



Superclean Maid Service Pty Ltd

Health and Safety Handbook

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Health and Safety Policy Statement

The Organisation and its officers recognise that the health and safety of all employees and other persons 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 employees.

Through the participative and cooperative efforts of management and employees, we are committed to:

- providing a safe environment for all employees and other persons to our workplace
- providing and maintaining buildings, facilities, equipment and plant in safe working condition
- supporting the ongoing training and assessment of employees
- developing, implementing and monitoring safe work practices, including the safe use, handling, storage or transport of plant and substances
- continuously improving the standards of workplace health and safety
- managing risks in the workplace
- providing information, training, instruction and supervision sufficient for employees 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.

Name: Prueksa Chettanan and Gavin Carrodus

Job Title: Directors

on behalf of: Superclean Maid Service Pty Ltd

Policy Date: 21-06-2023

Review Date: 21-06-2025

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 and return to work program which provides a framework for a coordinated and integrated approach to workplace injury and illness. The Organisation recognises that management and employees have a social and economic interest in the promotion of a safe return to work for its employees.

Across all of the Organisation's 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
- appointing a workplace based return to work coordinator or recovery at work coordinator, where required.

Name: Prueksa Chettanan and Gavin Carrodus

Job Title: Directors

on behalf of: Superclean Maid Service Pty Ltd

Policy Date: 21-06-2023

Review Date: 21-06-2025

Health and Safety 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 Organisation will support any requests made from a worker and/or workers, who carry out work for the Organisation, to facilitate the election for one or more health and safety representatives or a health and safety committee. The request will be further supported by the determination of an appropriate work group or work groups through negotiation and agreement with workers who would be members of a proposed work group.

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.

Name: Prueksa Chettanan and Gavin Carrodus

Job Title: Directors

on behalf of: Superclean Maid Service Pty Ltd

Policy Date: 21-06-2023

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Introduction



Health and safety in the workplace

Management of Superclean Maid Service Pty Ltd (the Organisation) will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

You also play a crucial role in achieving a safe workplace. You owe it to yourself, those close to you and your colleagues not to expose yourself to unnecessary risks at work. You can do so by protecting yourself and others from hazards and hazardous situations, by following safe work procedures and by adopting safe work practices.

Purpose of the Health and Safety Handbook

Through the provision of important procedures and guidelines, this Health and Safety Handbook will help you, your colleagues and others to stay healthy and safe in the workplace.

Health and Safety legislation rightly makes health and safety everyone's responsibility. Therefore, this Health and Safety Handbook applies to all workers, including, but not limited to, contractors who do not have their own systems of work and volunteers. Please read this Handbook carefully and ensure you comply with the guidelines set out below.

Any failure to comply with health and safety requirements is taken very seriously by the Organisation. As an employee, you may be subject to disciplinary action (up to and including the termination of your employment) in the event you:

- breach the policies and/or procedures contained in this Health and Safety Handbook
- breach any other health and safety policy or procedure made known to you or
- take any action that could threaten the health or safety of yourself, your colleagues or others.

Appropriate action which may be taken in relation to other workers includes, but is not limited to, termination of their engagement with the Organisation.

General

Amendments to this Health and Safety Handbook will be issued from time to time.

The Health and Safety Handbook does not form part of your contract of employment or engagement agreement, unless expressly stated otherwise. However, in any event, it may be considered when interpreting your rights and obligations under the terms of your employment or engagement. You are welcomed and encouraged to provide feedback and suggestions for improving health and safety in the workplace to management at any time.

Health and Safety Responsibilities

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 that we do business.

Worker responsibilities

You 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
- cooperating with management to ensure that all health and safety obligations are complied with
- cooperating with any reasonable health and safety policy, procedure or instruction given by the Organisation that has been notified to you
- not intentionally or recklessly interfering with or misuse anything provided at the workplace that could cause harm
- ensuring that 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
- advising 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
- cooperating with any health and safety initiative, review or inspection
- actively participating 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 that 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
- 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.

Incident and Injury Reporting

Introduction

Whilst the Organisation aims to prevent any incident or injury from occurring in the workplace, the reporting of incidents, injuries and near hits or misses is essential for the identification of hazards in the workplace and in the overall success of our risk management strategies.

In addition, dependent upon the nature of an incident or injury, there may also be a legal obligation to report this to WorkSafe and other statutory agencies.

This policy is designed to ensure the Organisation meets its responsibilities under health and safety legislation. Nothing in the policy, either stated or implied, is intended to compromise or mitigate our responsibilities to meet requirements under other legislative frameworks, such as public health requirements.

Worker responsibilities

Where any workplace incident, injury or illness or near miss occurs, management must be notified as soon as possible, and a **Hazard and Incident Report Form** must be completed. This should be completed by the injured person, where possible or by their immediate supervisor or manager.

Details of any workplace injury or illness that requires first aid treatment must be recorded on the **Register of Injuries**. This form should be completed and authorised by the first aid attendant.

Should a worker sustain a workplace injury or illness, they are required to:

- undergo any first aid and/or medical treatment deemed necessary
- cooperate as far as possible with any incident reporting requirements and/or incident processes
- seek ongoing medical treatment as required and ensure that management are made aware of such treatment for the purpose of maintaining appropriate records
- ensure that a fitness to work and/or a capacity to work certificate is provided to management before returning to work.

Injury Management and Return to Work

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
- not dismiss a worker as a result of a work related injury for the period defined under the State/Territory's workers' compensation legislation.

Worker responsibilities

To support the above, you will:

- take reasonable care to prevent workplace injury and illness of yourself and of others
- understand your rights and responsibilities to notify management as soon as practicable and provide as much as information about any injury you sustained at work
- participate in any return to work processes, including any injury management plan developed by the Organisation
- comply with reasonable instructions relating to return to work, including participating in suitable duties
- consult with the Organisation if any issue about the return to work program or suitable duties arise, to try to resolve the matter.

Consultation

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, active participation and cooperation 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.

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 all 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 Organisation will support any requests made from a worker and/or workers, who carry out work for the Organisation, to facilitate the election for one or more health and safety representatives (**HSR**) or a health and safety committee (**HSC**). The request will be further supported by the determination of an appropriate work group or work groups through negotiation and agreement with workers who would be members of a proposed work group.

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.

Worker Responsibilities

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

Such participation will include:

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

Health and Safety Issue Resolution

Introduction

The Organisation acknowledges that health and safety issues may arise from time to time anywhere within the Organisation. However, it is the Organisation's objective to resolve the issue at the source or where the original issue is raised.

Where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issue resolution process will ensure that the matter is resolved in a fair and equitable manner.

When a health and safety issue arises, the parties must make reasonable efforts to achieve an effective, timely and final 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.

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 issue resolution procedures
- 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
- 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 issue resolution process and has the appropriate level of seniority in the decision-making process.

Supervisor/manager responsibilities

When presented with a health and safety issue, the supervisor/manager will consult with the affected individual and/or other workers. Where an issue cannot be resolved at the localised level, the matter will be escalated to the next level of management.

Worker responsibilities

You are encouraged to resolve minor health and safety issues at the source of the issue, where you 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/manager of the area concerned. Every endeavour should be made to resolve health and safety matters at the departmental level before referring them to the next level within the Organisation.

Issue 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 within a reasonable time, any party to the issue can request 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 and the inspector's decision will be taken as a resolution to the issue.

Risk Management

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. Once hazards in the workplace have been identified and the risks assessed, priorities can be set to determine what action is to be taken to eliminate or control the risk of injury and illness to workers or damage to plant and equipment.

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

The control of a risk takes a variety of forms depending on the nature of the hazard and must be based on the hierarchy of control measures emphasising the elimination of the hazard at its source.

Worker responsibilities

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

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

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

Health and Safety Information, Training and Instruction

Introduction

The Organisation will provide the necessary health and safety information, training and instruction 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 or hazards without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

Worker responsibilities

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

- ensure that you have undertaken the appropriate health and safety instruction and training required to work in a safe manner, including induction and emergency preparedness training
- not commence any construction work unless you hold a current and applicable construction induction training card and have also completed a site induction, as required
- ensure that you are aware of the risks related to construction work have been deemed competent to undertake work at hand in a safe manner through appropriate health and safety training
- participate in all ongoing training or competency assessments that are designed to ensure you gain or maintain competencies required to undertake work for the Organisation in a safe manner
- ensure the Organisation is provided with copies of licences, authorisations, approvals and/or qualifications required to undertake work for the Organisation ensure that you maintain and
- keep up to date any required licence, authorisation, approval and/or qualification required to undertake work for the Organisation and that you advise the Organisation if your status in relation to holding such licence, authorisation, approval and/or qualification changes.

