

# Occupational Health and Safety Policy

Version	Issue date	Author	Reason for Change	Current location(s)
1		unknown		
V2 - Redraft		Dale Carroll		

## APPENDICES

- A. SEHC Emergency and Evacuation Procedures
- B. Car and Driver – Safety Risk Controls
- C. Work Alone – Safety Risk Controls ( FOR A RISK CONTROL CHECK LIST SEE APPENDIX L)
- D. WorkSafe Victoria Risk Assessment Checklists
- E. Worker Safety Tips
- F. OH&S Skills Register
- G. Off Site Risk Assessment Template
- H. SEHC OH&S Management System
- I. SEHC Occupational Health and Safety (OH&S) Compliance Statement
- J. Needlestick injury – Safety Risk Controls
- K. IMPLEMENTATION AND TRAINING PLAN
- L. PROPERTY INSPECTION CHECK LIST



# Occupational Health and Safety Policy

Controlled Document

**Policy, Procedure or Protocol:**  
**Policy Category:**

**Human Resources**

**Title:**

**Occupational Health and Safety**

**Authorisation:**

**Manager**                       **Board**

**Date adopted:**

**Review Cycle:**

**Tri - Annual**

**Date Reviewed:**

**22 May 2009**

**Next Review:**

**25 05 2012**

**Definitions:**

Off Site - Where an employee is required to work in a location not under the control of this organisation

**Policy Principles:**

**Obligations**

SEHC recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, customers and visitors. This commitment extends to ensuring that the organisation's operations do not place the local community at risk of injury, illness or property damage. SEHC is committed to ensuring the highest standards of personal safety in all operating environments and to full compliance with all relevant standards and laws and guidelines. The organisation is committed to consultation and cooperation between management and employees. The organisation will consult with elected employee health and safety representatives and employees in any workplace change that will affect the health and safety of any of its employees.

**Purpose:**

1. The purpose of this policy statement is to set out the responsibilities of all parties and to establish a structural framework at workplace and corporate level, within which all parties may be included in protecting staff and health and safety.
2. To document the OHS policy of the organisation and to set out arrangements for communication and review of the policy.
3. To protect and maximise the holistic wellbeing of all engaged in SEHC activities.
4. To record the qualifications and competencies of persons providing health and safety advice to the organisation.

SEHC Pty Ltd will:

- Provide safe plant and systems of work

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- Provide written procedures and instructions to ensure safe systems of work
- Ensure compliance with legislative requirements and current industry standards
- Provide information, instruction, training and supervision to employees, contractors and customers to ensure their safety
- Provide support and assistance to employees.
- Ensure that risks associated with employees working alone or off site have been identified and control measures put in place.

## Who is affected by this policy?

All Board members, advisors, staff, contractors, visitors, volunteers, members, tenants and residents, prospective tenants and any other SEHC clients are affected by this policy. This policy is applicable to SEHC in all its operations and functions including those situations where employees are required to work alone and or off site.

## Responsibilities

Each management representative is accountable for implementing this policy in their area of responsibility. This will be measured via their annual performance reviews. Management is responsible for:

- The provision and maintenance of the workplace in a safe condition
- Involvement in the development, promotion and implementation of health and safety policies and procedures
- Training employees in the safe performance of their assigned tasks
- The provision of resources to meet the health and safety commitment
- Risk assessments of all properties and subsequent safety controls implementation and monitoring and review.

## Employees are to:

- Follow all health and safety policies and procedures
- Report all known or observed hazards to their immediate supervisor or manager
- Assist in the implementation and monitoring and review of all OH&S policy and procedures.

## Communication of the Policy

All personnel, including contractors, are to receive information about the OH&S policy at induction and are to be provided with a written copy of the policy. All personnel are to sign to say they have read and understood the OH&S policy and procedures.

Contractors must provide specific job related Job Safety Assessments (JSA) or Safe Work Method Statements (SWMS). SEHC will provide generic JSA's including manual handling to contractors who will complete the JSA and return a signed copy to SEHC prior to the start of works. Contractors will post induction sign a statement to say they have received a copy of SEHC OH&S policy and procedures, have read them, understood them and will comply with them. Contractors will also provide SEHC with authoritative evidence in the form of duly completed and signed statutory declaration of a copy of their current WorkCover Insurance Policy Certificate. Please refer to the addendum for links and/or locations to Generic JSA's and a manual handling file.

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## Reasons for policy:

To ensure the provisions of all relevant Federal and State statutes are complied with in a manner that meets the relevant Australian Standards.

## Scope:

This policy is set within the relevant legal frameworks and thus scope is determined by law which assigns responsibility for personal safety in the work place to employers and employees. This policy also links to, bullying and workplace violence, return to work policy and procedures and worker safety in domestic violence environments, for example in homes, at court and during evictions.

Health and safety at work is both an individual and shared responsibility for all employees. As an employer, the Organisation has an obligation under the Victorian *Occupational Health and Safety Act 2004*, Section 21 to provide and maintain so far as is reasonably practicable for all employees, a working environment that is safe and without risk to health.

This includes illness/injury arising from approved absence from the workplace.

In accordance with the above, the Organisation also recognises its employees' obligations under Section 25 of the Victorian *Occupational Health and Safety Act 2004*.

An employee while at work shall take the care of which the employee is capable for the employee's own health and safety and for the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace.

South East Housing Cooperative Ltd recognises the importance of developing and maintaining healthy and safe working conditions at the workplace, and the importance of keeping the health and safety standards in the workplace under constant review. This goal can best be achieved through a co-operative approach and the joint involvement of management and staff.

The following areas of responsibility are essential to the success of the policy:

1. **Managers** are required to actively pursue the goals set out in the purpose of this policy through these approaches
  - (a) devising and administering a comprehensive health and safety program
  - (b) holding regular senior staff and management meetings to discuss health and safety performance
  - (c) taking effective action to provide and maintain safe, healthy working conditions for all employees in accordance with relevant Regulations, Standards and Codes of Practice.
2. **Department Managers/Supervisors** will be held accountable for working conditions under their control and the amount and type of information and training given to employees on safety and health matters. They are to provide the initiative and follow-up action to maintain this Policy within their own Departments. When an occupational health and safety issue is brought to the attention of a manager/ supervisor, that person will endeavour to resolve the issue in consultation with the

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appropriate health and safety representative. If this is not possible, or the issue affects the wider community, a senior management representative should be involved. The results of any action taken should be communicated to relevant parties, including the person who raised the issue by way of the Issue Resolution Policy.

- 3. All employees.** The success of a safety and health program ultimately rests on the willingness of everyone to co-operate and work collectively, with a team spirit. Reducing disease, accident and related insurance and other costs will permit the organisation to be more competitive within the industry. Consultation with staff on policies which affect them will occur – including change, new technology and work practices.

### Links:

#### Web Links

##### General resources

[http://www.lawlink.nsw.gov.au/Lawlink/Corporate/ll\\_corporate.nsf/pages/LL\\_community\\_gateway\\_index](http://www.lawlink.nsw.gov.au/Lawlink/Corporate/ll_corporate.nsf/pages/LL_community_gateway_index)

##### Worker safety

<http://www.lawlink.nsw.gov.au/lawlink/vaw/dvguidelines.nsf/pages/worker>

##### Worksafe Victoria - Bullying and Violence Guidelines

[http://www.worksafe.vic.gov.au/wps/wcm/resources/file/ebce57435dee769/vwa\\_violence\\_bull.pdf](http://www.worksafe.vic.gov.au/wps/wcm/resources/file/ebce57435dee769/vwa_violence_bull.pdf)

##### Worksafe Victoria – Return to Work

##### Unionsafe return to work site

<http://www.unionsafe.com.au/>

Click on this shortcut to a return to work model policy and procedure



### Shortcut to Unionsafe Model Return to Work Policy .Ink

##### Worksafe Victoria - Return to work guide

[http://www.worksafe.vic.gov.au/wps/wcm/connect/WorkSafe/Home/Forms+and+Publications/Publications/import\\_Return+to+Work+Guide+for+Victorian+Employers](http://www.worksafe.vic.gov.au/wps/wcm/connect/WorkSafe/Home/Forms+and+Publications/Publications/import_Return+to+Work+Guide+for+Victorian+Employers)

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The following links are to Internet resources for Generic JSA's and manual handling assessments.

These downloaded resources will be located on SEHC Z drive in the Controlled Documents folder once the revised OH&S policy is approved by the Board.

## Generic JSA

Click on this shortcut to a model procedure



**Shortcut to Generic JSA EX WorkSafe Link**

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## Manual Handling

Click on this shortcut to a model procedure



**Shortcut to manual handling worksheet Link**

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## Legislations:

- Victorian OH & S Act 2004
- Federal OH & S Act 1989
- Accident Compensation Act 1985
- Accident Compensation and Transport Accident Acts (Amendment) Act 2003
- Accident Compensation (WorkCover Insurance) Act 1993
- Accident Compensation (Occupational Health and Safety) Act 1996
- Dangerous Goods Act 1985
- Equipment (Public Safety) Act 1994

## Community Housing Standards

Those working in the Community Housing Sector are also impacted by the health and safety requirements of the National Community Housing Standards, in particular:

- Standard 6.4 - The organisations' office premises and equipment provide a safe, secure and appropriate work environment for staff and tenants.
- Standard 7.4 – Staff and volunteers work in a safe and healthy environment
- Reference to safety and security requirements is also made in standards: 2.1.1, 2.2.2, 2.3.1, 4.2.2, 4.2.6

## Related Policies: (Underlined will be hyperlinked to SEHC P & P)

- Critical Incident Reporting Procedures.
- Risk Management Policy and Procedures.
- Risk Management Plan
- Annual OH & S Audit Safety Plan
- Issues Resolution Policy
- Workplace Bullying and Harassment Policy
- No Smoking Policy
- Loddon Mallee Housing Services Association O H & S
- Worksafe Victoria generic Job Safety Statements
- SEHC Emergency and Evacuation Procedures

## Compliance:

This policy and procedure complies with relevant Federal and State Statutes and Australian Standards which are monitored for change. OH & S and Risk Management P & P are reviewed tri annually for OH&S and annually for risk. Staff and Board of Governance meetings are held monthly where risk and O H & S are standing agenda items and meeting participants required to raise hazard issues or OH & S or risk concerns. The Audited Safety Plan is monitored and reported on at each of these meetings.

## Responsibility

General Manager

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## References:

- Worksafe Victoria
- Bendigo Bank
- Surf Life Saving Australia
- Community Housing Federation of Victoria.
- University of Wollongong - Travel Policies Relating to Motor Vehicle Use
- Worksafe Victoria
- New South Wales Government, Road Traffic Authority – Safe Driving Policy
- The Victorian Government, Transport Accident Commission – Safe Driving Policy

## Review:

This policy will be reviewed on 25 05 2012

## Approved

**Manager** **Date**

**Board** **Date**

# Occupational Health & Safety Policy

## APPENDIX A - SEHC Emergency Procedures and Evacuation Plan

### Emergency Procedures

#### Assessing danger in an emergency

#### Verify report

**Confirm:** The accuracy of the information

**Alert:** The workplace

#### What is the emergency?

Has the worst already happened?

Can the situation get worse?

The information listed in this document is of a general nature and is based on current procedures, emergency services experience, other accepted actions and protocols, and should be used as a **guide only**.

With emergency situations being the exception rather than the rule, dealing with an emergency requires some decisions being made prior to response, this is particularly important with bomb threats, the following guide may be of assistance.

#### Where is it ?

Is it close enough to be a threat?

#### Assess danger

##### **How is the hazard behaving?**

Is it getting closer, or moving away?

Is it getting bigger or smaller?

Is it moving quickly or slowly?

Is it affected by weather conditions?

#### **Identify safe areas**

#### **Which areas cannot be used?**

Is it best to remain indoors, or leave the building?

#### **Move to safe areas, or...?**

**Seal** buildings if remaining in doors

**Communicate** decisions to staff and departments

**Implement** procedures as appropriate

#### Emergency numbers

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Dial 0 first to get an outside line, then 000

Give the following information:

Your Building address, level and suite number

The type of emergency

Staff and students are encouraged to inform security in the event of an emergency. Security can meet and guide emergency vehicles to the relevant location on campus.

