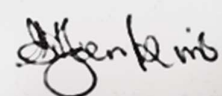


WORK HEALTH & SAFETY POLICY

Date approved	27/6/22	Signature by Management representative	
Previous titles	Work, Health & Safety Policy 2015, Occupational Exposure Policy 2015, Safety & Welfare Policy 2010		Chairperson, Suzanne Jenkins
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WORK HEALTH & SAFETY POLICY

Internal ECS References	
In S:\0 CURRENT POLICY & PROCEDURES:	In S:\1 CURRENT FORMS:
COVID Management Plan	Incident Report Form
	WHS Actions Log, Completed Hazard Report Form in S:\2 WHS
	Factsheets & posters for display in office & in client letters, workers' & client newsletters in S:\000 COVID WHS, S:\2 NEWSLETTERS, S:\2 current AGED SERVICES TEAM\letters to clients
	S:\000 EMERGENCY CONTACTS, S:\0 current data base
	reports, feedback, consultation, planning, actions, reviews, approvals in meeting agendas & minutes S:\2 TEAM MEETINGS, M:\2018 GOVERNANCE, S:\2 WHS
	Job descriptions & HR notes in M:\HR & H:\

External References	
Child Safe Standards at https://ocq.nsw.gov.au/resources	Aged Care Quality Standards at https://www.agedcarequality.gov.au/providers/standards
https://legislation.nsw.gov.au/view/html/inforce/current/act-2011-010	https://www.safework.nsw.gov.au/legal-obligations/volunteering
https://www.safework.nsw.gov.au/legal-obligations	https://www.safework.nsw.gov.au/your-industry/health-care-and-social-assistance
	https://www.safework.nsw.gov.au/notify-safework

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1. POLICY STATEMENT⁹

ECS is committed to maintaining a safe and healthy working environment for workers and visitors, in accordance with Work Health and Safety legislation, Codes of Practice and Australian Standards.

1.1 Definitions

client = term used across ECS programs and policy documents instead of “consumer”, which is specific to Aged Care

ECS workers = anyone who carries out work on behalf of ECS, including staff, volunteers [including management committee members], contractors and students on placement

visitors = clients who use ECS services, building owners and their maintenance staff, meeting participants, funders and inspectors who attend ECS as part of their work for other organisations

1.2 Acronyms

COVID = Coronavirus disease (COVID-19)

ECS = Engadine Community Services

HR = Human Resources [ie. workers]

SWP = Safe Work Procedure

WHS = Work Health and Safety

2. GENERAL POLICY

ECS will consult with workers and their representatives on health, safety and welfare matters to ensure that our work health and safety risk management is a continuous process that is of the highest standard. We will take all reasonable actions to prevent injury and illness from occurring to people involved with ECS. These people include:

- employers of ECS / paid staff
- contractors, subcontractors, the staff of contractors and subcontractors
- volunteers with ECS, including Management Committee members
- students, trainees and apprentices with ECS
- ECS clients
- visitors to ECS premises [offices, meeting room, courtyard] or ECS organised events / outings

Through the co-operative efforts of management and workers, we are committed to:

- providing a safe environment for all workers and visitors to our workplace
- providing and maintaining buildings, equipment and plant in safe working condition
- supporting the ongoing training and assessment of workers
- developing, implementing and monitoring safe work practices
- continuously improving the standards of health and safety in the workplace
- managing risks in the workplace
- providing information, instruction and supervision

The focus of ECS’s health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to consistently improve safe behaviours and safe systems of work across the organisation.

ECS will also consult, co-operate and co-ordinate activities with other organisations, as far as possible, where there is a shared duty of care concerning the same workplace health and safety matter.

Incidents will be reported to Work Cover NSW in accordance with the law.

Resources in line with the importance attached to workplace health and safety will be made available to comply with all relevant Acts and Regulations and to ensure that the workplace is safe and without risk to health.

3. CONSULTATION

ECS is committed to consulting with its workers on all areas that may affect the health, safety and welfare of its staff and volunteers.

Consultation will occur through the establishment of a WHS Committee, and at all meetings of ECS workers. The committee will comprise both employee and management representatives.

