



Health and Safety Handbook

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1 Introduction

1.1 Health and safety in the workplace

Management of Eco Homes Group Pty Ltd will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

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

1.2 Purpose of health and safety handbook

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

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

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

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

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

1.3 General

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

The Health and Safety Handbook does not form part of your contract of employment or engagement agreement, unless expressly stated otherwise. However, in any event, it may be considered when interpreting your rights and obligations under the terms of your employment or engagement.

You are welcomed and encouraged to provide feedback and suggestions for improving health and safety in the workplace to management at any time.

2 Health and safety responsibilities

2.1 Introduction

Every person in the workplace, whether an owner, employer, supervisor, contractor or worker has a role to play in ensuring the workplace is safe and free of risks.

The Organisation's health and safety system is designed to ensure the health and safety of every person at work. However, its success is dependent upon every person understanding and implementing their general duties and their overall responsibilities.

The aim of the Organisation is to ensure a positive health and safety culture where health and safety is valued as a way we do business.

2.2 Worker responsibilities

As an employee or worker undertaking work on behalf of the Organisation, you are responsible for:

- not undertaking any work that may be required without the appropriate training, skills, experience, qualifications or authorisations to undertake the work safely and without risk to yourself or others at work
- taking reasonable care for the health and safety of yourself and others who may be affected by their actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- co-operating with any reasonable health and safety policy, procedure or instruction given by the Organisation or employer that has been notified to workers
- ensuring all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (PPE)
- reporting any incidents or injuries sustained while working and seeking appropriate first aid when required
- advise management as soon as practicable of any symptoms that may lead to adverse health issues arising from work activities, or of any health issue or condition that may be adversely affected by work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- not using any plant or equipment that has not been deemed safe to use
- rectifying minor health and safety issues where authorised and safe to do so
- co-operating with any health and safety initiative, review, inspection or investigation
- actively participate in the development and review of procedures designed to eliminate or minimise work related risks
- actively participating in any return to work or recovery at work program

- ensuring that any plant or equipment that may be issued to you or used by you has undergone any required and applicable inspection and/or testing within the prerequisite timeframe
- ensuring they you are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect your ability to perform your duties safely or efficiently or be in breach of the Organisation's workplace policies, and
- ensuring that you present to the workplace fit for duty and do not undertake any task or work activity for which you are not fit to do or where your health, safety or welfare may be compromised by undertaking such a task or activity.

3 Consultation

3.1 Introduction

Consultation is a legal requirement and an essential part of managing health and safety in the workplace. It is most effective when it includes communication and co-operation between everyone at work to help ensure that workplace hazards and risks are identified, assessed and controlled.

The arrangements for consultation will facilitate drawing upon everyone's knowledge and understanding of the workplace and the work involved to achieve positive health and safety outcomes. This may include formal representation of workers by elected representatives being involved in the consultation as required or requested or less formal means such as team meetings or toolbox talks. Consultation may also be facilitated through an effective electronic communication system.

3.2 Consultation statement

The Organisation is committed to protecting the health and safety of all its workers, as injury and illness is needless, costly and preventable.

The Organisation will consult with workers regarding the implementation of practices and systems that will ensure the health and safety of workers. Worker involvement at all levels is essential for ensuring a healthy and safe workplace.

As agreed with workers, the Organisation's health and safety consultation arrangements fall into the generic category of 'Agreed Arrangements'.

The primary medium for consultation is direct dialogue between management and workers. Consultation at this level is fundamental to the successful management of health and safety risks.

Consultation on health and safety issues must be meaningful and effective to allow each worker to contribute to decisions that may affect their health and safety at work.

The consultation policy will be supported by an issues resolution procedure to ensure that all workers are given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions for the Organisation.

The consultation arrangements at the Organisation will be monitored and reviewed as the need arises to ensure they continue to be meaningful, effective and meet the needs of the Organisation and its workers.

3.3 Worker responsibilities

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

Such participation will include:

- ensuring that you are aware of the agreed consultation arrangements in place at work
- actively participating in the reviews of the Organisation's consultation arrangements

- actively participating in reviews and the development of safe procedures
- raising any health and safety issues
- actively participating in the reviews of incidents
- actively participating in resolving health and safety issues
- signing off attendance at consultation forums and
- ensuring that minutes or records of consultation are maintained and remain available for all other workers.

4 Risk management

4.1 Introduction

Risk management is the process of identifying hazards that 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 the risks assessed, priorities can be set determining what action is to be taken to eliminate or control the risk.