### **If you discover a fire**

Do not panic—remain calm

Assist any person in immediate danger—**only if safe to do so**

Raise the alarm (if the building alarm hasn't operated) by activating a "Break Glass Fire Alarm" call point

Call the Fire Service on triple zero 000 (Note dial 0 for external line)

Tell someone else and get them to assist you

If safe to do so, employ suitable fire extinguishers to contain or extinguish the fire

If unable to contain or extinguish, close doors to inhibit the spread of smoke and flames

If a threat to life exists – EVACUATE the building immediately; follow the building's emergency evacuation procedure.

Proceed to the nominated emergency assembly area and remain there till given the all clear

### **If you are first-aid trained then use the "D.R.A.B.C" procedure**

#### **Danger**

Check for danger to self or others

#### **Response**

Check for a response. Shout and shake

#### **Airway**

Make certain airway is clear and open

#### **Breathing**

Check if breathing. If not 5 quick breaths

#### **Circulation**

Check for pulse. If present commence Expired Air Resuscitation—if absent commence Cardio Pulmonary Resuscitation - Call for ambulance

### **If no first aid training**

Check for danger to self and others

Call an ambulance:

(internal call is 000 with 0 for a line out)

(mobile phone—you may need to use 112)

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Exact location – Building address, level and suite number.  
What's happened (to the best of your knowledge—be clear and concise)  
Symptoms (if known)  
Your name and a contact number  
In all cases stay with the person/s until assistance arrives.  
Do not move casualty/s unless exposed to life threatening situation.

### **In the event of a bomb or chemical/biological threat**

Threats of this nature are not a usual occurrence in Australia, however response procedures for just such threats need to be in place and practiced.  
The response to these threats is significantly different from fire alarm response and number of assessments may need to be undertaken before any evacuation procedures or other actions are undertaken.

### **Please note!**

#### **If you receive a threat ...by phone or personally:**

Try and get as much information as possible from the caller or person  
Do not say or do anything that may encourage irrational behavior  
Try and attract a co-workers attention for them to notify a manager etcetera or failing that, to contact the police.

**It is Important** that you don't hang up your telephone once the caller has finished—it may be possible a trace can be made to the caller's phone.

Fill in the **bomb threat information** as soon as possible while the information is fresh in your memory.  
Be aware also the person making the threat may use obscene language in an effort to unsettle you.

#### **If you are involved in a bomb threat scenario:**

Do not touch any thing you think is suspicious, report suspicions to security, staff or the police if on site.  
Prevent persons from entering the area that you suspect needs investigation  
Leave doors open if you have to evacuate the building  
Be prepared to use a designated alternative exit  
Follow exactly all directions given  
If you are involved in a search it should be conducted in a systematic way, concentrate on the most likely "public access" areas, that is, rest rooms, stairwells, fire hose reel cupboards, potted plants, ceiling tiles out of place.

### **Internal emergency**

An internal emergency is classed as something that happens in a building or an external operation, initial response is normally by staff with external agencies called in as required.

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## Examples of internal emergencies:

Chemical spills  
Major power failure  
Water mains failure (internal flooding of building)  
Acts of violence (siege, hostage and similar acts)  
There are a number of ways you can protect yourself and assist response personnel.

## Chemical spills

Do not attempt clean up actions unless adequately trained and equipped  
Contact staff, or the Victorian Fire Service and provide as much information about the hazard as you can  
If a life risk, advise staff to evacuate the building—**make sure** the assembly area is upwind from the spill or building  
Do not attempt to re-enter the affected area  
Remain at the assembly area till advised all clear, otherwise  
Remove any ignition sources (**if safe to do so**) if the spill is of a flammable substance.  
For all other emergencies, act on instructions, advice etcetera. given by wardens, staff or emergency services personnel.

## Personal threat

Specific response procedures for this type of event are difficult to document due to the numbers of variables that may eventuate.  
General advice is to, respond in any way that will best protect your safety and those close to you. This may be, locking yourself and others inside a secure area, or leaving the building by an alternative exit. In all events, remain calm and where possible avoid confrontation with the intruder, if this is not possible, do not antagonise the intruder.  
Building fire alarm operation in these situations is **not recommended** as the sound may agitate the intruder, or may cause uniformed persons to evacuate into the intruders possible line of fire or into a confrontation situation.

## **The following recommendations should be actioned where possible and if the situation allows:-**

Ensure that security is notified immediately and that they are made aware of the situation (to the best of your knowledge)  
Security will then initiate actions to:  
restrict entry to the building if possible  
confine or isolate the threat from building occupants  
Contact the police on 000 ( dial 0 for an outside line)  
Alert other persons (staff, visitors, students etc,) in your vicinity  
Report to security and any senior University staff (where possible) regularly regarding the status of your safety and any others (if know)  
Evacuation should be considered (ONLY IF SAFE TO DO SO)  
On completion of the incident, as many persons as possible should complete an **Incident Report Form**

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## External emergency

An external emergency is classed as something that affects a campus and of which the SEHC has no control over.

### **Examples of external emergencies:-**

Storm, cyclone, lightning strikes, toxic fumes from nearby incidents, that is, chemical transport tanker fire or a fire in a nearby industrial area, and major traffic diversions. While most responses to these types of emergencies would be dealt with by emergency services personnel there are a number of ways you can protect yourself and assist the response personnel.

### **Storm or cyclone**

It is most important that you **restrict** the use of telephone landlines to **emergency calls only**. Store or secure any loose items external to the building, such as outdoor furniture etcetera. Protect valuables and disconnect electrical equipment cover and or move this equipment away from windows. You are safer staying in a building during storms/cyclones. Stay away from windows. After the storm / cyclone passes, evaluate the need to evacuate due to major damage, fires etcetera. Report to State Emergency Services the status of the building and occupant's safety (if known) For all other external emergencies, act on any information or advised procedures that may put into place by emergency services agencies.

## Emergency evacuation procedures

### **If the evacuation alarm sounds, or you are advised to evacuate the building which you are in:**

Do not panic-remain calm  
Leave the building immediately

**Fire alarm**—don't delay in gathering personal belongings or bags, this may delay your exit from the building.

Last person out—close BUT do not lock doors

**Bomb threat** – be advised to take all personal belongs and bags with you.

Last person out – Leave ALL doors open  
Do not use building lifts  
Do not run, push or overtake  
Go to the building's **emergency assembly area** and remain there  
Listen for, and follow instructions given by Wardens, Security Officers or emergency services personnel  
Do NOT re-enter a building, or leave the assembly area until given the all clear by Wardens, or the emergency services personnel

### In the event of a Bomb Threat

If you are notified about a bomb threat:  
You should have a bomb threat check list next to your phone so that you can ask the appropriate questions to try and get as much information about the caller, from the caller and about the bomb as possible.  
Notify the police immediately the caller hangs up.  
Notify the nearest office member who in turn should notify police.

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## BOMB THREAT CHECKLIST

<p><b>Questions to Ask:</b>          When is the bomb going to explode?          Where did you put the bomb?          When did you put it there?          What does the bomb look like?          What kind of bomb is it?          What will make the bomb explode?          Did you place the bomb?          Why did you place the bomb?          What is your name?          Where are you?          What is your address?</p> <p><b>Caller's Voice:</b>          Accent (specify):          Any impediment (specify):          Voice (loud, soft, etc):          Speech (fast, slow):          Diction (clear, muffled):          Manner (calm, emotional, etc):          Did you recognise the voice?          If so, who do you think it was?          Was the caller familiar with the area?</p>	<p><b>Threat Language:</b>          Well Spoken:          Incoherent:          Taped:          Message read by caller:          Abusive:          Other:</p> <p><b>Background Noises:</b>          Street Noises:          House Noises:          Aircraft:          Voices: Local call:          Music: Long distance:          Machinery: STD:          Other:</p> <p><b>Other:</b>          Sex of caller:          Estimated age:          Number:</p> <p><b>Call Taken:</b>          Date: ___/___/___ Time:          Duration of call:          Number called:</p> <p><b>Recipient:</b>          Name (print):          Telephone Number:          Signature:          REMEMBER          Keep Calm          Don't hang up</p> <p><b>Exact wording of the Threat:</b>  <b>Action:</b>          Report call immediately to: (Phone Number):</p>
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## PHONE THREAT CHECKLIST

REMEMBER TO KEEP CALM  
WHAT TYPE OF THREAT IS IT?

### **Bomb Threat or a Chemical/Biological Threat**

#### **General Questions to ask in a Chemical/Biological Threat**

Will the chemical explode?

What type of chemical/ hazard is it?

What does the chemical/ hazard do?

What will activate the chemical/ hazard?

Did you place the chemical/ hazard?

No  Yes

Why did you place the chemical/ hazard?

## **OTHER QUESTIONS TO ASK**

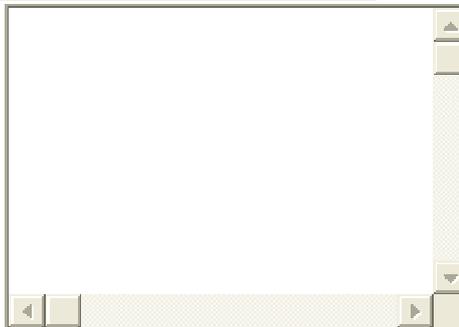
---

What is your name?

Where are you?

What is your address?

Exact wording of threat:



## CALLER'S VOICE

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Accent (specify):

Any impediment (specify):

Voice (loud, soft, etc):

Speech (fast, slow, etc):

Diction (clear, muffled, etc):

Manner (calm, emotional, etc):

Did you recognise the caller?

If so who do you think it was?

Was the caller familiar with the area?

## THREAT LANGUAGE

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Well spoken:

Incoherent:

Irrational:

Taped:

Message read by caller:

Abusive:

Other:

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## BACKGROUND NOISES

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Street noises:

House noises:

Aircraft:

Voices:

Music:

Machinery:

Other:

Local call:

STD:

## OTHER

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Sex of caller:

Male  Female

Estimated Age:

Duration of call:

Caller ID / number displayed:

## WHO RECEIVED THE CALL

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Full name:

Telephone number:

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Date & time the call was received:

date  :   am  pm

## Warden Identification and Contacts

The SEHC warden is Greg Flynn and the Deputy Warden is (name)

### SEHC Fire Wardens



Yellow/red helmet or cap and lanyard with ID holder

**NOTE:** While every effort is made by all emergency staff to collect and don their identifying apparel in an emergency there are occasions that this will not be possible, the lack of visible identification does not imply that their roles and responsibilities for your safety is nullified. Please follow the instructions of any staff member who verbally identifies themselves as emergency management staff for a building or campus.

**For larger incidents and fires** i.e. Chemical spills, traffic accidents etc. attending personnel such as the floor fire warden would be identified as indicated above for an individual building incident, but may also include the following:

### Senior fire Crew (crew leaders)



Yellow helmet / red reflective stripe

### Evacuation Exercises

Emergency exercises aim to ensure that the procedures are satisfactory and provide the opportunity for the Emergency Control Organisation to practice procedures and work together as a team.

All exercises are attended by an observer, and the outcomes of the exercise shall be documented.

It is recommended that before an evacuation exercise is conducted that the occupants be briefed. This information may be provided by the Warden.

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**Evacuation exercises without notice are NOT recommended.**

In accordance with AS 3745 the aim of the exercise is to achieve the following warden competencies:

- Wardens and Deputy Warden are able to initiate the emergency procedure without waiting for instructions
- Wardens are able to competently use communication equipment where installed
- Wardens complete a search and evacuation of all zones/areas of responsibility as required
- Wardens manage any person with a disability in accordance with procedures

All occupants of the floor(s) or area(s) involved in the evacuation exercise are required to take part.

## **Exercise debriefing**

Following an exercise the wardens and other key participants will conduct a debrief to identify and correct any deficiencies in the procedure or its implementation.

The outcomes will be documented and a copy of the report provided to the Warden for dissemination to those involved.

## **Scheduling of Evacuation Exercises**

Exercises are scheduled by the SEHC management A mutually convenient date/time will be arranged.

It is the responsibility of the Warden to inform the Wardens and Department Managers of the pending exercise.