First Aid

Introduction

First aid in the workplace is the initial health care of sick or injured persons at work. The Organisation is committed to ensuring that a first aid service is available and accessible to provide immediate and effective first aid to workers or others who have been injured or become ill at our workplace and/or work site.

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

This policy must be implemented and reviewed in conjunction with the Organisation's **Emergency Procedures** policy.

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.

The responsibilities include ensuring that:

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

Working Environment

Introduction

The general work environment is broad and includes the physical structures, such as the floors and other surfaces, work layout and design, indoor air quality, lighting, general welfare facilities and the work health and safety processes and information or control systems.

Consideration of the general working environment is most effective at the initial design stage of a workplace but should nonetheless be considered and assessed in relation to the control of the associated risks.

A well-designed workplace can prevent work related deaths, injuries and illnesses and enhances health and wellbeing. It also aids in morale and productivity of the Organisation.

Worker responsibilities

To help ensure that the overall working environment remains without risk to workers and that facilities remain available to workers, you are responsible for ensuring that you:

- keep the workplace neat, tidy and free from obstruction at all times so as not to cause additional hazards, including slip, trip or fall hazards
- do not alter the overall work layout, work areas, workstations, workplace lighting or do anything that may impede the safe access and egress to or from the site unless authorised to do so
- do not undertake any work that may potentially alter the indoor air quality without the appropriate authorisation and without ensuring that an appropriate risk assessment has been undertaken
- report any issues or maintenance requirements related to the Organisation's welfare facilities to management as soon as they are identified, for example soap and toilet paper should be replenished regularly
- utilise any plant, equipment, working area, tools and welfare facilities in a manner in which they are intended and not make any alterations that may impact the health and safety of yourself or others at the workplace without appropriate approvals
- comply with all safety signage, policies and procedures and reasonable instructions provided to you, such as placing rubbish in the bins or cleaning and maintaining the facilities regularly to ensure they remain in a clean and safe condition
- wear and use any PPE and protective clothing issued to you at all appropriate times where necessary, for example when cleaning.

Emergency Procedures

Introduction

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 emergency services.

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.

The responsibilities include ensuring that you:

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

Emergency Procedures

Medical emergency

In the event a medical emergency arises, and someone requires emergency medical attention:

- summon help from others in the immediate vicinity if required, or a nominated first aid personnel. The affected worker should not be left unless it is unavoidable
- sound the alarm and contact emergency services if required. Provide clear instructions to emergency services on:
 - the location of the person and directions to the workplace
 - the details of casualty (type of injury, age and condition of the person)
 - the time of injury or illness.

Bomb threat

In the event you receive a bomb threat via telephone:

- do not hang up, but should stay on the phone and take notes of the conversation using the **Phone/Bomb Threat Checklist**
- keep the caller on the line for as long as possible, and asked them to repeat the information provided and for additional information about the threat
- where possible, have someone else listen in to the call
- contact management, and any site security/management, to evaluate whether an emergency evacuation is required.

If an evacuation is ordered in response to a bomb threat:

- quickly check your work area for any unusual objects and mark these with a sheet of paper without touching the object
- leave the building as instructed unless you are involved in the evacuation of other people
- the location of any unusual objects must be reported to the floor warden, security or attending emergency services.

Fire

In the event you discover a fire:

- assess the situation and the safety of anyone in the immediate vicinity
- activate any fire alarms and call '000'
- call for help and/or have someone advise a manager or the nearest fire warden
- where it is safe to do so, try to put out the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame
- if it is not safe to do so, evacuate to the nearest evacuation assembly point.

At no time should you risk personal safety in an effort to protect property or others unless other approved procedures have been initiated.

In the event a fire alarm is sounded and an emergency evacuation is required:

- follow instructions given to you by emergency services personnel and any designated evacuation staff
- leave the building or site via the closest designated exit
- proceed to the designated assembly area.

During an emergency evacuation, you must remain calm and:

- do not run, crowd exits, or take your belongings with you
- do not return to the building until it is safe to do so by the emergency co-ordinator or fire warden or emergency services.

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. It can also include electrical faults which could result in electrical shocks.

In the event of a plant, equipment or structural failure that requires an emergency response:

- if it is safe to do so assess the incident to ensure the safety of anyone in the immediate vicinity

- if plant or equipment is powered, ensure power is isolated to prevent inadvertent start up
- render first aid to any person injured as a result of the incident
- contact emergency services if necessary
- notify management and emergency response team
- commence and follow general emergency response procedure if required
- where necessary, leave the site or building immediately via the nearest emergency exit to the nearest evacuation assembly point
- isolate and barricade off the area, if possible, to prevent further injury.

Chemical spill

In the event you are involved in a minor chemical spill or leak:

- ensure you have access to and are familiar with each chemical product's SDS so that appropriate health and safety control measures are implemented
- clean the chemical spill in accordance with the product's SDS, including the requirement to wear certain PPE
- if the spilt chemical is a flammable liquid, ensure that ignition sources are eliminated
- contain the spill or leak to prevent the chemical from spreading. This may be achieved with spill containment equipment or by placing a small leaking container into a larger container to contain the leak
- if required, isolate the area where the chemical has been spilt to control access
- clean the spill immediately
- dispose of waste in accordance with local regulations and do not mix substances in the waste bin because they might react
- notify your manager and in certain situations, there may be a requirement to notify the health and safety regulator.

Remote or isolated work emergency

Where you undertake work in a remote or isolated location and there is an emergency:

- determine physical location by urban street reference, rural address number, geographical feature and/or GPS coordinates (where available)
- confirm location using GPS mapping software, and obtain/confirm location coordinates for emergency services (if possible)
- contact the appropriate emergency service or breakdown service to respond to your last known location
- maintain contact with management until emergency services or breakdown services reaches your location.

Motor vehicle accidents

If you are involved in a motor vehicle accident in the course of your duties:

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary)
- seek first aid if 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 your name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

You must notify management of any accidents occurring in the course of your duties as soon as practicable, including details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions you have taken. You must follow the procedures in accordance with the **Incident and Injury Reporting policy** in this Health and Safety Handbook.

The Organisation must be informed of all incidents involving company vehicles no matter how minor as soon as is practicable. In addition, in the case of an incident involving injury to another person, you are responsible for notifying the Police of the occurrence within the required timeframe.

Environmental incident

In the event an environmental incident occurs:

- immediately implement control or containment measures if safe to do so
- request medical aid where your exposure warrants health intervention
- notify management who will notify any relevant government authority responsible for the environment or where remediation is required, will engage an accredited waste management company to clean up the site.

Bushfires

Although the Organisation would normally receive sufficient notice to enable evacuation of the site if necessary, there may still be occasions where access to other areas might be restricted or cut off.

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 you must be prepared to take action in the event of a bushfire and have a bush fire evacuation plan.

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

You must be aware of the fire risk level issued by the emergency services and the expected weather conditions for the area and take appropriate action.

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

However, if you are caught in an area where a bush fire is imminent:

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

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

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

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

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

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

Floods and/or cyclones

To prepare yourself before a flood or cyclone:

- know the level of risk in the area (eg find out about the local flood and/or cyclone history)
- know where the emergency evacuation areas would likely be located
- know who to call by having a list of emergency contacts
- know where the emergency kit is located
- know the triggers, warning and natural signs of flooding and/or cyclones
- consult with the Organisation and emergency services in creating an emergency response plan.

When a flood warning is issued, you will:

- moved to a designated appropriate shelter well in advance of the arrival of the flood or cyclone to avoid being injured during the transfer
- never drive, ride or walk through floodwater
- stack possessions, records, plant and 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 site emergency response plan
- listen to the local radio station for information, updates and advice
- keep in contact with the surrounding neighbours if you are directed to do so
- be prepared to evacuate if advised by emergency services
- act early as roads may become congested or may close.

When an evacuation order is issued, the Organisation will turn off the electricity, gas, secure any gas bottles and ensure the site is as secured as possible. The Organisation will also implement the site emergency response plan and the relevant emergency services will issue an 'all clear' when it is safe for workers to return to a flood affected area.

When returning to the premises, you will:

- where possible, check the structural stability of the site and buildings before entering. This will include identifying damages to any structures under construction, windows, walls and the roof and will be cautious of potential contaminants including asbestos
- if it is safe to do so, ensure that the electricity and gas is turned off before proceeding inside any buildings on site and use a torch to undertake inspections inside buildings
- arrange a qualified electrician to inspect power points, electrical equipment, appliances or electrical hot water systems if they were exposed to floodwater or water damaged in any way
- inspect gas appliances and gas bottles that have been exposed to floodwater if you have been trained and directed by management to do so
- be aware of any additional hazards caused by the floodwater, such as slip, trip or fall hazards or contaminated food, water or items.

