



# CHEMELLO GROUP

## HEALTH AND SAFETY HANDBOOK





# 1 INTRODUCTION

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## 1.1 HEALTH AND SAFETY IN THE WORKPLACE

Management of S & A Chemello Pty Ltd, Midi Property Investments Pty Ltd ATF Midi Property Trust and P & A Chemello Nominees Pty Ltd ATF The Paul Chemello Family Trust Quinns Beach After School Care (**The Chemello Group**) (**the Organisation**) will do everything reasonably practicable to ensure you can undertake your work in a healthy and safe manner.

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

## 1.2 PURPOSE OF HEALTH AND SAFETY HANDBOOK

Through the provision of important procedures and guidelines, this Health and Safety Handbook (**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 POLICY STATEMENT

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The Chemello Group and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our business. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

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 The Chemello Group's health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the business.

Ann Marie Chemello  
**Managing Director**

on behalf of **The Chemello Group**

## **3 HEALTH AND SAFETY RESPONSIBILITIES**

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### **3.1 INTRODUCTION**

The Organisation is committed to ensuring the health, safety and welfare of its workers and any other people who may be affected by its operations.

In order to ensure that health and safety is successfully managed within the Organisation, the following general responsibilities have been allocated. These are to be read in conjunction with the remainder of the Health and Safety policies, which outline further health and safety responsibilities, including responsibilities relating to specific risks and situations.

### **3.2 ORGANISATION RESPONSIBILITIES**

The Organisation has a duty to ensure, so as far as reasonably practicable, the health, safety and welfare at work of all its workers while at work. In particular, it is responsible for:

- providing and maintaining its workplaces in a healthy and safe condition and providing safe systems of work
- identifying, controlling and monitoring hazards in the workplace
- ensuring the safe use, handling, storage and transport of plant, equipment and substances
- providing and maintaining systems of work and a working environment that is healthy and safe
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace
- providing adequate facilities for the welfare of workers
- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.

### **3.3 MANAGER/SUPERVISOR RESPONSIBILITIES**

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health
- 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.

### **3.4 WORKER RESPONSIBILITIES**

As a worker, you are responsible for:

- ensuring 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 workplace policies
- taking reasonable care for the health and safety of yourself and others who may be affected by your actions or omissions in the workplace
- co-operating with management to ensure all health and safety obligations are complied with
- ensuring all health and safety equipment is used correctly
- using and maintaining the required Personal Protective Equipment (**PPE**)
- reporting any injuries sustained whilst working and seeking appropriate first aid
- advising management, as soon as practicable, of any symptoms that may lead to adverse health issues arising from prolonged and/or repetitive work activities
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable
- rectifying minor health and safety issues where authorised and safe to do so
- co-operating with any health and safety initiative, inspection or investigation
- actively participating in any return to work program.

## 4 HAZARD AND RISK MANAGEMENT PROCEDURE

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### 4.1 INTRODUCTION

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.

### 4.2 ORGANISATION RESPONSIBILITIES

The Organisation 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 risks
- 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

As you go about your work, you may identify hazards that could present a health and safety risk to you, your colleagues and others. It is every workers responsibility to identify and report any such hazards to management.

Where you identify a hazard, if it is safe to do so, immediately take steps to prevent this hazard from posing a health or safety risk. If you cannot fix the problem, you are required to report it to management immediately and complete the **Hazard Report Form**.

In addition, where an inspection of the workplace is taking place, you should inform the person conducting the inspection of any ongoing health and safety concerns you have.

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.



## 5 REPORTING OF INCIDENTS AND INJURIES

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### 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 an **Incident Report Form**.

You are also responsible for entering the details of any minor workplace injury/illness that requires First Aid treatment on the **First Aid Treatment Log/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**

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### **6.1 INTRODUCTION**

The health and safety of the workplace and workers may be impacted in an emergency situation, for example in the event of a fire.

Whilst the organisation will take all necessary precautions to prevent an emergency situation arising, in the unlikely event that an emergency situation does arise, the procedures below are to be followed to ensure the health and safety risks associated with such situations are minimised.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

### **6.2 PROCEDURES**

#### **i) Fire**

If you discover a fire:

- alert other people in the immediate vicinity to the fire
- activate any fire alarms and call '000'
- if safe, try to put out or contain the fire, 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.