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## CHECKLIST: EMERGENCY EVACUATION

Workplace: Date:

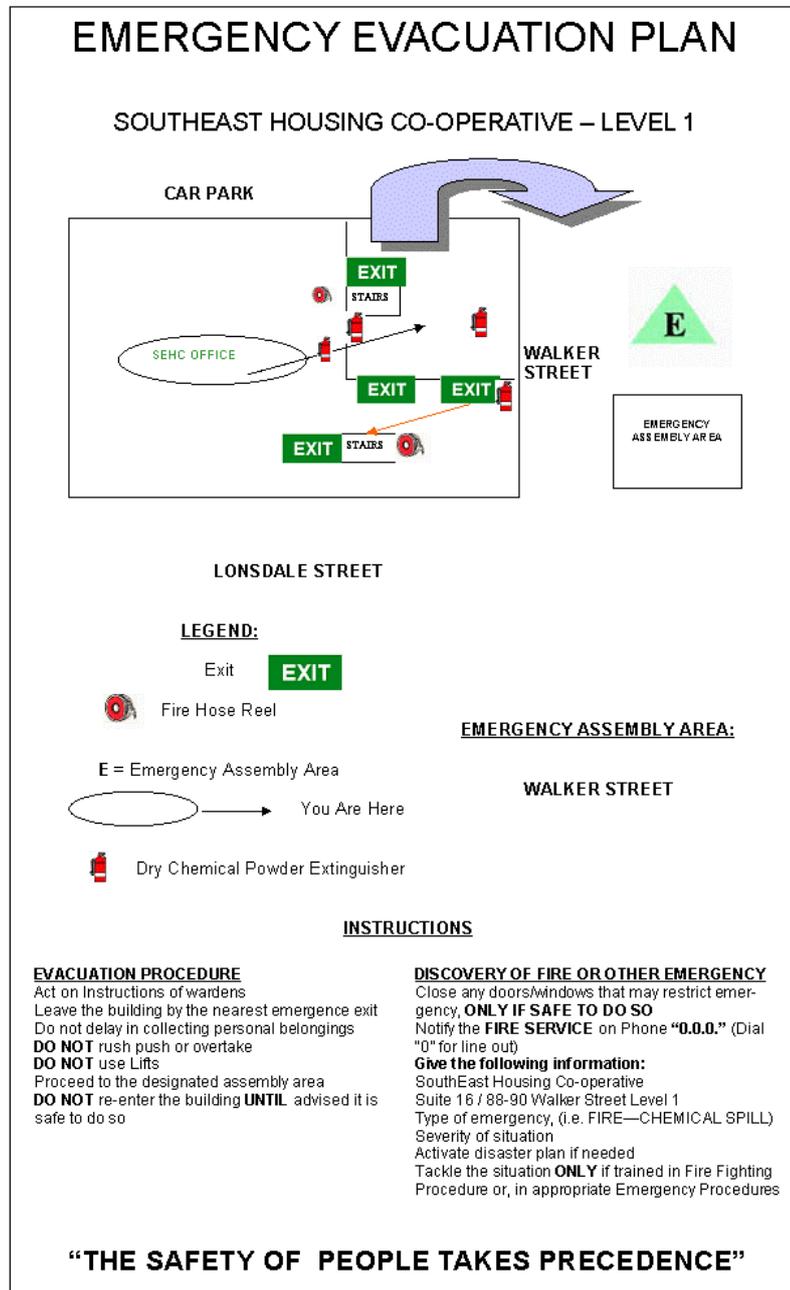
Checklist completed by:

Date for review of agreed actions:

**EMERGENCY RISK CONTROL - YES or NO**

**COMMENT and ACTION BY DATE**

- All emergencies that could require evacuation of the working area have been identified
- Persons responsible for managing emergencies, including any evacuation, have been nominated and informed
- Signals/instructions that will trigger an evacuation have been established and communicated
- Those responsible for activating alarms/warning signals have been nominated and informed
- Emergency procedures are clearly displayed in the workplace at appropriate locations
- Employees and volunteers have been informed of emergency procedures (and briefed where necessary)
- Emergency procedures are included in induction training for all new employees and volunteers
- Evacuation route has been identified and needs of people with disabilities considered
- Assembly points have been identified and communicated to all employees and volunteers
- Procedures are in place to ensure that everyone is accounted for (including visitors and contractors)
- Signal or instruction indicating 'all clear' has been established and person has been nominated for this role
- Re-entry procedures have been established and persons nominated to manage this following the 'all clear'
- Evacuation 'rehearsals' are held on a regular basis and evaluated afterward to ensure that plans are being followed





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## APPENDIX B

### Car and Driver – Safety Risk Controls

#### Vehicles

- Agency vehicles are to be maintained in such a way as to provide for the safety of all staff and students.
- Agency vehicles must be maintained in an acceptable mechanical condition at all times.

#### Definition

Safe driving is the adoption of a low-risk attitudes and behaviours that reduces the possibility of the driver being involved in a driving incident.

#### Low risk attitudes include:

- placing a high value on safe driving
- choosing low risk alternatives in spite of pressures to do otherwise
- maintaining motivation to apply low risk behaviours

#### Low risk behaviours include:

- preparation - planning driving (being fit to drive, rest breaks / overnight stops, route selection, non-driving duties), vehicle safety check
- driving - being alert, scanning for potential hazards, managing speed and position of the vehicle to reduce the likelihood of a crash
- evaluation - reviewing driving to identify ways of reducing risk on future journeys

#### Drivers

The driver must hold the class of licence appropriate to the vehicle being driven and must show this licence to the approving officer. The licence must be a current full licence or provisional licence and not a learner's permit unless otherwise provided for hereunder. A driver whose licence is suspended or who is disqualified from driving may not drive an agency vehicle under any circumstances.

#### Accidents

All accidents involving injury to persons and/or damage to property should be reported immediately to the General Manager by the person in control of the vehicle. All accidents involving injury to persons must be reported without delay to the Police Station nearest the site of the accident. Written accident reports must also be submitted in all cases to the General Manager.

Vehicles must be properly secured when left unattended

Vehicle defects noted by vehicle users should be recorded on vehicle log sheets. Where the defects are serious, they should also be reported directly to the General Manager when the vehicle is returned at the conclusion of the trip.

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## Occupational Health & Safety Policy

Agency vehicles may be used to transport clients where the General Manager has given approval. Clients must never sit behind the driver, refer also to the working alone tips OH&S procedures and the working with abusive and aggressive clients policy. Travel in the left hand lane when transporting clients with dementia, epilepsy or disabilities. For each trip always be informed as to the relevant client and property risk assessments and controls.

All agency staff are to drive in a manner that minimises risk to self and others as well as damage to vehicles and property.

### As a minimum staff are to:

- comply with Australian road rules;
- comply with fleet management requirements;
- travel with the headlights and taillights switched on when in an agency vehicle, and
- wear seatbelts where they are provided.
- Staff shall drive at a speed that does not exceed the speed limit.
- Staff must use hands-free devices for mobile phones while driving. Call times should be minimised while driving.
- Staff shall not attempt to put a vehicle in motion while under the influence of alcohol or any other drug.
- All agency staff are informed of the agency workplace safety requirements

Staff who may be required to drive an agency vehicle as part of their job must meet the following agency standards.

- Possession of an appropriate current class of licence.
- Evidence to satisfy any other occupational-specific requirements – e.g. safe driving history.
- Managers and staff must actively manage workloads involving driving to minimise fatigue.
- Staff must ensure that they organise their own work involving driving in a way that minimises fatigue.
- Managers have an obligation to ensure that staff receives active management support in meeting this requirement.
- Managers are to review available reports on vehicle damage relating to their staff and provide feedback to vehicle users.
- Where managers identify unsafe driving performance positive steps must be taken to improve driving performance.

### Responsibilities - Managers and Supervisors

- Communicate safe driving policy and guidelines to staff.
- Ensure occupation specific safe driving record requirements are met where this is a condition of employment.
- Implement appropriate counter measures for identified trends in unsafe road use, such as training and review of a driver's authority to drive agency vehicles.
- Consult with drivers when resolving driving safety related issues.

## Occupational Health & Safety Policy

- Ensure all staff, managers and supervisors receive an induction in road user safety.
- Conduct assessments on road use risks and assess training needs of staff.
- Provide on-going education, awareness, and training.
- Ensure that in-vehicle driver training is done by an approved assessor.
- Regularly review driver ability as part of the annual performance review

### Drivers

- Operate road vehicles in a way that complies with the road laws and in accordance with agency policies.
- Plan road trips to minimise safety risks to self, passengers and other road users.
- Participate in initiatives for improving road safety.
- Understand agency operation and safety familiarisation of the particular vehicle before operating it for the first time.
- Report defective vehicles.
- Report all injury and damage incidents, including near misses.

### Fleet Management - Risk Management - Learning and Development

- Ensure that the correct types of vehicles are provided for all kinds of use and conform to uniform safety standards.
- Consult with potential drivers and operators in the selection of specialised replacement vehicles and plant.
- Ensure vehicles are maintained according to vehicle manufacturer requirements.
- Maintain records of all maintenance, damage and usage data for each vehicle.
- Ensure that drivers have the appropriate information for the safe operation, and equipment to assist in actions following an incident or breakdown.
- Benchmark damage and near miss incidents against similar organisations.
- Collect data on vehicle damage and identify all costs associated with repairs and replacement of damaged vehicles and property.
- Provide regular management reports to managers to show accountability for incident costs in terms of damage to property material and programmes to support safe driving awareness, education and training needs.

### Identification of hazards

**Past experience - If the answer is YES, risk is elevated.**

- Has there been a significant number of road accidents at a particular location?
- Have agency staff been involved in accidents resulting from the same or similar type of work or work-related driving?
- Is there a history of staff complaining about the driving style of drivers?
- Have passengers been afraid to report unsafe driving practices?
- Is there a tendency for drivers to demonstrate poor care of vehicles, and/or inadequate routine vehicle checks?



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## Work environment factors

If the answer is YES, risk is elevated.

- Is driving required at night or in poor weather conditions?
- Is the road unsealed or of poor quality?
- Is the road busy, narrow, with large and or long vehicles or present with many road side hazards?
- Is the road subject to extreme conditions such as snow, ice, extreme heat, flood, fog, or bushfires?
- Does the road have many blind spots?
- Do stock or wildlife use the road as a crossing or graze on unfenced land beside the road?

## Work factors

If the answer is YES, risk is elevated.

- Does your agency job involve?
- travelling for more than two hours to or from places of work?
- travelling long distances, in unfamiliar locations,
- dealing with vehicle breakdowns either in own or other vehicles?
- driving in or working around traffic regularly?
- driving long distances to work and returning on the same day?

If the answer is NO, risk is elevated.

- Are agency staff competent to operate the vehicle that they are using?
- Do agency staff plan their driving trips taking fatigue, knowledge of the location, and other safety implications into account?
- Are agency staff held accountable for the way they use vehicles?

## Staff factors

If the answer is YES, risk is elevated.

- Is the driver unfamiliar with the specific operating features of the vehicle?
- Are work patterns likely to make a driver fatigued?

If the answer is NO, risk is elevated.

- Does the driver know about the effects of alcohol and drugs, fatigue and distractions and how it affects their capacity to operate vehicles safely?
- Are drivers operating vehicles that are not suitable for the requirements of the job?

## Examples of control measures

- Having established a level of risk for a hazard, it is then necessary to determine and implement an appropriate control or combination of controls if no single measure is sufficient. The table below sets out the controls in order of preference – from the most preferred at the top, to the least preferred at the bottom.

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# Occupational Health & Safety Policy

## RISK CONTROL GUIDE

- Eliminate or remove the hazard from the workplace (the best option, if it can be done)
- Any unsafe vehicle is withdrawn from service.
- Assign vehicles appropriate to work needs.
- Design and install equipment to counteract the hazard (such as)
- Fit cargo barriers on station wagons and vans to comply with Australian Standard AS4034.
- Ensure hands-free kits for mobile phones are available to staff.
- Purchase/hire vehicles with added safety features (such as):
- Anti lock brakes; seat-belts (for cars); driver and passenger airbags; air-conditioner; mudflaps/mudspats

## Administrative controls

- Change equipment or materials
- Plan long distance driving trips, taking into account time travelling, rest breaks and the work to be undertaken
- Maintenance standards and schedules for every vehicle to be in place.
- Headlights on while driving.
- Conduct appropriate driver checks before drivers operate specific vehicles for the first time.
- Conduct competency checks and “type rating” for specific vehicle types required for higher risk work.
- Review driver licence status at scheduled intervals.
- Procedures in place to respond safely to breakdowns, collisions and other safety incidents.
- Ensure information about effective management of vehicle breakdowns readily available.
- Procedures are in place to analyse data that relates to collisions and near misses to establish underlying causes and key contributing factors.
- Establish an education program, training and continuous improvement for all staff to improve road user behaviour.