Thunder and/or lightning storms

There may be times when the Organisation requires you to work outdoors and therefore you may be exposed to outdoor elements, in particular severe thunder or lightning storms.

When a severe storm threatens:

- listen to local radio station or equivalent for storm warnings and updates
- secure or store items that could blow around in strong winds
- if possible, put items and valuables in plastic bags with the emergency kit
- seek shelter in a vehicle or solid building and avoid small open structures. Never shelter under trees.

In the event of a severe thunder or lightning storm:

- stay inside and stay well clear of windows, doors and skylights
- do not use a fixed telephone during the storm due to lightning danger
- avoid touching brick or concrete or standing bare footed on concrete or tiled floors
- listen to local radio station for storm warnings and updates.

Earthquakes

In the event of an earthquake:

- you should safely stop work and take shelter under secured furniture, such as tables
- if possible, stay away from shelving, windows or equipment that may fall.

Following the earthquake, you should:

- remain indoors where possible until the shaking stops
- follow instructions from management or fire wardens
- ensure any injured persons in the area are provided first aid or medical assistance
- if the fire alarm has been disarmed follow the above fire evacuation procedures
- where possible, the site should be inspected prior to returning to the workplace.

Smoke Free in the Workplace

Introduction

Workplace exposure to environmental tobacco smoke, or passive smoking, is a significant health hazard. Health authorities advised that there is no recognised safe level of tobacco smoke exposure and exposure to passive smoking can produce symptoms of ill health, particularly for people with pre-existing medical conditions, such as respiratory or cardiovascular conditions.

Health authorities also warned that the use of electronic cigarettes (**e-cigarettes**) could increase the risk of lung and heart disease as well as increase the risk of cancers.

Therefore, the Organisation supports a smoke free workplace to ensure the health, safety and wellbeing of everyone in the workplace and prohibits the use of tobacco and e-cigarettes in enclosed workplaces, including in a work vehicle, around children, in workplaces which may be enclosed public place and all outdoor workplaces.

Worker responsibilities

You are responsible for ensuring that you comply with the Organisation's policies and procedures relating to smoking in the workplace. In particular, you must ensure that you:

- actively participate in identifying, assessing and controlling hazards associated with tobacco and smoking in the workplace
- are familiar and act in accordance with the Organisation's smoke free policy
- demonstrate positive safety behaviours and compliance with the Organisation's safety arrangements and instructions
- inform and remind your colleagues, other workers, visitors, etc. of the requirements set out in this smoke free policy
- take reasonable care to prevent smoke (including e-cigarette vapour) drifting to non smoking enclosed areas
- utilise the ashtrays or bins provided in designated outdoor smoking permitted areas
- follow any reasonable work instruction given to you designed to protect your health and safety or that of others at the workplace
- report any concerns or issues about smoking (including e- cigarettes) in the workplace to your supervisor or manager.

In addition to complying with this policy, where you are working at a third party site you will also comply with any site specific policy implemented by the third party site or at the place where you are working.

If you have any doubt about how to comply with both policies or if the policies are inconsistent, you should contact management for clarification as soon as possible. In the interim, you should refrain from any conduct that is likely to breach either of the policies.

Drugs and Alcohol

Introduction

The use of drugs and alcohol (including medicines that are prescribed or over the counter) can affect a person's ability to work safely and in turn jeopardises the safety of a workplace. The safety risks are greater where people operate a machinery, operate a mobile plant, such as a motor vehicle, or rely on concentration to do their work. In some high risk industries and occupations, there are specific laws prohibiting a worker from being affected by any drugs – legal or illegal.

This policy applies to all workers, including contractors and it is designed to help ensure the Organisation's compliance with health and safety legislation. Therefore, nothing in this policy, either stated or implied, is intended to contradict any other obligations that may be placed upon it, including mandatory responsibilities related to onsite screening or testing that may be directed by other agencies.

Worker Responsibilities

To help ensure the Organisation meets its health and safety obligations to eliminate or minimise, as far as reasonably practicable, the drugs and alcohol related risks to workers, the Organisation will implement a Drugs and Alcohol policy, which may include a screening/testing regime.

To this end, you are responsible for ensuring that:

- you are fit to undertake your duties and must not work while under the influence of drugs and/or alcohol, in particular where you may be required to operate a plant, equipment or undertake work that is considered high risk
- you have sufficient information, education and training regarding the risks from drug and alcohol use and how to report any concerns about drugs and alcohol use in the workplace
- you observe statutory limits set by the Organisation for blood alcohol and/or drug content while driving any company vehicle or any other vehicle if used in the course, or discharge, of your duties, as well as obeying applicable road rules
- you utilise any safeguards on tasks, processes and equipment that require a high level of concentration or motor coordination
- you do not use or sell alcohol or illicit drugs while at work, nor use the Organisation's resources to do so at any time
- if required, you actively participate in an appropriate drug and alcohol screening/testing regime conducted by the Organisation
- you follow any reasonable direction to attend a medical practitioner nominated by the Organisation for the purpose of undergoing screening/testing to confirm whether you may be under the influence of drugs or alcohol
- where required, you actively participate in counselling and/or other support arrangements provided by the Organisation in relation to drugs and alcohol
- you follow any reasonable direction to cease work immediately and move away from the work area where you may reasonably be suspected of being under the influence of drugs or alcohol
- you notify management as soon as possible if you are required to use prescription or over-the-counter medication or drugs that may impair your ability to perform your job safely and effectively
- if requested, where you are required to use prescription or over-the-counter medication or drugs, you provide a medical certificate stating that you are fit for work or one that clearly specifies any restrictions related to work
- you are aware of the requirements to behave responsibly at any work endorsed event, function or activity where alcohol may be served and to arrange a safe means of transport from the event or function when alcohol has been consumed
- you comply with any reasonable drugs and alcohol policy and procedure that may apply if attending a third party site in the course of your duties, such as a client's site.

Screening/testing for drugs and alcohol

The Organisation may require screening/testing for drugs and/or alcohol and we reserve the right to carry out random screening/testing across all levels of workers.

Screening/testing may be conducted where:

- it is part of the Organisation's pre-employment or pre-engagement screening/testing process
- it is based on reasonable suspicion that you are affected or are under the influence of drugs or alcohol at work
- it follows a workplace incident or accident
- suspected drug or alcohol misuse is likely to compromise workplace safety to yourself or others and/or compromising effective operations
- you are going through a rehabilitation programme and screening/testing is conducted to ensure that the programme is working.

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

- are removed from the workplace due to impairment or reasonable suspicion of impairment from drugs and/or alcohol use
- return a non-negative result following testing
- return a blood alcohol level of more than the determined minimum amount or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening/testing
- tamper with or attempt to tamper the specimen or collection procedure
- are in possession of illegal drugs for supply or consumption in the workplace or company vehicles
- engage in conduct that causes a serious and imminent risk to health and safety or the reputation, viability or profitability of the Organisation's business.

If you return a non-negative result, where necessary the Organisation may direct you to attend further testing through an appropriate third-party provider for confirmation of the non-negative result. During this time, where you return a non-negative result, or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

Where you breach the Organisation's drugs and alcohol policy and any associated procedure, we will implement our disciplinary procedures, up to and including termination of your employment or engagement with the Organisation.

Interaction with client policies

As well as complying with this policy, if you are working on client premises you must also comply with any site specific drugs or alcohol policy implemented by the client or at the place where you are working.

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

Mental Health

Introduction

Mental health includes the emotional, psychological and social wellbeing. 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 (including sexual 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.

Worker responsibilities

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

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

- have received an induction that includes information related to the Organisation's commitment to supporting the mental health of workers and your responsibilities related to helping to ensure a healthy and safe workplace
- understand the Organisation's policies and procedures to identify, assess, control, monitor and review risks to your mental health
- understand your role at work, ensure that the role has been clearly articulated, and that the required duties are within the scope of your skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do your work safely
- support co-workers in their awareness of mental health and strategies to eliminate or minimise the impact
- actively participate in the consultation mechanisms, forums or counselling designed to help ensure your health and safety at work, including those targeted at the overall mental health of workers
- understand the applicable organisational operations that may impact upon your mental wellbeing, including those beyond the control of the Organisation, and the processes and procedures in place to eliminate, minimise and report any mental health risks
- comply with all systems of work and procedures that are designed to support your health and safety and the health and safety of others at the workplace, including those specifically designed to eliminate or minimise mental health risks
- utilise the applicable procedure to report any work related mental health hazard or risk to your own mental health or the mental wellbeing of others at work as soon as it is identified, including any incidence of bullying or harassment, including sexual harassment (as outlined below) affecting yourselves or another worker
- receive adequate and timely feedback on work performance.