Consultation will involve:

- Sharing of relevant information with staff and volunteers
- Giving workers opportunities to express their views and contribute in a timely fashion to the resolution of health, safety and welfare issues at their workplace
- The employer taking into account and valuing the views of workers
- All WHS Committee meeting notes will be held on ECS’s S drive, which can be accessed by all staff
- The office will have a WHS noticeboard, or area designated for WHS information to be displayed
- WHS is to be a standing item on general staff meeting agendas; this can be used as a vehicle to advise staff on change and outcomes from meetings as well as to provide refresher training.

Consultation is required and will be carried out when:

- Risks to health and safety arising from work are assessed
- Decisions are made about measures to eliminate or control risks
- Introducing or altering procedures for monitoring risks
- Decisions are made about the adequacy of facilities for employee welfare
- Changes are proposed to the premises, plant, substances or work methods that may affect health, safety or welfare of workers
- Decisions are made about procedures for consultation on health, safety or welfare

4. WORKPLACE HEALTH AND SAFETY PROGRAM

In order to implement the general provisions of this policy, a program of activities and procedures will be set up, continually updated and effectively carried out.

ECS’s Program will aim to facilitate a safe and healthy workplace through the following strategies:

- No hazardous work shall be undertaken unless a risk assessment of the work is completed and the Manager is satisfied that the hazards associated with the work are controlled as far as is reasonably practicable
- Provision of an adequate, responsible financial budget
- Provision of sound workplace planning, design and operation
- Provision of administrative resources for advice and support
- Implementation of effective staff consultation arrangements at the workplace through a WHS Committee
- Clear statement and delegation of WHS responsibilities to all levels of staff
- Provision of information, instruction, training and supervision for staff, students and visitors, and volunteers as applicable
- Provision of policies and procedures
- Provision of rehabilitation and counselling where necessary
- Provision and regular monitoring of WHS performance indicators, and regular reviews of policy

5. SPECIFIC RESPONSIBILITIES

5.1 Management Committee

The Management Committee will take all reasonable steps to promote and maintain the workplace health, safety and welfare of workers and visitors to our facilities and services. This includes keeping under review work health and safety programs and strategies to prevent workplace injuries and illnesses and to continually improve the safety culture of ECS. Management at all levels is required to make contributions to the health and safety of all persons in the workplace, as they are also ECS volunteers.

5.2 Manager and Coordinators

ECS's Manager and Coordinators are responsible for:

- maintaining a working environment that is safe and without risk to health
follow government Health Orders, including stay at home orders, social distancing rules and wearing masks
- not attend ECS when suffering from an infectious or contagious disease or illness spread by casual contact [see also specific ECS policies and rules, such as *COVID Management Plan*]
- implementing safe systems of work by ensuring safe products and systems are used
- maintaining the workplace, plant, machinery and substances
- implementing information, training, instruction and supervision for workers
- identifying and controlling hazards in the workplace
- ensuring all relevant health and safety laws are complied with
- using the resources provided for health and safety
- ensuring workplace rules, procedures and systems are reviewed and maintained
- promoting health and safety in the workplace
- maintaining consultative mechanisms

5.3 Workers

ECS workers are anyone who carries out work for ECS, including staff, volunteers, contractors and students. All ECS workers are required to do all that is reasonably practicable to ensure that their actions or omissions do not create or increase a risk to the health and safety of themselves or others.

ECS workers have a duty to:

- take reasonable care for their own health and safety
- ensure they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform duties safely or efficiently or be in breach of the workplace policies
- follow government Health Orders, including stay at home orders, social distancing rules and wearing masks
- not attend ECS when suffering from an infectious or contagious disease or illness spread by casual contact [see also specific ECS policies and rules, such as *COVID Management Plan*]
- take reasonable care that their actions do not harm the health and safety of others
- follow any reasonable instruction that is given to ensure health and safety
- cooperate with any reasonable policy or procedure they have been made aware of
- observe safe work procedures at all times and use equipment in accordance with safe work instructions; and report any incidents, exposures, hazards or WHS concerns within the workplace
- report any injuries sustained whilst working and seek appropriate First Aid
- advise management, as soon as practicable, of any symptoms that may lead to adverse health issues arising from prolonged and/or repetitive work activities
- rectify minor health and safety issues where authorised and safe to do so
- co-operate with any health and safety initiative, inspection or investigation
- actively participate in any return to work program

All contractors engaged to perform work for ECS are required to comply with the WHS policies, procedures and programs that ECS has in place and to observe directions on health and safety from management. Failure to comply or observe a direction will be considered a breach of the contract and sufficient grounds for termination of the contract.