## Personal Protective Equipment - (The least preferred option)

- first aid kits
- high visibility vests
- reflectorised triangles

## Food

Foods high in fat or sugar (such as processed foods) decrease the level of alerting chemicals in the body. The following foods should be avoided if a person is already feeling tired: fatty meats, sweet pastries or cakes, full fat dairy products, including cheese, potato or corn chips, pizza and any other greasy, fatty or ‘junk food’. Low fat protein foods can increase the levels of alerting chemicals and therefore will help to make a person more alert

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## Water

Water is important to maintain the body's hydration levels. If the body is low on water, then it will conserve what water is left by reducing a person's activity and making them relax and slowdown. This will make the worker more fatigued.

## Caffeine

Caffeine is a known stimulant in many commonly available drinks. For caffeine to be more effective, consider the following. Avoid drinking caffeine containing drinks first thing in the morning as the body is naturally waking up, or when you are not tired as this contributes to the body's tolerance to caffeine. Avoid caffeine containing drinks a few hours before going to sleep as it may affect the quality of sleep that night and make it harder to stay awake the following morning

## Education and training in safe road use - Pre-employment information sheet

Information about the agency requirements for safe driving must be provided in the information package for candidates applying for a job with the agency

## Agency Induction

Agency induction will provide targeted information that informs managers and staff of the agency policies and procedures on reducing injury among agency road users. It will include the following: requirements of this and related policies; legal limits and the affects of alcohol and drugs on driving performance; strategies for dealing with fatigue and stress while driving; General information about safe driving techniques for: driving in adverse conditions (including adverse road conditions), driving at night, and driving in rural areas.

## Induction

Induction must be provided to all staff who are required to drive and may incorporate the following: how to plan driving trips and perform safety checks; the familiarisation with requirements for reporting on vehicle damage, and different road vehicle makes and types, i.e. sedan/station wagon. New staff, directors, and volunteers will sign to say they have read and understood this set of risk controls along with other agency and partner OH&S policy and procedures.

## Specific training

Specific training refers to customised training that focuses on low-risk driving strategies. A combination of work factors and work environment factors will place an agency staff member at risk of injury. The purpose of the specific training is to provide the driver with the necessary practical skills to accomplish specific driving tasks and to reduce the risk of being involved in a motor accident. Such training can also be used to target needs identified in an incident analysis and to help correct a driver's skill and behaviour where necessary.

Training of this nature may come in the following forms: skilling in the operation of vehicles in a high risk environment such as off-road, towing, snow or flooded road conditions; correcting unsafe driving techniques. This includes, but is not limited to cornering, tailgating, and driving inappropriately for driving conditions, and unsafe cornering.



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## SAFE USE OF VEHICLES – SPEEDING

### What you should do:

Drive within the speed limit at all times. You should drive at speeds that are safe for the conditions, recognising that, in some circumstances (such as rain or fog) this may be below the posted speed limit. When considering what a 'safe' speed is, you should give consideration not only to weather and road conditions, but also to the potential impact of a collision on road-users who are inherently vulnerable, such as pedestrians, motorcyclists and cyclists.

In addition, you should observe speed limits in unenforced areas such as car parks where visibility is poor and pedestrian activity is high.

### Why you should do it

Speed, both inappropriate and excessive, contributes very significantly to road trauma on Victorian roads. Small changes in travel speeds can have a significant impact on road trauma. For instance, a 5km/h reduction would achieve a 15% reduction in crashes.

## SEATBELTS AND OTHER SAFETY FEATURES

### What you should do

The agency will continue to use vehicles with features that promote safer driving, such as seatbelt warning devices and daytime running lights.

Please:

- wear a seatbelt all times, including all stages of pregnancy, and ensure that passengers do the same;
- drive with your headlights on at all times if your vehicle is not fitted with daytime running lights; and
- adjust your headrests so the top of the rest is level with the top of your head.

### Why you should do it

Although Victoria continues to have one of the highest seatbelt wearing rates in the world, each year more than 20% of car occupants who are killed are not wearing a seatbelt. Seatbelts and other safety features are proven to dramatically reduce the risk of death and injury in the event of a crash.

## ALCOHOL, DRUGS AND DRIVING

### What you should do

Too much alcohol affects a person's natural sleep patterns and inhibits correct phases of sleep.

You should minimise and preferably avoid the use of alcohol prior to driving and under no circumstances be over the legal blood limit for your class of licence. Never drive under the influence of medications or other drugs that are likely to affect your alertness or driving performance. Do not

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drive if you are unfit to do so. Contact your General Manager if you are unsure about your fitness to drive.

### Why you should do it

A driver at .05 is twice as likely to be involved in a crash as a driver who has not been drinking. The risk at .08 is four times that of a sober driver. Furthermore, medical evidence suggests that if you are involved in a crash, alcohol may make you more susceptible to injury. In the years 2004 - 2006 one in four drivers killed in a crash had a blood alcohol concentration at or above .05.

### Fatigue management and improved road safety - Organisational factors

Working for extended periods of time may fatigue an individual. Managers must be aware of the workloads that are placed on staff to ensure that they do not place themselves at an added risk while driving. To help manage the work factors that lead to fatigue, consider the following. Ensure that work involving extended driving periods takes account of: the span of hours to be worked, relevant work patterns, and is done, as much as possible, within normal working hours.

Managers are to monitor staff workloads and working hours, including driving time, to minimise the effects of accumulated fatigue. All are to plan in advance any work that requires extended driving. For periods of extended driving, schedule regular rest breaks. Allow staff to sleep over in motels where necessary and consider video conferencing where practical.

### Sleep

The quality and duration of sleep affect alertness whilst at work. If a person is deprived of sleep (continuous sleep for less than 7 hours per night), they will suffer from the effects of fatigue at a quicker rate than a person who is adequately rested. To improve the quality of sleep consider the following: maintain C to allow for optimal sleep to occur; use heavy room temperature between 18-24 curtains or other methods of reducing the amount of light in the bedroom, and use earplugs or other methods to cut down external noise.

### Danger Signs of Fatigue

Some of the common signs of fatigue generally recognised by drivers include:

- Yawning;
- Heavy eyes;
- Blurred vision;
- Reduced concentration or 'zoning out';
- Delayed reactions;
- Difficulty in keeping the car within a lane or drifting off the road;
- More frequent and unnecessary variations in driving speed; and
- Difficulty remembering the last few kilometres.

By the time drivers recognise the above symptoms, fatigue has already started to affect driving ability. Attempting to fight the signs of fatigue (such as winding down the window, turning up the volume of the radio) and continuing to drive is very dangerous. It can lead to the onset of the most critical stage of driving while fatigued – nodding off or falling asleep at the wheel.

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## What you should do

Take a 'powernap' if you are feeling tired and avoid driving during normal sleeping hours. A good night's sleep is required before any long trip. Avoid any consumption of alcohol before and during your journey. A general rule to remember is driving more than 16 hours since your last night's sleep is equivalent to driving with a blood alcohol level greater than .05. Alternatives such as taxis and/or public transport should be considered where practical. If you are concerned about your level of fatigue, please contact the General Manager.

## Why you should do it

Driving when tired can be as dangerous as drink-driving. Driver fatigue affects concentration and reaction times. Fatigue (lack of sleep) is a factor in around 25% of casualty crashes and almost one in three severe single vehicle crashes on rural roads.

## USE OF MOBILE PHONES

### Dangers of Using a Mobile Phone whilst Driving

Driving while using a mobile phone can cause both physical and cognitive distractions. Specifically, using a mobile phone while driving can significantly impair a driver's:

- reaction time;
- visual search patterns;
- ability to maintain speed and position on the road;
- ability to judge safe gaps in the traffic; and
- general awareness of other traffic.

## What you should do

The use of hands-free mobile phones should be kept to an absolute minimum when driving. The use of hand-held mobile phones is illegal and must not be used at all when driving. Allow calls to go to message bank, or if a call must be taken, pull over safely before answering the call.

The agency strongly encourages all employees who use mobile phones to consider their safety and the safety of other road users by altering their voicemail message to the example given below:

"Hi, you've contacted the mobile of (your name) at SEHC. I'm sorry I can't take your call right now because I'm driving my car or otherwise engaged. Please leave your name, contact details and a brief message after the tone and I'll return your call."

## Why you should do it

Using mobile phones while driving has been found to increase crash risk. Talking on the phone has significant impacts on car control and safety. The associated lack of concentration leads to actions such as driving around corners too fast and delayed braking. The risk of being involved in a fatal crash while using a mobile phone (hand held and hands-free) is four times higher than when not using a mobile phone at all.



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### COMPLYING WITH ROAD RULES

If you are driving an agency vehicle, you must:

- hold a valid driver licence;
- carry your licence at all times; and
- adhere to all Victorian road rules.

### COURTEOUS DRIVING

The Agency promotes courteous driving and encourages you to drive appropriately for the road conditions, driving courteously by letting other vehicles merge and being patient at pedestrian crossings. This will discourage the potential for aggressive behaviour with others sharing the road. This driving behaviour should also apply outside work hours and your family and friends should be encouraged to do the same.

### REPORTING OF DRIVING RELATED INCIDENTS - OHS REQUIREMENT

If you have been involved in a crash or an incident (e.g. scratched the bumper in the car park), please notify the General Manager as soon as possible. The agency is required under OHS legislation to record all work related incidents – including driving incidents. These reports will assist the agency in identifying risks and implementing appropriate controls to prevent similar incidents from occurring in future.

### Breakdowns and Roadside Service

Contact the Roadside assist number in you car driver kit which must be located in your vehicle at all times and or contact the agency to report the issues and or seek assistance

Drivers involved in a vehicle accident in which a person is injured or property (including animals) is damaged, must immediately stop the vehicle, provide assistance where able and subsequently report to the nearest accessible police station. If there are no personal injuries and the owner of the damaged property is present it is not necessary to report the accident to the police.

At the scene of the accident the driver must as soon as possible: give his/her name and address (this need not include Driver Licence details unless so requested by a member of the police force), provide the name and address of the agency and provide the registration number of the motor vehicle

This information should be provided to: any person, who has been injured, the owner of any property which has been damaged or destroyed, a person representing the injured person or the property owner, and any member of the police force who is present.

At the scene of the accident the driver should note: the name and address of the other driver and vehicle owner, the registration number details of the other vehicle, the contact details of witnesses if any, the time and place of the accident, and any damage to the vehicles and property involved in an accident.

Under no circumstances should an officer admit liability.

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Drivers must report full details of the accident, property damage, injury, any vehicle damage and hazardous situations to their supervisor.

## Refuelling safety tips

Reduce speed when entering and leaving service station driveways. It is illegal to leave the vehicle engine running when refuelling. By law, no person under 16 years of age is permitted to refuel a vehicle. Do not fill containers while they are in the car boot, containers must be grounded when being filled. By law, no smoking is permitted in service stations. Contact with petrol or LPG can burn or irritate skin and eyes, and can stain or dissolve some fabrics. The action of wiping fuel spilt on clothing may cause ignition by static electricity. If you detect leaking LPG, press an emergency stop button and advise outlets staff. It is illegal and dangerous to lock open a fuel nozzle trigger.

## Smoking

Smoking is not permitted in agency vehicles

## Care and security of vehicles

Drivers are responsible for the vehicle while it is in their charge. Drivers must return vehicles in a clean, tidy and safe condition with a minimum half tank of fuel. Any damage or maintenance requirements should be reported to the General Manager. Drivers finding a vehicle in an inappropriate condition must report the incident to the General Manager. Misuse or abuse of an agency vehicle may result in disciplinary procedures being actioned.

## Service and maintenance

Wherever possible, vehicle service and maintenance work is to be performed by manufacturers' authorised dealers and in accordance with manufacturers' specifications. Only manufacturers' recommended lubricants and replacement parts are to be used in the service and repair of agency vehicles.