#### **ii) Emergency evacuation**

If 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
- proceed to the designated assembly area.

During an emergency evacuation, you must remain calm and:

- do not run, crowd exits, or take your belongings with you
- do not return to the building until it is safe to do so.

### iii) 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 (if possible)
- record the registration details of the vehicles involved, as well as the name and licence details of the driver/s
- record the names and addresses of as many witnesses as possible, and take photos of the accident scene and damage sustained to any property
- give your name and address, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requiring such information. Do not give any further information.

You must notify management of any accidents occurring in the course of your duties as soon as practicable and must complete an **Incident Report Form**. You are responsible for entering the details of any injury on the **First Aid Treatment Log/Register of Injuries Form** in accordance with the Reporting of Incidents and Injuries policy above

The employer must be informed of any and all incidents involving employer vehicles no matter how minor within 24 hours.

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) First aid

You are responsible for:

- knowing the identity of any first aid officers in the workplace and the location of the nearest first aid kit/s
- seeking first aid where necessary, or complying with any management direction to seek first aid in respect of a work related injury/illness
- informing management of any injury and recording any first aid treatment in the **First Aid Treatment Log/Register of Injuries**
- informing management if the first aid equipment is running low or has run out.

## **7 WORKPLACE IN GENERAL**

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### **7.1 INTRODUCTION**

Along with the specific guidelines and procedures outlined throughout the Health and Safety policies, there are some simple day to day measures that can be adopted by management and workers alike to reduce the risks to health and safety in the workplace.

### **7.2 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 personal protective equipment and clothing issued for your protection at all appropriate times.

### **7.3 HOUSEKEEPING**

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.

### **7.4 HYGIENE**

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.

## **7.5 ERGONOMICS**

Hairdressers often suffer from musculoskeletal complaints. These are caused by a number of factors including long periods standing, working postures, and repetitive movements of the hands and fingers.

If you follow good ergonomic principles in your work, you will reduce your risk of developing injuries. The Organisation will provide you with information and training on ergonomics, with emphasis on:

- posture where your:
  - shoulders and arms are relaxed
  - elbows are by your side as much as possible
  - ears are level with shoulders (no unnecessary neck bending forward or to the sides)
  - backs are straight (feet spread apart and bend at the knees; or one foot forward of the other, shoulder width apart and bend at the hips and knees)
  - wrists are kept relatively straight when cutting or using tools such as the dryer (avoid awkward positions that bend your wrists up or down excessively)
- footwear that is closed toe, flat, non-slip, and supportive. This will provide cushioning and support for the legs and lower back, and reduce the risk of slips and falls
- taking breaks so that you are not holding the same positions for long periods
- regular stretching to keep muscles flexible and strong, preventing repetitive strain or overuse injuries.

## **7.6 SHARPS**

To reduce the risk of injury and infection from sharps you are responsible for:

- wearing appropriate PPE as provided to you to prevent sharps injuries, eg disposable gloves or puncture-resistant gloves, sturdy footwear, protective clothing and safety eyewear
- disposing of sharps in the designated receptacle
- reporting all skin penetrating injury incidents

- maintaining good housekeeping practices so discarded sharps will not be concealed.

**Do not** collect sharps involved in a skin penetrating injury for testing as the reliability of testing is unclear and the sharp may be hazardous to people handling it.

## **7.7 CONTAMINATION**

To reduce the risk of infection from blood, or other bodily fluids, you are responsible for:

- disposing of waste contaminated by blood, hair, or bodily fluids by placing in a plastic bag and tying off or otherwise securing before placing in general waste
- ensuring that disinfection and cleaning regimes are undertaken regularly and as instructed by management
- informing management and completing the Incident and Injury Report Form if you believe you have been in contact with bloods, bodily fluids or other sources of possible contamination.

## **7.8 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 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, dependent 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.

## **8 BULLYING AND HARASSMENT**

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### **8.1 INTRODUCTION**

The Organisation is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect workers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

### **8.2 HARASSMENT**

The intention of these procedures are to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance.

We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

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.