4.2 Organisation responsibilities

The Organisation will:

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

Where necessary, the Organisation will implement a safe work procedure to ensure the risk of the hazard causing harm is controlled.

4.3 Worker responsibilities

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

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

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

5 Reporting of incidents and injuries

5.1 Introduction

Wherever possible, the Organisation 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 the Organisation to identify and address any ongoing health and safety concerns or unsafe work practices.

5.2 Organisation responsibilities

The Organisation 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.

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.

5.3 Worker responsibilities

Where any workplace incident, injury/illness or near hit/miss occurs, you must notify management as soon as possible and complete a Hazard and Incident Report Form.

You are also responsible for entering the details of any minor workplace injury/illness that requires First Aid treatment on the Register of Injuries Form.

For any workplace injury/illness, you 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 your injury/illness worsens whilst away from the workplace, or over a period of time, you are required to seek medical attention at the earliest opportunity.

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

6 Emergency procedures

6.1 Introduction

Building and premises emergencies may arise at any time. They can develop from a number of causes including fire, floods, chemical spills, machinery or mechanical failures, gas leaks, bomb threats, structural faults and civil disturbance. Any of these may threaten the safety of workers.

As such, the Organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers.

Nothing in this policy, either stated or implied is intended to conflict with local government obligations in relation to emergency planning or any other specific requirements placed upon the Organisation by the emergency services.

6.2 Procedures

i) Medical emergencies

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

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

ii) Bomb threat

In the event that you receive a bomb threat via telephone:

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

If an evacuation is ordered in response to a bomb threat, you should quickly check your work area for any unusual objects and mark these with a sheet of paper without touching the object. You should then leave the building as instructed. The location of any unusual objects must be reported to the manager, floor warden, building security or the attending emergency services.

i) Fire

If you discover a fire:

- alert other people in the immediate vicinity to the fire
- activate any fire alarms and call '000'
- call for help and/or have someone advise a manager or the nearest fire warden and
- if safe, try to put out or contain the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame, or otherwise evacuate the premises in accordance with the workplace emergency evacuation procedures.

At no time should you risk personal safety in an effort to protect property or others.

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

- follow instructions given to you by emergency services personnel and any designated evacuation staff (eg fire wardens)
- leave the building via the closest designated exit and
- proceed to the designated assembly area.

During an emergency evacuation, you must remain calm and:

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

iii) Chemical spill

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

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

ii) **Motor vehicle accidents**

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

- do not exit the vehicle unless it is safe to do so
- call the relevant emergency services (if necessary)
- seek first aid if you are injured or render assistance to any injured person if it is safe to do so
- set up a warning system for any approaching vehicles to prevent the risk of further accidents (this could be turning on hazard lights if possible)
- exchange insurance details with involved parties, record the registration details of the vehicles involved, as well as the name and licence details of the driver/s
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property and
- give your name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

You must notify management of any accidents occurring in the course of your duties as soon as practicable, including details of the location of the accident, damage to motor vehicle, third parties involved and immediate actions you have taken. You must complete a Hazard and Incident Report Form and you are responsible for entering the details of any injury on the Register of Injuries form in accordance with the Reporting of Incidents and Injuries policy within this Health and Safety Handbook. The Organisation must be informed of any and all incidents involving company vehicles no matter how minor as soon as is practicable.

In addition, in the case of an incident involving injury to another person, you are responsible for notifying the police of the occurrence. For major incidents, this must be reported to the police within 24 hours.

iv) Environmental incident

In the event an environmental incident occurs:

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

v) Plant, equipment or structure failure

The failure of plant or equipment that may require an emergency response will generally result from poor maintenance of the plant, undetected defects within the plant or inappropriate use or operation of the plant.

The emergency response may be generated from a range of incidents that may include incidents related to mobile plant such as a roll over or overloading of the equipment, catastrophic failure of a plant with moving parts or the failure of load bearing static structures such as elevated storage areas.

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

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

6.3 Worker responsibilities

Whilst the Organisation will take all necessary precautions to prevent an emergency situation arising by preparing, maintaining and implementing emergency plans, in the unlikely event that an emergency situation does arise, you have a range of responsibilities to help ensure the health and safety risks associated with such situations are minimised. These responsibilities include ensuring that you:

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

7 First aid

7.1 Introduction

First aid is the emergency care of sick or injured persons.

The Organisation is committed to ensuring that a first aid service is available and accessible at all times to provide immediate and effective first-aid to workers or others who have been injured or become ill at our workplace.