## Vehicle identification and markings

Agency vehicles shall not be fitted with or display any markings, signage or stickers, including those relating to agency initiatives and programs, unless approved by the General Manager.

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## CHECKLIST- TRANSPORT SAFETY

The following check list will be used to guide car driver safety risk analysis.

**Workplace:**

**Date:**

**Checklist completed by:**

**Date for review of agreed actions:**

- Employees hold valid driver's licenses for the class of vehicle they use.
- Licenses are recorded and verified annually
- Vehicle records (registration, insurance, fuel, mileage, servicing and parts) are maintained and checked
- A roadside assistance scheme is in place for all work vehicles
- Drivers are instructed to check fuel records and visually inspect tyres before leaving the agency.
- Vehicles are routinely serviced, and a procedure for reporting faults is in place and known to all employees
- Random checks are conducted at appropriate periods to check vehicle condition and safety
- An incident kit is kept in each vehicle, with instructions, report form, first aid advice and emergency phone numbers
- An incident reporting and investigation system is in place and is implemented following all car incidents
- An incident database is established and maintained
- Crash test ratings and safety devices (e.g. front and side airbags, anti-lock braking systems, three-point seat belts, adjustable head rests) are considered when buying or leasing new cars
- Passenger safety (hydraulic devices, fold-down steps and handles to assist when getting on and off, wheelchair storage, seatbelts, sufficient room between seats, slip-resistant steps and floor surfaces) are considered as part of a risk assessment undertaken when buying or leasing new buses
- Cargo barrier in place in station wagons and hatchbacks. Heavy or bulky freight stored in boot or separated from passengers by cargo barriers
- Consideration given to wiring daytime running headlights to ignition
- Procedures in place for drivers, including speed limits, fatigue management, alcohol and drug use
- Hands-free mobile phone kits installed in vehicles, and employees instructed that vehicle must be pulled over and stopped before dialling
- Requirements and standards in place for use of private vehicles for work purposes (including insurance status, safety features and maintenance)
- Consideration given to equipping vehicles with first aid kits, safety vests and triangles, fire extinguishers
- Consideration given to pre-employment driving assessments for employees whose job will involve a lot of driving
- Consideration given to driving performance review as a part of overall work performance review
- Client risk profile is assessed prior to transport and if necessary an additional escort is provided
- A driver who is not familiar with a client will be provided with relevant information regarding any physical and behavioural limitations, issues and concerns
- Drivers instructed to use inside lane to facilitate pulling over safely and quickly in an emergency
- Means of emergency communication are readily accessible in vehicles

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- Drivers are trained in emergency procedures, including immobilising cars, retreating to a safe place and calling for back-up assistance
- Employees have been trained and instructed to ensure clients are not seated directly behind driver
- Potential weapons such as cigarette lighters are removed and objects such as fire extinguishers are stored in the boot
- Employees who regularly transport clients hold current first aid training qualification
- Employees know locations of medical centres and emergency departments in areas where they are transporting clients
- Clients will be required to wear seatbelts at all times while vehicle is in motion
- Child-proof locks are used when transporting children and clients with dementia
- Employees who transport clients in private vehicles have comprehensive vehicle insurance and have notified their insurance companies of the activity they undertake for their organisation
- Employees have been trained in manual handling techniques specific to moving people with physical limitations or disabilities and equipment such as wheelchairs in and out of vehicles.
- Wheelchairs used for client transportation are lightweight and designed for portability
- Drivers are familiar with relevant property and client risk assessments and related controls.

# Occupational Health & Safety Policy

## APPENDIX C

### Work Alone

#### **HOME VISITS including working with aggressive clients**

- Home visits are common for many community services organisations. They present a unique situation in terms of OHS because the location of the work is both the client's home and a workplace.
- To manage the risks, the physical environment, the actual work being done and client behaviour must be considered.

#### **What the law says**

- Employers' and employees' responsibilities that apply when working in a client's home are set out in the OHS Act 2004.
- This means that employers must identify hazards and assess and control risks to employees who work at clients' homes.
- Employees must take reasonable care for their own health and safety and that of others while in the client's home.

#### **How to manage the risks - IDENTIFY THE HAZARDS AND ASSESS THE RISKS**

- Consider all ways employees may be exposed to hazards at a client's home:
- Conduct a preliminary off-site check with the client over the phone to ask about access, people who may be present, and whether the client owns dogs or other animals;
- Consult with the referring agency to ensure all relevant information is obtained;
- Review injury and illness records to identify the types and causes of injuries that employees may have sustained during home visits; and
- Ask employees if they have had any near-misses.
- A home assessment must be conducted. Depending on the type of service, this may be undertaken prior to or on the initial visit.
- Plan the home visit inspection with employees. Ask them what issues they anticipate and what tasks are to be undertaken.
- Assess the risk of these hazards – consider how often people are exposed to the hazard and the potential severity of an injury.

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## CONTROL THE RISKS

### RISK CONTROLS for - aggressive, violent or abusive clients

Violence is a major risk for employees visiting client homes. The following risk controls must be utilised as appropriate to the situation which may change from time to time. Workers cannot assume the situation will always be the same and must be vigilant at all times.

- do not carry out the visit if the risk is assessed as high, and advise the police where appropriate;
- provide the service at your workplace if the client has a known history of aggressive or violent behaviour;
- train employees so they can assess the potential risks when they arrive at the client's home – if the situation is too risky (for example, there are exposed syringes or the client is intoxicated), employees should not continue with the visit. Employees should be aware that they have the right to refuse to work with a client if they feel at risk and that they should leave a client's home if a situation develops where they are not comfortable;
- ensure that employees share any safety concerns with the co-coordinator before leaving the office to meet the client;
- if there is known history of aggressive or violent behaviour, ensure that at least two employees are allocated to conduct the home visit;
- ensure that employees advise the organisation of the client's address and their expected arrival and return times, and that someone is available to respond appropriately if the employee does not meet these timeframes;
- employees should park in an easily accessible position on the street (not in the driveway) and should keep their car keys in their possession at all times;
- ensure that employees carry identification with them, which specifies the organisation where they work;
- provide employees with mobile phones that have a programmed emergency number, and ensure they are switched on during client visits;
- make sure that employees have established code words to alert the organisation if they are in a threatening situation;
- consider a procedure where every employee phones the office within 30 minutes of arriving at the client's home;
- insist that all employees phone the office at the end of each visit;
- discuss with the police the best methods of contacting them in an emergency, particularly in situations where employees may not be able to speak freely; and
- call the police if a employee is more than 30 minutes late and cannot be contacted.

### Meeting new clients

When engaging new clients it is preferable to meet in an open office setting or similar environment where others can observe who the employee is meeting. When meetings are not conducted in the office, the agency has a system to log where the employee is going, who the employee is meeting and when the employee will return. Preferably, the employee will provide these details to others in the client's presence.

If unscheduled meetings are arranged while employees are offsite, this information should be communicated back to the office – again ensuring the client is aware this information has been shared. Any meeting date and time should also be tentatively arranged and then confirmed. Where confirmation can't be made, the employee should not attend the appointment.



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## Managing environmental hazards

The agency should conduct a property inspection, preferably when the property is vacant, to identify security concerns, such as doors and windows that cannot be locked, access via the rear of the property or the absence of people living or working nearby. Employees should trust their instincts and report any concerns. A check should be made of any defects at the inspection property which may cause an injury to the employee or the clients, including:

- fall and trip hazards;
- unsound flooring; and
- exposed wiring.

Other hazards include:

- aggressive animals;
- unsafe structures;
- chemicals;
- pools; and
- machinery.

Agencies should record these hazards on the listing file and take action to either fix the problem or prevent people from being exposed to the hazards.

## Making regular contact

Regular phone contact between the office and the employee working out -of- office is a safe work practice; employees will carry mobile phones for this reason. However, mobile phones can't always be relied on because there may be a lack of coverage in some areas or a network disruption. Employees are to use a work mobile in the first instance and encouraged to take personal mobiles as a back up.

Employees will keep in regular contact during out of office work making arrangements to make phone contact at given times.

Failure to respond to a call will trigger emergency procedures. If employees are assaulted or threatened, they must notify police immediately through a 000 speed-dial setting on their phones.

## Maintaining motor vehicles

The employee's work vehicle (private or company owned) should be regularly maintained so it is operational, safe and unlikely to break down. The agency vehicles are serviced at regular intervals and audited against a safety checklist. These procedures may include an employee workplace agreement to ensure private vehicles are maintained regularly. It is preferable to use vehicles with remote locking and alarms.

## Conducting property inspections

It is preferable that employees and clients take separate cars to a property inspection. When this doesn't occur the employee needs to undertake a risk assessment.

Employees should always arrive early and park as close as possible to the inspection property where the vehicle can be accessed quickly and where it will not be blocked in.

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Prior to an inspection, the employees should allow time to check the condition of the property, especially outer doors in case there is a need for them to leave the property quickly for personal safety reasons.

**The following are some good practices to build safe work procedures for property inspections.**

**Employees will:**

- Where practical notify neighbours that an inspection is occurring;
- retain a clear path to the exit, such as standing in a doorway while inspecting a room;
- make an excuse and leave the site immediately if the client becomes aggressive or makes the employee feel uncomfortable in any way;
- Where practical, conduct inspections during the day, but if evening inspections are necessary, ensure you are accompanied;
- turn on all of the property's internal and external lights if a night inspection is unavoidable, and leave your vehicle's parking lights on for the duration of the inspection.
- utilise your coded phone message or alarm device if at any stage you feel you are at imminent risk.

**Employers** will ensure that there is sufficient staff available to cover any security concerns and adequately supervise the number of expected clients.

### **Securing keys and cash**

- Keys are coded or tagged in such a way that the property address can't be identified. If keys are handed out for prospective clients to conduct their own inspections, recommend that the new tenants change their locks, as keys can be easily taken to a locksmith for copying.
- Employees will discourage the collection of cash, in or out of the office. Promote alternative methods of payment where possible. Encourage tenants to pay rent electronically or by cheque.

### **Maintaining a healthy and safe Workplace**

#### **Reporting incidents**

Incidents need to be reported to the agency, whether they are actual events resulting in an injury or situations with the potential of causing an injury (a near-miss). No incident should be treated as 'unmentionable'. WorkSafe Victoria needs to be notified of certain incidents; see the WorkSafe publication Guide to Incident Notification for details. Report incidents of a criminal nature to police immediately.

#### **Dealing with aggressive people**

Keep records on file of any actual or potential aggression. If a situation deteriorates and the agency can't meet its obligations under the OHS Act, the agency may need to stop conducting business with certain individuals because the situation is unsafe for employees.

#### **Allocating work**

The responsibility on employers to provide and maintain a safe working environment extends to considering employees' psychological health. The agency policy requires those in supervisory positions to refrain from setting work demands that could place employees in unsafe work situations.



# Occupational Health & Safety Policy

## MONITOR AND REVIEW RISK CONTROLS

**SEHC will consult employees to decide whether the controls are effective and ask the following:**

- Why did it happen? Review the incident – triggers/underlying risk.
- Did it work? Did the risk control address the identified hazard and the risk of it occurring?
- Did it create another hazard? The risk control may have addressed the initial hazard but did it create another one?

# Occupational Health & Safety Policy

## WORKING ALONE RISK ASSESSMENT TOOL

This risk assessment tool allows for employees who may work alone in a range of environments.

### Building and Location

- Have aspects of building design been addressed, such as access barriers and clear lines of sight?
- Are security measures adequate, including alarm maintenance and testing scheduling, video or patrols?
- Is the work in a remote location?
- Does the form of transport increase the risk?

### First aid and emergencies

- Are there procedures in place for post-incident management, for example, debriefing or counselling?
- Is first aid equipment available for immediate treatment (e.g. a first aid kit in the vehicle)?
- Is the level of first aid training required to use the first aid equipment adequate?
- If first aid equipment is vehicle-based, are there arrangements to cover the employee when they are away from the vehicle?
- Are there arrangements for dealing with a vehicle breakdown?
- Is the vehicle fitted with emergency supplies, such as adequate drinking water?

### The length of time the employee may be working alone

- Will the employee need to be alone to finish this job?
- Has a reasonable time for the employee to be alone been identified?
- Is it safe for the employee to be alone at all?

