

1.9 WORK HEALTH AND SAFETY POLICY AND PROCEDURE

Purpose and Scope

The purpose of this policy and procedure is to demonstrate Partner In Your Care's commitment to:

- providing a workplace that is safe and minimises risks to the health and wellbeing of staff, participants, their families and carers, as well as all other stakeholders; and
- promoting good Work Health and Safety practices which are consistent with legislative requirements.

This policy and procedure applies to all stakeholders of the organisation, including participants, families and carers, advocates, staff, volunteers, contractors, other service providers, government agencies and members of the community. The procedure meets relevant legislation, regulations and standards as set out in Schedule 1, Legislative References.

Documents relevant to this policy and procedure:

- *Policies and procedures relating to fire safety and emergency; safety and security; maintenance and management of equipment, furniture, lighting and ventilation; electrical safety; vehicle safety; physical accessibility; chemical use and storage; infection control; medication management and food storage and preparation*
- *Risk Register*
- *Workplace Incident Management Policy and Procedure*
- *Participant Incident Management Policy and Procedure*
- *Emergency Management Plan*

Definitions

Duty of Care - A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable, foreseeable risk of injury. In the context of this policy, duty of care refers to the responsibility of Partner In Your Care staff to provide participants, students, volunteers, contractors and anyone visiting the service with an adequate level of care and protection against reasonable, foreseeable harm and injury.

Safety Data Sheet (SDS) - Provides staff and emergency personnel with safety procedures for working with toxic or dangerous materials. The safety data sheet includes all relevant information about the material such as physical properties (e.g. melting/boiling point, toxicity and reactivity), health effects, first aid requirements and safe handling procedures (e.g. personal protective equipment, safe storage/disposal and management of spills).

Workplace – any place where work is carried out on behalf of Partner In Your Care.

Policy

The health and safety of all of Partner In Your Care's stakeholders is of paramount importance. Work Health and Safety (WHS) is the responsibility of all Partner In Your Care stakeholders – management, staff, volunteers, contractors, participants, families, carers and visitors.

Partner In Your Care staff and volunteers are not expected to carry out work that is unsafe, and service users are not expected to tolerate unsafe work practices or service environments. Partner In Your Care will take all reasonable steps to ensure the health, safety and wellbeing of staff, participants, parents, families, guardians, students, volunteers, contractors and visitors, as well as a safe and healthy environment.

All issues regarding WHS must be reported to the Accommodation Manager/House Leader. The Accommodation Manager/House Leader will address or respond to the issue or nominate a suitable staff representative to do so. The Accommodation Manager/House Leader will track progress and outcomes in Partner In Your Care's *WHS Risk Register* and refer any relevant items for inclusion in Partner In Your Care's *Continuous Improvement Register*.

WHS matters are to be reported to the Management Team monthly by the Accommodation Manager/House Leader. Any high-risk concerns (e.g. where there is immediate risk of death/serious injury) must be escalated to the Management Team without delay so that control measures can be implemented.

Upon commencement, all staff will undergo an Induction, which will include general and task-specific WHS training where appropriate. The Management Team is responsible for ensuring Partner In Your Care meets its obligations under WHS legislation by diligently understanding the nature of the services provided by Partner In Your Care and the associated hazards.

Responsibilities

Partner In Your Care must maintain a workplace that is safe and without risks to staff health. This responsibility extends to contractors for routine tasks over which Partner In Your Care has control. For contractors completing non-routine tasks, Partner In Your Care must ensure that Partner In Your Care's daily operations and layout do not pose unreasonable risks.

Partner In Your Care must also:

- monitor the conditions of the workplace and the health of staff;
- not discriminate against staff who are involved in health and safety negotiations;
- allow access to an authorised representative or a staff member who is acting within his/her powers under the *Work Health and Safety Act 2011 (NSW)*, produce WHS documentation as required by inspectors and answer any questions that an inspector asks;
- not obstruct, mislead or intimidate an inspector who is performing his/her duties;
- protect others from risks arising from Partner In Your Care's activities;
- provide adequate instruction to staff in safe work procedures and inform them of known hazards to their health and wellbeing that are associated with the work they perform;
- ensure all plant, equipment and furniture are maintained in a safe condition;
- display this policy in a prominent location at Partner In Your Care;
- where relevant, work with other providers and services to identify and treat risks, ensure safe work environments, and prevent and manage injuries; and
- keep up to date and comply with any relevant changes in legislation and practices in relation to this policy, and ensure any relevant changes are communicated to staff, contractors, volunteers, visitors and students as appropriate.

The Management Team must ensure that:

- there are safe systems of work;
- all plant and equipment provided for use by staff, including machinery, appliances and tools etc., are safe and meet relevant safety standards;
- substances and plant and equipment are used, handled, and stored safely;
- safety data sheets are supplied for all chemicals kept and/or used at the service (refer to <https://www.safeworkaustralia.gov.au/sds>);
- there are adequate welfare facilities e.g. first aid and dining facilities etc.;
- there is appropriate information, instruction, training and supervision for all staff,

- participants, parents, families, guardians, volunteers, students, contractors and any members of the public who are at the workplace at any time; and
- there is a systematic risk management approach to the management of workplace hazards, including:
 - hazards and risks to health and safety are identified, assessed and eliminated or, if it is not possible to remove the hazard/risk completely, effectively controlled; and
 - measures employed to eliminate/control hazards and risks to health and safety are monitored and evaluated regularly.