Bullying and harassment (including sexual harassment)

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

Bullying

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.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

There are many examples of bullying, which include, but is not limited to:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberately excluding someone from work related activities
- spreading misinformation or malicious rumours
- aggressive and intimidating conduct
- belittling or humiliating comments
- victimisation
- practical jokes or initiation
- withholding information that is vital for effective work performance
- 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 individual or group
- changing work arrangements, such as rosters and leave to deliberately inconvenience a particular worker or workers.

Harassment

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.

Sexual harassment is any unwelcome sexual advance, an unwelcome request for sexual favours or any unwelcome conduct of a sexual nature. Such conduct includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing. Harassment on the grounds of sex is any unwelcome conduct of a seriously demeaning nature and includes making a statement to a person, or in the presence of a person, whether the statement is made orally or in writing.

A single incident of unwanted or offensive behaviour can amount to harassment.

Examples of harassment include, but is not limited to:

- insensitive jokes and pranks including inappropriate comments based on sex
- lewd or abusive comments about appearance
- asking intrusive personal questions based on a person's sex
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material

- unwelcome sexual advance, or an unwelcome request for sexual favours
- unwelcome conduct of a sexual nature
- unwelcome touching
- 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 and disciplinary termination policies and procedures.

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

Workplace Violence and Aggression

Introduction

Workplace violence and aggression involves incidents in which a person is abused, threatened or physically assaulted in circumstances relating to their work. This may occur at a physical workplace, or any location or situation related to work, such as working from home, working at a patient/resident/participant's home or on a work trip.

Threats to the personal safety may arise from the interaction between persons within the Organisation or between such persons and others, such as a patient/resident/participant, or their representatives.

Workplace violence and aggression hazards can include threats of physical or sexual assault as well as harassment or generally aggressive behaviour, such as stalking. Online abuse at work or outside of work if the abuse arises from workplace issues would also be considered a hazard as, as well as violence resulting from a family or domestic relationship that may occur at the workplace, if the worker is working from home.

Such hazards associated with workplace violence and aggression may impact upon the physical and mental health and wellbeing of workers, potentially causing the worker to sustain a physical and/or psychological or psychosocial injury or experience an exacerbation of a pre-existing condition.

However, violence can harm both the person it is directed at, and anyone witnessing it and can have significant economic and social costs for workers, their family, their Organisation and the wider community.

The Organisation understands that in most situations, planning and good interpersonal skills will significantly reduce the likelihood of situations deteriorating to the point where workers are threatened.

Workers must be suitably trained to always be aware of their surroundings and how to de-escalate these situations.

Challenging behaviour may include:

- verbal abuse
- inappropriate sexual behaviour
- difficult personalities
- those with unrealistic expectations or who repeatedly refuse services
- aggressive or threatening behaviours directed at themselves, property or others.

The Organisation has adopted a zero tolerance to violent, threatening or aggressive behaviours at work, including online abuse whether exhibited by workers or others at our place of work. It will take all reasonable steps to help ensure that workers potential exposure to any workplace violence and aggression is eliminated.

Nothing in this policy, either stated or implied, is intended to mitigate the Organisation's responsibilities for the reporting of civil matters, such as physical assault, to the Police. Where workplace behaviour involves the act of violence, that is potentially civil matter, the Organisation will adopt a mandatory Police reporting obligation as well as complying with any mandatory reporting to the health and safety regulator that may be required.

In addition, this policy is related to the Organisation meeting its obligations under health and safety legislation, therefore nothing in this policy, either stated or implied, is intended to compromise any responsibilities, obligations or standards specifically related to the health or community services standards or legislative frameworks.

Worker responsibilities

To minimise the risk of injury or illness to workers from violent situations or aggressive behaviour from patients/residents/participants at work, you are responsible for:

- ensuring that you are aware of the Organisation's zero tolerance position regarding threatening situations and aggressive behaviours at work
- ensuring that you have received the appropriate training and instruction in strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours
- ensuring that you have received the appropriate training and instruction in strategies designed to address and deal with violent and/or aggressive situations you may face
- actively participating in the development and review of work practices and communication strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours
- removing yourself from violent or aggressive confrontations with patients/residents/participants or others at work
- not engaging in abusive or aggressive behaviour towards the patients/residents/participants or others at work, including online and never chasing, touching or handling an offender in any way
- informing management as soon as practical if you have been exposed to a threatening situation or aggressive behaviour or have witnessed others at work being exposed to such behaviour. Management will provide ongoing support
- 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
- following any reasonable instruction given the Organisation, such as participating in training and following workplace policies and procedures that have been put in place to reduce the risk of workplace violence and aggression incidents occurring, including the use of social media, interactions online and the use of workplace technologies
- following any specific security arrangements that are implemented by the Organisation.

Fatigue Management

Introduction

Fatigue can affect safety in the workplace and is a significant risk in the transport industry, particularly for drivers. It can impact workers' psychological health and physical health, as well as the health and safety of those around them, such as co-workers, customers, and members of the public. Fatigue can increase the likelihood of incidents and injuries, particularly when doing safety critical tasks where significant consequences may arise if errors occur.

Fatigue is a physical condition that can occur when a person's physical or mental limits are reached, and this can affect their ability to perform work safely and effectively. The long term effects of fatigue may result in more severe cardiovascular, gastrointestinal and neuropsychological disorders.

Fatigue can occur as a result of various factors that may be work related, lifestyle related or a combination of both. Work related factors can include:

- job demands
- environmental conditions, for example hot, cold or noisy workplaces
- work schedules, for example shift work or night work
- long commuting times
- poor sleeping and other lifestyle factors.

Fatigue may result in a slower reaction to signals or situations and affect the ability to make good decisions and this may increase the risk of incidents at the workplace due to a lack of alertness. In particular, when:

- driving vehicles
- undertaking critical tasks that require a high level of concentration, such as working at heights and securing loads
- undertaking driving at night or shift work when a person would normally be sleeping.

In addition, sedentary work, such as prolonged sitting, poses significant health and when combined with long working hours, can result in a low level of wellness as it may lead to workers having a poor diet, low levels of exercise, increased alcohol and drug use, or fatigue.

Sedentary work can increase the risk of cardiovascular disease, type 2 diabetes and musculoskeletal disorders. When sitting for long periods, workers may report feeling tired, less productive and unhealthy.

As such, the Organisation will ensure, so far as is reasonably practicable, that the health and safety risks associated with fatigue in the workplace are minimised and will be addressed via a risk management approach.

This policy is designed to assist the Organisation to comply with its responsibilities and obligations under health and safety law. Therefore, nothing in this policy, either stated or implied, is intended to compromise any organisational responsibilities under other standards, compliance codes or legislation, such as heavy vehicle or road traffic laws.

Worker responsibilities

In order to reduce the likelihood of fatigue impacting on your work, you are responsible for:

- ensuring that you are fit for work. This means you are in a fit state to complete your work and are not adversely affected by drugs, alcohol, lack of sleep or other factors
- monitoring your level of alertness and concentration while you are at work
- taking required periods of rest

- taking assigned meal breaks and maintaining healthy eating habits
- maintaining hydration and undertaking some form of stretching or physical exercise
- adjusting the work environment, such as lighting or temperature where appropriate
- accurately and honestly completing required records, such as work diaries or log books where necessary
- actively participating in the risk management strategies designed to reduce the risk of fatigue in the workplace, including the identification and assessment of fatigue risks
- ensuring that medical assessments are completed where required
- reporting any health issues which may impact on your work and managing them appropriately.

Hazardous Manual Handling

Introduction

A manual task, also commonly referred to as manual handling, is basically any task that uses the body to move or hold objects or things. 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
- exposure to vibration.

Hazardous manual handling 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
- sudden damage caused by intense or strenuous activity, or unexpected movements, such as when loads being handled move or change position suddenly
- 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
- chronic pain.

Employee responsibilities

When performing hazardous manual handling, you are responsible for:

- complying with reasonable instruction and cooperating with reasonable procedures related to health and safety at the workplace, including safe systems of work and procedures designed to minimise the risk of MSD and the use of mechanical aids, PPE and safety equipment provided
- ensuring you have received sufficient information, training, instruction or supervision to undertake manual handling safely and without risk of MSD
- ensuring you have received the appropriate information, training instruction or supervision in relation to risk minimisation strategies designed to reduce the risk of MSD associated with hazardous manual handling
- ensuring you are familiar with any hazards associated with manual handling 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 work

- ensuring you have received sufficient training and instruction to undertake a risk assessment of any load required to be moved in order to initiate temporary control measures, such as breaking down the load, identifying effective grab points or use of team lifting strategies
- notifying management of any risks and incidents related to MSD from hazardous manual handling.