### The time of day when the employee may be working alone

- Is there increased risk at certain times of day (e.g. some employees may be more exposed to violence on evening and night shifts)?

### Communication

- Does the employee have access to a communications system (e.g. mobile or satellite phones, alarm systems)?
- Will the emergency communication or alarm system work properly in all situations?
- Are there procedures for regular contact with the employee who works alone?
- Are employees authorised to contact emergency services directly?
- Is voice communication essential for the safety of the employee?
- If communication systems are vehicle-based, are there arrangements to cover the employee when they are away from the vehicle?

### The training of the employee

- Has the employee had training to prepare them for work alone and, where applicable, in remote locations (e.g. training on dealing with aggressive people, training on how and when to withdraw on assessing risk, for first aid, OHS policies and procedures, vehicle breakdowns, communications systems and bush survival)?
- Is the employee trained to drive a vehicle in off-road situations where applicable?



## Occupational Health & Safety Policy

- Does the employee speak English or is there anything that would interfere with his or her ability to communicate with someone in an emergency?

### **Knowledge sharing**

- Are there procedures to ensure knowledge of employees' whereabouts (e.g. clients' addresses, expected arrival and return times)?
- Are there procedures for incident reporting so that all employees are aware of local risks (e.g. clients' history of violence)?

**Is there anything else that applies to your situation that is likely to increase risk for the employee who works alone?**



# Occupational Health & Safety Policy

## APPENDIX D

### WorkSafe Victoria Risk Assessment Checklists

SEHC conducts regular OH&S risk analysis and hazard control  
These WorkSafe Victoria check lists are provided to assist in these processes.

#### CHECKLIST: OHS INSPECTION – INTERNAL ENVIRONMENT

**Workplace: Date:**

**Inspection completed by:**

**Date for review of agreed actions:**

- Adequate locks on all external doors
- Adequate locks on all external windows
- All keys are registered and records kept identifying people holding them at all times
- Alarm system installed and functional
- Emergency communication (e.g. duress alarm or intercom) provided where appropriate
- Window and door security screens fitted
- Signs and physical barriers indicate boundaries between public and restricted areas
- Signs clearly visible to indicate security measures are in place
- Emergency procedures and evacuation points clearly displayed
- Restricted public access to objects that could be used as a weapon
- Cash to be kept in secure places out of view of clients/visitors
- Areas where an intruder/aggressor could hide have been identified and communicated to staff
- Secure cupboards, lockers or drawers provided for staff and volunteers to keep personal items
- Emergency phone numbers displayed at every telephone
- 'Safe haven' provided where staff could quickly and safely access a phone in an emergency
- Client consultation areas have two exits and a window or one-way mirror
- Only one public access point in use at night
- Visual access to outside of external doors, i.e. view hole, glass panel or closed-circuit camera

#### FLOORS – AISLES - EXITS

- Entrances and steps in good order
- Entrances, doorways, stairs and steps kept free from obstructions
- Hand rails installed where appropriate at entrance/exit steps and ramps
- Floor coverings in good order
- Floors even, with no cracks, dips or holes
- Floors clean and not slippery
- Signs available and always placed to indicate wet floors after cleaning
- Computer and other electrical leads and cables kept clear of aisles and walkways
- Aisles and walkways free from obstructions – boxes, rubbish, bins, etc

#### STAIRS AND LANDINGS - COMMENT/ACTION BY DATE

- Lighting adequate
- Good visual contrast between steps
- Slip-resistant strips on step edges

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## Occupational Health & Safety Policy

Hand rails installed and at appropriate height  
Minimal variation between step height and step depth (horizontal)  
Lighting for vision adjustment from sunlight to indoors  
Lighting in all indoor work areas is sufficient and suitable for work performed  
Accessible light switches  
Task lighting provided for close and/or detailed work  
Overhead lights shielded to minimise glare  
Stairwells and exits well lit  
Temperature maintained at appropriate (comfortable) level throughout indoor areas  
Air conditioning filters (if required) cleaned regularly  
Air quality acceptable (no fumes, odours, particles)

### **BATHROOMS/TOILETS - COMMENT/ACTION BY DATE**

Adequate toilets for men and women  
Toilets provided for people with disabilities  
Nappy change facilities available  
Facilities cleaned regularly  
Facilities well ventilated  
Hand wash, single-use hand towels/driers provided  
Sanitary bins provided

### **KITCHEN AND LUNCH ROOMS - COMMENT/ACTION BY DATE**

Suitable eating/tea break facilities provided  
Food stored appropriately, i.e. refrigerated where required  
Cooking facilities clean and in good working order  
Clean work benches  
Locked cupboard or drawers for knives and other sharp implements  
Kitchen staff to wear protective clothing where appropriate  
Kitchen staff to wear gloves when handling or preparing food  
Exhaust fans above cooking units functional and clean  
Electrical equipment in good condition (check leads)  
Anti-slip floor surfaces provided; floors free from water and grease

### **HOUSEKEEPING - COMMENT/ACTION BY DATE**

Work areas kept clean and tidy  
Materials and equipment stored safely  
Rubbish bins/recycled paper bins emptied regularly  
Employees/volunteers provided with PPE for cleaning tasks, e.g. disposable rubber gloves  
Appropriate container(s) provided for disposal of 'sharps'  
Procedures in place for cleaning up spills and breakages

### **HAZARDOUS SUBSTANCES - COMMENT/ACTION BY DATE**

Material Safety Data Sheets (MSDS) available for all hazardous substances in the workplace  
Hazardous substances register kept (and up to date)  
Procedures in place to dispose of all chemicals appropriately

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## Occupational Health & Safety Policy

All chemicals clearly labelled  
Hazardous substances to be kept in locked cupboard or drawers  
Emergency procedures in place and promoted to all employees/volunteers  
All employees instructed in correct use of hazardous substances, and provided with any necessary PPE  
Fire extinguishers (of correct type) located close to chemical storage areas  
Facilities to deal with chemical spills or splashes maintained nearby to areas of chemical use

### **STORAGE and FIRST AID - COMMENT/ACTION BY DATE**

Materials stored in racks, cupboards, compactus, storage rooms or bins where possible  
Storage designed to minimise manual handling  
Floors in storage areas free from rubbish and packaging materials  
First aid kit clearly labelled and complete as required  
First aid kit easy to access for all employees  
All employees aware of where the first aid kit is located  
Names of trained first aiders clearly displayed  
First aid qualifications kept up-to-date by trained first aiders as necessary  
Disposable gloves available and used for treatment of all injuries  
Register of injuries kept

Smoke detectors and alarms appropriately located and in working order  
Accessible fire exits  
Appropriate exit signs  
Uncluttered fire exits and stairwells  
Fire exits unlocked during working hours  
Fire extinguishers located as appropriate for building area and accessibility requirements  
Fire extinguishers of correct type for identified workplace hazards  
Fire extinguishers regularly serviced and service dates recorded on tags  
Fire blankets provided where appropriate  
Regular fire drills held, with staff participation documented

### **CHECKLIST: OHS INSPECTION – EXTERNAL ENVIRONMENT**

**Workplace: Date:**

**Inspection completed by:**

**Date for review of agreed actions:**

### **VEHICLE PARKING AREA AND BUILDING PERIMETER - COMMENT/ACTION BY DATE**

Vandal-resistant security lights illuminate building perimeter  
Security lights can be set to automatically activate and de-activate  
Security lights are on a separate electrical circuit to the main facility  
Employees/volunteers working after dark have parking available in an area close to building entrance  
Landscaping provides minimal places of concealment for intruders  
Entrances and exits are clearly marked  
Surface of parking area and driveways are free from potholes, cracks and other trip hazards  
External roads and car parks are well drained to prevent flooding or pooling of water  
Drainage grates are in good order  
Required direction of traffic is well defined and clearly indicated by signs and/or painted roadways

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## **Occupational Health & Safety Policy**

Traffic and speed restriction signs are clearly visible and free from obstructions  
Adequate lighting throughout parking areas is installed and functioning  
Intersections and pedestrian areas (e.g. crossings) are identified and clearly signed  
Potential vehicle damage areas, corners and guardrails are effectively marked  
'No parking' areas are clearly indicated by signs and/or surface marking  
Disabled parking areas are designated and in priority locations  
Emergency and service vehicle parking areas are designated and in priority locations  
Facility vehicle parking spots are designated in well-lit areas and close to buildings

### **PEDESTRIAN AREAS - COMMENT/ACTION BY DATE**

Continuous clear, accessible pathways (i.e. no barriers, no impediment from trees or bushes)  
Landscaping provides minimal places of concealment for intruders  
Pathways free from raised curbs, projections, holes and other tripping hazards  
Paths are well drained to prevent flooding or pooling of water  
Adequate illumination of paths, walkways, stairs, steps and ramps  
Steps and changes of level clearly defined and indicated  
Anti-slip surfaces where necessary, with fungus/slippery fallen leaves etc treated or cleared  
Waste bins provided and regularly emptied

### **BOUNDARIES AND ACCESS POINTS - COMMENT/ACTION BY DATE**

Walls, gates and fences in good order without gaps or protrusions  
Signs clearly displayed to indicate security arrangements in place  
Childproof locks fitted to gates where needed  
Adequate protection from sun provided  
Sunscreen provided to staff and clients who may have prolonged exposure to sun  
Hats and other protective clothing worn by staff and contractors (e.g. gardeners) when working outside

### **FIXED CHILDREN'S PLAY EQUIPMENT - COMMENT/ACTION BY DATE**

Impact absorbing material under all equipment where fall height could exceed 0.5 metres  
Impact absorbing fall zone free from objects and extends at least 2.5 metres beyond perimeter of equipment  
Accessible gaps higher than 600mm above ground are either less than 100mm or more than 230mm  
All handrails and grab rails are between 19mm and 38mm in diameter  
Guardrails with vertical or solid infill provided for platforms over 1 metre high  
No protruding bolts, nails or splinters  
All equipment regularly checked to ensure it is safe and in good repair

### **OTHER - COMMENT/ACTION BY DATE**

Assembly area for emergency evacuations is clearly marked  
Gardens maintained safely – debris, dead or loose branches, long grass cut/removed as necessary  
Gardens and grounds free of sharp objects (glass, metal, wood, needles, etc)  
Disposal containers provided for smokers (if smoking is permitted within property boundaries)  
Storage areas locked and kept free of material, obstructions and rubbish  
Fire hoses appropriately located, regularly checked and maintained

# Occupational Health & Safety Policy

## CHECKLIST: EMERGENCY EVACUATION

**Workplace: Date:**

**Checklist completed by:**

**Date for review of agreed actions:**

### EMERGENCY RISK CONTROL- COMMENT/ACTION BY DATE

All emergencies that could require evacuation of the working area have been identified  
Persons responsible for managing emergencies, including any evacuation, have been nominated and informed  
Signals/instructions that will trigger an evacuation have been established and communicated  
Those responsible for activating alarms/warning signals have been nominated and informed  
Emergency procedures are clearly displayed in the workplace at appropriate locations  
Employees and volunteers have been informed of emergency procedures (and briefed where necessary)  
Emergency procedures are included in induction training for all new employees and volunteers  
Evacuation route has been identified and needs of people with disabilities considered  
Assembly points have been identified and communicated to all employees and volunteers  
Procedures are in place to ensure that everyone (contractors)  
Signal or instruction indicating 'all clear' has been established and person has been nominated for this role  
Re-entry procedures have been established and persons nominated to manage this following the 'all clear'  
Evacuation 'rehearsals' are held on a regular basis and evaluated afterward to ensure that plans are being followed

## CHECKLIST: OCCUPATIONAL VIOLENCE

**Workplace: Date:**

**Checklist completed by:**

**Date for review of agreed actions:**

### CLIENT ASSESSMENT AND REFERRAL - COMMENT/ACTION BY DATE

Procedures followed for referral and assessment of clients  
Written criteria used to determine the types of clients the service will accept and those to be referred elsewhere  
Clients assessed for their potential of aggression and violence (risk profile)  
Referring organisations provide written information regarding client behaviour, history of violence or aggression  
Referral information verified and further information sought from family, carers, teachers or general practitioners  
Relevant information is communicated to staff  
Services reduced or discontinued for clients who present a level of risk which cannot be managed within existing resources  
Procedures followed for referring clients to appropriate services for treatment of psychiatric, illicit drug and alcohol issues  
Day to day behavioural status of higher risk clients monitored and recorded, and next shift of employees/volunteers made aware of relevant information