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

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. 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
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against workers committing any form of harassment. Appropriate action in relation to an employee will include

disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

### **8.3 BULLYING**

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

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

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

### **8.4 REASONABLE MANAGEMENT ACTION TAKEN IN A REASONABLE WAY**

It is reasonable for managers and supervisors to allocate work and to give fair and reasonable feedback on a worker's performance. These actions are not considered to be workplace bullying or harassment if they are carried out lawfully and in a reasonable manner, taking the particular circumstances into account.

Examples of reasonable management action can include but are not limited to:

- setting reasonable performance goals, standards and deadlines



- rostering and allocating working hours where the requirements are reasonable
- transferring a worker for operational reasons
- deciding not to select a worker for promotion where a reasonable process is followed
- informing a worker of their unsatisfactory work performance
- meeting with a worker to discuss performance and/or conduct
- informing a worker of their unreasonable or inappropriate behaviour in an objective and confidential way
- implementing organisational changes or restructuring
- taking disciplinary action including suspension or termination of employment.

## **8.5 BULLYING AND HARASSMENT COMPLAINT PROCEDURES**

### **i) Informal complaint**

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

### **ii) Formal complaint**

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred
- the names of any witnesses
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

## **8.6 GENERAL NOTES**

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Organisation's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Organisation.

## **9 HAZARDOUS MANUAL HANDLING – GENERAL PRINCIPLES**

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### **9.1 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.

### **9.2 ORGANISATION'S 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 is 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.

### **9.3 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 counter balance 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.

## 9.4 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.

## **10 HEALTH AND SAFETY ISSUES RESOLUTION**

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### **10.1 INTRODUCTION**

Issues may arise anywhere within the Organisation in relation to health and safety (HS) 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 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.

### **10.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation 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 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'S 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.

### **10.4 WORKER'S 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.

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

### **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, 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.

# 11 HAZARDOUS CHEMICALS

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## 11.1 INTRODUCTION

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace.

## 11.2 WORKER RESPONSIBILITIES

You are responsible for:

- ensuring you are familiar with any hazardous chemicals that you may be required to use in the course of your duties, and with the location and contents of the associated Safety Data Sheet
- following any guidance or instruction you receive on how to perform work involving hazardous chemicals
- taking reasonable care to prevent hazardous chemical exposure to other workers, for example by replacing all lids on chemical containers, returning chemicals to the appropriate storage, locking storage areas where possible, etc
- notifying management of any hazardous chemical risk that you become aware of, for example deteriorating containers, incorrect storage, etc
- ensuring that chemicals are appropriately labelled, particularly when they are being decanted to another container, to include as a minimum:
  - the product identifier and
  - a hazard pictogram or hazard statement consistent with the correct classification of the hazardous chemical.
- ensuring you are familiar with the hazardous chemical's label, including the meaning of any pictogram, signal word and/or hazard statement
- immediately reporting any incident involving hazardous chemicals to management and
- ensuring you use any PPE that is provided to you.



## 12 MOTOR VEHICLES

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### 12.1 INTRODUCTION

Operating motor vehicles is a normal part of the Organisation's activities. Where travelling in the course of duties, the motor vehicle is considered to be a workplace.

### 12.2 WORKER RESPONSIBILITIES

You are responsible for ensuring you:

- possess a current driving licence and management's authority to drive during the performance of your duties
- produce your driving licence for scrutiny by management at any time as requested and
- inform the Organisation immediately if you are disqualified from driving.

You must observe and obey the relevant road laws in the state or territory in which you are driving. In particular, you 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 you are not affected by alcohol and/or drugs at the time of driving
- report any defects or issues with the with the motor vehicle to the Organisation 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 and
- ensure that authorised passengers use the restraints provided.

### 12.3 REVERSING

You must use a spotter to assist at all times when reversing a truck, 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. Any damage done to the vehicle when not using a spotter will be considered negligent.

## 12.4 PROCEDURES

### i) **Vehicle breakdown procedure**

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

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

You should not:

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

### ii) **Motor vehicle accident procedure**

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

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

You must complete an Incident Report Form and forward it to your supervisor/manager as soon as practicable.

### **iii) Use of mobile phone while operating a motor vehicle**

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

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

## 13 OFFICE SAFETY

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### 13.1 ORGANISATION'S RESPONSIBILITIES

The Organisation is responsible for:

- identifying, assessing and controlling any hazards associated with working in an office in consultation with workers
- ensuring safe access to office environments
- providing a work environment that is kept clean and hygienic and free from hazards, including through the maintenance of good housekeeping practices
- ensuring office equipment provided is fit for purpose and maintained appropriately in accordance with the manufacturer's instructions, in particular any electrical equipment
- providing aids that are necessary for you to safely perform your duties and
- ensuring the office facilities and emergency response procedures are adequate for the type of work performed.