Personal Protective Equipment

Introduction

Exposure and injury or illness can be prevented with the use of PPE, including protective clothing where preventative measures for a hazard require additional control.

PPE will always be considered as the lowest form of risk control and the use of PPE will only be implemented in combination with other higher control measures or the higher control measures are not reasonably practicable.

Worker responsibilities

You have a responsibility to:

- inspect the PPE and/or protective clothing prior to each use
- ensure appropriate fit testing of PPE and/or protective clothing prior to undertaking work
- wear and/or use PPE and/or protective clothing provided as instructed
- comply with reasonable instructions to maintain, care and store for the PPE and/or protective clothing supplied, including cleaning or decontamination of the items
- not intentionally misuse or damage the PPE and/or protective clothing
- report damaged, defected, worn or out of date PPE and/or protective clothing to your manager and take it out of service and use or wear all identified PPE and/or protective clothing where it is defined by signage on plant, entrances to buildings or rooms or work sites.

Electrical Safety

Introduction

Electrical risks are risks of death, electric shock or other injury caused directly or indirectly by electricity and may include fire or explosion resulting from an electrical fault.

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 3760:2022 In-Service Safety Inspection and Testing of Electrical Equipment and RCD's*, including an understanding of the risks associated with electrical equipment and is a person who has acquired the practical and theoretical skills through either of the following:

undertaken a competency assessed training course (i.e. electrical testing and tagging course) by a registered training organisation (**RTO**)

- hold an appropriate trade qualification (i.e. licensed or registered electrician)
- have on the job knowledge and assessed by an RTO.

In addition, all competent persons are to keep their skills up to date.

Worker responsibilities

To ensure electrical risks are controlled, you must:

- ensure that you have the sufficient training, skills, knowledge, understanding and authorisations to use electrical equipment
- not undertake any work on electrical equipment, including inspections, testing and maintenance, unless you are competent to do so
- actively participate in the development of specific risk management strategies to be implemented to control electrical risks before using electrical equipment
- ensure that only appropriately rated equipment is used and it is in good condition
- follow any reasonable instructions to report damaged and/or faulty equipment
- ensure that any electrical equipment considered unsafe or has not been tested is promptly taken out of service to be replaced, repaired or permanently removed from use
- ensure that all risk control measures are applied and in place prior to using, inspecting or testing electrical equipment, including the use of all appropriately rated PPE
- keep records of any inspections and/or testing and tagging of equipment that are undertaken in accordance with the Organisation's policies and procedures
- immediately report any incident involving electrical equipment to management.

Inspection Testing and Maintenance

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 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 reasonably practicable and to ensure the Organisation meets its health and safety responsibilities.

Worker responsibilities

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

- ensure that you have sufficient skills and competencies to undertake work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment
- actively participate in the risk management strategies designed to inspect and maintain the workplace, test and maintain emergency procedures, and inspect, test and maintain plant and equipment
- only use plant and equipment for its intended purpose
- follow any reasonable work instruction given to you designed to protect your health and safety or that of others at the workplace
- not alter the design, operation, functions or characteristics of any plant or equipment without appropriate authorisation or approval
- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless you are authorised to do so
- understand the Organisation's emergency preparedness and response plan
- report any defects that are detected and any incidents to your supervisor or manager.

Plant and Equipment

Introduction

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. This includes machinery, equipment, structures, appliances, containers, implements, tools and any components or anything fitted or connected to those items.

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, you will:

- ensure that you have the necessary skills, training, experience, expertise, qualification or authorisation to undertake any work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment
- ensure that you have been deemed competent to undertake the specific work that requires the use, handling, storage, maintenance and/or disposal of plant or equipment
- ensure all plant and equipment is not used unless there is clear evidence that all necessary maintenance and inspections have taken place in accordance with the manufacturer's and Organisation's 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 you may be required to use or operate
- understand the emergency preparedness and response plan associated with incidents that may arise from the use, handling, storage, maintenance and/or disposal of plant or equipment
- only use plant and equipment in accordance with its design criteria and manufacturer's instructions
- follow any reasonable work instruction given to you designed to ensure your health and safety in relation to the use, handling, storage, maintenance and/or disposal of plant and equipment
- strictly follow any reasonable instruction, direction or procedure required to isolate and/or de-energise energy sources of plant and equipment
- strictly follow any lockout and tagout procedure designed to control the risk of injury from plant and equipment being inadvertently activated or stored energy being released during inspection, repair, adjustment, maintenance and/or cleaning
- not remove or interfere with any lockout/tagout device or warning unless authorised to do so
- strictly follow all start-up and/or energy reactivation procedures for plant and equipment to ensure there are no risks to workers and others 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 alter the design, operation, functions or characteristics of any plant or equipment, including the removal of any machine guarding, without appropriate authorisation or approval
- ensure you have been deemed competent in the implementation of the Organisation's plant and equipment isolation procedures for any plant or equipment that you may be required to operate
- not inspect, repair, adjust, maintain and/or clean any item of plant or equipment unless you are authorised to do so
- when required by management or the health and safety regulator, produce your high risk work licence or authority to operate the plant or equipment
- ensure any defects and incidents will be reported to your supervisor or manager and ensure it is recorded.

Office Safety

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 issues to workers.

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 disorders (**MSD**). 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.

Worker responsibilities

You may be required to undertake office duties as a normal part of your work. This may be full time office duties or part time or irregular office work. Therefore, regardless of your role or the amount of time or location you spend undertaking office-based work, you will be responsible for ensuring that you:

- have sufficient training, instruction and supervision to undertake office work in a safe manner
- have the appropriate, training, qualifications and authorisations to undertake specific office-based duties, including the safe use or maintenance of office plant and equipment and any related items or supplies
- understand the risks involved in working in an office and can identify hazards in the workplace
- understand and can implement the safe work procedures and practices that have been developed to help ensure your safety and the safety of others working in the office
- actively participate in identifying hazards in the office environment and implementing any corrective actions where authorised to so, or bringing the hazard to the attention of management
- know how to maintain your workstation and work area in a manner that is consistent with ergonomic guidelines, including:
 - being advised of the risk of MSD and have been instructed in the ergonomically correct use of office furniture, equipment and tools and sound ergonomic practices
 - follow established safe work practices designed to eliminate the risk of MSD, 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 MSD prevention programs, including exercise programs and regular office stretching and relaxation exercises
 - provide appropriate healthcare documentation to supervisors or managers where medically prescribed adaptations may be required to the standard issue of office furniture, equipment or tools
- maintain your personal work area in a neat and tidy state, remove any potential trip hazards immediately where possible and adhere to any related organisational policies
- do not place obstructions of any sort in passageways, walkways or stairways, particularly emergency exits, or near any firefighting or emergency response equipment
- follow all safe procedures related to manual 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 that is designed to ensure your health and safety or the health and safety of others, including those related to the functions and operations of the office, emergency responses and security protocols
- notify management of any hazards that cannot be immediately rectified or any potential risk or evidence of MSD or incidents to yourself or others at work relating to office-based work, including the ergonomic fit of your workstation, equipment or tools required to do your job.

Working from home

Introduction

When workers carry out work from 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 and will only allow for work to be undertaken from home if the hazards associated with the work are identified, assessed and controlled. As such, when approving work to be carried out from 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
- the furniture and equipment required to carry out the work.

Worker responsibilities

When you are carrying out work from home for the Organisation, you are responsible for:

- completing the **Working From Home Checklist** when the home is first used as a workplace and continue to complete at least once every six months, or as directed by management. Completed checklists are to be provided to your supervisor and/or manager
- ensuring that you do not work from home if there is potential for a dangerous situation to arise. In circumstances of impending danger, you should contact the relevant emergency services and inform management
- being cautious and assessing situational risk when working from home
- ensuring that floor surfaces are reasonably clean to minimise trip hazards
- ensuring that lighting is adequate for tasks performed
- ensuring that power outlets and power boards are not overloaded with double adaptors and earth leakage circuit protection is in place for work related equipment
- ensuring that adequate ventilation and suitable room temperature
- keeping walkways clear of clutter and trip hazards, such as electrical cords ensuring that the work area is separate from other hazards in the home, for example hot cooking surfaces in the kitchen
- ensuring that all relevant emergency procedures are followed and first aid provisions are at hand
- ensuring that phone and communication devices are readily available to allow effective communication in an emergency situation
- ensuring that you know all relevant emergency contact numbers and details are readily accessible
- ensuring that you advise management of any health and safety incident that may occur when working from home following the incident.