# Occupational Health & Safety Policy

## **STAFF MANAGEMENT - COMMENT/ACTION BY DATE**

Procedures followed for employees/volunteers working alone or off-site  
Inexperienced employees paired with experienced employees  
Employees' clothing does not add to risk of injury during a violent incident (e.g. earrings, ties, scarves)  
Procedures followed for disputes and grievances between employees, volunteers and management  
Client rights and responsibilities documented and provided to clients at the start of service  
Client dispute resolution procedures in place  
Items that could be used as a weapon removed from clients where practicable and without risk to employees  
Client medication procedures in place  
Sleeping clients woken with voice, not by touch  
Procedures in place for handling client cash and personal items  
Procedures to ensure clients are never given employees' personal telephone numbers/home address details  
Employees working with high-risk client groups encouraged to consider silent private telephone numbers  
Employees/volunteers prohibited from sexual or other personal relationship with clients

## **SECURITY PROCEDURES - COMMENT/ACTION BY DATE**

Information provided to clients, visitors, contractors and suppliers on workplace arrangements to manage violence  
Security procedures for all premises in place day and night  
Access restricted at night to as few entrances as possible  
Arrangements made to ensure employees do not need to access outside storage areas at night  
Arrangements made to enable employees to park close to the building at night  
Personal property stored in a secure place  
Register of visitors and other persons on site  
(E.g. contractors) provided and maintained as a requirement of entry

## **CASH HANDLING - COMMENT/ACTION BY DATE**

### **EMERGENCY PROCEDURES AND TRAINING - COMMENT/ACTION BY DATE**

Cash handling system in place  
Limited cash kept on premises  
Cash stored in secure location out of sight of public and clients  
Procedure for safe transport of cash when bank deposits (or withdrawals) are made  
Procedures in place including defusing of threat, back-up, reporting, retreat to safe areas and calling police  
Person nominated to take charge in case of any violence-related emergency  
Procedure in place to handle bomb threats, armed hold-ups, abusive telephone calls  
Home visits and emergency call-out procedures in place

## **POST INCIDENT PROCEDURES - COMMENT/ACTION BY DATE**

First aid and access to medical care provided for anyone injured  
Transport home and communication with family of those affected arranged if necessary  
Psychological support (debriefing and/or counselling) available to affected employees/volunteers  
Time off arranged as necessary for affected employees/volunteers following an incident  
Incident details recorded and reported to manager or employer  
Serious violent incidents such as physical or armed assault or bomb threats reported to police  
Client-perpetrated aggression or violence recorded in the client's files

# Occupational Health & Safety Policy

WorkSafe Victoria notified of incidents as required by the Occupational Health and Safety Act 2004

## CHECKLIST: WORKING 'OFF-SITE' - SAFETY AND SECURITY

**Workplace: Date:**

**Checklist completed by:**

**Date for review of agreed actions:**

## COMMUNICATION - COMMENT/ACTION BY DATE

Employees have communication equipment, e.g. a mobile phone

Communication equipment to be checked prior to leaving 'base'

Communication equipment is switched on at all times while off-site, and programmed with back-to-base and emergency numbers

Employees leave details of off-site addresses, scheduled arrival and departure times, registration number of vehicle

Employees report movements to base as stipulated by protocols (e.g. regular call-in, call-in on arrival or departure or at end of shift)

A procedure in place if contact is lost or if offsite employees do not make contact when expected

Code words established for off-site employee to indicate they are in a threatening situation

## HOME VISIT AND CALL-OUT SECURITY - COMMENT/ACTION BY DATE

Risk assessments of client behaviour and home is undertaken before committing employees to a home visit or call-out

Higher risk clients are asked to attend at the organisation's premises or are seen by employees in pairs (this may include staff from another community service organisation)

Employees carry official photo ID which identifies the issuing organisation

Employees have been trained and instructed to respect clients and will be aware that clients may view home visits as 'invasion of their personal space'

If a client is being helped to escape domestic violence, visits are scheduled for times when back-up is available, and if necessary police are involved

Employees have been trained and instructed to withdraw from a visit if they feel they are at any risk

Employees who are alone or in an isolated situation are provided with duress alarm, mobile phone and call-in system

Mobile phone 'black-out' areas are identified and procedures are in place for emergency communication (and/or work undertaken in pairs)

Employees are trained in procedures for home visits, e.g. maintaining a clear line of exit, keeping car keys/diary secure, parking car to enable exit in emergency

Employees are trained and instructed to leave client premises and notify police if firearms or other weapons are observed

Employees are trained in techniques to defuse threat of aggression or violence

Incidents on client premises are recorded in client files and incident reports

Employees are instructed to avoid walking in deserted places or taking shortcuts that could place them at risk

Employees are trained and instructed to withdraw from neighbourhoods where there are signs of unrest or trouble

Employees are instructed to seek directions by telephone or from business owners, not from strangers on street

## Occupational Health & Safety Policy

If followed while at work (by car or on foot) employees have been trained and instructed to cross the road, walk in the opposite direction and seek refuge in a safe place

### WORKING IN OTHER PREMISES - COMMENT/ACTION BY DATE

- Employees in other sites such as community buildings or schools are aware of the security and emergency procedures at those premises
- Security arrangements (both internal and external environments) will be established and communicated to employees before they use premises

### WORKPLACE VIOLENCE

Threats to the personal security of community workers may arise from interaction with clients, clients' family or friends or the general public. This issue presents a particular problem as workers frequently work alone, in isolated locations and often after dark. Workplace violence is defined as "any incident where an employer or employee is abused, threatened or assaulted in situations relating to their work" [WorkCover 1998] and includes issues such as sexual harassment or bullying. When assessing the risks of violence or threats to personal security, i.e. how likely is the threat and how severe may the outcome be, workers will consider the following:

- location of the workplace (is it isolated?)
- previous history of the client and their family and friends (e.g. from hazard and incident reports)
- are workers working alone?
- are workers required to carry cash or drugs?
- is work carried out after dark?
- layout of the workplace (is it simple for workers to leave?)
- consultation with workers

### Possible Solutions

Solutions may be directed at restricting or deterring the level of aggression from the client (or other person) or increasing the defence of workers.

### These may include:

- relocation of service (client goes to another location)
- use of two workers rather than one
- identifying the safest location in a client's home to provide care but still enable easy exit
- developing and implementing "contracts" with clients in some cases
- use of duress alarms or mobile phones to obtain assistance
- monitoring the location of staff (e.g. to ring a central point within 1/2 hour of the last job)

## Occupational Health & Safety Policy

### CHECKLIST: TRANSPORT SAFETY

**Workplace: Date:**

**Checklist completed by:**

**Date for review of agreed actions:**

### VEHICLES - COMMENT/ACTION BY DATE

Employees hold valid driver's licences for the class of vehicle they use. Licences are recorded and verified annually

Vehicle records (registration, insurance, fuel, kilometres, servicing and parts) are maintained and checked  
A roadside assistance scheme is in place for all work vehicles

Drivers are instructed to check fuel records and visually inspect tyres before leaving base

Vehicles are routinely serviced, and a procedure for reporting faults is in place and known to all employees

Random checks are conducted at appropriate periods to check vehicle condition and safety

An incident kit is kept in each vehicle, with instructions, report form, first aid advice and emergency phone numbers

An incident reporting and investigation system is in place and is implemented following all car incidents

An incident database is established and maintained

Crash test ratings and safety devices (e.g. front and side airbags, anti-lock braking systems, three-point seat belts, and adjustable head rests) are considered when buying or leasing new cars

Passenger safety (hydraulic devices, fold-down steps and handles to assist when getting on and off, wheelchair storage, seatbelts, sufficient room between seats, slip-resistant steps and floor surfaces) are considered as part of a risk assessment undertaken when buying or leasing new buses

Cargo barrier in place in station wagons and hatchbacks

Consideration given to wiring daytime running headlights to ignition

Heavy or bulky freight stored in boot or separated from passengers by cargo barriers

Procedures in place for drivers, including speed limits, fatigue management, alcohol and drug use

Hands-free mobile phone kits installed in vehicles, and employees instructed that vehicle must be pulled over and stopped before dialling

Requirements and standards in place for use of private vehicles for work purposes (including insurance status, safety features and maintenance)

Consideration given to equipping vehicles with first aid kits, safety vests and triangles, fire extinguishers

Consideration given to pre-employment driving assessments for employees whose job will involve a lot of driving

Consideration given to driving performance review as a part of overall work performance review

### TRANSPORTING CLIENTS - COMMENT/ACTION BY DATE

Client risk profile is assessed prior to transport and if necessary an additional escort is provided

A driver who is not familiar with a client will be provided with relevant information regarding any physical and behavioural limitations, issues and concerns

Drivers instructed to use inside lane to facilitate pulling over safely and quickly in an emergency

Means of emergency communication are readily accessible in vehicles

Drivers are trained in emergency procedures, including immobilising cars, retreating to a safe place and calling for back-up assistance

Employees have been trained and instructed to ensure clients are not seated directly behind driver

Potential weapons such as cigarette lighters are removed and objects such as fire extinguishers are stored in the boot

## Occupational Health & Safety Policy

Employees who regularly transport clients hold current first aid training qualification  
Employees know locations of medical centres and emergency departments in areas where they are transporting clients  
Clients will be required to wear seatbelts at all times while vehicle is in motion  
Child-proof locks are used when transporting children and clients with dementia  
Employees who transport clients in private vehicles have comprehensive vehicle insurance and have notified their insurance companies of the activity they undertake for their organisation  
Employees have been trained in manual handling techniques specific to moving people with physical limitations or disabilities and equipment such as wheelchairs in and out of vehicles  
Wheelchairs used for client transportation are lightweight and designed for portability

### APPENDIX E

#### **Worker Safety Tips**

These safety tips cover worker safety in the tenant's residence, at court and during evictions.

- Always park your work car so it is not clearly identifiable to the tenant or residents especially when using your own personal car.
- Always try to park as close to the property or court location as you can. (Refer to the notes below on domestic violence and courts).
- Always have your mobile switched on, battery full, mobile easily accessible, and ready to dial emergency numbers.
- Never enter a property that you cannot quickly escape from, ensure you have a clear pathway to an exit at all times and know where the nearest exit is located.
- Beware of the unexpected, for example injury from needle sticks from needles under cushions in couches, and from dangerous cats, dogs, birds and other pets. (Familiarise yourself with the information in the reference to dealing with needles and syringes below)
- Carry and wear protective gloves when required and keep a first aid kit in your work car.
- Inform your work place when you are leaving and if not sure of your safety take another work colleague with you. Police may attend in some cases but must be arranged in advance. Tell your workplace your car and 'phone numbers and what time you expect to return to your office.
- Conduct evictions with the assistance of a colleague. Never enter a property that is the subject of an eviction until the police and locksmith have arrived. Keep a safe distance from the property until they arrive. After the locks have been changed ensure the police ensure the tenant and all others present have exited the property. Do not allow the tenant to return to the property and leave the property before the police leave. If at any stage you do decide to allow the tenant to return or enter the property always ask the police to attend.
- If attacked by a tenant do not try to defend yourself with the use of your body parts instead place personal belongings or other goods between you and your attacker and escape as quickly as possible.
- Report all injuries physical or emotional and any other incidents to your workplace supervisor and record in the incident register. Ensure you receive adequate health treatment, debriefing and counselling as soon as possible after the event.



# Occupational Health & Safety Policy

## APPENDIX F

### OH&S Skills Register

This register is to be used to ensure that decisions concerning health and safety incorporate the expertise currently available to the organisation prior to any approach to an external party. Purpose

A register is to be maintained which lists internal and external health and safety expertise and qualifications currently utilised by the organisation.

