.
- Each staff member and employer to complete an Employee Details Form that documents any medical conditions, medications and known allergies. This information will remain confidential, although the first aider is required to be notified of any conditions to allow them to better assist you if first aid is required.

What to do if first aid is required

- **Remain calm**
- Locate the onsite first aider for assistance

- Call an ambulance if required (000) and provide details of your location
- Notify the Person in Day to Day Charge
- To avoid exposure to blood and body substances use gloves provided and ensure that your hands are washed with soap and water after administering first aid.

11. RETURN TO WORK PROGRAM

Annette's Place is committed to the return to work of our injured workers, and will endeavor to:

- Prevent injury and illnesses by providing a safe and healthy working environment.
- Ensure that injury management activities commence as soon as possible after an injured worker is injured and that every effort is made to provide suitable duties which are meaningful and consistent with the nature of the injury or illness. The duties will be implemented after seeking endorsement from the injured workers nominated treating doctor.
- Provide the injured worker with support to minimise the effects of the injury and ensure that an early return to work is a normal practice and expectation.
- Provide suitable duties for an injured worker as soon as is safely possible, as an integral part of injury management.
- Ensure that an injured worker is aware of their rights, and responsibilities – including the right to choose their own nominated treating doctor, rehabilitation provider, and the responsibility to provide accurate information about the injury and its cause.
- Consult with our workers to ensure that the return to work program operates effectively.
- Maintain the confidentiality of injured workers records. Gain workers permission to discuss return to work with treating professionals.

Workers You Must:

- Take care to prevent work injuries to yourself and others
- Notify your employer of an injury as soon as possible
- Comply with the injury management plan and return to work plan
- Provide accurate information about any aspect of your claim
- Notify the insurer if you get a job or earn extra income from the job while you are receiving weekly benefits
- Attend medical and rehabilitation assessments
- Cooperate in workplace changes that will assist other injured workers

Definitions

- Return to work Plan – When a worker returns to work on suitable duties with restrictions, the employer must write a Return to Work Plan. This plan must be regularly monitored and reviewed by the return to work coordinator, and outline restrictions, suitable duties, hours worked and supervision arrangements¹.
- Injury Management Plan – is a 'plan for coordinating and managing those aspects of injury management that concern the treatment, rehabilitation, and retraining of an injured worker, for the purpose of achieving a timely, safe and durable return to work for a particular worker'²

Procedures

¹ WorkCover NSW Guidelines for Employers Return to Work Programs 2003.

² Section 42 of the Workplace Injury Management and Worker Compensation Act 1998.

When an Injury Occurs

- It is the employee's responsibility to notify the Person in Day to Day Charge of an injury as soon as possible.
- Report Serious incidents to WorkCover immediately (ph: 131050)
- Ensure that the injured worker complete an incident report form as soon as possible
- Once an injury is notified the supervisor will ensure that the injured person has access to appropriate first aid, and or medical treatment as soon as possible. An investigation into the accident should be conducted as soon as possible in order to prevent a re-occurrence.
- Ensure that the injury is reported to the return to work coordinator as soon as possible. The return to work coordinator will notify your Workers Compensation Insurer of the injury within 48 hours.
- Ensure the injured worker nominates a treating doctor, and forwards all WorkCover Work Capacity Certificates to the return to work coordinator.
- Report the injury to your workers compensation insurer within 48 hours.

Return to Work

- Arrange for the return to work process to be explained to the injured worker.
- In consultation with the nominated treating medical practitioner obtain approval for the injured worker to perform suitable duties within their restrictions. Ensure a return to work plan reflecting the same is developed.
- Offer the injured worker assistance of a WorkCover accredited rehabilitation provider. The rehabilitation provider used is ConceptRehab, Ph: (02) 6382 4777

Dispute Resolution

- If disagreements about the return to work program or suitable duties arise, we will together with the injured worker and any union representing them endeavor to resolve them.
- If we are unable to resolve the dispute, we will involve an accredited rehabilitation provider, treating doctor, or an injury management consultant.

12. EMPLOYEE TRAINING AND INDUCTION

Training

Training in this handbook specifically relates to work health safety (WHS) training, aiming to ensure that every worker will be provided with the necessary skills, knowledge and competencies to maintain their health and safety of themselves, and others.

Responsibilities

Management

- Responsible for ensuring workers are aware of and informed of any health and safety risks they may be exposed to, and provided with necessary instruction and training necessary to ensure the staff health and safety.
- Endeavour to ensure that WHS policies and procedures are adhered to by workers and provide immediate instruction and feedback if these policies and procedures are not complied with.

Workers

- Implement WHS skills and knowledge to everyday practices.
- It is the workers responsibility to seek assistance or assessment if they are not confident or possess adequate skills and knowledge regarding WHS.

13. WORKPLACE BULLYING

Under the Fair Work Act a worker is bullied at work if:

(a) while the worker is at work in a constitutionally-covered business:

- (i) An individual; or
- (ii) A group of individuals;

Repeatedly behaves unreasonably towards the worker, or a group of workers of which the worker is a member; and

(b) that behaviour creates a risk to health and safety

Key Elements of Bullying

Repeated behaviour - refers to the persistent nature of the behaviour and can refer to a range or pattern of behaviours over a period of time (for example, verbal abuse, unreasonable criticism, isolation and subsequently being denied opportunities – i.e. a pattern is being established from a series of events).