### 13.2 WORKER RESPONSIBILITIES

You are responsible for:

- maintaining your workstation in a manner that is consistent with ergonomic guidelines
- ensuring and maintaining good office housekeeping, including:
  - keeping work surfaces clean and tidy
  - maintaining clear access and passageways that are free of obstructions,
  - ensuring items and materials are stored appropriately in designated areas and not within a 1 metre vicinity of fire extinguishers, fire appliances, stairways, landings or electrical switchboards
  - closing drawers and filing cabinets promptly after use and removing any protruding keys
  - relocating trip hazards such as power cords, or securing these to the floor
  - disposing of rubbish and waste in the provided waste facilities, and ensuring that these do not overflow

- cleaning up any spillages or breakages immediately and
- notifying management of any hazards that cannot be immediately rectified.

## **14 THREATENING SITUATIONS**

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### **14.1 INTRODUCTION**

As part of your role, you may be required to work with other persons in the workplace that may pose a threat to you.

### **14.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation is responsible for:

- developing procedures to assist workers
- reviewing work practices to minimise the risks
- providing facilities that minimise risks where ever possible and
- providing support for workers who have been exposed to threatening situations.

### **14.3 WORKER RESPONSIBILITIES**

Should you be exposed to a situation in which you are threatened in any way you should:

- stay as calm as possible
- if not involved in the situation move as far away as possible and inform a manager or supervisor
- not respond aggressively as this can escalate the situation
- never chase, touch or handle the offender in any way
- avoid making eye contact with the offender, however if safe to do so, observe any distinguishing features, tone of voice, build, clothing
- cooperate and obey instructions, never provoke the offender
- always let the offender/s go
- write down details immediately and convey these to a manager or supervisor
- inform a manager or supervisor if the offender/s is likely to be recorded on CCTV footage so the footage can be saved for the Police and/or security and
- follow any specific security arrangements that are implemented by your employer.

## 15 INFECTION CONTROL

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### 15.1 INTRODUCTION

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

- the micro-organisms present
- a compromised or weakened status of the host and
- the chain of transmission of the micro-organism.

Bacteria, viruses and other organisms, which can cause disease in humans, may be found wherever people live and work. As part of your role, you may be required to work with risks associated with infections in the workplace.

### 15.2 ORGANISATION'S RESPONSIBILITIES

The Organisation is responsible for:

- identifying and assessing the risks associated with infections at the workplace
- controlling, as far as is practicable, the risk to staff who may potentially be exposed to infections from patients, visitors to the workplace or other staff members
- ensuring that staff have the skills, knowledge and level of competence and/or qualifications to undertake any task that may present as a risk of infection

This will be achieved by ensuring that an effective risk control management plan is developed and implemented that will include:

- infection control principles
- administrative requirements
- effective work practices and procedures
- management of infectious diseases / infection risks
- regular review of the programme and
- education of staff.

### **15.3 WORKER RESPONSIBILITIES**

You are responsible for:

- ensuring that you have the skills, knowledge and level of competence and/or qualifications to undertake any task that may present as a risk of infection
- following any procedure, guidance or instruction you receive on how to perform work or tasks that may present as a risk of infection, including the use of personal protective equipment
- taking reasonable care to prevent risks to other workers associated with infections at the workplace
- notifying management of any infection risks or breaches of the Infection Control policy that you become aware of and
- immediately reporting to management any incident or exposure of staff to an infection during the course of undertaking work.



## **16 HEALTH AND HYGIENE FOR FOOD HANDLERS**

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### **16.1 INTRODUCTION**

As part of your role, you may be required to work with food in the workplace.

### **16.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation is responsible for:

- educating workers on safe health and hygiene practices to minimise the spread of disease through food
- providing workers with the amenities for safe health and hygiene practices and
- directing food handling workers who are suffering symptoms of food borne illnesses or contagious disease to get a clearance from their doctor before returning to work.