EMPLOYEE'S NAME	POSITION	EMPLOYEE/ CONTRACT	QUALIFICATION(s) OR COMPETENCY	YEAR OBTAINED
Examples	<ul style="list-style-type: none"> <li>• Health and Safety Officer</li> <li>• Occupational Health Nurse</li> <li>• Medical Practitioner</li> <li>• Return to Work Coordinator</li> <li>• Physiotherapist</li> </ul>			



# Occupational Health & Safety Policy

## APPENDIX G

### Off Site Work Assessment

Task \_\_\_\_\_

Location \_\_\_\_\_

Date of Assessment \_\_\_\_\_

<b>1.</b>	<b>Possible Hazards</b>	<b>Action Required</b>
-----------	-------------------------	------------------------

- |                                   |         |        |  |
|-----------------------------------|---------|--------|--|
| Traffic                           | Yes [ ] | No [ ] |  |
| Machinery                         | Yes [ ] | No [ ] |  |
| Chemicals                         | Yes [ ] | No [ ] |  |
| Mobile Plant and Equipment        | Yes [ ] | No [ ] |  |
|                                   |         |        |  |
| Electrical                        |         |        |  |
| (Include underground cables)      | Yes [ ] | No [ ] |  |
| Excavations                       | Yes [ ] | No [ ] |  |
| Work at heights                   | Yes [ ] | No [ ] |  |
| Manual Handling                   | Yes [ ] | No [ ] |  |
| Weather/Sun                       | Yes [ ] | No [ ] |  |
| Workplace layout and housekeeping | Yes [ ] | No [ ] |  |
| Violent or Abusive Clients        | Yes [ ] | No [ ] |  |
| Confined Spaces                   | Yes [ ] | No [ ] |  |
| Biological Hazards                | Yes [ ] | No [ ] |  |
| Radiation/Lasers                  | Yes [ ] | No [ ] |  |
| Demolition                        | Yes [ ] | No [ ] |  |
| Lighting                          | Yes [ ] | No [ ] |  |
| Noise                             | Yes [ ] | No [ ] |  |

**2. Emergency Arrangements and Amenities**

Are there arrangements for:

- |                         |         |        |  |
|-------------------------|---------|--------|--|
| Emergency Evacuation    | Yes [ ] | No [ ] |  |
| Emergency Communication | Yes [ ] | No [ ] |  |
| First Aid               | Yes [ ] | No [ ] |  |
| Toilets/Washing         | Yes [ ] | No [ ] |  |
| Protection of Public    | Yes [ ] | No [ ] |  |

**3. Training or Briefing Requirements**

List areas where employee will require a briefing or training.

**4. Supervisory Requirements**

List how employees will be supervised.

**Assessment completed by**

Name \_\_\_\_\_

Signature \_\_\_\_\_

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# Occupational Health & Safety Policy

## APPENDIX H

### SEHC OH&S Management System

#### Accountability

The Board monitors monthly compliance requirements are met in full and to industry standards including OH&S via a compliance time table and report. The Board also conducts an annual review lead by the General Manager of service provision, rules and polices and procedures.

The agency complies with applicable statutory acts and regulations, codes of practice and guidelines and contract and funding provider reporting requirements.

The agency has appointed a full time Compliance, Capacity Building and Support Officer (CCB&SO) to monitor and ensure compliance requirements are met. This officer also acts as a MFB trained and qualified Fire Warden and as the agency staff OH&S representative.

#### Scope

The OH&S management system includes staff, visitors, directors, contractor supervision, volunteers, tenants, residents and others.

#### System Evidence

The system is documented in P&P, Board and staff minutes and via an OH&S diary maintained by the CCB&S O.

#### Inductions

Staff, members, Directors, contractors and others receive OH&S induction and sign to say they have understood related agency and, as applicable, partner P&P. Staff, Members and Directors are provided with manuals that include OH&S. Staff have been provided with LMHS contracts and supporting policy and procedures and have been asked to read and raise issues (if any). Staff will attend LMHS training and explanations of LMHS OH&S P&P.

#### Staff and others are aware of the placement and locations of:

- The OH&S P&P is on the wall of the Board Room. Injury hotspots and safety solutions are placed on the wall in reception as are safe working ergonomics with computer based equipment.
- The incident and injury registers are located in the General Managers Office.
- The first aid box is located in the area adjacent to the office kitchen and contents monitored by the administration officer

#### First Aid

A staff member has been nominated for first aid training and will become the agency First Aid Officer (NEEDS PROGRESS UPDATE).

Company cars are equipped with first aid kits and gloves. (ACTION THIS)

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## Contractor Supervision

The current OH&S P&P revision was as a result of the previous Safety Plan and includes contractor supervision.

JSA's and Manual Handling templates are provided to contractors who complete them and return signed copies to the Property Management Officer. These JSA's and the manual handling documents cover generic work place risks and suggest solutions.

As an induction contractors are instructed in SEHC OH&S P&P requirements and must provide authoritative evidence of work cover insurance. Contractors sign a statement to say they comply with all agency and other OH&S requirements and have understood agency P&P.

## Risk Management

Annually an external audit is conducted to identify staff and others training needs and a safety plan is produced which is then actioned and outcomes monitored progressively through the year with staff assigned tasks to complete. Outcomes are recorded in the safety plan template.

OH&S and Risk Management are standard agenda items for the Board, and staff meetings which are conducted monthly.

Staff conduct monthly office and building hazard identification and control checks which are documented and recorded in staff meeting minutes.

Staff are provided with working alone safety procedures for tenants residences and in courts

SEHC has a new experienced OH&S consultant who has conducted a office and building hazard inspection from which anew safety plan has been devised with tasks assigned including identification of dangerous goods and recording in a register.

## Other management strategies

- Dangerous goods are labelled and registered and the register located with the CCB&S Officer ([NEEDS ACTION](#))
- Electrical equipment is checked for safety.
- Smoke alarms are checked they operate monthly
- Emergency Evacuation procedures are practiced annually.
- OH&S P&P are listed for review on the agency Corporate Compliance Review Calendar ([see part attached](#))
- SEHC maintains a staff and others OH&S skills register.

## Development

- Staff to provide feedback on this P&P addition.
- SEHC will develop and implement a work car risk analysis and implement controls.
- Tasks related to the current Safety Plan will be confirmed and progress monitored at the next staff meeting.



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- Add this to the current revised OH&S P&P
- GM to approve this P&P, adjustments to be made (if any) and then LMHS to receive a copy.

## APPENDIX I

### **SEHC Occupational Health and Safety - Compliance Statement**

#### SEHC COMPLIANCE STATEMENT

I/we the undersigned have received copy/copies of SEHC OH&S policy and procedures.

I/we have read and understood these OH&S P&P and will comply with them.

**Name:**.....**date:**

**Signature:**.....**date:**

# Occupational Health & Safety Policy

## APPENDIX J

### Needle Stick Injury – Sharps Safety Risk Controls

#### **Management**

There are two aspects to sharps management:

- Education
- Prevention and response

#### **Education**

- Education should be provided to the community to contain the problem and for staff to respond appropriately.
- Community education on the safe use and disposal of syringes in addition to education based on general drug awareness issues.
- Staff training on the handling and disposal of sharps.

#### **Prevention and Response**

- Provision of sharps disposal containers.
- Use cleaning services (identification and removal of sharps).
- Access to portable sharps containers and safe handling equipment.
- First aid training in general hygiene requirements and treatment of needle stick injuries.
- Use thick gloves in uncertain situations.

#### **Needlestick Injury**

In the event of any needlestick injury the appropriate response is to take action to prevent any further injuries by:

- Apply first aid.
- Seek medical aid.
- Report the injury.
- Consider the need for counselling of the injured person.

#### **THE LAW**

In Australia it is not an offence to possess sterile needles and syringes. However it is an offence to dispose of injecting equipment in an unsafe manner.

#### **Safe Disposal**

All used needles and syringes should be placed immediately after use in a properly sealed, rigid walled, puncture proof container and disposed of in your nearest public sharps disposal bin.

#### **Unsafe Disposal and Community Concerns**

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Most needles and syringes are disposed of safely and appropriately. However there are some occasions when they are not and these occasions continue to cause public concern. To date there have been no documented accounts, worldwide, of any person acquiring Hepatitis B, Hepatitis C or HIV from a needle stick injury sustained in a communal or public setting.

### What to do if you find an Unsafely Discarded Needle and Syringe

If you find a needle and syringe:

- Do not put your hands in any hidden or hard to access places (e.g. Drain pipes, toilets or thick bushes)
- Do NOT attempt to recap the needle
- Use a sharps container or find a rigid walled, puncture resistant, sealable container (plastic bottles are good if no disposal containers are immediately available)
- Find and put on latex/rubber gloves if possible
- Bring the container and place on ground beside to the needle/syringe.
- Do not hold the container upright in your hands as you are disposing of the needle/syringe
- Pick up the needle/syringe by the middle of the barrel keeping the sharp end facing away from you at all times.
- Place the needle/syringe in the container sharp end first; and securely close the lid, holding the container at the top.
- Remove gloves (if appropriate and wash hands with running water and soap
- Place the sealed container into your nearest Needle and Syringe Program (NSP) for disposal as medical waste.
- Other items that have come into contact with blood should be disposed of in the same container as the used needle/syringe, or placed into double plastic bags and then into rubbish, or taken to a NSP for disposal.
- Advise children to inform an adult if they find unsafely disposed of needles/syringes
- Call your appropriate state authority to report any incidence of unsafely discarded needles and syringes.

### If you sustain a needle stick injury:

- Stay calm and encourage the wound to bleed (gently squeeze).
- Wash the area with cold running water and soap (if available).
- Apply an antiseptic and band-aid.
- As soon as possible contact one of the following for advice on the need for HIV or Hepatitis B/C testing, counselling and possible hepatitis and tetanus inoculation.
  - Local doctor
  - Hospital
  - Sexual Health Clinic
  - Community Health Centre

## APPENDIX K

### IMPLEMENTATION AND TRAINING PLAN

- Remove cigarette lighters to the boots of work cars.
- Place first aid kits in work cars
- Place safety vests, triangles and fire extinguishers in work cars including a set for workers private cars when approved for work related use by the General Manager.
- Place incident recording documents in cars
- Establish an incident investigation and reporting system and related policy and procedure
- Establish an incident data base
- Create induction signature page
- Include driver history and patterns in annual performance reviews.
- Conduct an OH&S training needs analysis and implement related training
- Include and link this set of risk controls in related OH&S policy and procedures
- Schedule regular documented reviews and audits of these procedures.
- Agency induction is to provide targeted information that informs managers and staff of the agency policies and procedures on reducing injury among agency road users
- Induction must be provided to all staff who are required to drive and may incorporate the following -
- Requirements of this and related policies; legal limits and the affects of alcohol and drugs on driving performance; strategies for dealing with fatigue and stress while driving and general information about safe driving techniques for driving in adverse conditions (including adverse road conditions), driving at night, and driving in rural areas.
- Also included will be; how to plan driving trips and perform safety checks; the requirements for reporting on vehicle damage, and familiarisation with different road vehicle makes and types.
- Include these risk controls in inductions.
- OH & S Audits to be conducted by an external specialist
- New OH & S Safety Plan to be implemented.
- Post analysis training to be implemented
- Evaluation and feedback from staff to General Manager
- Include in SEHC training need s analysis
- Alert staff to key Safety Points
- Staff to read and provide feedback
- Pass to GM
- Provide draft to LMHS x end of July 09 and LMHS to accept in writing this set of risk controls as a fulfilment of service agreement obligations.
- Place in P&P new to be approved by Board
- Staff to provide feedback on the Management System OH&S P&P addition.
- SEHC will develop and implement a work car risk analysis and implement controls.
- Tasks related to the current Safety Plan will be confirmed and progress monitored at the next staff meeting.
- GM to approve this P&P, adjustments to be made (if any) and then LMHS to receive a copy.
- Upload to REGIS



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## Appendix L - Property Inspection Checklist

Date of assessment:

Home Visit Rating

1. Visit to proceed

Assessors name:

2. Conditional to the matters mentioned below

3. Unacceptable Risk

House Address :

Mark one of 1,2 or 3

Tenant:

	Yes	No	Action, if required
Is the house number readily visible?			
Is access to the property in a safe condition?			
Is there a dog?			
If there is a dog, does it need restraining?			
Are the tenants safe to be around?			
Is the property a health hazard?			

*Other comments*

*To be filed on cover of property and tenancy files*

*If there are changes, please alter hard copy on both tenancy and maintenance files*

9 11 23 Inspection Checklist

Z:\OH&S\LES AULD PROP inspect Safety Checks

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