'Unreasonable behaviour' - means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten another person.

'Risk to health and safety' - bullying must pose a safety risk of some kind.

Workplace Bullying - How Can It Occur?

- Does not need to be intentional
- Can be within any context of work e.g. workplace, meeting in a café
- Can be carried out in a variety of ways including through email, text messaging, internet chat rooms or other social media channels
- In some cases workplace bullying may occur outside normal working hours
- Does not apply to management action carried out in a reasonable manner Eg. legitimate performance management, appropriate workplace conflict or differences that can occur in the workplace
- A single incident of unreasonable behaviour does not usually constitute bullying
- Most bullying behaviour is subtle rather than aggressive. Bullies are more likely to ignore and exclude someone than threaten to hurt them.
- Some example of potential workplace bullying are;

Direct – offensive language or comments, inappropriate comments about a person's appearance, lifestyle, their family or sexual preferences, harmful or offensive initiation practices

Indirect -deliberately excluding someone from workplace activities, withholding information that is needed for work.

Responsibilities of all Staff

- Ensure they do not engage in any conduct which may constitute bullying towards other workers, customers/clients or others with whom they come into contact through work
- Ensure they do not aid, abet or encourage other persons to engage in bullying behaviour
- Follow the grievance procedure if they experience bullying
- Report any bullying they see occurring to others in the workplace in accordance with this policy
- Maintain confidentiality if they are involved in the incident complained of.

14. DRUGS AND ALCOHOL

Annette's Place is committed to providing a safe and healthy working environment. This commitment extends to protecting the health and safety of all workers who may be placed at risk due to misuse of drugs or alcohol. We recognise that people affected by alcohol and/or other drugs are a safety hazard to themselves and all others present in the workplace.

This organisation will endeavour to ensure that:

- Risks arising from the inappropriate use of drugs or alcohol will be identified and assessed. Where there is a risk to health and safety from drug or alcohol misuse, effective control strategies, in accordance with drug and alcohol management guidelines will be implemented.
- Control strategies will focus on safety and job performance, and will be implemented in conjunction with the organisations employee assistance program.
- Workers are encouraged to report drug and alcohol problems that could present safety risks.
- Suitable training will be provided if needed, so that workers will know how to deal with drug and alcohol misuse appropriately.

Guidelines

Guidelines for Managers/Directors

- Manage any change in a workers work performance that may be due to alcohol or other drug use issues*. It is also appropriate to manage drug and alcohol issues in accordance with the company disciplinary policy.
- Where a worker has a suspected alcohol or other drug related problem, provide an opportunity for the worker to discuss the problem and encourage them to seek assistance (e.g. confidential counselling from the Employee Assistance Program [EAP]). Such assistance should not be used as protection against the company disciplinary policy.
- If there are indications a workers performance is impaired due to alcohol or other drugs, and there is any potential risk to the individual or others the worker will be asked to stop work immediately. Advice should be sought from the Person in Day to Day Charge in such a circumstance.

**It should be noted that some illnesses or disabilities such as the onset of diabetic coma or some types of epilepsy, may look as though the worker is under the influence of alcohol or other substances.*

Guidelines for Workers

- Attend for work unimpaired by alcohol or other drugs so that in carrying out normal work activities workers do not expose themselves or others to unnecessary health and safety risk. Such conduct may be a breach of your obligations as set out in the Work Health Safety Act

(NSW) 2011. Such impairment or use may also lead to contravention of state traffic and/or criminal legislation.

- Workers must advise the company if you have taken any substance that might affect your ability to operate safely. Such substances might include, but are not limited to alcohol; marijuana; cocaine; benzodiazopines, amphetamines, opiates, methamphetamines and even some prescribed medications.
- Some prescribed medications may affect your ability to work safely. If you or your doctor believe your medication may affect your work, then please advise your manager. Warning phrases accompanying the medication are a good clue. Confidentiality will be maintained where possible.
- Where suspected alcohol or other drug use by another worker may affect the safety of that worker or others, workers have a strict obligation to report these concerns to the Person in Day to Day Charge. Confidentiality will be maintained where possible.
- The decision to seek advice or treatment for an alcohol or other drug related problem will rest with an affected worker. All efforts should be taken to resolve problems or gain assistance in this manner, however, circumstances may warrant the initiation of disciplinary action against a worker.

15. WORKPLACE VIOLENCE

Annette's Place does not tolerate workplace violence from internal and external sources.

Definitions

Workplace Violence – Is verbal emotional abuse or threats and physical attack to an individual or group. The impact of violence on a victim depends on the severity of the violence, her/his own experiences, skills and personality³.

Violent Acts – include;

- verbal abuse in person or on the telephone
- written abuse
- threats
- ganging up bullying and intimidation
- physical or sexual assault
- armed robbery
- malicious damage to the property of staff, customers or the business
- the violence may escalate over time in that it may not always be extreme from the onset.

Sources of Violence

- Internal Violence – violence is internal to the organisation, for example violence from employees.
- External Violence – violence for material gain, where offenders are motivated to seek for example money, and violence for non-material gain which can include protests and hostage taking.

Procedures

Follow emergency procedures.

³ NSW WorkCover Violence in the Workplace Guide, 2002