Infection Control

Introduction

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

- the presence of micro-organisms
- a compromised or weakened status of the host
- 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. Forms of exposure and entry into the body of biological organisms includes direct contact with infected persons or contact with contaminated fluids, food or items.

Transmission can also occur from hand-to-mouth contact during eating, drinking and smoking or by wiping the face with contaminated hands (or gloves). However, micro-organism entry into the body can also include skin contact through cuts, scratches, penetrating wounds, breathing them as a dust, aerosol or mist and certain organisms can enter the body through the surfaces of the eyes, nose and mouth.

This policy is designed to support any advice or directions from Government health authorities. Therefore, no part of this policy either stated or implied, is designed to compromise any public health advice or directions that may be issued from time to time and which may require additional controls to be implemented.

Worker responsibilities

To ensure the overall success in controlling the risks related to infections at this workplace, workers working in the Organisation must be able to implement the established infection control measures and follow the protocols that have been developed.

To this end, you are responsible for:

- ensuring that you have been trained and deemed competent by the Organisation in the infection control protocols of this workplace before undertaking any work where you may come into direct contact with clients or members of public, waste from the respective tasks and equipment, instruments or apparatus used
- ensuring that you have sufficient training, skills, knowledge, level of competence and qualifications required to undertake any task that may potentially expose you to the risk of infection at work or undertaking work related activities
- ensuring that you have sufficient enough skills and training in the effective use of all personal protective equipment required by the Organisation to eliminate or minimise the risk of infection to yourself or others at work
- following any reasonable instruction given to you by the Organisation that is designed to eliminate or minimise the risk of infection to yourself or others at work, including the mandatory use of PPE when and where required
- actively participating in the development and review of the Organisation's infection control protocols and procedures
- actively participating 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
- advising management immediately when you become aware of any potential exposure to infection to yourself or others at work during their work
- not undertaking any activity, action or inaction that may knowingly place yourself or others at work at risk of exposure to an infection
- advising management immediately when you become aware of contracting any illness or disease or having become aware of any condition, disability or impairment (temporary or otherwise), that may potentially affect your capacity to participate in specific work activities

or where specific work activities may further impact upon your health, safety or welfare or the health and safety of others at work

- subject to medical advice or other defined reasons, actively participating 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
- informing management if you are not immunised against that disease, should an outbreak of a vaccine preventable disease occur at the workplace. You will subsequently be directed to consult with your own doctor as soon as possible and may be directed not to attend work during the outbreak.

Health and Hygiene for Food Handlers

Introduction

The handling of food in a commercial environment is legislated by various Government regulatory bodies and local Government ordinances. These are supported by a range of standards that cover issues such as labelling, nutrition, food standards and food additives as well as the standard of plant, tools and any equipment used in the preparation of food for serving.

The Organisation is aware of its responsibilities to its workers and others, such as clients, customers or patrons and understands that there may well be a dual responsibility about ensuring the safety of workers and others at the workplace as well as ensuring that the food being served meets all food safety standards, including the preparatory requirements.

This policy is related to the Organisation meeting its obligations under health and safety legislation. Therefore, nothing in this policy, either implied or stated, is intended to mitigate the Organisation's responsibilities towards specific food safety standards, legislative requirements or advice and directions from Government regulators or health authorities. Any such requirements must be assessed, addressed and implemented separately and where necessary, in addition to any health and safety requirements detailed in this policy.

Worker responsibilities

You are responsible for:

- ensuring that you have been trained and deemed competent in all aspects of food handling, preparation and service relative to your role
- ensuring that you have been trained and deemed competent in the Organisation's food and hygiene standards and infection control practices, including clothing standards, the wearing of the PPE when and if required, and strictly following the Organisation's personal hygiene standards and hand washing protocols
- maintaining the highest standard of personal hygiene whilst at work to help prevent the spread of disease either through food being handled, prepared or served or through person to person contact and cross infection. For example, enforcement of coughing and sneezing protocols, no sneezing or coughing over unprotected food or surfaces likely to come into contact with food, and long hair should be tied back and preferably contained using a hair net
- ensuring that no eating, smoking or drinking is undertaken in an area where food is being handled, prepared or served and that "safe distances" from such activities are strictly followed
- advising management as soon as you become aware of any condition or illness that may impact upon the health and safety of others at work, such as a food borne illness or a contagious disease
- ensuring that any bandages or dressings on any exposed parts of your body are covered with a waterproof covering
- strictly follow the Organisation's hand washing protocols wherever there is the possibility of food contamination
- maintaining short fingernails to prevent glove tears and to allow thorough cleaning of the hands, and removing loose jewellery and avoid wearing jewellery on hands and wrists prior to putting on gloves
- ensuring all clothing is laundered and stored correctly in a clean, dry place, away from any possible sources of contamination
- following any reasonable instruction given by the Organisation that is designed to eliminate or minimise the risk of injury or illness to yourself or others at the place of work.

Safe Knife Work

Introduction

The use of knives and other cutting tools is an integral part of the Organisation's operation.

Incidents involving knives commonly lead to cuts to the non-knife hand but can also lead to can lead to injuries to the upper arm and torso. As such, risks associated with knives and other cutting tools, such as safety blades will be addressed via a risk management approach.

Worker responsibilities

When working with knives or other cutting tools at work, you are responsible for:

- ensuring that you have been fully trained and instructed in the safe use and maintenance of knives
- ensuring that you have been authorised to use knives at the workplace
- when using knives, observing where body parts are, including those of others at work, in relation to the path of the blade and not undertaking knife related work if others may be injured by the knife
- keeping clear of knife work if you do not need to be in the area
- returning the knife to its sheath or storage surface upon completion of cutting and prior to walking around
- using the correct type of knife for the task, and for its intended purpose
- ensuring the blade is maintained sharp to allow for less exerted effort and maintain good posture while keeping the blade under control
- if required to sharpen knives, ensuring that you have been appropriately trained and deemed competent in the related sharpening method
- undertaking knife work only on a suitable, stable cutting surface with sufficient lighting
- cleaning up to prevent slippery floors and/or trip hazards
- wearing any prescribed PPE, such as cut resistant clothing and closed in shoes
- following any reasonable instruction from the Organisation in relation to eliminating the risk of knife injuries to yourself or others at work
- adhering to any tag out procedure for knives.

Remote or Isolated Work

Introduction

Working alone or remotely, such as in a community in isolated areas, whether for a short or long period of time, can increase the health and safety risks of any job.

Remote or isolated work is work that is being undertaken in isolation from the assistance of other people and can make it harder to get help as they may not have the same level of access to rescue, medical assistance or emergency services. This can be due to location, time or nature of the work being performed.

As such, workers may be isolated from support and assistance because of where or when they are working or the nature of their work they are doing.

Worker responsibilities

As a worker, you will need to consider the risks of remote or isolated work, including when working late to ensure that you can communicate and get help if necessary.

Therefore, you are responsible for:

- informing your manager of any personal circumstances that may affect you undertaking the work activity
- ensuring that you are familiar with weather and local conditions before commencing your journey
- if unsure of any risk control measure or you feel unsafe in any specific location then contacting your manager or supervisor where any hazard prevents you from performing your duties
- if necessary you are to implement emergency procedures relevant to the work location, having the right communication equipment you need to stay in touch, including any charged mobile phone or other agreed communications method in case of an emergency
- maintaining regular contact with your nominated person in accordance with agreed communication procedures
- completing required training in the required procedures, including emergency response. For example, if you are working alone consider which areas are safe where you can retreat to and/or call for help
- reporting any incidents and/or injuries sustained whilst working as soon as practicable.

In addition, when working late, you should:

- where applicable, let a family member know your work situation and when you are working late and the time which you expect to leave
- utilise the buddy system where it is practical, for example arranging to work late on the same night as a colleague
- consider parking spots that are close to the building and that are well lit and if practical, before it is dark outside, moving your car to a well-lit area that is close to a building or where possible, a parking lot attendant
- before co-workers leave, check that all the doors and windows are locked and make sure nobody is in the washrooms and storage rooms
- if you enter a room and suspect that someone might be inside, do not call out. Back out quietly and go to a safe area with a lockable door and call for help
- if you encounter someone you do not know, indicate that you are not alone, for example say "my supervisor will be right here and will be able to help you" or something similar
- if you suspect someone is lurking outside, call the Police
- consider safe transportation home or to parking areas after hours
- you are aware of the services offered by local transit companies for after-hours commuters, for example they may have a "request stop" service that allows commuters to get off anywhere along the route after dark, rather than at a designated stop.