The Management Team must also implement an effective WHS program that includes managing key risks such as manual handling, occupational assault and stress. As a minimum, this should contain:

- specifically designated staff to be responsible for WHS functions and activities;
- documented WHS policies and procedures, including safe work procedures and emergency procedures;
- appropriate training and information in health and safety for all staff;
- an established incident reporting and investigation process, including hazard identification and control mechanisms;
- appropriate consultative procedures, and
- monitoring and review processes.

The Accommodation Manager/House Leader must:

- consult with staff about WHS matters that will, or will likely, affect staff directly, including identifying hazards; making decisions on how to manage and control health and safety risks; making decisions on health and safety procedures; and proposed changes at Partner In Your Care that may impact on health and safety;
- notify SafeWork NSW about serious workplace incidents, and preserve the site of an incident, as per Partner In Your Care's *Workplace Incident Management Policy and Procedure*;
- ensure Partner In Your Care holds appropriate licenses, registrations and permits, where required by the *Work Health and Safety Act 2011 (NSW)*;
- make every reasonable effort to resolve WHS issues with staff or their representatives within a reasonable timeframe; and
- ensure regular safety audits are undertaken of indoor and outdoor environments.

Partner In Your Care staff must:

- take care of their own safety and the safety of others who may be affected by their actions;
- cooperate with reasonable WHS actions taken by Partner In Your Care;
- implement and review this policy with the Management Team;
- at the direction of qualified staff, ensure regular safety audits of indoor and outdoor environments are undertaken; and
- ensure all cupboards and rooms are labelled accordingly, including those that contain chemicals and first aid kits, and that locks are installed on doors and cupboards where contents may be harmful.

Students, volunteers, contractors, participants, families and other stakeholders must:

- be familiar with this policy;
- cooperate with reasonable WHS rules and practices implemented by Partner In Your Care, including providing all relevant personal information and allowing relevant risk assessments to be undertaken;

- not act recklessly or placing the health and safety of others at risk; and
- ensure their actions or failure to act do not put themselves or Partner In Your Care staff at risk.

Working in Participant's Homes

Where supports are to be provided in a participant's home, the *Participant Risk Assessment* and *Home Risk Assessment* must be completed, monitored and reviewed (see Partner In Your Care's *Risk Management Policy and Procedure*).

A participant's home can change between visits. Changes may include:

- positioning of furniture;
- inoperable electrical equipment;
- people or animals are now present;
- altered storage patterns;
- spills or leaks;
- new equipment or furniture; and
- obstructed access.

Staff must determine at each visit the safety of the participant's home as a workplace before commencing their duties. This includes undertaking a visual scan of the home immediately on arrival, and of any equipment to be used, before use.

Participants and/or their supporters are responsible for:

- maintaining a safe work environment for staff (for example, repair broken steps, mow long grass, restrain animals, provide adequate lighting, etc.);
- looking after their own in-home safety (for example, maintaining electrical equipment and installing smoke alarms and safety switches to switchboards);
- cooperating with staff to ensure they can work in a safe way (for example, moving furniture to allow adequate work space, etc.);
- keeping their equipment safe, well maintained and in good order; and
- informing staff of any known hazards.

Working in a shared living environment

All staff working in Supported Independent Living services will receive training (at induction and then annually) in how to manage the risks associated with delivering services in a shared living environment.

The Management Team will develop risk assessments and management plans for Supported Independent Living services, and amend policies and procedures where required.

The Management Team will review risks and incidents on a monthly basis, and refer any issues identified for inclusion in the *Continuous Improvement Register*.

Remote or isolated work

Remote or isolated work is work undertaken when isolated from the assistance of other people because of the location, time or nature of the work being done.

Partner In Your Care must manage the risks associated with remote or isolated work, including ensuring effective communication with staff carrying out remote or isolated work.

Reporting

Incidents or injuries relating to WHS should be reported in accordance with Partner In Your Care's *Incident Management policies and procedures*.

Monitoring and Review

This policy and procedure will be reviewed at least annually by the Management Team. Reviews will incorporate staff, participant and other stakeholder feedback.

Partner In Your Care's *Continuous Improvement Register* will be used to record identified improvements and monitor the progress of their implementation. Where relevant, this information will be fed into Partner In Your Care's service planning and delivery processes.

Endorsement Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:
12/11/2018	01/06/2021	21/11/2022		
Reviewed by / Rob Nelson	Reviewed by/ Bianca Yee	Reviewed by/ Bianca Yee		
Signature: 	Signature: 	Signature: 		
<i>This policy and procedure will be reviewed at least annually and changes endorsed by the Management Team.</i>				