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

7.2 Worker responsibilities

Although the Organisation has the responsibility to provide first aid resources that are commensurate with the nature, size and scope of the business, workers also have a range of responsibilities to help ensure that the facilities and resources are able to meet our ongoing needs and commitments. These responsibilities include ensuring that:

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

8 Health and safety training

8.1 Introduction

The Organisation will provide the necessary health and safety training to ensure that work can be performed in a healthy and safe manner in the workplace.

Training will focus on the hazards and risks associated with the work, along with the control measures required to ensure the health and safety of the workers.

The Organisation will ensure that no worker will commence work where they may be exposed to a hazard/s without having received the appropriate level of induction and/or training and instruction to complete the tasks safely.

8.2 Worker responsibilities

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

- ensure that you have undertaken the appropriate health and safety instruction and training required to work in a safe manner, including induction and emergency preparedness training
- ensure that you have been deemed competent through appropriate health and safety training, to undertake any proposed work
- participate in all ongoing training or competency assessments that are designed to ensure you gain or maintain competencies required to undertake work for the Organisation in a safe manner
- ensure the Organisation is provided with copies of any and all licenses, authorisations, approvals and/or qualifications required to undertake work for the Organisation, and
- ensure that you maintain and keep up to date any required license, authorisation, approval and/or qualification required to undertake work for the Organisation and that you duly advise the Organisation if your status in relation to holding such license, authorisation, approval and/or qualification changes.

9 Workplace in general

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
- persons affected by alcohol or drugs are not permitted to access, or remain at, the workplace.

You must ensure that you wear and use any PPE and clothing issued for your protection at all appropriate times.

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.

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not enter the workplace without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing 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 colleague's fitness for duty, they have a responsibility to inform their manager.

If you arrive for work and, in the Organisation's opinion, you are not fit to work, the Organisation reserves the right to exercise its duty of care, particularly where the Organisation believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. The Organisation may remove you from the workplace for the remainder of the day with or without pay, conduct an investigation and, depending on the circumstances, if you are an employee you may be liable to disciplinary action.

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

10 Health and safety issues resolution

10.1 Introduction

Issues may arise anywhere within the Organisation 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 and/or
- the conduct of the Organisation.

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

In resolving the issue, either party to the issue may be represented by a nominated person such as a representative from an industrial union or an employee association who may enter the workplace if necessary to attend discussions designed to resolve the issue.

This policy is supported by the Organisation's Consultation policy, its consultation statement and procedures confirming that the Organisation is committed to consulting with workers to help protect their health and safety.

10.2 Organisation responsibilities

The Organisation will consult with workers regarding the development of a defined procedure to resolve health and safety issues at the workplace and will ensure that:

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

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

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

The Organisation will ensure that their representative to any consultation and communication designed to resolve an issue is sufficiently competent to act on its behalf, has sufficient knowledge and

understanding of the issues resolution process and has the appropriate level of seniority in the decision-making process.

10.3 Supervisor responsibilities

When presented with a health and safety issue, the supervisor will ensure that the individual reporting the issue has completed a Hazard and 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.

10.4 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 the Organisation.

10.5 Issues resolution outcomes

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

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

Where a written agreement is prepared:

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

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

11 Inspection, testing and maintenance

11.1 Introduction

A requirement of health and safety legislation is to ensure that the workplace and working environment is safe and without risks as far as is reasonably practicable and that all plant and equipment is safe to use and/or operate when it is appropriately and properly used.

To this end, the workplace and its working environment as well as all plant and equipment must be regularly inspected, tested where necessary and maintained in accordance with the manufacturer's instructions, or as otherwise required. Such activities must be sufficient to ensure a safe and healthy workplace as far as is reasonably practicable and to ensure the Organisation meets its compliance responsibilities.

11.2 Worker responsibilities

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

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

12 Drugs and alcohol

12.1 Illicit drugs and alcohol

The use of drugs or alcohol jeopardises a safe workplace. The Organisation 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.

The Organisation 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.

Workers are not permitted to work while under the influence of alcohol and must conduct themselves responsibly at all times. For the purposes of this policy and due to the nature of your work, if at any time you are required to operate vehicles, heavy or otherwise, machinery or other high-risk work, the blood alcohol content limit is zero (0.00%).

Alcohol may be consumed at some Organisation events. Where this is the case, the Organisation encourages responsible alcohol consumption and at no time should you be drunk or behave in a manner which is inappropriate.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination.

12.2 Prescribed/over-the-counter medication

Workers who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

12.3 Screening

The Organisation may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Organisation reserves the right to carry out random testing across all levels of workers.