When working on a particular work site, you are responsible for:

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

Home Visits

Introduction

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

Worker responsibilities

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

Therefore, you must ensure that you:

- obtain the appropriate authorisation to undertake any planned or scheduled home visit
- have received sufficient training and instruction to enable you to identify and assess the risks involved in home visits and implement the appropriate control strategies prior to undertaking any such visits
- actively participate in the development or review of procedures, protocols or strategies designed to minimise the risk related to home visits to yourself and others at work
- complete a register or provide information to ensure that the Organisation has all the relevant details related to the visit
- assess the area to identify any health and safety risks. Should you be unable to clearly identify any specific risk, you must consult with management before entering
- are able to comply with the organisational guidelines designed to eliminate or minimise the risks that may arise during a home visit, such as:
 - be cautious when entering the participant or patient's home
 - ensuring the participant or patient is home and that you feel safe before entering
 - asking whether there are other people at the home
 - being aware of the house layout and exit routes
 - keep your keys and mobile phone on you
 - take note of all possible hazards and report to management on your return to the office
 - never attempting to physically stop violent or aggressive behaviour by the participant or patient.
 - withdrawing from the visit as soon as you feel unsafe for any reason
 - reporting any incidents or significant observations to management and document all concerns upon your return to work.

Contractor Management

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.

Contractor responsibilities

As a contractor and/or subcontractor, you must:

- ensure that you follow safe systems of work sufficient to ensure that no person is placed at risk of injury or illness
- carry out a workplace safety assessment in relation to all proposed works
- undertake all contracted works safely and manage the risk of harm to persons or property
- ensure you and your workers have been provided sufficient information, training and instructions to undertake the work safely and without risk to yourself or others
- have sufficient safety reporting processes in place such as hazard and incident reporting, emergency management procedures and non-conformance reports
- ensure that all statutory requirements that requires a person to be authorised, licensed, supervised or to have prescribed qualifications registrations, permits, and/or skills and knowledge or experience are met and be able to produce evidence of the same to the Organisation if requested, prior to the contractors or subcontractors' works commencing
- ensure that all statutory requirements for the licencing, approvals and/or authorisation of any plant, substance, design or work (or class of work) are met and be able to produce evidence of the same to the Organisation if requested prior to the contractors or subcontractors' works commencing
- if requested by the head contractor (Principal Contractor), produce evidence of any approvals including any authorisations, licences, prescribed qualifications registrations, permits, and/or skills and knowledge or experience, or any other information relevant to health and safety (as the case may be) to the satisfaction of the head contractor (Principal Contractor) before the contractor or any subcontractor commences any works
- 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)
- actively participate in the consultation and participation arrangements agreed to between the Organisation and your workers.

Worker responsibilities

When working alongside or with contractors or subcontracted workers, you are responsible to ensure that you:

- continue to follow the Organisation's instruction and directions in relation to health and safety
- only undertake work that you are formally authorised and qualified to undertake
- are familiar with the hazards related to the work being undertaken by you and works being undertaken by contractors or subcontractors (and their workers) in nearby or adjacent areas
- take all reasonable care to prevent risks arising from your work that may impact upon contractors, subcontractors, yourself 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 your 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 actively participate in the consultation and participation arrangements agreed to between the Organisation and contractors or subcontractors (and their workers).

Motor Vehicles

Introduction

Driving for work purposes is a considerable risk to a worker's health and safety and those risks are considered to increase as the time driving on the roads also increases.

The Organisation acknowledges that the driving of a motor vehicle is governed by a range of specific road or transport rules that are administered by the applicable State and Territory Government 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. This means that the Organisation will ensure that, so far as is reasonably practicable, workers are not exposed to hazards and risks that could arise from operating a motor vehicle as part of work and the risks will be therefore addressed via a risk management approach.

Worker responsibilities

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

- ensure that you have the appropriate licence or certificate and organisational authority to operate the motor vehicle and the appropriate training to undertake any role or task related to the vehicle's operation, such as loading and unloading
- advise management immediately if you are disqualified or suspended from driving and that you are able to produce your licence for scrutiny by management as requested
- never drive a vehicle that is known to be unroadworthy or does not meet the laws and rules that apply to the vehicle being eligible for driving on public roadways
- ensure that you are familiar with the motor vehicle you are required to operate and are able to operate the vehicle in a safe manner, taking into consideration the applicable road conditions and prevailing weather
- comply with any legislative requirements relating to the use or operation of the motor vehicle
- follow any reasonable health and safety instruction given to you by the Organisation, including scheduling of trips to minimise the risk of fatigue, adhering to any recommended maximum driving times, ensuring adequate rest breaks are taken and using appropriate lifting techniques or aids when loading or unloading the vehicle
- not drive or operate a motor vehicle if you are under the influence of alcohol or drugs, including prescription drugs where such a drug may diminish your perception, reflexes, responses or cognitive thinking
- comply with the Organisation's vehicle breakdown procedures when required
- in the event a vehicle accident, first seek medical attention if required. However, if you are able to do so, ensure that you follow the Organisation's accident procedures
- ensure that the motor vehicle you are to drive has been inspected, tested and maintained in accordance with the manufacturer's requirements or in accordance with any applicable legislative requirement and is suitable for the work to be undertaken
- undertake an inspection of the vehicle, preferably using the defined checklist to confirm that, as far as reasonably practicable, all safety features of the vehicle are fully functional, and the vehicle is considered roadworthy

- actively participate in any appropriate programs or assessments to manage your fitness and fatigue where necessary or required
- utilise any relevant PPE, such as high visibility gear provided to you and ensure that you have received training in its use, maintenance, storage and disposal.

Procedures

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.

Vehicle breakdown procedure

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

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

You should not:

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

Motor vehicle accident procedure

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

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

Use of mobile phone while operating a motor vehicle

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

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

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, or a reversing camera is not in use, drivers must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

Hazardous Substances and Dangerous Goods

Introduction

Hazardous substances, also referred to as hazardous chemicals, are chemicals that have the potential to harm the health and safety of any person in the workplace, resulting in adverse health effects and/or causing physical damage. They are either a substance, mixture or article that satisfies the criteria of one or more hazard classes in the Globally Harmonized System of Classification and Labelling of Chemicals (**GHS**) as modified from time to time, most of which are also classified as dangerous goods under the Australian Code for the Transport of Dangerous Goods by Road and Rail (**ADG Code**).

This policy will help to ensure that all relevant employees and workers are informed about hazardous substances and exposures to prevent disease and injury to the employees and workers involved in using any hazardous substance.

Employee responsibilities

You are responsible for:

- ensuring that you are familiar with any hazardous substances that you may be required to use in the course of your duties, and with the location and contents of the associated SDS
- not handling or using any hazardous substance unless you have been trained to do so safely and are authorised to undertake the related work
- following any reasonable instruction you receive on how to perform work involving hazardous substances
- not using or handling any substance that is not appropriately labelled and/or the SDS is not available
- taking reasonable care to prevent hazardous substance exposure to other employees and workers, for example by replacing all lids on substance containers, returning substances to the appropriate storage or locking storage areas where possible
- notifying management of any hazardous substance risk that you become aware of, for example deteriorating containers or incorrect storage
- ensuring that substances are appropriately labelled, particularly when they are being transferred or decanted to another container, to include as a minimum:
 - the product identifier
 - a hazard pictogram or statement consistent with the correct classification of the hazardous substance
- ensuring that you are familiar with the hazardous substance's label, including the meaning of any pictogram, signal word and/or hazard statement
- actively participating in risk management activities related to hazardous substances, including health monitoring programs where applicable
- immediately reporting any incident involving hazardous substances to management, including any substances found to be inappropriately labelled or for which the SDS is unable to be located
- ensuring that you use any relevant PPE that is provided to you.

Working with Hazardous Drugs

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.

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 or illness. However, 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 and others at the workplace.

Worker responsibilities

As the handling and storage of hazardous drugs is a key activity of the Organisation, you may be involved in such activities and therefore you responsible for:

- ensuring you are familiar with the risks involved with the handling of hazardous drugs
- following any guidance or instruction you receive in relation to the handling of hazardous drugs
- ensuring that you are aware of, and follow, any legal requirements for the handling of any specific hazardous drugs that you may be required to handle
- ensuring that you are appropriately authorised to handle any hazardous drug for which the Organisation may have responsibility for
- taking reasonable care to prevent exposure of hazardous drugs to yourself and others
- ensuring you are aware of any emergency or decontamination procedures that may be in place for the handling of hazardous drugs and accidental spillages
- notifying management of any risk associated with hazardous drugs that you become aware of, for example deteriorating containers or incorrect storage
- immediately reporting any incident involving hazardous drugs to management
- ensuring you use any PPE that is provided to them
- participating in any health monitoring program that may be initiated by the Organisation if you have been exposed to a hazardous drug whilst undertaking activities on behalf of the Organisation.