5.4 Visitors

Visitors are clients who use ECS services, building owners and their maintenance staff, meeting participants, funders and inspectors who attend ECS as part of their work for other organisations. Visitors have a duty to:

- take reasonable care for their own health and safety
- take reasonable care that their actions do not harm the health and safety of others
- follow any reasonable instruction that is given to ensure health and safety
- follow government Health Orders, including stay at home orders, social distancing rules and wearing masks
- not attend ECS when suffering from an infectious or contagious disease or illness spread by casual contact [see also specific ECS policies and rules, such as *COVID Management Plan*]

6. REDUCTION OF HAZARDS & RISKS

Hazard management is the process of identifying what may cause an injury or illness in the workplace and deciding what may happen as a result. Once hazards in the workplace have been identified and assessed, priorities can be set determining what action is to be taken to eliminate or control the hazard.

ECS will:

- identify hazards by conducting regular workplace inspections, reviewing hazard reports and reviewing injury/illness records
- assess each hazard in terms of its potential to do harm
- identify and implement control measures to eliminate or reduce the risk
- monitor and review the effectiveness of the control measure

Where necessary, ECS will implement a **Safe Work Procedure** to ensure the risk of the hazard causing harm is controlled. All workers will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions. It is every workers’ responsibility to identify and report any hazards to management by:

- if it is safe to do so, immediately take steps to prevent this hazard from posing a health or safety risk report it to management immediately and complete the **Hazard Report Form**
- where an inspection of the workplace is taking place, inform the person conducting the inspection of any ongoing health and safety concerns they have.

7. SAFE WORK PROCEDURES FOR COMMON ACTIVITIES

The following risk management requirements apply to all parties:

7.1	General
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Management and workers alike must ensure:

- no plant, equipment or safety device (including PPE) is altered or removed from the workplace without express management authority
- all safety signs, policies and procedures are complied with in full
- illegal drugs are not brought into, or used, in the workplace
- smoking in ECS workplaces is not permitted
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace
- they wear and use any personal protective equipment (PPE) and clothing issued for their protection at all appropriate times
- a First Aid Kit is centrally located in the ECS office and on all group outings as part of ECS service delivery [group leaders must know where the First Aid Office is located when visiting public and community venues, as well as carrying an ECS mobile First Aid Kit and mobile phone themselves]

7.2	Housekeeping
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Failure to ensure that the workplace is kept neat and tidy may create unnecessary hazards. Management and workers alike are responsible for maintaining a neat and tidy workplace. This involves:

- ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed
- ensuring aisles and work areas are clear and free from obstruction at all times so as not to cause additional hazards, including slip, trip or fall hazards
- placing rubbish in the bins provided
- ensuring all work, communal areas and facilities are kept clean and tidy at all times

7.3	Hygiene
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- Any exposed cut or burn must be covered with a First Aid dress
- Hands must be washed after touching toilet facilities, chemicals and before and after handling food or undertaking cleaning
- Anyone suffering from an infectious or contagious disease or illness spread by casual contact must not enter the workplace [see also specific ECS policies and rules, such as *COVID Management Plan*]

- Contact with any person suffering from an infectious or contagious disease must be reported before commencing work

7.4 Fitness for Work

Every worker has the responsibility to present to the workplace fit for duty. This means being free of the effects of fatigue and drugs (illicit, prescribed and over-the-counter medications) and alcohol. If any individual is concerned in any way about a perceived safety risk due to their own or any of their colleagues' fitness for duty they have a responsibility to inform their supervisor.

If a worker arrives for work and, in the Manager's opinion, they are not fit to work, ECS reserves the right to exercise its duty of care, particularly where ECS believes that the worker may not be able to undertake their duties in a safe manner or may pose a safety risk to others. ECS may remove the individual from the workplace for the remainder of the day with or without pay, conduct an investigation and, dependent on the circumstances, they may be liable to disciplinary action.

The individual may be required to provide a certificate from their treating doctor stating their fitness for duties before being permitted to return to work.

7.5 Motor Vehicles

Operating motor vehicles is a normal part of ECS's activities. Where travelling in the course of duties, the motor vehicle is considered to be a workplace and ECS recognises it has health and safety obligations in respect of this.

All workers are responsible for ensuring they comply with ECS' policies and procedures relating to motor vehicles and their use. In particular, they must:

- possess a current driving licence and management's authority to drive
- produce their driving licence for scrutiny by management at any time [including copying for their personnel file]
- inform ECS immediately if they are disqualified from driving.