### **16.3 WORKER RESPONSIBILITIES**

You are responsible for:

- doing whatever is reasonable to prevent your body, anything from your body or anything you are wearing, coming into contact with food or food contact surfaces
- doing whatever is reasonable to stop unnecessary contact with ready-to-eat food
- wearing clean outer clothing, depending on the type of work you do
- making sure bandages or dressings on any exposed parts of the body are covered with a waterproof covering
- not eating over unprotected food or surfaces likely to come in contact with food
- not sneezing, blowing or coughing over unprotected food or surfaces likely to come into contact with food and
- not spitting, smoking or using tobacco or similar preparations where food is handled.

You must tell your supervisor if you know or think you may have made any food unsafe or unsuitable to eat. For example, if your jewellery may have fallen into food.

**i) Hand washing rules for food handlers**

You are expected to wash your hands whenever your hands are likely to contaminate food including:

- immediately before working with ready-to-eat food
- after handling raw food
- immediately after using the toilet
- before you start handling food or go back to handling food after other work
- immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances and
- after touching your hair, scalp or a body opening.

**ii) Correct hand washing**

- use the hand washing facilities provided
- clean your hands thoroughly using soap or other effective means
- use warm running water and
- dry your hands thoroughly on a single use towel or in another way that is not likely to transfer disease-causing organisms onto the hands.

## 17 FOOD ALLERGIES

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### 17.1 INTRODUCTION

As part of your role, you may be required to work with patrons with food allergies.

### 17.2 ORGANISATION'S RESPONSIBILITIES

The Organisation is responsible for:

- educating food kitchen and wait staff on food allergies and associated procedures
- providing instruction to workers on how to respond to customer requests regarding food allergies and
- providing suitable equipment and facilities to safely prepare food for patrons with allergies.

### 17.3 WORKER RESPONSIBILITIES

#### i) Wait staff

If you are wait staff and you have been advised by a customer that they have a food allergy you are responsible for:

- providing the customer with the information they need to make an informed choice
- ensuring you are very clear on what foods are involved and answer honestly. You cannot guarantee allergen free food, but you can make the food you serve safer
- if you are unsure of the customer's question, say so. Never guess, it could trigger a life threatening emergency
- write the customer's request clearly on the order docket and also talk to the kitchen staff about it
- take care that no food or liquid spills onto the allergen free meal from another plate and
- tell the customer what you have done to reduce the risk of an allergen being present in the food item.

It is the customer's responsibility to advise service staff that they have a food allergy.

#### ii) Kitchen staff

When preparing a meal for someone with an allergy you must:

- advise all kitchen staff that an allergen-free meal is being prepared
- avoid cross contamination at all times – from the time the food arrives at the business to when it is served to a customer
- keep surfaces, utensils and hands clean
- not substitute or add ingredients if you are not sure what the replacement product contains and
- check that no high-risk garnishes have been added to the plate.

To decrease the risk of cross contamination and accidental exposure to allergens you must:

- store food safely in clearly labelled containers
- know your ingredients. Always read the labels and
- remember that heating and cooling food does not destroy allergens.

## **18 WORKING OFFSITE**

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### **18.1 INTRODUCTION**

As part of your role, you may be required to work offsite in settings that are not under the control of the Organisation. This may include both working at a site controlled by a host employer, as well as working in locations that are not under the immediate control of another organisation (for example, in public domains).

### **18.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation is responsible for:

- verifying with any host employer that all hazards and risks within the offsite setting and associated with the offsite work activity have been identified, assessed and controlled:
- where there is no host employer, ensuring a risk assessment has been completed for the work to be carried out. If this is not possible prior to the offsite work commencing, workers will be directed to complete a risk assessment prior to commencing the offsite work and
- providing information to workers on the location, environment and layout of the site including access points and exits.

### **18.3 WORKER RESPONSIBILITIES**

You are responsible for:

- ensuring you comply with any site specific health and safety instructions, policies and procedures
- reporting to the site reception area or designated contact person to announce your arrival, and signing into the site visitors attendance log where required
- carrying/wearing any visitor passes whilst on site as required
- completing any site-specific health and safety induction as required
- conducting any pre-use inspections and checks of plant and equipment as necessary
- wearing any safety protection clothing (PPE) as required
- using designated walkways or access paths, and obeying signage on the site
- reporting any hazards identified while on site to the designated person. If a hazard cannot be resolved, contact your manager immediately

- assessing the risks posed by any hazards and determining if it is safe to continue work and
- following the site specific emergency evacuation response plan in the event of an emergency and all directions by nominated wardens.