Sharps - Safe Use, Handling and Disposal

Introduction

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

This policy must be implemented in conjunction with the Organisation's **Infection Control** policies. However, nothing in this policy, either stated or implied, is intended to mitigate the Organisation's responsibilities relating to health and associated hygiene legislation by any authorised body, which may require additional control measures to be implemented.

Worker responsibilities

Workers also have a responsibility to handle sharps with care to eliminate or minimise the possibility of injury to themselves, clients or patients and people involved in the collection of discarded materials.

To this end, you are responsible for:

- ensuring that you have the skills, knowledge and level of competence and/or qualifications to undertake any task that may present as a risk of infection from the use, handling or disposal of any sharp
- following any procedure, guidance or instruction you receive on how to perform work or tasks that may present as a risk of infection from the use, handling or disposal of sharps, including the use of PPE, disposal containers and waste procedures
- taking reasonable care to prevent risks to other workers associated with sharps at the workplace notifying management of any risks or breaches of the sharps procedures or the Infection Control policy that you become aware of
- immediately reporting to management any incident related to the use, handling or disposal of sharps.

Behavioural Management

Introduction

Due to the nature of our work, specific risk management strategies are required to ensure that workers, participants or clients and others remain safe and free from the risk of injury or illness.

The overall risk to workers and others responsible for the care and/or management of persons with disabilities in the workplace are varied and may include a risk of injury from:

- muscular stress from manual and participant or client handling
- slips, trips and falls
- working alone and in unfamiliar environments
- psychosocial, where aspects of the job such as role demands and relationships with colleagues.

However, whilst control measures can be implemented for such risks, the overall risk is increased where there are adverse behaviours by participants or clients, particularly in relation to aggressive or violent outbreaks.

As such, the Organisation is committed to preventing and/or minimising, as far as reasonably practicable, the risk to workers, participants or clients and others that relate to their behaviour. Where the risks cannot be eliminated, the Organisation is committed to reducing the likelihood and/or consequences of potential adverse events and to maximise the results of positive events.

Therefore, risks associated with participant or client behaviour in the workplace will be addressed via a risk management approach.

This policy is designed to assist the Organisation to meet its responsibilities and obligations under health and safety laws. Therefore, nothing in this policy, either stated or implied, is intended to contradict the Organisation's obligations under health or community services requirements, including the *National Disability Insurance Scheme Act 2013 (NDIS)*, which may require additional control measures.

Worker responsibilities

All visitors, carers and relatives will be required to act in a way that does not put the health, safety and general wellbeing of participants or clients and staff at risk.

To help ensure your own safety and the safety of others, you must:

- ensure you have the sufficient training, skills and competency to manage participant or client behaviours
- be able to recognise potential behaviours that may escalate to violence and have sufficient experience in diffusing situation so that you and others are not placed at risk
- follow and implement the policies and procedures related to participants or clients behaviours, violence prevention and the overall health and safety system
- refer issues of concern to management by following the grievance procedures.

In managing participants or clients, you must be aware of the range of strategies designed to manage participants or clients behaviours and to reduce the risk of any level of violence. To this end, you must:

- be sensitive and empathetic to the needs of participants or clients
- be positive, assertive and helpful when managing participants or clients
- be consistent with participants or clients to avoid keeping participants or clients waiting when at all possible
- use clear and simple words and avoid giving conflicting advice

- use an interpreter where necessary
- follow suggested behavioural instructions
- endeavour to create a sense of belonging and harmony for all participants or clients.

Working with Children and Young Persons

Introduction

The definition of a child or young person is legislated under various legislative frameworks as being under the age of 18. As such, due to the nature of the work undertaken by the Organisation, it has a responsibility for the welfare and care of children and/or young people.

In addition to health and safety legislative responsibilities, the Organisation may also have responsibilities under child protection legislation to recognise and report indicators that children or young persons may have been subject to abuse.

Child abuse is a common problem in any community. It can be physical, sexual, emotional, psychological, neglect or a combination of these factors and mandatory reporting laws require 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 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.

Worker responsibilities

The Organisation's work may require you to work with or around children or young persons. As such, the Organisation is responsible for your health, safety, care and welfare as well as its duty to meet its health and safety obligations and to provide a healthy and safe workplace for yourself and others at work.

As such, where you are required to work with or around children or young persons, you must ensure that you:

- are trained and deemed competent in the procedures designed to protect the health, safety and welfare of children and young persons at the workplace, including any mandatory reporting procedures that may apply
- are fully informed of your legal rights, responsibilities, limitations and confidentiality requirements in relation to mandatory reporting requirements that may apply
- follow all directions and guidance from the relevant government agency if involved in a potential mandatory reporting issue
- where required, are trained in the early detection of child abuse and are aware of the procedures for reporting such matters but are also aware of cultural practices that can be misinterpreted as signs of abuse
- have received training in regard to your roles and responsibilities for the protection of the health, safety and welfare of children and young persons at the workplace
- have successfully undergone all necessary criminal and child protection checks before commencing to work with children or young persons and have provided a copy of the results of such checks to the Organisation prior to commencing work
- will follow all reasonable instructions and procedures relating to the protection of children and young persons at the workplace
- are aware that it is a criminal offence for anyone to physically or sexually abuse a child or to cause permanent emotional or psychological damage to them
- are aware that it is prohibited to use abusive, derogatory or humiliating language whenever addressing a child or young person at the workplace
- hold all relevant authorisations, approvals, permits and qualifications required to provide supervision or care for children and young persons
- provide appropriate and adequate supervision to children or young persons' being supervised or cared for by the Organisation at all times
- regularly inspect all facilities, equipment and/or apparatus provided for use by children or young persons to ensure it is suitable for use, and report defective items to management

- if supervising or undertaking any work in and around children or young persons, must ensure that suitable exclusion zones and/or barriers have been erected or implemented before the work commences. The barrier or exclusion zone must be sufficient to restrict or prohibit the access to the defined work area, any plant or equipment being used or stored and/or any apparatus that may pose a risk.

Sun Safety

Introduction

Exposure to solar ultraviolet radiation (**UVR**) is a risk for anyone who works outside. Not only is it a hazard when working in direct sunlight, it can also be reflected off certain materials, such as concrete, metal, snow and sand, increasing the potential level of exposure.

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 be in conflict. For example, heavy clothing worn for UVR protection may contribute to the heat load and increase the risk of heat illness.

Worker responsibilities

To ensure that the Organisation is able to eliminate or control the risk to workers' health and safety from exposure to solar UVR, you are responsible for:

- having 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 participating in the development and review of safe work practices related to the elimination or control of exposure to solar UVR
- following 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
- advising the Organisation if there is any illness, disease or condition you may have that may be impacted by excessive exposure to solar UVR, or if you are currently taking any medication or are in contact with any substance that may increase your risk if exposed to solar UVR.

Heat Stress

Introduction

Undertaking work in a heat stress environment poses risks to the health of workers. If the body cannot 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.

Some individuals will be more prone to heat stress if they are medically unfit, on certain medications, obesity, have heart disease, are pregnant or are not adequately acclimatised to the conditions. In addition, working in direct sunlight (especially during the 10am to 3pm period) or at any time during the day in a poorly ventilated spaces may increase this risk for all individuals.

Worker responsibilities

To ensure that the Organisation is able to eliminate or minimise the risk of heat stress, you are responsible for ensuring that you:

- have been trained and deemed competent by the Organisation to undertake your proposed role or job
- have been instructed and trained in the causes and effects of heat stress and understand the risk factors that may result in a heat related illness
- have been instructed and trained in the implementation of specific controls designed to eliminate or minimise the impact of heat stress and the relevant emergency responses required should you or any other worker, sustain a heat related illness
- utilise and wear appropriate and approved PPE and if working outside ensure you have a broad brimmed hat, protective clothing covering to at least the elbows and knees, sunscreen and sunglasses
- have a supply of consumable water sufficient to prevent dehydration
- actively participate in the development and review of procedures designed to eliminate or minimise the impact of heat stress on workers
- identify and report any indication of a heat related hazard at the workplace and immediately report any evidence of a heat related illness being sustained by yourself or others
- advise management if you become aware of any illness or condition or any other reason that may make you more susceptible to heat stress.

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Superclean Maid Service Pty Ltd

Acknowledgement of Receipt and Content of Health and Safety Handbook

Please read the notes below, then click to sign and date.

Part 1

I acknowledge that I received a copy of this Superclean Maid Service Pty Ltd Health and Safety Handbook and that I have read and understood it.

Part 2

I agree to comply with the policies and procedures applicable to me contained within the Superclean Maid Service Pty Ltd Health and Safety Handbook to the best of my ability and to comply with all policies and procedures when attending other workplaces.

Click Here to Sign





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