When operating a motor vehicle in the performance of their duties, ECS workers must observe and obey the relevant road laws. In particular, they must:

- adhere to the appropriate speed limit at all times
- wear the restraints provided at all times when travelling in the motor vehicle
- ensure that they are not affected by alcohol and/or drugs at the time of driving
- do not use their mobile phone whilst driving, unless via an approved hands-free or cradle device
- report any defects or issues with the motor vehicle to ECS as soon as reasonably practical
- ensure that the motor vehicle is maintained in safe working order
- ensure that only authorised passengers are transported and are kept safe while doing so
- ensure that passengers use the seatbelts provided

At all times when reversing a bus, loaded van or any other vehicle where, due to load or conditions, clear line of sight from all internal and external rear view mirrors is impeded or obscured in any way, they must use a spotter to assist. Any damage done to the vehicle when not using a spotter will be considered negligent.

In the event of vehicle breakdown, ECS recognises that drivers can become distracted and unwittingly place themselves and others in danger. To minimise the risks associated with a breakdown, they should:

- stop and park the motor vehicle in a safe place as far off the road as practical
- avoid stopping around blind corners, just over the crest of a hill, on bridges or where roads are very narrow
- use the motor vehicle's hazard lights to warn other road users
- know who to call for assistance and have the contact details of their location, the fault/issue, and immediate actions they have taken
- exit the motor vehicle on the passenger side, unless this is not the safest option
- do not attempt to repair the motor vehicle unless qualified and authorised to do so
- keep well clear of the motor vehicle and wait for help to arrive

7.6 Alcohol and Drugs

The inappropriate use of drugs or alcohol jeopardises a safe workplace. Non-compliance with this policy and any associated procedure by paid staff may result in disciplinary action up to and including termination. Workers who are taking any prescribed or over-the-counter medication/drugs which may affect their ability to perform their work must notify management as soon as possible. They may be required to produce a medical certificate stating that they are fit for work or specifying any restrictions.

Workers are not permitted to work while under the influence of alcohol and must conduct themselves responsibly at all times. Alcohol may be consumed at some ECS social events. Where this is the case, ECS encourages responsible alcohol consumption and at no time should ECS workers be drunk or behave in a manner which is inappropriate. For the purposes of this policy and due to the nature of ECS work, if at any time a worker is required to operate vehicles, heavy or otherwise, machinery or other high risk work, the blood alcohol content limit is zero (0.00%).

ECS has a zero tolerance approach towards the presence of illicit drugs within the workplace. This includes the discovery of a worker with possession of an illicit substance, and any testing which results in a non-negative reading of a substance within a worker's system above the detectable limit while at work.

ECS may require screening for alcohol and drugs testing pre-employment, conducted based on reasonable suspicion or following an incident or accident. ECS reserves the right to carry out random testing across all levels of worker. If an ECS worker returns a positive result or refuses to participate in workplace testing, they will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that they are fit to return to work. They will not be able to return to the workplace until they return a negative result.

ECS recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

7.7 Oxygen Cylinders

In cases where an Aged Services client requires an oxygen cylinder to attend an ECS bus outing or in-centre activity, written safety instructions for safe handling of the cylinder when walking, or travelling in a vehicle will be sought from the client's medical practitioner and followed by staff and volunteers involved in that client's care.

8. SAFE WORK PROCEDURES FOR SPECIFIC ENVIRONMENTS & ACTIVITIES

ECS continually identifies key hazards in the workplace [eg. motor vehicle accidents] and established procedures for workers to manage risk. This is in a separate document, which is updated as necessary.

This includes use of Personal Protective Equipment (PPE), where preventative measures for a hazard require additional control. Use of PPE is only to be considered when more effective control measures have been ruled out. Hearing protection, eye protection, skin protection, respiratory protection and other personal protection can be achieved by wearing specific items developed to prevent injury.

9. REPORTING OF INCIDENTS & INJURIES

Wherever possible, ECS aims to prevent any incident or injury from occurring in the workplace. However, where an incident, injury or near hit/miss does occur, it is essential that proper records of these are kept. This ensures that appropriate records are available should the need arise, for example in support of a workers' compensation claim. It will also assist ECS to identify and address any ongoing health and safety concerns or unsafe work practices.