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

- are removed from the workplace due to impairment or reasonable suspicion of impairment
- return a positive result following testing
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening or
- are in possession of illegal drugs for supply or consumption in the workplace or the Organisation's vehicles.

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate.

Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Organisation.

If you return a positive result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

12.3 Interaction with client policies

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

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

12.4 No smoking policy

Smoking on the premises or in Employer vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks.

If working on alternative sites, you must adhere to all relevant client site-specific policies and procedures regarding smoking.

13 Mental health

13.1 Introduction

The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to sustain a psychological injury or experience an exacerbation of a pre-existing condition. This may occur at a physical workplace, or any location or situation related to work or in which work is performed.

Hazards in the workplace that may impact upon the mental health of workers include the physical workplace environment, the nature and complexity of the work itself relative to the workers' knowledge and training, work procedures, excessive or prolonged work pressures, fatigue, bullying and/or harassment, exposure to a violent or traumatic event, and the introduction of work restrictions that are beyond the control of the Organisation. Any of these factors can lead to workers experiencing a stress response.

Work related stress describes the physical, mental, and emotional reactions that arise when workers perceive that their work demands exceed their ability to cope. Job stress is not in itself a disorder, illness, or psychological injury. However, if job stress is excessive or prolonged, it may lead to psychological and/or physical injury.

The Organisation is committed to supporting the mental health and well being of its workers and ensuring, so far as is reasonably practicable, that associated hazards and risks are effectively and proactively managed through a risk management approach.

13.2 Worker responsibilities

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

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

- have received an induction that includes information related to the Organisation's commitment to supporting the mental health of workers and your responsibilities related to helping to ensure a healthy and safe workplace
- understand the Organisation's policies and procedures to identify, assess, control, monitor and review risks to your mental health
- understand your role at work, ensure that the role has been clearly articulated, and that the required duties are within the scope of your skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do your work safely
- support co-workers in their awareness of mental health and strategies to eliminate or minimise the impact
- actively participate in the consultation mechanisms, forums or counselling designed to help ensure your health and safety at work, including those targeted at the overall mental health of workers

- understand the applicable organisational operations that may impact upon your mental well being, including those beyond the control of the Organisation, and the processes and procedures in place to eliminate, minimise and report any mental health risks
- comply with all systems of work and procedures that are designed to support your health and safety and the health and safety of others at the workplace, including those specifically designed to eliminate or minimise mental health risks
- utilise the applicable procedure to report any work related mental health hazard or risk to your own mental health or the mental well being of others at work as soon as it is identified, including any incidence of bullying or harassment (as outlined below) affecting yourselves or another worker and
- receive adequate and timely feedback on work performance.

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

To clarify, bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Examples of bullying include:

- abusive, insulting or offensive language or comments
- physical or emotional threats
- aggressive and intimidating conduct
- belittling or humiliating comments
- victimisation
- practical jokes or initiation
- unjustified criticism or complaints
- deliberately excluding someone from work-related activities
- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person's skill level
- denying access to information, supervision, consultation or resources to the detriment of the worker
- spreading misinformation or malicious rumours and
- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching and
- abusive, threatening or insulting words or behaviour.

Any incidents of bullying or harassment that are identified will be thoroughly investigated, and (if substantiated) appropriate action will be taken in line with our disciplinary policies and procedures.

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

14 Hazardous manual handling

14.1 Introduction

Manual handling involves much more than lifting and moving loads. It applies to any activity that causes forces and loads to be exerted on our bodies. Lifting, bending, twisting, throwing and catching, pushing and pulling, static and awkward postures all exert forces on our muscles and skeleton and adding loads increases the amount of the forces we bear.

14.2 Organisation responsibilities

The Organisation is responsible for ensuring:

- any tasks requiring physical exertion are assessed and as far as practicable manual handling risks are eliminated or minimised
- task assessment includes consideration of the workflow and environment to remove unnecessary/double material handling and any other obstructions that increase risk
- good housekeeping and appropriate storage keeping heavy, bulky and awkward objects as close as possible to waist height
- organising tasks to ensure rotation of duties whenever possible and regular breaks to reduce physical fatigue and stresses, especially repetitive actions and static postures
- mechanical aids are supplied when safe manual handling techniques are inadequate to reduce the risks associated with any task
- adequate time is allowed for workers to warm up before commencing heavy manual work
- information, instruction and training are provided to ensure workers understand safe manual handling techniques whether these are operational or office-based staff
- consultation with workers about manual handling tasks and any activity that exerts stresses on our bodies, is provided to ensure the risks are understood and considered in the risk assessment process and
- hazard reporting identifies any symptoms of muscle and joint fatigue and/or pain associated with work tasks.