## 19 SAFE KNIFE WORK

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### 19.1 INTRODUCTION

As part of your role, you may be required to work with knives in the workplace.

### 19.2 WORKER RESPONSIBILITIES

You are responsible for:

- observing where body parts are (including co-workers) in relation to the path of the blade and not undertaking knife related work if you or a co-worker could be injured by the knife
- keeping clear of knife work if you do not need to be in the area
- returning the knife to its sheath or storage surface upon completion of cutting and prior to walking around
- using the correct type of knife for the task and for its intended purpose
- keep the blade sharp to allow for less exerted effort and maintain good posture while keeping the blade under control
- only using a suitable, stable cutting surface with sufficient lighting
- cleaning up to prevent slippery floors and/or trip hazards
- understand the effects of a dull blade, such as requiring more force and tearing the material rather than cutting
- wear prescribed personal protective equipment, such as cut resistant clothing, steel mesh gloves, apron and closed in shoes and
- adhering to any tag out procedure for knives.

## 20 SUN SAFETY

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### 20.1 INTRODUCTION

Australia has one of the highest rates of skin cancer in the world. Despite being an almost entirely preventable disease at least two in every three Australians will develop skin cancer before they reach the age of 70. Of all new cancers diagnosed in Australia each year, 80 percent are skin cancers.

Workers who work outdoors for all or part of the day have a higher than average risk of skin cancer. This is because ultraviolet radiation in sunlight or 'solar UVR' is a known carcinogen.

All skin types can be damaged by exposure to solar UVR. Damage is permanent and irreversible and increases with each exposure.

As part of the risk management approach, the Organisation has an obligation to ensure that any risks associated with exposure to solar UVR are eliminated or controlled. Through adopting a hierarchy of controls and as far as reasonably practicable, the organisation will eliminate or minimise the risks from exposure to solar UVR for outdoor workers.

### 20.2 WORKERS RESPONSIBILITIES

You will:

- co-operate with measures introduced by management to minimise the risks associated with exposure to solar UVR
- follow information, training and instructions about using sun protection control measures
- participate in sun protection education programs
- act as positive role models and
- be responsible for their own sun protective practices at work.



## **21 CHILDREN**

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### **21.1 INTRODUCTION**

As part of your role, you may be required to work with children in the workplace.

The procedures below are to be followed to ensure the health and safety risks associated with children are minimised.

### **21.2 ORGANISATION'S RESPONSIBILITIES**

The Organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers whilst working with children. In particular, it is responsible for:

- indoor and outdoor environments
- all equipment, including emergency equipment
- playgrounds and fixed equipment in outdoor environments
- cleaning services
- horticultural maintenance
- pest control
- monitoring the conditions of the workplace and the health of workers
- ensuring that all play equipment and furniture are maintained in a safe condition and
- ensuring the physical environment at the service is safe, secure and free from hazards for children.

### **21.3 WORKER RESPONSIBILITIES**

Where working with children you are responsible to:

- work with other workers to ensure the smooth operation of the day to day running of the centre in accordance to your centre's policies and procedures (which you must be familiar with)
- contribute to and assist in the development and/or evaluation of the programme
- assist other workers in the daily routine of appropriate early childhood education and experiences

- supervise and engage in the activities of a group of children during the day that you are responsible for
- positively interact with all children, nurturing their confidence and self-esteem giving each child individual attention and comfort throughout the day
- assist in planning for the ongoing development of each individual child (this also includes maintaining up to date observations and portfolios for the child)
- assist in the recording of children's development
- assist in implementing a consistent daily routine for the children
- participate in supervising indoor/outdoor environments to provide safety for the children at all times
- ensure a clean and healthy environment for all children
- communicate with parents as delegated by the room supervisor or Director (talk to the parents about what their child has done throughout the day)
- perform incidental administrative duties (filling out accident/incident reports when necessary)
- attend to incidental cleaning and housekeeping associated with the individual and group activities, experiences and routines
- as requested attend parent/staff and
- as required carry out other duties that are within the knowledge, skills and capabilities of you as the worker.