## MR3: WORK HEALTH AND SAFETY

#### POLICY

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| Consistent with the requirements of the Work Health and Safety Act 2011, Community Gateway, as an employer has an obligation to provide safe working conditions and work practices. Board of Management members and all staff are obliged to be aware and act on Work Health and Safety (WHS) matters. |

#### PROCEDURE

The Chief Executive Officer and the designated Work Health and Safety representatives shall be familiar with the NSW Work Health and Safety Act 2011, and the Work Health and Safety Regulation 2011, and are responsible for their implementation and the regular inspection of the workplace to ensure that a healthy and safe working environment is provided.

Staff must report any potentially unsafe or unhealthy situations or work practices to their Work Health and Safety representative or their supervisor, and the risks will be assessed and appropriate action taken.

Community Gateway has a responsibility to:

* Provide or maintain equipment and systems of work that are safe and without risks to health.
* Make arrangements for ensuring the safe use, handling, storage and transport of equipment and substances.
* Provide the information, instruction, training and supervision necessary to ensure the health and safety at work of employees and volunteers.
* Maintain places of work under their control in a safe condition and provide and maintain safe entrances and exits.
* Make available adequate information about research and relevant tests of substances used at the place of work.
* Employers must not require employees to pay for anything done or provided to meet specific requirements made under the Act or associated legislation.

Under the legislation employees and volunteers must take reasonable care of the health and safety of others. Employees must co-operate with employers in their efforts to comply with work health and safety requirements. They must:

* Take reasonable care to protect own health and safety, and the health and safety of others.
* Co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation at the workplace that could constitute a hazard.
* Follow the instruction and training provided by their employers, use the personal protective equipment provided, and must not interfere with anything set up in the interests of health and safety.

The legislation also recognises that employees and volunteers have certain rights with regard to health and safety in their workplaces. These include the right to:

* Be informed, i.e. to know about potential hazards.
* Be represented on matters relating to work health and safety.
* Have a smoke free environment (Community Gateway Inc is a non-smoking workplace).

#### Training

In accordance with the requirements of the legislation, information and relevant training will be provided to all staff and volunteers on the causes and prevention of work related illnesses and injuries.

#### Furniture and Equipment

Staff and volunteers will be provided with relevant training prior to the use of any equipment.

Community Gateway will purchase furniture and equipment which minimises the risk of injury or strain, including staff and volunteers working on keyboards. It is the responsibility of staff and volunteers to ensure that they use equipment appropriately and follow the procedures recommended to protect keyboard users from muscle fatigue and repetitive strain injury.

Photocopiers will be placed in a separate room where possible and/or in a position with good ventilation. Staff must ensure that they protect their eyes from the light emitted by the photocopier, and must take care when filling the machine with toner.

#### Visual Display Units and Eye Strain

Staff whose duties require them to use a visual display unit for at least 60% of the time will need to have an eye test (at their own expense) prior to their appointment.

#### Stress

The organisation recognises that stress is an work hazard and aims to minimise stress for staff by:

* making good staff working conditions a priority
* clearly defining job responsibilities and accountability structures
* establishing support systems for all staff
* ensuring work plans and timelines are realistic.

#### Abusive Client Behaviour

Staff and volunteers are not expected to put up with abusive or violent behaviour from clients and/or carers. If clients and/or carers become difficult the situation must be referred to a manager for attention.

**Isolated worker safety practices**

#### Community Options may provide mobile phones to some employees to be used when they are out in the field so that they are able to contact the office or emergency services if necessary.

Case Managers must always use the electronic In/Out Board to record their whereabouts and expected time of return whenever they leave the office so that the organisation can take prompt and appropriate action if they do not return within a reasonable period after their expected time of return.

Assessment processes need to identify any potential problems for case managers and two staff members must go out on visits where problems are identified e.g. aggressive behaviour from clients or carers.

#### Smoking

Community Gateway recognises the dangers of passive smoking and has made the office a smoke free environment. Staff and volunteers are not permitted to smoke in a client's home.

Clients are requested to refrain from smoking in their homes while staff and volunteers are present.

For the purposes of this policy the workplace includes all Community Gateway vehicles.

#### Hazards

Staff will be trained to identify any health or safety hazards in the client's home, and must report, in writing, any hazards to their manager as soon as possible. 'Near-miss' accidents should also be reported as they may identify potential hazards.

Members of the Senior Management Team will respond to resolve hazards as required under the legislation and report these to the Board of Management if they are major impediment to service provision by Community Gateway or brokered agency staff.

Hazard reports will be reviewed annually by the Chief Executive Officer (or their delegate) and the Board of Management.

#### Accidents

An accident report form as provided by the WorkCover Authority off NSW must be completed by any staff involved in an accident (however minor) either at work or on the way to or from work and given to their supervisor as soon as possible. Accident report forms are available from Senior Management Team members.

#### Communicable Disease

Staff and volunteers must be trained in and observe basic hygiene and infection control measures in their work with clients in order to avoid communicable diseases.

Staff and volunteers who suspect that someone in their work place (office or client's home) has a communicable disease must report this immediately to the case manager who will advise them of the appropriate action.

**Vaccinations**

Staff who provide home care to persons at high risk of contracting communicable diseases, including influenza, are encouraged to participate in vaccination programs to protect clients from exposure to disease.

#### Client Rights and Responsibilities

Clients, their families, carers and advocates are protected under the Work Health and Safety Act 2011 where all individuals in the workplace have the right to be protected from illness or injury in a place of work.

Clients, their families, carers and advocates have responsibilities under the Work Health and Safety Act 2011 to co-operate with employers to protect the health and safety of workers in their homes, where the home is the worker’s place of work.

#### First Aid

In line with the First Aid Regulation of the Work Health and Safety Act 2011, the following policy in relation to first aid applies to Community Gateway:

* A first aid kit is kept in each office location and in each pool vehicle owned by Community Gateway
* Community Workers carry a Supply Pack containing basic first aid supplies
* The WHS representative is in charge of the kit and must ensure it is properly maintained
* The WHS representatives are responsible for ensuring that a Register of Injuries and Treatment is maintained and kept up-to-date. The Register must include:

the name, age, address and occupation of the injured person

the industry in which the person was working

the operation in which the person was engaged at the time of injury

the date and time the injury occurred

a brief description of the type, cause and location of the injury and the treatment given

the name of the first-aid person in attendance

any referral for further treatment if required

* The Register must be kept for at least 5 years

### Safety in Service Delivery

The Work Health and Safety Act 2011 provides protection for anyone involved in a place of work to be protected from physical and psychological harm. This includes clients and/or carers.

The place of work may be a person’s home or a community setting if services are provided in these with paid employees.

* Workers are not expected to work in a situation of risk.
* Workers will be notified that they may leave if there is a risk situation for them with an angry client and/or carer.
* Service provision may be changed if there is a risk to workers contracted to provide a service. In extreme situations service may be refused, after alternative strategies for providing the service have been tried (see Exit Policy).

#### Use of Equipment

* Where it has been assessed that equipment is necessary to carry out the care requirements e.g. use of a lifter, this equipment must be used.
* Staff contracted to provide the service will be trained in the use of the equipment and will be requested to use the equipment on each service delivery.

#### Assessment

* The assessment undertaken to determine the needs of clients and/or carers will include a section that examines risks to workers in the setting. Reasonable steps need to be undertaken to ensure the safety of workers. Clients and/or carers may be asked to modify the working environment prior to commencement of services.

#### Safety Audits

* Safety audits may need to be carried out at times throughout the service provision period. Clients and/or carers may be asked to comply with these.
* Audits are also carried out in each Community Gateway office.

#### MEASUREMENT

* Copies of all policies
* Risk assessment and management forms
* Register of Injuries

#### RESPONSIBILITIES

* Board of Management
* Chief Executive Officer
* Directors
* Work Health and Safety Representatives and Committee Members
* Administrative staff
* Operational staff

#### STANDARDS and COMPLIANCE

*Community Care Common Standard 1.1: Corporate Governance*

*Community Care Common Standard 1.2: Regulatory Compliance*

*Community Care Common Standard 1.5: Continuous Improvement*

*Community Care Common Standard 1.6: Risk Management*

*Community Care Common Standard 1.7: Human Resources Management*

*Community Care Common Standard 1.8: Physical Resources*

*Community Care Common Standard 2.1: Service Access*

*Community Care Common Standard 2.2: Care Plan Development and Delivery*

*Disability Service Standard 2: Participation and Inclusion*

*Disability Service Standard 5: Participation and integration*

*Disability Service Standard 6: Service Management*