14.3 Worker responsibilities

When performing lifting and carrying you are responsible for:

- performing warm up exercises before commencing the task, especially at the commencement of your shift and after breaks
- always assessing a load, the distance to be carried and whether a mechanical aid should be used
- referring to the weight information on product packaging to assess the load and also consider if it is bulky or awkward

- whenever possible breakdown the load or get assistance for a team lift
- when performing a team lift try to get co-workers that are a similar height and strength and communicate how the lift will be done
- always checking your destination point and ensuring a clear path of travel
- placing feet shoulder width apart, as you bend at the knees move your bottom up and out behind as you lower yourself, this acts as a fulcrum to counterbalance the weight of the load
- ensuring there are suitable grip points before lifting
- grasping the load securely with both hands, keep it evenly balanced and close to your body while tightening your abdominal muscles
- raising your head in the direction you are moving, lift the load to waist height by lifting your bottom and straightening your knees in one smooth action and
- when putting down a load apply the same principles for lifting in reverse.

When performing tasks that involve manual handling and exertion you are responsible for:

- turning by moving your feet, do not twist your body and never twist and lift at the same time
- pushing a load rather than pulling, this recruits the stronger muscles in your legs rather than straining the lower back
- when moving goods up or down stairs use a lift or conveyor if you can. If you are carrying anything ensure a clear vision and path and ensure that you are able to grip a hand rail at all times
- varying tasks and postures and taking regular breaks including when seated, so that you do not maintain static postures as this can fatigue muscles and connective tissue, often referred to as repetitive strain or over use injury
- storing heavy, bulky and awkward objects as close as possible to waist height. Vary postures and tasks to ensure work is not performed above shoulder height or below knee height for prolonged periods and
- not lifting heavy, bulky or awkward objects from above shoulder height, use a mechanical aid or appropriate ladder/steps.

15 Infection control in the workplace

15.1 Introduction

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work. The objective of the Infection Control Program is to identify the requirements of infection prevention and control and the development of safe work practices for staff based upon risk management procedures. Therefore, risks associated with infections in the workplace will be addressed via a risk management approach and will be consistent with the Organisation's clinical governance framework and consistent with relevant State/Territory Health guidelines and regulations for infection control.

15.2 Worker responsibilities

To ensure the overall success of the infection control program at this workplace, workers must be able to implement the established infection control measures and follow the protocols that have been developed. To this end, you are responsible for:

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

- subject to medical advice or other defined reasons, actively participating in any recognised immunisation program recommended for the Organisation by an authorised health authority, accepting that such immunisation may be a condition of employment or engagement by the Organisation and
- informing management if you are not immunised against that disease, should an outbreak of a vaccine preventable disease occur at the workplace. You will subsequently be directed to consult with your own doctor as soon as possible and may be directed not to attend work during the outbreak.

16 Office safety

16.1 Introduction

Although working in an office, whether it be at home or at the Organisation's place of work, may appear to be a relatively safe environment to work in, there are many hazards which may potentially cause injury and health problems to workers. Such risks may include:

- risks related to the overall working environment such as the office layout, lighting, floor surfaces and indoor air quality
- office ergonomics and working with computers
- electrical risks
- risks related to kitchen and facility usage, including the use of hazardous chemicals
- the use and maintenance of office equipment
- manual handling risks
- general housekeeping
- storage of items such as records stored in filing cabinets and
- mental health risks from the work itself or interpersonal relationships.

The Organisation is therefore committed to ensuring that all office hazards are identified and the risks are assessed and controlled, as far as reasonably practicable, through the application of risk management principles and in consultation with the workers involved.

It is important to understand that an uncomfortable work environment can affect productivity and increase the likelihood of work-related health issues, in particular ergonomic factors can lead to musculoskeletal injuries (MSIs). Controlling hazards such as incorporating good ergonomics practices within the workplace can enhance the working environment, as well as assist in decreasing stress levels within the workplace and improving worker morale and performance.

The Ergonomics Checklist will be used to ensure safe workstation setup.