9.1 ECS Responsibilities

ECS will provide and maintain a workplace register of injuries. Management must ensure the details of any workplace injury/illness are recorded on this register.

Where a worker is suffering an injury/illness at work and requires medical attention, management will arrange this. In emergency cases, an ambulance will be called to attend the location. If it is not an emergency, management will organise for the affected worker to be transported to a medical practitioner/centre as soon as possible, or for on-site First Aid treatment to be rendered.

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Where necessary, management will undertake an investigation into any work related injury/illness within 24 hours. The purpose of any such investigation will be to determine the cause/s of the injury/illness (if possible) and recommend measures (if any) to be implemented to eliminate or reduce the probability of re-occurrence.

9.2 Worker Responsibilities

Where any workplace incident, injury/illness or near hit/miss occurs, ECS workers must notify management as soon as possible and complete an *Incident Report Form*. The form is accessible in the ECS office and carried by all ECS workers when they work elsewhere.

They are also responsible for entering the details of any minor workplace injury/illness that requires First Aid treatment on the *WHS Actions Log*.

For any workplace injury/illness, they are required to undergo medical treatment as necessary. Where the need for treatment is identified whilst at work, management will arrange this treatment. However, where the injury/illness worsens whilst away from the workplace, or over a period of time, workers are required to seek medical attention at the earliest opportunity.

If ECS workers have suffered any workplace injury/illness that required medical treatment, they must provide a certificate from their treating doctor stating their fitness for duties upon return to work.

10. RESOLUTION OF HEALTH & SAFETY ISSUES

Issues may arise anywhere within ECS in relation to health and safety matters. Often these can be resolved at the source or where the original issue is raised. However, where an issue cannot be resolved to the satisfaction of any party following consultation and discussion on the matter, an issues resolution process will ensure that the matter is resolved in a fair and equitable manner.

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

Any party to the issue may inform the other party of the issue as it may relate to:

- work carried out at the workplace
- the conduct of ECS

When informing any other party of an issue, there must be a defined issue to resolve and the nature and scope of the issue must be identified. All parties involved in the issue must make reasonable efforts to come to an effective, timely and final solution of the matter.

10.1 ECS Responsibilities

ECS will consult with workers to ensure that there is genuine agreement on the Issues Resolution Procedure and will ensure that:

- all workers have sufficient knowledge and understanding of the issues resolution procedures
- all issues raised are addressed in a timely and effective manner

Where issues are raised by other parties within ECS that have not been resolved at the local level, ECS will agree to meet or communicate with all parties to the issue in a genuine attempt to resolve the issue, taking into account:

- the overall risk to workers or other parties to the issue
- the number and location of workers and other parties affected by the issue
- the measures or controls required to resolve the risk
- the person responsible for implementing the resolution measures or controls

ECS will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and understanding of the issues resolution process and has the appropriate level of seniority in the decision making process.

10.2 Manager and Coordinator Responsibilities

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a *Hazard Report Form* or an *Incident Report Form*. Where an issue cannot be resolved at the localised level and/or the supervisor is unable to resolve the issue through effective consultation with the worker/s affected, the matter will be escalated to the next level of management.

10.3 Worker Responsibilities

Workers are encouraged to resolve minor health and safety issues at the source of the issue, where they are authorised and it is safe to do so.

Where the issue cannot be resolved at the initial level, the issue should be raised with the supervisor of the area concerned. Every endeavour should be made to resolve health and safety matters at departmental level before referring them to the next level within ECS.

Where an issue raised by workers has been considered by all levels within ECS and cannot be effectively resolved following genuine consultation and communication, a worker or their representative may refer the issue to their industrial union, representative association or WorkSafe for assistance with resolution.

10.4 Issues Resolution Outcomes

Where an issue is resolved, all identified health and safety issues and their subsequent resolution will be recorded in the *WHS Actions Log* to allow ECS to identify potential future risks and endeavour to prevent a recurrence.

Where the issue is resolved and any party to the issue requests, details of the issue and the resolution will be set out in a written agreement. Where a written agreement is prepared:

- all parties to the issue must be satisfied that it accurately reflects the resolution
- the agreement will be provided to all people involved with the issue and/or their representative if requested

Where an issue remains unresolved following all reasonable efforts being made to resolve it, any party to the issue can ask the regulator to appoint an inspector to assist at the workplace. Such a request can be made regardless of whether or not there is agreement about what is deemed to be reasonable efforts to resolve the issue.