16.1 Worker responsibilities

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

- have sufficient training, instruction and supervision to undertake office work in a safe manner
- have the appropriate, training, qualifications and authorisations to undertake specific office-based duties, including the safe use or maintenance of office plant and equipment and any related items or supplies
- understand the risks involved in working in an office and can identify hazards in the workplace

- understand and can implement the safe work procedures and practices that have been developed to help ensure your safety and the safety of others working in the office
- actively participate in identifying hazards in the office environment and implementing any corrective actions where authorised to do so, or bringing the hazard to the attention of management
- know how to maintain your workstation and work area in a manner that is consistent with ergonomic guidelines, including:
 - being advised of the risk of MSIs and have been instructed in the ergonomically correct use of office furniture, equipment and tools and sound ergonomic practices
 - following established safe work practices designed to eliminate the risk of MSIs, particularly in relation to the correct chair, workstation, computer and worker interface adjustments
 - actively participate in the overall development and review of workplace practices related to office ergonomics
 - actively participate in MSI prevention programs, including exercise programs and regular office stretching and relaxation exercises and
 - providing appropriate healthcare documentation to supervisors or managers where medically prescribed adaptations may be required to the standard issue of office furniture, equipment or tools
- maintain your personal work area in a neat and tidy state, remove any potential trip hazards immediately where possible and adhere to any related organisational policies
- do not place obstructions of any sort in passageways, walkways or stairways, particularly emergency exits, or near any firefighting or emergency response equipment
- follow all safe procedures related to manual handling and safe storage of items such as records and archives
- follow any office or facilities protocols related to spillages or breakages to ensure they are attended to immediately or as soon as possible
- dispose of rubbish and waste regularly and appropriately
- follow any reasonable instruction given by the Organisation that is designed to ensure your health and safety or the health and safety of others, including those related to the functions and operations of the office, emergency responses and security protocols
- notify management of any hazards that cannot be immediately rectified using the Hazard and Incident Report Form, including the ergonomic fit of your workstation, equipment or tools required to do your job and
- report any potential risk or evidence of MSIs or incidents to yourself or others at work relating to office-based work using the Hazard and Incident Report Form.

17 Working from home

17.1 Introduction

When workers carry out work at their residential premises (home) for the Organisation, the home is considered to be a workplace.

The Organisation must approve all work undertaken at home. The Organisation will only allow for work to be undertaken at home if the hazards associated with the work are identified, assessed and controlled. As such, when approving work to be carried out at home, the Organisation will specify the following:

- the tasks to be performed
- the hours of work
- the specific location within the home where work will be carried out and
- the furniture and equipment required to carry out the work.

17.2 Identifying hazards associated with working at home

When working at home, hazards can be identified by:

- completing the Working from Home Checklist
- reviewing the tasks associated with working from home
- observing how workers perform their tasks
- consulting with relevant workers.

When identifying hazards associated with working at home, the Organisation will consider whether the following hazards are present.

i) Office safety

There are a variety of hazards that may arise in an office environment which may also be present when working at home.

ii) Drugs and alcohol

The misuse of drugs or alcohol by workers can affect their health and safety, as well as that of others.

iii) Remote/isolated work

When working at home, the worker may be working in a remote or isolated environment.

Remote/isolated workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote/isolated workers may not have the same access to support and emergency services.

iv) Manual handling

Manual handling describes any work or task involving an action to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object.

Some manual handling tasks are hazardous and may cause musculoskeletal disorders. Manual handling injuries are the most common type of workplace injuries across Australia and may occur when working at home.

17.3 First aid

The Organisation will ensure that workers who are working at home have access to a first aid kit and a trained first aid officer. Details of any workplace injury or illness are to be recorded on the Register of Injuries and the worker's manager is to be notified as soon as reasonably practicable.

17.4 Consultation

The Organisation will consider the use of email and phone calls as a suitable medium for consulting with workers who are working from home.

17.5 Emergency procedures

The emergency plans detailed in the Emergency Procedures Policy apply to those workers who are working at home. Furthermore, emergency evacuation exercises will be conducted annually to test the emergency procedures.

When working at home and affected by an emergency, a Hazard and Incident Report Form is to be completed and the worker's manager is to be notified as soon as reasonably practicable.

17.6 Workplace inspections

The Organisation will conduct inspections as part of the ongoing management of hazards in the workplace.

When the home is first used as a workplace, the worker will undertake an inspection using the Working at Home Checklist and the Permanent Worksite Inspection Checklist. Inspections will continue to be undertaken by the worker at least once every six months. Completed checklists are to be provided to the workers manager.

18 Health and safety handbook acknowledgement form

I _____ (please print name) acknowledge that I received a copy of this Health and Safety Handbook and that I have read and understood it.

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

Signed:

Dated: