



KNC

Connecting Our Community

KATOOMBA NEIGHBOURHOOD CENTRE

KNC Workplace Safety Manual

(Incorporating Risk Management)

POLICIES AND PROCEDURES

Revised March 2014

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WORK HEALTH & SAFETY OBJECTIVES

- To ensure a safe working environment for all workers (staff, contractors, volunteers), service users and other persons
- To ensure equipment and facilities meet safety requirements
- To reduce the incidence of work-related accident or injury
- To comply with all legal and regulatory requirements
- To minimise exposure to risk for workers, service users and visitors
- To protect the psycho-social and physical wellbeing of workers and service users
- To address our social responsibilities in the event of a community disaster

KATOOMBA NEIGHBOURHOOD CENTRE (KNC) HEALTH AND SAFETY SYSTEM

The Work Health and Safety and Injury Management system relates to all aspects of health and safety including (without limitation):

- WHS Strategy Plan
- Defined WHS responsibilities
- Exercising due diligence
- Health and safety training and education
- Adopting a risk management approach to manage health and safety risks
- Consultation with Persons Carrying on a Business or Undertaking and workers on matters related to health and safety
- Emergency procedures and drills
- Workplace inspections
- Incident/accident reporting
- Management of injured workers

PERFORMANCE MEASURES

- All workers are aware of their duty of care
- Safety audits and inspections are documented
- Formal frameworks and policies are established for safety in the workplace
- Systems are in place for monitoring regulatory compliance
- Risk management structures and systems are in place
- Individual human rights entitlements are supported
- Disaster response plans are in place

STANDARD ACRONYMS AND DEFINITIONS

KNC	Katoomba Neighbourhood Centre	Katoomba Neighbourhood Centre as an organisation and all the services, programmes and activities that operate under the mantle or auspice of Katoomba Neighbourhood Centre
PCBU	Person Conducting a Business or Undertaking	An individual or group conducting a business including sole traders, companies, incorporated associations or public authorities
PIN	Provisional Improvement Notice	A written notice issued by the KNC Board to a person who has contravened the Work Health and Safety Act 2011
	Worker	An employee, contractor, apprentice, student on placement, or volunteer

PREFACE

The establishment, maintenance and monitoring of a safe work environment is both an ethical and a legal obligation of the KNC Board, which is responsible for compliance with the relevant legislative and regulatory frameworks that apply within their geographic jurisdiction.

The provision of a safe work environment should consider not only the organisation's facilities, equipment, and implementation of safe work practices on site, but also take into account the safety of workers in the field, and protection of the social and psychological wellbeing of workers and service users in accordance with international human rights.

Therefore, the Workplace Safety Policies and Procedures contained in this Manual not only provide a structural framework for safe work practices, consistent with relevant regulatory and standards requirements, but also reflect our unequivocal commitment to protection of individual human rights and principles of natural justice.

REFERENCES

Accountability Amendment Principles (2006)

Anti-Discrimination Act (1991)

Australian Human Rights Commission *Good Practice Good Business: Eliminating Discrimination and Harassment in the Workplace* Fact Sheet www.humanrights.gov.au/employers

Australian Standard AS 1319 *Safety Signs for the Occupational Environment*

Australian Standard AS 1851: *Maintenance of Fire Protection Systems and Equipment*

Australian Standard AS 3590.2:1990 *Screen Based Workstations part 1: Workstation Furniture*

Australian Standard AS 3760 *Electrical Safety*

Australian Standard AS 3806:1998 *Compliance Programs*

Australian Standard AS 4031:1992 *Sharps Containers*

Australian Standard AS 4083 *Safety*

Australian Standard AS 4083:1992 *Healthcare Facilities – Emergency Responses*

Australian Standard AS 4083:1997 *Healthcare Facilities – Planning for Emergencies*

Australian Standard AS 4146:1994 *Laundry Practice*

Australian Standard AS 4811:2006 *Employment Screening*

Australian Standard AS/NZS 4360:2004 *Risk Management*

Australian Standard AS/NZS 4442:1997 *Office Desks*

Australian Standard AS/NZS 4801:2001 *Occupational Health and Safety – Specifications*

Australian Standard AS/NZS 4804:2001 *Occupational Health and Safety – General guidelines*

Australian Standard Handbook HB 203:2000 *Environmental Risk Management – Principles & Processes*

Australian Standard Handbook HB 90.5:2000 *Correlation between ISO 9001:2000 & HACCP Principles*

Australian/New Zealand Food Authority (ANZFA) *Food Hygiene Standards* 1998

Child Protection Act (1999)

Commonwealth Department of Health and Aged Care 2004 *Infection Control Guidelines for the Prevention of Transmission of Infectious Diseases*

Community Visitors Grant Amendment Principles (2006)

Disability Discrimination Act (Commonwealth) (1992)
Disability Services & Other Legislation Amendment Act (2008)
Disability Services Act (2006)
Guardianship and Administration Act (2000)
HACC National Service Standards
Hazardous Substances – Material Safety Data Sheets (MSDS) <http://www.msds.com.au>
Human Rights and Equal Opportunity Commission (HREOC) Act (1986)
International Federation on Ageing Declaration of Rights of Older Persons
Manual Tasks Involving the Handling of People Code of Practice 2001
National Model Regulations/National Code of Practice Regulations for Control of Hazardous Substances
Powers of Attorney Act (1998)
Privacy Principles (Privacy Amendment [Private Sector]) Act (2000)
Racial Discrimination Act (Commonwealth) (1975)
Sex Discrimination Act (QLD) (1984)
The Aged Care Act (1997) and *Records Amendment Principles* (2006)
United Nations Principles for Older Persons (1991)
Work Health and Safety Act 2011 (ACT)
Work Health and Safety Act 2011 (Commonwealth)
Work Health and Safety Act 2011 (NSW)
Work Health and Safety Act 2011 (QLD)
Work Health and Safety Act 2011 (SA)
Work Health and Safety Act 2012 (TAS)
Work Health (National Uniform Legislation) Act 2011(NT)
Work Health and Safety Approved Codes of Practice 2011
Work Health and Safety Regulations 2011

DUTY OF CARE

Workplace Safety Policy # 005.1

References:

- Australian Standard AS/NZS 4801:2001 Occupational Health and Safety – Specifications
- Australian Standard AS/NZS 4804:2001 Occupational Health and Safety – General Guidelines
- Disability Discrimination Act (Commonwealth) 1992
- KNC Chemicals Register
- KNC Incidents and Accidents Register
- KNC Repairs Register
- KNC Staff Training Register

Attachments:

- Client Care Plan (insert document number or hyperlink)
- Code of Conduct and Ethics (insert document number or hyperlink)
- Home Safety Checklist and Risk Management Plan (insert document number or hyperlink)
- Quality Monitoring and Auditing Schedule (insert document number or hyperlink)
- Work Environment Audit Checklist (insert document number or hyperlink)

1.0 POLICY STATEMENT

KNC is committed to providing a safe and healthy working environment for all workers, and other persons, so far as reasonably practicable. This will be achieved by management and all workers working together, following a program of health and safety activities and procedures which are monitored, reviewed and audited to achieve best practice.

The purpose of this policy is to formally acknowledge that as an employer organisation we have a legal liability and a Duty of Care to protect all workers, service users and visitors to the workplace. KNC will ensure that all workers employ safe practices and that the workplace is physically safe. Workers working in the private homes of service users will be made aware of their legal Duty of Care and will be provided with adequate training for their service provision role. KNC will maintain insurance cover to provide for negligence and professional liability.

KNC undertakes to regularly review this policy to take account of changes in legislation, activities, services and products. As a result of this review, changes may be made to this policy from time to time and all workers and contractors are required to comply with those changes.

2.0 SCOPE

This policy applies to all environments in which our workers work, and recognises that all workers, service users and visitors have a legal Duty of Care to each other. Safety is everyone's responsibility.

3.0 DEFINITIONS

Negligence of the Duty of Care exists where an act or omission of a worker may affect the care or safety of another person. A breach of Duty of Care requires that some harm was reasonably foreseeable; that the worker did not take reasonable steps to minimise or avoid the accident or incident; and that harm has consequently been suffered as the result of the breach of Duty of Care.

Assault and Battery and/or Wrongful Imprisonment may legally exist as a result of force or physical restraint. In terms of Duty of Care, the legal interpretation allows a worker to use reasonable force if they have consent for care, and a necessity to act or restrain a person to prevent them from imminently endangering/harming themselves.

4.0 PRINCIPLES

We accept as an operating principle that employers and/or those employed in a supervisory or management role have an obligation to ensure that workers working under their direction employ safe practices, and that the workplace environment is physically safe to minimise the risk of illness or injury.

Risk Management Responsibilities

KNC is responsible for:

- Developing a risk management framework to meet the legislative requirements of risk management;
- Ensuring there are processes in place for identifying hazards, assessing risks, documenting risk management controls and monitoring/reviewing risk assessments and control measures and keeping records and documentation;
- Providing information, instruction, training and supervision to their workers in hazard identification, risk assessment and risk management;
- Monitoring and reviewing the overall effectiveness of risk management processes via internal and external audits and in accordance with quality management systems;
- Ensuring resources are available to effectively manage risks in the workplace; and
- Ensuring any workplace modifications, either physical or process changes, are made as a result of a risk assessment.

Managers, Coordinators and Team Leaders are responsible for:

- Ensuring risk management processes are implemented in their work area with their team;
- Ensuring that their team are provided with training, information and instruction to allow them to participate in risk management processes and work safely;
- Following up on reported hazards by undertaking risk assessments and implementing control measures (in consultation with the affected workers, and at times service users);

- Monitoring and reviewing risk assessments and control measures in consultation with their team and others with the expertise to assist;
- Maintaining a good communication climate between management, workers and relevant unions;
- Working co-operatively with KNC Human Resources personnel and all stakeholders to develop strategies that improve workplace safety culture; and
- Referring complex issues and unresolved risks to senior management.

Workers, including volunteers and sub-contractors are responsible for:

- Carrying out all work activities in a safe manner and in accordance with safety procedures;
- Taking reasonable care for their own safety and the safety of others;
- Reporting hazards and incidents (including near misses) to their supervisor to action; and
- Providing assistance in resolving hazards and being an active participant in the consultative process to resolve the identified risk(s).

The General Manager and the KNC Board are responsible for:

- Reviewing hazard and incident investigation control measures to ensure the health, safety and well-being of KNC workers and service users;
- Investigating WHS issues and providing practical assistance in resolving them;
- Accompanying WorkCover inspectors when they visit KNC;
- Recommending WHS training for workers; and
- Assisting in the recording of workplace hazards and incidents and making recommendations to address any identified gaps or deficiencies in the KNC Safety Management System.

5.0 PROCEDURES

5.1 Mandatory Training

During induction, all new workers will be made aware of their legal Duty of Care to the service users of KNC, and to each other.

Duty of Care and Workplace Safety is an annual mandatory training requirement. This training is to acquaint workers with the safety policies and procedures practised by KNC and of their responsibilities in promoting and maintaining a safe and healthy work environment. All mandatory training completed is documented in the Staff Training Register.

5.2 Supervisory Responsibilities

All those employed in a supervisory or management role have a responsibility for monitoring workers under their direction to ensure they employ safe practices.

5.3 Workers' Protection

KNC will provide protection for all workers through its public liability insurance.

All workers working in the community or in private homes are encouraged to have Hepatitis B vaccinations for their personal protection and for prevention of cross-infection. KNC will consider subsidising the costs related to maintaining this immunity on request, with decisions being made on the basis of pro-rata hours.

Personal protective equipment (PPE) will be provided by KNC as required. Please refer to Workplace Safety Policy # 005.2 *Safe Work Practices*.

5.4 Field Workers

Workers working in the community or visiting service users in private homes (both of which are viewed as an extension of the workplace) will be made particularly aware of their legal Duty of Care in external environments. They will be provided with adequate training in observing and recognising situations of potential harm or risk to enable them to take evasive action when required to protect the safety of themselves and others.

All workers involved in outreach services or field work will be encouraged to complete a First Aid Course and to maintain a current First Aid Certificate.

5.5 Client Home Safety Assessments

In pursuit of our Duty of Care obligations, KNC will conduct a Home Safety assessment for all service users where home-based services are provided. Recommended Risk Management Plans to address any identified risks in the home will be implemented only with the signed consent of the client.

KNC reserves the right to refuse access to services for service users whose home environments present an unacceptable risk to the safety of our workers.

5.6 Client Autonomy

KNC acknowledges that there is a balance that must be achieved between respecting a service user's choices when they involve personal risk, and our Duty of Care to both our service users and the workers supporting them. We recognise that service users with a disability have a legal right to equity, and should have reasonable access to activities that their peer group without disabilities has access to.

In the development of each individual service user's care plan, their expressed choices and preferences will be considered, and when necessary, a risk assessment will be undertaken. Against our Duty of Care obligations, the risk assessment will consider:

- The likelihood and extent of foreseeable harm
- The likelihood and extent of foreseeable benefits
- Strategies that minimise the risk of the harm without undermining or losing the benefit, and
- The balance of foreseeable harm against the foreseeable benefit.

On the basis of this risk assessment, a decision will be made about the level of support from workers that KNC is willing to provide the service user for that particular activity.

In supporting service users' choices, we ensure service users are made aware that the law does not require our workers to take any action that would place them in danger in order to minimise the risk of harm to somebody else. For activities with an associated risk, the agreed strategies for management of the risk will be documented in the *Client Care Plan*.

SAFE WORK PRACTICES

Workplace Safety Policy # 005.2

References:

- Australian Standard AS 4083 Safety
- Australian Standard AS/NZS 4360:2004 Risk Management
- Australian Standard AS/NZS 4801:2001 Occupational Health and Safety – Specifications
- Australian Standard AS/NZS 4804:2001 Occupational Health and Safety – General guidelines
- Australian Standard AS 4031:1992 Sharps Containers
- Australian Standard AS 4146:1994 Laundry Practice
- Australian/New Zealand Food Authority (ANZFA) Food Hygiene Standards 1998
- Australian Standard Handbook HB 90.5:2000 Correlation between ISO 9001:2000 & HACCP Principles
- Katoomba Neighbourhood Centre Food Safety Policy Manual
- Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011
- KNC Chemicals Register
- KNC Compliance Register
- KNC Incident and Accident Register
- KNC Repairs Register
- KNC Staff Training Register

Attachments:

- Fire, Emergency and Chemical Safety Competency Assessment (insert document number or hyperlink)
- Food Safety Audit Checklist (insert document number or hyperlink)
- Hazard Notification (insert document number or hyperlink)
- Infection Control Hand Hygiene Competency (insert document number or hyperlink)
- Quality Monitoring and Auditing Schedule (insert document number or hyperlink)
- Risk Assessment Guide (insert document number or hyperlink)
- Work Environment Audit Checklist (insert document number or hyperlink)
- Workplace Incident and Accident Report (insert document number or hyperlink)

1.0 POLICY STATEMENT

KNC is committed to ensuring all reasonable resources are deployed to support the implementation of safe work practices and promote a healthy work environment through education of workers, supervision, and access to appropriate facilities and equipment.

2.0 SCOPE

This policy applies to all sites and facilities and workplace activities, and to all members of the KNC Board, workers, service users and visitors to the workplace.

3.0 DEFINITION

The Workplace is defined as any place where work is, is to be, or is likely to be performed by a worker, self-employed person or employer. A place may be a 'workplace' even though it does not have to be registered or notified as a workplace under a regulation, e.g. in the community, travelling in workplace vehicles etc.

4.0 PRINCIPLES

The establishment, maintenance and monitoring of safe work practices is both an ethical and a legal obligation of KNC, and we are committed to compliance with all relevant work health and safety legislation to ensure that workers, service users and community members' exposure to risk of an adverse incident, accident or injury is minimised.

5.0 PROCEDURES

5.1 Workers' Safety and Security

All workers and visitors are to enter their name, time of arrival and signature in the Attendance Book in reception.

KNC services that operate off-site, including KOOSH and Vale Street, must also have an Attendance Book in their office, and all workers and visitors to those services must enter their name, time of arrival and signature in the Attendance Book, and sign out on departure.

When employees leave the office for work-related activities, their name, destination, anticipated time of return, and contact number are to be noted on the whiteboard in reception.

Workers working in the community or visiting service users in private homes or otherwise involved in outreach services or field work are to have a mobile phone or two-way radio with them at all times.

When workers leave the office for the day they are to sign out in the Attendance Book in reception.

Members of the public using the Community Room or the PLWHA Room must enter their first name and surname initial, time of arrival and signature on the Attendance Sheet affixed to the wall in these rooms. Members of the public must sign out on the Attendance Sheet at the time of departure. Attendance sheets are to be collected daily by the Administration Support Worker.

Persons other than those with work responsibilities have no necessity to enter the workplace from the time of finishing work one day to commencing work the next. Employees who wish to enter the premises outside normal business hours must have prior approval from management.

All visitors (including workers' family members) who wish to see a worker during working hours, either for personal or business reasons, must first check in at reception. Workers may conduct interviews with service users, however must ensure they have the allocated personal alarm for that service or that allocated space, to be activated in the event of threat to the worker.

If a visit involves an emergency, the worker will be notified immediately, and both the worker and the visitor will receive all possible cooperation from management.

To ensure community access to our information and referral services is provided in a safe and secure environment, it is a requirement of KNC that a minimum of two workers must be physically on site in order to open the Katoomba Neighbourhood Centre to the public. On occasions when KNC is unable to maintain two workers physically present on the main site at No 8 Station St Katoomba, public access to the building will be restricted to allow only groups with booked and previously arranged discreet access to the public meeting space, entry to the building.

5.2 Health and Safety Representative

KNC workers operate under Other Agreed Arrangements.

See Workplace Safety Policy #005.4. *Work Health & Safety Consultation Policy*.

An organization-wide Survey on Work Health & Safety (see attached survey) will be distributed to all workers annually in June as a means of collecting feedback from workers and enabling consultation with workers regarding Work Health & Safety. Employees will be asked to complete the survey during the June staff meeting. Copies of the survey will be distributed to employees not present at the staff meeting. Copies of the survey are to be distributed to other workers, including volunteers, contractors and students, within each service by the service coordinator, and collected by the end of June. Completed surveys are to be returned to the General Manager.

5.3 Reporting of Hazards, Incidents and Accidents

All workers have an obligation to report any Health and Safety hazards they observe promptly, using the *Hazard Notification* form. All workers have an obligation to report any

accidents, incidents or injuries occurring at the workplace (including work travel for client home or community visits) to their supervisor within 24 hours, using the *Workplace Incident & Accident Report* form.

Any injury to a worker, service user or visitor that requires outside medical treatment or transport in an ambulance, or any hazard with the potential to cause harm unless it is remediated immediately, must be reported promptly to the General Manager by the service coordinator or, in the absence of the General Manager, the Manager of Finance and Resources.

All identified hazards and incidents and accidents are reported within KNC and tabled for discussion, follow-up and decision-making about corrective actions to address unsafe practices, facilities or equipment as follows:

- Each service coordinator is responsible for entering details of all hazards, incidents and accidents, and actions taken, into the service Hazards and Incidents and Accidents Register monthly, based on the information contained in the relevant *Hazard Notification* forms and *Workplace Incident & Accident Report* forms. Service registers must be updated on the shared drive by the second Friday of each month. If there are no hazards or incidents to report, “No Data to Report” should be entered into the service register.
- Service team meetings – hazards, incidents and accidents are discussed under the standing WHS agenda item.
- KNC staff meetings - hazards, incidents and accidents are discussed under the standing WHS agenda item.
- KNC Board meetings - hazards, incidents and accidents are discussed under the standing WHS agenda item. An organisational-level Hazards and Incidents and Accidents Register will be maintained and updated monthly (by the third Tuesday of each month) from the individual service-level Hazards and Incidents and Accidents Registers, and a summary report for the organisation will be collated and reported to monthly KNC Board meetings, with actions and updates on ongoing and new WHS matters noted to the KNC Board.

5.4 Prohibited Substances

KNC is a smoke free employer. Whilst we acknowledge the option to smoke or not to smoke is an individual’s right and choice, the location at which a worker can smoke on KNC premises is restricted and confined to designated areas. Smoking is strictly prohibited in all multiple occupancy/common areas within KNC buildings and vehicles, and whilst workers are delivering a service to a service user. Smoking is prohibited while performing any task where passive smoke could put others at risk.

Any worker who is dangerously affected by drugs or alcohol will not be allowed to work until he/she can work in a safe manner. The decision on a person's ability to work in a safe manner will be made by a committee of equal numbers of employee and employer representatives. There will be no payment for lost time to an employee unable to work in a safe manner as a result of drugs or alcohol.

If an employee is unable to work in a safe manner on three separate occasions the employee shall be given a written warning and be made aware of available treatments and counselling services. If the employee refuses help, their employment may be terminated the next time they are dangerously affected by drugs or alcohol.

For the purposes of disciplinary action or performance counselling, a warning shall be effective for a period of twelve (12) months from the date of issue.

Any employee having problems with alcohol and/or other drugs will not be dismissed if they are willing to receive professional assistance, and agree to undertake and continue with any recommended treatment. They will be entitled to sick leave without pay whilst attending such treatment.

5.5 Infection control

All workers are required to attend mandatory annual training on infection control and hand hygiene. Attendance records will be maintained in the *Staff Training Register*. Random sampling of workers for *Infection Control Hand Hygiene Competencies* will be conducted on a regular basis.

KNC is committed to minimising the risk of infection to workers by providing clear guidelines and on-going education.

Hand hygiene instruction guides are to be installed over every hand-washing basin, and the instructions observed. Liquid soap or anti-bacterial hand-wash solutions and disposable paper towel dispensers will be provided. Used paper towels are to be discarded into appropriate receptacles.

Workers are encouraged not to attend work if they are suffering from illnesses in the infectious stages, to protect the wellbeing of other workers and service users.

Mitigation of Spread of Disease

Workers who have a communicable disease (such as a heavy cold, flu or gastroenteritis) are not permitted to work as our service users are vulnerable to such infections. As such workers must not work until the symptoms have passed and they are no longer infectious. A coordinator or team leader will send home any worker who attends work with a communicable disease.

Preferred practices

Transmission-based precautions

Transmission-based precautions are used in addition to standard precautions where the use of standard precautions may not prevent transmission of an infection.

Routine Hand Hygiene

Hand hygiene must be completed:

- Before and after every contact with a service user or participant
- Prior to food preparation and after food handling
- After cleaning
- After touching animals
- Before and after eating or drinking
- When hands are visibly soiled
- After using the toilet
- After removing gloves
- After handling waste, linen or equipment
- After blowing/wiping/touching your nose or mouth
- After blood or body fluid contamination.

If your skin is not intact then follow hand washing procedures and **wear gloves**.

Gloves should be used as an adjunct to hand washing when contamination of hands with blood or body fluid is anticipated and must be changed and hands washed after:

- Each single use of gloves
- If torn or punctured
- Each service task for an individual service user and between each specialised personal care task
- Before answering the telephone or when documenting in the service user's notes.

Disposable gloves must never be reused.

Wearing gloves does not eliminate the need for hand washing between tasks.

Hand care involves the visual inspection of hands and exposed skin prior to the commencement of work. Workers need to check for cuts, abrasions and areas of dry skin or irritation. A good quality hand cream can be applied if the skin on hands is looking or feeling dry.

If areas of irritation are noticed such as reddening, peeling skin, cracked skin or any 'grazed' or scabbed area when no injury has occurred, it is important for the worker to see their doctor.

Any cuts or abrasions should be covered with a waterproof or occlusive dressing.

By taking good care of their hands workers can help protect themselves from infection and help protect others from cross infection.

Hand hygiene solutions

Soap (liquid or bar soap)

- Soap does not have to be antibacterial or antiseptic, soap helps to lift soil or organisms from the skin and the water washes them away.
- If liquid soap is dispensed from reusable containers, they must be cleaned when empty and dried prior to refilling with fresh soap.
- Bar soap can be used if liquid soap is not available; use running water and rinse hands well after use.

Alcohol based product

- Only used if hands are not visibly soiled (alcohol based products are inactivated by any soiling).
- Alcohol based products kill organisms on the surface of the skin.

Procedure for hand hygiene using soap and water (total time 45-60 seconds)

Wet hands including wrists under warm running water

Apply soap to either palm and lather hands including wrists for at least 15 seconds

Rinse well under running water

Pat hands dry with paper towel or clean dry cloth

If elbow operated taps are not available, paper towels (or a clean dry cloth) should be used to turn off taps

Place used paper towel in bin.

Procedure for hand hygiene using alcohol based products (total time 15 seconds)

Hands must be visibly clean

Apply recommended amount (about 3 ml) of alcohol based product to either palm

Spread over all surfaces of both hands and wrists

Allow to dry without wiping off

There is no maximum amount of times that alcohol gel can be applied.

Hand and Nail Care and Wearing of Jewellery

The hands of workers must be cleaned repeatedly during the course of their work; caring for your hands prevents breakdown of the skin as a natural defence against infection.

- **Nails:** Must be kept short (<3mm), clean and well-manicured. Nail polish if worn should be clear and not chipped. Artificial nails/extendors must not be worn when providing care. Nail brushes should not be used.

- **Jewellery:** Workers are encouraged to use a risk assessment approach when determining what jewellery is appropriate to be worn during work hours based on the tasks being completed. Jewellery including wrist watches, bangles, bracelets, rings with stones or intricate detail and piercings must not be worn during direct care if there is a risk of skin integrity injury, during wound care or procedures requiring aseptic technique or during food preparation. Plain wedding bands can be worn in these situations. Workers may be required to remove some or all of their piercings depending on their role and the activities they undertake.
- **Skin integrity:** must be checked prior to commencement of work. Visually check skin for broken areas, alcohol based hand products may be used to check skin integrity (slight stinging may occur). All broken skin (cuts and abrasions) must be covered with a waterproof, occlusive dressing. Gloves may be worn to protect larger lesions. Workers who handle food must cover broken skin with a waterproof, occlusive dressing, and gloves worn to prevent the dressing coming off. Workers are required to report any skin conditions on the hands to their supervisor or team leader such as dermatitis, exudative lesions, exfoliative skin conditions and glove sensitivity (latex and non-latex).
- **Moisturising:** the use of aqueous-based hand cream helps to prevent skin dehydration which may lead to breaches to the integrity of the skin.

Workers are responsible for using standard precautions and hygiene and cough etiquette to reduce the risk of contracting or passing on a communicable disease (including cold and flu or gastroenteritis).

Hygiene and Cough Etiquette

Anyone with signs and symptoms of a respiratory infection, regardless of the cause, should follow the respiratory hygiene and cough etiquette as follows:

- Cover the nose/mouth with disposable single-use tissues when coughing, sneezing, wiping and blowing noses
- Use tissues to contain respiratory secretions
- Dispose of tissues in the nearest bin after use
- If no tissues are available, cough or sneeze into the inner elbow rather than the hand
- Practice hand hygiene after contact with respiratory secretions and contaminated objects/materials
- Keep contaminated hands away from the mucous membranes of the eyes and nose.

Cough hygiene instructions will be prominently displayed within the workplace and public areas of Katoomba Neighbourhood Centre.

All workers are responsible for washing and drying their own crockery and cutlery. All workers are responsible for ensuring the kitchen remains in a clean and hygienic condition.

Systems for disposal of sharps and contaminated waste will be established and maintained by the General Manager and service coordinators as required. Contaminated waste disposal containers will display the biohazard symbol.

Where laundry services are provided at a work site, the physical design of the laundry is to comply with requirements for a clearly demarked separation of flow of linen from dirty to clean. Infection control and sanitisation work instructions are to be displayed in the laundry.

Where food services are provided at a work site, the kitchen design, equipment and workers' practices are to comply with the national Food Hygiene Standards and principles of Hazard Analysis of Critical Control Points (HACCP). Only authorised workers are to enter the kitchen area. All workers are required to wear disposable gloves whilst preparing and/or serving food. Documented food safety procedures are to be followed for ordering, delivery, storage, preparation and serving of food to minimise the risk of food contamination.

All cleaning staff and/or contracted cleaners at KNC premises and facilities are to ensure their work practices adhere to the HACCP colour-coding system for infection control.

5.6 Use of Personal Protective Equipment (PPE)

KNC provides Personal Protective Equipment (PPE) as a measure of control when workers' duties may expose them to potential risk. PPE includes clothing and equipment designed to protect workers from exposure to injury or illness. All workers are required to comply with the requirements to wear PPE when exposed to risk.

Disposable gloves must be worn when rendering first aid. All workers are to use disposable gloves when handling wounds, dressings or body fluids.

Disposable gloves and aprons must be worn by all workers if and when handling rubbish, clothes or linen, or doing other household chores which may expose them to infection or appear to be a danger to the worker's well-being. Workers operating in service users' homes must ensure that at all times they have an adequate supply of the appropriate PPE.

All grounds maintenance workers and/or contracted grounds maintenance people are required to wear protective boots, goggles, ear muffs, shin pads when using lawn-mowing or other hazardous equipment. Wide-brimmed sun hats are to be worn during summer.

Employees and contractors of the Blue Mountains Home Modification & Maintenance Service are required to wear PPE as specified in their manual, depending on the type of work being carried out.

All workers required to travel to provide home-based, outreach or community-based services are to use the UV filter cream provided in their vehicle first aid kits, to protect their skin from sun damage.

Workers whose role involves using or preparing chemical substances (including cleaning products) are to wear appropriate protective garb (e.g. gloves, goggles and aprons), and must attend mandatory training on the use of hazardous substances.

Designated Fire Wardens are provided with helmets, vests and jackets, which must be worn in the event of a fire emergency, both for their own protection and to make sure they are easily identifiable.

5.7 Management of Exposure to Blood and Body Fluid

The recommended immediate action is as follows:

If any worker has an exposure to blood or body fluids the following action should be taken:

- Wash away the blood or body fluid with soap and water
- If a needle stick injury occurs:
- Squeeze injury site to encourage bleeding
- If the eyes are contaminated:
- Rinse eyes while open with tap water or saline
- If blood gets in mouth:
- Spit it out and then repeatedly rinse with water
- Workers who have been exposed should:
- Consult their local doctor for discussion regarding testing and treatment
- Report the incident to their supervisor as soon as possible for further support and guidance.

5.8 Procedure for Decontamination of Blood and Body Fluid Substance Spills

Prompt removal and cleaning of the contaminated area following spots or spills of blood and body fluids is sound infection control practice using the following method:

Spill kit equipment

- Gloves non-sterile examination gloves or household rubber gloves
- Protective eyewear if the risk of splashing exists
- Plastic apron
- Disposable paper towels
- Disposable cleaning cloth/sponge
- Neutral detergent
- Container for rubbish
- Sharps container (if sharps are involved).

Procedure

- Apply personal protective clothing
- Pick up any broken glass or other sharps using forceps or scoop onto strong cardboard material and dispose of into a sharps container.
- Absorb spillage into paper towels and place in leak proof plastic bag for disposal.
- Clean area thoroughly with detergent and warm water to remove all visible contamination.
- Dispose of cleaning cloth.
- Remove and dispose of personal protective equipment.
- Perform hand hygiene using soap and water or an alcohol based gel.

5.9 Cytotoxic Medication and Waste

Service users who have been prescribed cytotoxic medication will excrete this product through their body fluids and body waste. This includes urine, faeces, vomitus and drained fluids. Cytotoxic medication remains in the body from 48 hours to seven days – it varies from individual to individual.

To ensure worker protection in providing support to service users taking cytotoxic medication workers will need to ensure that they use standard precautions plus additional precautions are to be followed when handling service users' body waste using PPE. This includes:

- Double gloving
- Protective eyewear
- Disposable gowns (these cover arms and whole of body)

Workers who are pregnant, breast-feeding and men and women planning a family are at risk if they support service users who are taking cytotoxic medication. Under WorkCover legislation workers who are identified as "at risk" hold the right not to provide support. KNC will work with all workers who may be affected by this risk to ensure their safety.

5.10 Waste Management including Sharps and Linen

General Waste

This includes food and household waste, incontinence pads, equipment and plastics that do not have sharps, general wound dressing waste (that is not overly contaminated with blood) and office waste.

This can be discarded into the normal KNC waste management receptacles. KNC recycles as much of their office waste (paper, aluminum cans, glass and plastics) as possible by using the recycling bins provided by the local council. Workers will also encourage recycling of waste in service users' homes.

Clinical Waste

Clinical waste is waste that has the potential to cause disease, sharps injury or public offence. KNC does not generate this waste except, potentially, for sharps. Where there is a higher level of risk in a particular KNC service (eg. where service users are diabetics and use disposable needles for self-testing and insulin injections) KNC will provide effective risk control measures, within reason, for the management and disposal of clinical waste (eg. sharps container marked with biohazard symbol affixed to bathroom wall).

If a client requires sharps (eg uses disposable needles for insulin injections) they must provide a sharps container marked with biohazard symbol in their home and they are responsible for disposing of it.

Pharmaceutical Waste

Service users are required to take any pharmaceutical waste (out of date medications etc) to their local pharmacy for destruction.

Linen

Soiled linen and clothes must be handled with gloves. Paper towels are used to remove solid matter and flushed down the toilet. Personal protective equipment (gloves and aprons) are provided to workers who are providing support to service users who may require this linen management.

5.11 Cleaning and Monitoring of Reusable Equipment

Reusable equipment including chairs and tables should be checked frequently to ensure they are clean and in good working order.

The volunteer receptionist on each rostered shift is responsible for monitoring that reusable equipment in public areas of Katoomba Neighbourhood Centre, including the Community Room and the counseling rooms, are clean and in good working order. Such checks should only be carried out in public spaces that are not occupied at the time. Priority should be given to checking high-use areas (including the reception area and Community Room) most frequently. The Monday morning receptionist is responsible for checking reusable equipment in the Community Room at the beginning of their shift. The relevant register will then be initialed and dated by the volunteer receptionist to confirm that the check has been done. Any problems with cleanliness or breakages of reusable equipment should be promptly brought to the attention of the back-up staff member.

KNC cleaners will, once a month, do a more thorough check of reusable equipment in KNC public areas to check reusable equipment. The relevant register will then be initialed and dated by the cleaners to confirm that the check has been done. Any problems with cleanliness or breakages of reusable equipment should be brought to the attention of the Manager Finance and Resources.

Service coordinators working in off-site locations are responsible for monitoring reusable equipment at their location.

5.12 Environmental Controls

General Cleaning Principles

- Regular cleaning of work areas is important for ensuring infection control precautions. Deposits of dust, soil and microbes on surfaces can transmit infection. Routine cleaning and maintenance is necessary to maintain a safe environment for workers, service users and visitors.
- Cleaning equipment used is fit for its purpose, clean and well maintained.
- All workers who carry out cleaning undergo mandatory training every two years to ensure they have the knowledge to carry out their duties effectively:
 - cleaning practices
 - equipment use
 - chemical handling and
 - regulatory, infection control and WHS requirements.
- Supervision is in the form of identifying cleaning deficits and bringing these to the attention of the workers undertaking cleaning.

Cleaning Practices

- Standard precautions are implemented when cleaning surfaces and facilities. Workers are required to wear suitable gloves and other protective clothing appropriate to the task.
- Hand hygiene is completed prior to cleaning tasks.
- Gloves are worn when handling solutions of detergent and disinfectant products and when cleaning wet areas.
- Other protective clothing (e.g. aprons) are worn wherever soiling is anticipated.
- Protective eyewear is worn where splashing is likely to occur.
- Surfaces are cleaned on a regular basis using only cleaning procedures which minimise dispersal of dust, soil (micro-organisms) and aerosols into the air.
- Safety Data Sheets (SDS) for all cleaning agents are readily available together with instructions for products' storage and use.
- Standard cleaning equipment, including a designated colour coded mop and bucket, plus cleaning agent is readily available for blood and body fluids spill management and stored in an area known to all workers.
- Client care equipment is cleaned in warm, soapy water (if appropriate e.g. for plastic chairs), dried and wiped down with an alcohol wipe to maintain cleanliness. Other medical equipment items are wiped down with an alcohol wipe.

Cleaning Agents

- Chemicals used for routine cleaning may be hazardous if used incorrectly.
- A neutral, low irritant detergent and warm water is used for all routine cleaning. No bleach or corrosives are used in the home. Service users are advised that workers are unable to use these products.
- Where surface disinfection is required, the manufacturer's instructions are followed.
- All chemicals are stored and used according to the manufacturer's directions which are contained in the SDS.
- Cleaning agents are purchased in small volume disposable containers wherever possible and discarded when empty. Where specified, containers may need to be re-used, they shall be washed and dried before refilling. Decanted solutions must never be returned to original containers or "topped up".
- All storage and in-use containers must be clearly and correctly labelled with labels prepared only by the manufacturer.
- Incidents or errors associated with chemical handling or use must be reported immediately to the team leader. A *Workplace Incident and Accident Report* must be completed by the end of the shift.

Horizontal Surface – Work Surfaces, Ledges and Floors

- Clean work surfaces, ledges and floors thoroughly as often as needed depending on the frequency of use. A general purpose neutral detergent is used, following manufacturers' instructions.
- Separate cleaning of clean and dirty areas (eg hand basins and toilets).
- Work from clean to dirty, high to low.
- Damp mopping or damp dusting is the preferred method for cleaning surfaces.
- Change cleaning solution and cleaning cloth on a regular basis when cleaning work surfaces (e.g. when moving from one area to another). Change cleaning solution when cleaning floors on a regular basis and launder mop head when soiled (if removable mop head). If mop head is fixed, clean mop with detergent and warm water and allow to air dry, standing head end up.
- Where relevant, toilets, sinks, hand wash basins, shower cubicles, all fittings attached to ablution facilities and surrounding floor and wall areas are cleaned at least daily and more frequently as required.
- Carpets/floors are vacuumed according to use. Carpets are steam cleaned on a regular basis depending on use and soiling.

Vertical Surfaces – Walls, Blinds and Curtains

- Clean vertical surfaces when visibly soiled (spot cleaning) or when dust is noticeable. Periodic cleaning is good practice and annual cleaning is reasonable.
- Launder or dry clean curtains according to manufacturer's recommendation and as required.

Cleaning Equipment

- Cleaning equipment (including solutions, water, buckets, cleaning cloths and mop heads) are changed periodically.
- Equipment is changed immediately following the cleaning of blood and body substance spills.
- Equipment is washed/cleaned in detergent and warm water and stored dry between use.
- Mops with detachable heads and reusable cleaning cloths are laundered between use.

Pest Control

- The General Manager is responsible for ensuring the premises are free from pests with the implementation of a pest control program. Regular inspections for pests are carried out and any infestations treated.

WORK HEALTH & SAFETY RISK MANAGEMENT POLICY

Workplace Safety Policy # 005.3

1.0 PURPOSE

KNC is committed to promoting and implementing an effective work health and safety risk management framework which incorporates best practice to enhance a safe and healthy working environment for all KNC workers, service users, sub-contractors and visitors at all their worksites, including private dwellings and when working at external locations.

This policy provides advice and guidelines on the implementation of the KNC Risk Management framework to work health and safety in all work environments.

KNC identifies and manages risks appropriate to our organisation based on a simplified application of the AS/NZS 31000:2009 Risk Management Standards. Our risk management process is an ongoing process based on:

- Regular six monthly (or more often if required) reviews of previously identified risks to improve strategies to minimise the risk and plans for responding to the risk if it re-occurs; and
- The continuous identification of new risks and strategies to control the risks.

2.0 SCOPE

This policy applies to all KNC workers, including sub-contractors and volunteers in all workplaces, including the private dwellings of our service users and when workers access external locations.

3.0 POLICY OBJECTIVES

This policy aims to provide guidance to workers to:

- develop a framework for the identification of hazards, assessment of risks and the elimination and/or minimisation of risks as far as reasonably practicable;
- implement processes to ensure that all reasonable steps are taken to ensure the health and safety of all in the workplace; and
- Implement a continuous review process as part of KNC's Work Health Safety and Injury Management System.

4.0 PROCEDURE

4.1 Risk Management and Continuous Improvement

KNC has integrated the risk management process into the continuous improvement process by:

- Delegating overall organisational responsibility for risk management and improvement to the KNC Board;

- Delegating responsibility for risk management oversight in each KNC service to the relevant service coordinator to ensure all requirements are adhered to eg. risk assessments;
- Ensuring that service coordinators are resourced and educated to develop service quality improvement plans;
- Including the identification and discussion of risks on the agenda as a standing item for the service team meetings, KNC staff meetings and KNC Board meetings;
- Delegating responsibility to the KNC Board for developing, maintaining and reviewing the Risk Management Plans; and
- Including improvements to reduce or control risks in the improvement process and in the Improvement Plan.

4.2 Effective Work Health Safety Risk Management

Effective work health safety risk management is crucial in creating and maintaining safe and healthy workplaces and assists KNC to meet its legislative responsibilities. The Work Health Safety (WHS) Act 2011 (Section 19) provides that KNC holds a “Primary Duty of Care” to ensure the health and safety of all in the workplace. The WHS Act and Regulation require persons who have a duty to ensure health and safety to ‘manage risks’ by eliminating health and safety risks so far as is reasonably practicable, and if it is not reasonably practicable to do so, to minimise those risks so far as is reasonably practicable.

KNC is committed to ensuring that this duty is upheld and has a system in place in which all workplaces (including private dwellings and external location venues) are routinely inspected for hazards so that effective risk control measures can be developed and implemented to prevent incidents and injuries occurring to workers, service users, sub-contractors and any others in all of our workplaces.

4.3 What is Risk Management?

Risk management is a systematic process where hazards are identified and the risk of injury or illness is eliminated or minimised by using the hierarchy of controls and the qualifier, as reasonably as practicable.

Safe Work Australia’s Code of Practice on Managing Work Health Safety Risks details that deciding what is ‘reasonably practicable’ to protect people from harm requires taking into account and weighing up all relevant matters, including:

- the likelihood of the hazard or risk concerned occurring;
- the degree of harm that might result from the hazard or risk;
- knowledge about the hazard or risk, and ways of eliminating or minimising the risk;
- the availability and suitability of ways to eliminate or minimise the risk, and
- after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

This Risk Management Policy provides the framework by which KNC will manage work health and safety issues which affect their workers, service users, sub-contractors and others in the workplace.

Effective risk management ensures hazards and risks are identified, assessed and effectively controlled to ensure the KNC Work Health Safety and Injury Management System is working effectively. Under the Work Health Safety Regulation 2011, risk management is a logical, step-by-step process of identifying hazards, assessing the risk associated with those hazards, eliminating or controlling those risks and monitoring and reviewing risk assessments and control measures implemented. This is pro-active risk management in practice as it assists to improve workplace health and safety by addressing work health safety issues prior to incidents and injuries occurring.

4.4 Risk Management Plan

KNC will develop and maintain a Risk Management Plan. The Risk Management Plan has three individual sections:

- Risks to the organisation such as loss of funding, inability to deliver funded outcomes within budget, KNC Board dysfunction, embezzlement of funds, lack of suitably qualified employees, extended employee illness, loss of data due to natural disasters.
- Risks to employees such as a lack of suitably qualified employees, extended employee illness, worker injury due to WHS risks, impacts of natural disasters and infection control risks.
- Risks to service users such as home environment risks, falls risks, transport risks, risks from workers in the home, interruptions to service delivery including from natural disasters.

The Risk Management Plan includes the following information:

- *Date identified:* date the risk was identified
- *The specific risk identified:* these are the risks identified by KNC
- *What can go wrong:* details of what can go wrong in relation to the risk
- *Consequence:* the consequence of the risk using the risk rating matrix in the attached Risk Analysis Matrix & below:

1	=	Negligible
2	=	Minor
3	=	Moderate
4	=	Major
5	=	Extreme

- *Likelihood:* the likelihood of the risk occurring using the risk rating matrix in the attached Risk Analysis Matrix and below:

A	=	Almost Certain
B	=	Likely
C	=	Possible

D = Unlikely

E = Rare

Risk Rating: the rating for each identified risk using the risk rating matrix in the attached Risk Analysis Matrix and Corrective Action Guide and below:

L = Low M = Medium

H = High V = Very High

E = Extreme

Current controls to reduce risk: the controls or strategies in place to control or reduce the risk

Date reviewed: Date the risk and controls were reviewed to identify improvements

New controls: Additional controls necessary to control or reduce risk or changes to existing controls.

4.5 Consulting with Workers

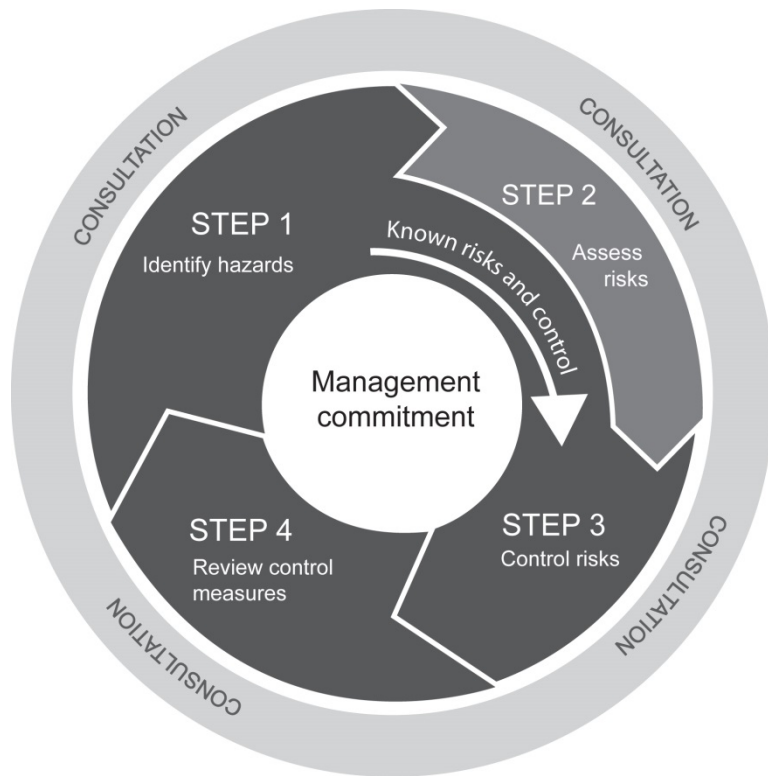
The WHS Act (Section 47) requires that KNC will consult, so far as is reasonably practicable, with our workers who carry out work for us who are (or are likely to be) directly affected by a work health and safety issue. KNC will consult with the KNC Board on all work health safety issues for each step of the risk management process.

Risk management is required for the following:

- starting a new business or purchasing a business;
- changing work practices, procedures or the work environment;
- purchasing equipment or using new substances;
- planning to improve productivity or reduce costs;
- new information about workplace risks becomes available;
- responding to workplace incidents (including near misses);
- responding to concerns raised by workers, health and safety representatives or others at the workplace; and
- when required by the WHS regulations for specific hazards.

4.6 Risk Management is a Four Step Process:

Risk management is a proactive process that helps KNC to respond to change and embed continuous improvement in all its operations in a planned and systematic way to address all reasonably identified hazards and risks.



Step 1 – Identify hazards

Locating hazards in the workplace involves identifying anything- any person, environment or situation which could potentially cause injury to KNC workers, service users and/or others. Hazards generally arise from the following aspects of work and their interaction:

- physical work environment (inspections of all workplaces, including service users' homes);
- equipment, materials and substances used;
- work tasks and how they are performed; and
- work design and management.

Identifying hazards is the first step in the risk management process. A hazard is a situation with the potential to cause harm to life, health or property. Examples of common hazards:

Hazard	Potential harm
Manual tasks	Overexertion or repetitive movement can cause muscular strain
Gravity	Falling objects, falls, slips and trips of people can cause fractures, bruises, lacerations, dislocations, concussion, permanent injuries or death
Electricity	Potential ignition source. Exposure to live electrical wires can cause shock, burns or death from electrocution
Equipment and Machinery	Being hit by moving vehicles, or being caught by moving parts of equipment can cause fractures, bruises, lacerations, dislocations, permanent injuries or death
Hazardous chemicals	Chemicals (such as acids and toxic cleaning agents) and dusts (such as asbestos) can cause respiratory illnesses, cancers or dermatitis
Extreme temperatures	Heat can cause burns, heat stroke or fatigue Cold can cause hypothermia or frost bite
Noise	Exposure to loud noise can cause permanent hearing damage
Biological	Micro-organisms can cause hepatitis, legionnaires' disease, Q fever, HIV/AIDS or allergies
Psychosocial hazards	Effects of work-related stress, bullying, violence and work-related fatigue

The following risk identification processes are relied upon within KNC to ensure risks are reported:

- Workers' and Service User Feedback:
 - Tell Us What You Think Form
 - Complaint Form
 - Workplace Incident and Accident Report form
- Hazards and Maintenance Information:
 - Client Home Environment Checklist

- Hazard Notification Form
- Workplace Safety Inspection
- Safety Audit External Venue
- Event Food Safety Audit
- Review of policies and procedures and processes
- Monthly team meetings
- Observing work practices and assessing workers as capable
- Financial Reviews & External Audits
- Monthly Exception Reporting; Legal, IT, Employment Practices, Insurance etc.
- Management knowledge and understanding of service delivery and work processes.

Where appropriate, different groups of workers are involved directly in the risk management process either through attendance at part of the KNC Board meetings or through a KNC Board member consulting directly with staff.

Once a hazard has been identified by workers they must report it to their supervisor, coordinator or team leader, by completing a *Hazard Notification* form. Serious hazards need to be immediately telephoned through to KNC, so that immediate action can be taken to address the risk to keep everyone safe from harm.

Managers, coordinators and team leaders will assess the risk of the hazard causing harm in consultation with the affected workers in order to develop and implement effective control measure(s) to address each risk(s) identified. Consultation will also include the service users for any hazards and associated risks occurring within their homes.

Step 2 – Assess risks

Once a hazard has been reported, managers, coordinators and team leaders may have to conduct a full risk assessment in consultation with the workers affected by the hazard. The urgency of the risk assessment will be dependent on the level of risk workers and service users are exposed to.

- Work Health Safety legislation requires that a risk assessment should be undertaken whenever:
 - there is uncertainty about how a hazard may result in injury or illness;
 - the work activity involves a number of different hazards and there is a lack of understanding about how the hazards may interact with each other to produce new or greater risks; and
 - changes at the workplace occur that may impact on the effectiveness of control measures.

- A risk assessment is not necessary in the following situations:
 - Legislation requires some hazards or risks to be controlled in a specific way – these requirements must be complied with;
 - A code of practice or other guidance sets out a way of controlling a hazard or risk that is applicable to your situation and you choose to use the recommended controls. In these instances, the guidance can be followed; and
 - There are well-known and effective controls that are in use in the Health and Community sector, which are suited to the circumstances in KNC workplaces. These controls can simply be implemented.
- A risk assessment is about working out how serious the problem is. KNC will consider the following:
 - What type of harm could occur? (e.g. muscular strain, fatigue, burns, laceration) How severe is the harm? Could the hazard cause death, serious injuries, illness or only minor injuries requiring first aid?
 - What factors could influence the severity of harm that occurs? For example, the distance someone might fall or the concentration of a particular substance will determine the level of harm that is possible. The harm may occur immediately something goes wrong (e.g. injury from a fall) or it may take time for it to become apparent (e.g. illness from long-term exposure to a substance).
 - How many people are exposed to the hazard and how many could be harmed in and outside your workplace?
 - Could one failure lead to other failures? For example, could the failure of your electrical supply make any control measures that rely on electricity ineffective?
 - Could a small event escalate to a much larger event with more serious consequences? For example, a minor fire can get out of control quickly if located near a bushfire prone area.
- In thinking about how each hazard may cause harm, KNC should consider:
 - The effectiveness of existing control measures and whether they control all types of harm;
 - How work is actually done, rather than relying on written manuals and procedures;
 - Infrequent or abnormal situations, as well as how things are normally meant to occur; and
 - Maintenance and cleaning of equipment, as well as breakdowns of equipment and failures of health and safety controls.
- KNC will work out the likelihood of harm occurring using the attached Risk Analysis Matrix.

The likelihood that someone will be harmed can be estimated by considering the following:

- How often is the task done? Does this make the harm more or less likely?
- How often are people near the hazard? How close do people get to it?
- Has it ever happened before, either in your workplace or somewhere else? How often?

Step 3 – Eliminate/control risks

The third step in managing risks involves eliminating them so far as is reasonably practicable, or if that is not possible, minimising the risks so far as is reasonably practicable. In deciding how to control risks KNC will consult affected workers.

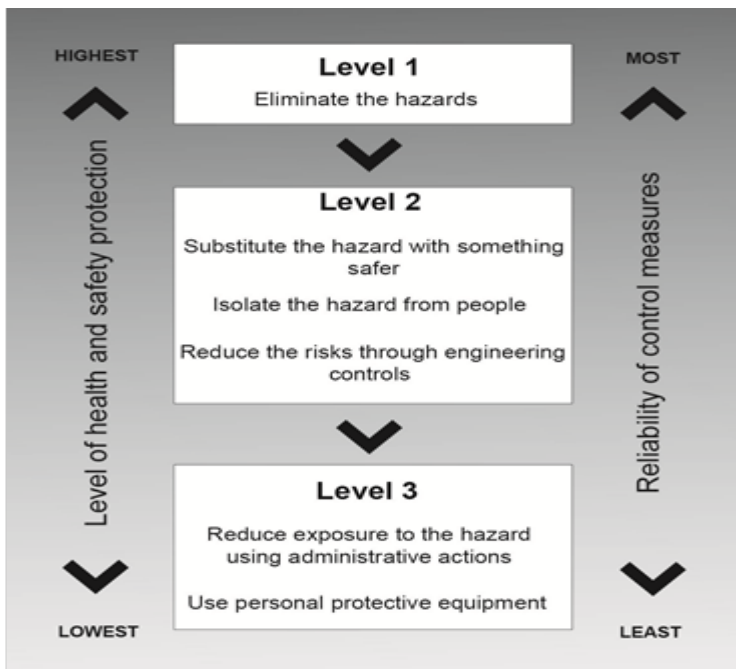
KNC will consider various controls and choose the control that most effectively eliminates the hazard or minimises the risk in the circumstances. This may involve a single control measure or a combination of different controls that together provide the highest level of protection that is reasonably practicable.

Some problems can be fixed easily and should be done straight away, while others will need more effort and planning to resolve. Of those requiring more effort, KNC will prioritise areas for action, focusing first on those hazards with the highest level of risk.

Once risks have been assessed effective risk control measures will be developed and implemented in consultation with the KNC Board, affected workers, and in some cases service users. At times it will be necessary to consult with other relevant personnel such as the senior management, and people with technical and specialist areas of expertise.

When considering how to improve controls or which additional controls should be put into place to help manage the identified risks, KNC will use the following hierarchy of controls to develop and implement the most effective risk control measures. The WHS Regulations require KNC to work through this hierarchy when managing risk under the WHS Regulations.

Hierarchy of Controls



Controls are strategies to manage risk balanced against the cost and inconvenience of the control. Common controls include:

- Training of workers;
- Provision of information;
- The use of safe equipment;
- Changes in procedures or practices;
- Personal checks including referee checks, driver's licenses, motor vehicle registrations, professional registrations, criminal history checks; and
- The development of plans for dealing with risks that occur.

Step 4 – Monitor and Review Risk Assessments and Control Measures

Once risk assessments are in place, WHS legislation requires that KNC managers, coordinators and team leaders review and monitor risk assessment and their control measures in consultation with workers to ensure their overall effectiveness.

The WHS Regulations state a review is also required in the following circumstances:

- when the control measure is not effective in controlling the risk;
- before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control;
- if a new hazard or risk is identified;
- if the results of consultation indicate that a review is necessary; and
- if a health and safety representative requests a review.

Monitoring should occur on a regular basis such as weekly, monthly or quarterly whereas a review should occur at the end of a specified time period by which point a risk assessment or a control measure would be expected to have demonstrated whether or not it was effective.

4.7 Keeping Records and Documentation Requirements

KNC will keep accurate records of the risk management process to demonstrate their compliance with the WHS Act and Regulations. Keeping accurate records also assists when undertaking subsequent risk assessments.

Keeping records of the risk management process has the following benefits by allowing KNC to:

- demonstrate how decisions about controlling risks were made;
- develop a comprehensive training needs analysis;
- develop effective safe work procedures;
- review risks following any changes to legislation or business activities; and
- demonstrate to others (KNC Board, regulators, service users etc) that work health and safety risks are being effectively managed.

KNC will document and retain information on:

- the identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process);
- hazardous chemicals used by workers and a register will be maintained;
- how and when the control measures were implemented, monitored and reviewed;
- which workers were consulted;
- relevant training records; and
- any plans for changes.

4.8 Recording Improvements

Improvements implemented as a result of risk management reviews and planning are recorded in the Improvement Plan, as well as in the Risk Management Plan, to ensure that they are implemented, monitored and evaluated for their effectiveness.

4.9 Risk Rating

See Risk Assessment Guide and Risk Analysis Matrix in Attachments.

4.10 Risk Management Responsibilities

KNC is responsible for:

- Developing a risk management framework to meet the legislative requirements of risk management;
- Ensuring there are processes in place for identifying hazards, assessing risks, documenting risk management controls and monitoring/reviewing risk assessments and control measures and keeping records and documentation;
- Providing information, instruction, training and supervision to their workers in hazard identification, risk assessment and risk management;
- Monitoring and reviewing the overall effectiveness of risk management processes via internal and external audits and in accordance with quality management systems;
- Ensuring resources are available to effectively manage risks in the workplace; and
- Ensuring any workplace modifications, either physical or process changes are made as a result of a risk assessment.

Managers, Coordinators and Team Leaders are responsible for:

- Ensuring risk management processes are implemented in their work area with their workers;
- Ensuring that their workers are provided with training, information and instruction to allow them to participate in risk management processes and work safely;
- Following up on reported hazards by undertaking risk assessments and implementing control measures (in consultation with the affected workers, and at times service users);

- Monitoring and reviewing risk assessments and control measures in consultation with their workers and others with the expertise to assist;
- Maintaining a good communication climate between management, workers and relevant unions;
- Working co-operatively with KNC Human Resources personnel and all stakeholders to develop strategies that improve workplace safety culture; and
- Referring complex issues and unresolved risks to senior management

Workers, including volunteers and sub-contractors are responsible for:

- Carrying out all work activities in a safe manner and in accordance with safety procedures;
- Taking reasonable care for their own safety and the safety of others;
- Reporting hazards and incidents (including near misses) to their supervisor to action; and
- Providing assistance in resolving hazards and being an active participant in the consultative process to resolve the identified risk(s).

The General Manager and KNC Board are responsible for:

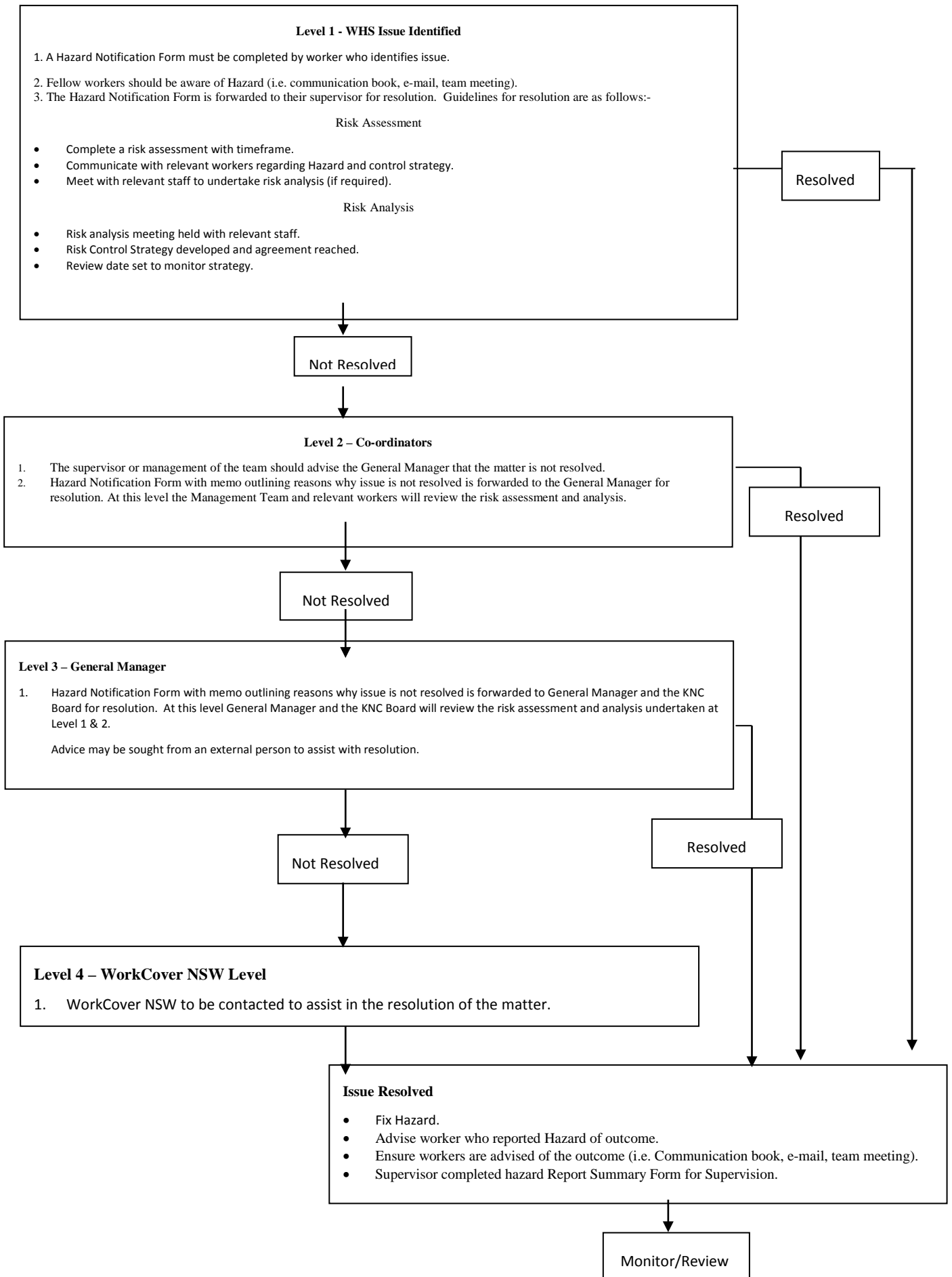
- Reviewing hazard and incident investigation control measures to ensure the health, safety and well-being of KNC workers and service users;
- Investigating WHS issues and providing practical assistance in resolving them;
- Accompanying WorkCover inspectors when they visit KNC ;
- Recommending WHS training for workers; and
- Assisting in the recording of workplace hazards and incidents and making recommendations to address any identified gaps or deficiencies in the KNC Safety Management System.

4.11 Issue Resolution

KNC is committed to creating and maintaining a positive safety culture throughout its organisation. Managers, Coordinators and Team Leaders and workers hold a shared responsibility to work health and safety, to enhance a safety culture with their workers in which workers feel valued and confident to bring any work health and safety concern to their supervisor. Management's response to reports of hazards will be positive and timely, with effective follow-up in consultation with affected workers. Workers will be regularly consulted to determine what health and safety issues they may have in their work and to seek suggestions for improvements.

However there may be, at times, a serious or significant work health safety issue which remains unresolved. KNC in consultation with workers has developed Issue Resolution Procedures to assist in resolving these work health safety issues. A summary of this process is presented in the attached flowchart.

Resolution of health and safety issues



REFERENCES

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

Safe Work Australia Code of Practice: How to Manage Work Health Safety Risks

Community Care Services Health and Safety Consultation Policy and Procedures

FORMS and RECORDS

Tell Us What You Think form attach

Complaint form attach

Workplace Incident and Accident Report form attach

Home Safety Checklist and Risk Management Plan attach

Hazard Notification form attach

Work Environment Audit Checklist attach

Food Safety Audit Checklist attach

WORK HEALTH & SAFETY CONSULTATION POLICY

Workplace Safety Policy # 005.4

PURPOSE

KNC is committed to protecting the health and safety of its workers, volunteers, visitors and guests so far as is reasonably practicable. KNC will make available the necessary resources (i.e. people, facilities and equipment) in order to:

- Comply with all relevant workplace health and safety legislation; and
- Ensure the health and safety of employees and others.

KNC operates to manage work health and safety through Other Agreed Arrangements.

Other Agreed Arrangements

KNC in consultation with its workers has identified that the consultative needs of all workers can be achieved through other agreed arrangements.

It has been identified that consultation may firstly be undertaken by the following means:

- Workers may raise any WHS issues or concerns directly with their manager, coordinator or team leader
- Health and safety issues can also be raised at regular team meetings
- Workers may also raise issues by completing Tell Us What You Think form; Hazard Notification form; Workplace Incident & Accident Report forms.

ISSUE RESOLUTION

For any health and safety issues that cannot be resolved by any worker of KNC or any other affected duty holder using the chosen consultation arrangement, the KNC issue resolution procedure will be referred to and implemented.

REVIEW

In order to ensure that KNC consultation arrangements continue to be effective and applicable, this Consultation Statement will be reviewed every year by the KNC Board.

Conditions which might warrant a review of this Consultation Statement on a more frequent basis would include:

- Legislative change; and
- Work, Health & Safety concerns of workers.

FACILITIES AND WORK ENVIRONMENT

Workplace Safety Policy # 005.5

References:

- Australian Standard AS 4083 Safety
- Australian Standard AS/NZS 4360:2004 Risk Management
- Australian Standard AS/NZS 4801:2001 Occupational Health and Safety – Specifications
- Australian Standard AS/NZS 4804:2001 Occupational Health and Safety – General guidelines
- Australian Standard AS 3590.2:1990 Screen Based Workstations part 1: Workstation Furniture
- Australian Standard AS 3760 Electrical Safety
- Australian Standard AS/NZS 4442:1997 Office Desks
- Disability Discrimination Act (Commonwealth) 1992
- Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011
- KNC Assets Register
- KNC Incident and Accident Register
- KNC Maintenance Register
- KNC Repairs Register

Attachments:

- First Aid Checklist (insert document number or hyperlink)
- Hazard Notification (insert document number or hyperlink)
- Maintenance Register (insert document number or hyperlink)
- Quality Monitoring and Auditing Schedule (insert document number or hyperlink)
- Risk Assessment Guide (insert document number or hyperlink)
- Work Environment Audit Checklist (insert document number or hyperlink)
- Workplace Incident and Accident Report (insert document number or hyperlink)

Definitions:

For the purposes of this policy & procedure the following definitions apply:-

- Community hub – refers to the Neighbourhood Centre function of providing information and referral services, access to infrastructure for the community (e.g. phone, photocopier, telephone, toilet amenities and drop in facilities for community members), and accessible meeting space(s)
- Information & referral services – the services provided by KNC Staff and volunteers to individuals and community members seeking assistance with identified issues

- Service support – administrative and general services delivered by either volunteers and/or designated KNC service support staff covering a range of functions designed to support KNC core functions e.g general administration duties, data collection, entry and collation
- Reception volunteers – the KNC volunteer workforce specifically operating the front desk and providing general reception & administration duties such as switch, photocopying, community hub data capture
- Back up staff – the KNC finance, administration and service support staff providing general support to the volunteer receptionists on a daily rostered basis
- Back up roster – daily roster identifying the KNC support staff providing general support to the KNC volunteer receptionists
- Back up duties – those duties expected of and performed by the rostered KNC back up staff to support the volunteer receptionists. Back up duties include:-
 - ensuring receptionists have arrived and are let into the building
 - enabling receptionists time to settle in and prepare their workspace
 - ensuring the volunteer receptionist is able to count & receipt/record any monies received during the shift 15 mins before shift end
 - ensuring all receptionist duties are discharged as per receptionist checklist (opening all relevant doors and windows, closing and locking all relevant doors and windows)
 - Data capture processes

1.0 POLICY STATEMENT

KNC is committed to ensuring workers and service users have access to environments, facilities and equipment that support their right to a healthy and safe environment, in compliance with our regulatory obligations as employers.

2.0 SCOPE

This policy applies for all sites and facilities of KNC, and to all KNC Board members and workers (staff, contractors, and volunteers).

3.0 PRINCIPLES

The establishment, maintenance and monitoring of a safe work environment is both an ethical and a legal obligation of KNC, and we are committed to compliance with all relevant work health and safety legislation to ensure that the exposure to risk of an adverse incident, accident or injury to workers, service users or visitors is minimised.

4.0 PROCEDURES

4.1 Risk Management

KNC's integrated risk management strategy provides a structured framework for the identification, analysis and treatment of all situations of risk. Our facility design and equipment purchase choices are cognisant of this approach and involve not only a risk analysis, but planned preventive actions to minimise exposure to risk, corrective action reporting and improvement planning through the KNC Board. For more information on how our Workplace Safety policies dovetail into our risk management strategy, please refer to Governance Policy #003.5, *Integrated Risk Management*.

4.2 First Aid Equipment

A first aid box is to be wall-mounted at all sites, away from service user/community access. The service coordinators will delegate responsibility to an employee for checking first aid supplies monthly, and replenishing as required.

A checklist of the contents is to be located inside each first aid box.

All KNC vehicles will also be equipped with first aid kits, which are to be kept in the glove-box and include UV filter cream and disposable gloves.

4.3 Facilities and Work Environment

Workplace facilities of KNC will be designed with a focus on safety and security.

Non slip floor coverings will be used, and immediate corrective action will be taken to address any lifted or torn floor coverings that present a tripping hazard.

Our premises will provide adequate ventilation, with appropriate heating and cooling systems installed to maintain a safe and comfortable work environment temperature. Lighting in all facilities will be adequate and relevant for purpose. Appropriate work spaces will be provided, with a room for staff meetings, worker kitchen/lunch room facilities, and an adequate number of washrooms/toilet facilities. Workstations will be screened from public view.

Client interview rooms will have sight and sound privacy. Designated spaces that comply with privacy requirements will be made available for storage of client and personnel records. A lockable, ventilated space will be allocated for archived record storage.

A suitable entry/loading dock will be provided for moving equipment and supplies.

Outdoor areas will be well maintained, with access ways kept clear.

Any flammable materials (e.g. gas canisters) or hazardous substances stored on site will be held in a well-ventilated, lockable storage area which is appropriately signed.

Designated members of the KNC Board are responsible for conducting regular audits of the work environment in accordance with the *Quality Monitoring and Auditing Schedule*, to ensure the workplace remains physically safe, accessible, and free of hazards.

Safe Work Practices for Delivery of KNC Services

KNC's frontline information & referral services are primarily delivered by our volunteer service support staff, supported by KNC staff members. The creation and maintenance of a safe, secure and supportive environment for community members, service users, and workers is an overarching principle of all service delivery offered by KNC. To ensure community access to our information & referral services is provided in a safe and secure environment, it is a requirement of KNC that:

- A minimum of two workers must be physically on site in order to open the Katoomba Neighbourhood Centre, including KOOSH, or any of its off-site locations including the Vale Street premises and the Blue Mountains Home Modification & Maintenance Service (BMHMMS) workshop, to the public.
- On occasions when KNC is unable to maintain two workers physically present on the main site at No 8 Station St Katoomba, public access to the building will be restricted to allow only groups with booked and previously arranged discreet access to the public meeting space, entry to the building.
- Workers working in isolated sites, including the Vale St premises, the BMHMMS workshop and the counselling rooms at No 10 Station Street Katoomba, must ensure they have a KNC personal alarm device with them at all times.
- KNC will provide assistance to acutely distressed individuals with complicated issues on presentation, however within a general social construction of alleviating distress and providing assistance, information and referral around the issues they identify. KNC does not provide professional clinical, counselling or mental health treatment services, with the exception of Occupational Therapy services within the Blue Mountains Home Modification & Maintenance Service. KNC does not provide a crisis response or crisis services. Individuals in crisis with immediate needs will be redirected to the appropriate agency as a matter of urgency.
- Individuals exhibiting aggressive, violent, abusive, intimidating or inappropriate behaviour should be asked to leave the premises. In cases where behaviour is deemed to be threatening to self or others, KNC workers will secure the environment, remove other workers and service users if able, and call for assistance from the appropriate crisis or emergency responders e.g. police, ambulance, mental health access team.

Provision of Frontline Information & Referral Services

Katoomba Neighbourhood Centre (KNC) attempts at all times to be responsive to the needs of our community and provide timely access to support, information, resources and or

referral to the appropriate agency (s), as required. We strive to provide this support and assistance in a safe and secure environment, delivered in a respectful and culturally sensitive manner, appropriate to the individual.

Individuals exhibiting aggressive, violent, abusive, intimidating or inappropriate behaviour will be asked to leave the Centre. In cases where behaviour is deemed to be threatening to self or others, KNC staff will secure the environment, remove other staff and clients if able, and call for assistance from the appropriate crisis or emergency responders e.g. police, ambulance, mental health access team.

Back Up Procedures

- Frontline back up staff – the KNC finance, administration and service support staff provide general support to the volunteer receptionists on a daily rostered basis.
- Back up duties – the duties expected of and performed by the rostered KNC frontline back up staff to support the volunteer receptionists include:-
 - ensuring receptionists have arrived and are let into the building
 - enabling receptionists time to settle in and prepare their workspace
 - ensuring the volunteer receptionist is able to count & receipt/record any monies received during the shift 15 mins before shift end
 - ensuring all receptionist duties are discharged as per receptionist checklist (opening all relevant doors and windows, closing and locking all relevant doors and windows)
 - assisting the receptionists with the provision of information and referral to individuals and community members seeking assistance with identified issues, and with the provision of access to infrastructure for the community (e.g. phone, photocopier, telephone, toilet amenities, drop in facilities for community members and accessible meeting space).
- Complex cases, including acutely distressed individuals presenting with complicated issues, will be referred by the frontline back up staff member to the rostered complex case back up staff. Complex case back up staff will provide assistance to such individuals by alleviating distress and providing assistance, information and referral around the issues they identify.

This policy and procedure requires to be read and understood in conjunction with the KNC *Provision of Frontline Information & Referral Services Policy*.

4.4 Ergonomic Design

KNC is mindful of the risk of repetitive strain injury and/or injury resulting from awkward or static working postures.

To control these potential hazards, advice will be sought on ergonomic design in our purchase choices of work station desks and chairs, computer screen glare protectors, wrist supports, and other relevant work station furniture, equipment and accessories.

If an employee has a physical disability, appropriate seating, furniture and equipment will be acquired, where reasonably possible.

4.5 Accessibility

KNC is committed to the social justice principle of equity of access, and acknowledges that this entails a responsibility to address barriers to access for people with disabilities, and to provide for their safety and security.

Designated “disabled parking” bays will be provided at all KNC premises.

Ramps will be installed as required to ensure the front entrance of the premises is accessible for people in wheelchairs. Wherever feasible, automatic entry doors will be installed, except where exemptions apply under the Disability Discrimination Act. All KNC premises will provide accessible reception and public areas, and wheelchair accessible washroom/toilet facilities.

4.6 Equipment Maintenance Inspections and Records

Where *Work Environment Audits* identify improvement action is required in terms of repair or replacement of equipment, or worker compliance with required procedures, an *Audit Report* is to be submitted to the KNC Board for discussion and decision-making. Approved improvement plans are recorded in the *Continuous Improvement Register*. Approved equipment purchases are recorded in the *Assets Register*. Approved repairs are recorded in the *Repairs Register*. Worker training to improve process compliance is recorded in the *Staff Training Register*.

Standard schedules have been established for preventive maintenance of facilities and equipment, which are recorded in the *Maintenance Register*. Record logs of routine servicing and repairs, and all inspection, audit and test reports can be traced through the *Records Register*.

Air conditioning units are to be cleaned in accordance with the preventive maintenance schedule to minimise the risk of spread of air-borne infections, and recorded in the *Maintenance Register*.

All relevant clinical equipment or gauged instruments will be calibrated annually to ensure accuracy. Calibration requirements are recorded in the *Compliance Register*.

All equipment and aids supplied by KNC to service users, to promote independent living, will be regularly checked and maintained in a safe, secure and well-functioning state, and will be recorded in the *Maintenance Register*.

4.7 Pest Control

To minimise the risk of pest infestations, pest control spraying of facilities will be undertaken in accordance with the preventive maintenance schedule.

Pest control spraying is to be conducted at a time that presents the least inconvenience and risk to workers, service users, and visitors to the premises, and the least disruption to services.

4.8 Electrical Safety

KNC will ensure that throughout our facilities, an adequate supply of power points are installed, to negate the need for power-boards or electrical extension cords.

All KNC buildings will be fitted with an earth leakage unit (safety switch). Where KNC is operating from leased premises where the landlord's consent for installation of an earth leakage unit cannot be obtained, all electrical equipment will be tested annually by a qualified electrician, and dated inspection tags attached to each electrical appliance.

The contact details of our contracted electrician will be recorded in the *Suppliers Register*.

The safety requirements and frequency for maintenance and inspection of electrical appliances will be recorded in the *Maintenance Register*.

Residual current devices will be provided to all workers undertaking visits in service users' homes and provision of services in community locations or buildings e.g Community & Cultural Development staff, together with training in how to use the devices. The devices are to be used by workers when accessing any power point in an environment of concern. The devices will be numbered, and a register will be kept recording which device has been given to which worker, and the date it was given. The devices will be regarded as having a 12 month expiry date, and will be replaced annually. Refresher training will be provided to workers at the time of replacement of devices.

4.9 Premises Security

A security alarm system has been installed at all KNC premises. Should an alarm be triggered, response code instructions provided by our contracted security provider are to be followed by the delegated officer, as documented in the *Delegations Register*.

Automatic external security lights have been installed at all premises to protect the safety of workers leaving the premises after night-fall, and to minimise the risk of break-ins whilst the premises is unattended.

The last person leaving the work premises must check all rooms before leaving and ensure that all lights, air conditioners and computers are switched off. The last person to leave the premises must ensure all exit doors are locked and that the security alarm system is armed.

MANUAL HANDLING

Workplace Safety Policy # 005.6

References:

- Australian Standard AS 4083 Safety
- Manual Tasks Involving the Handling of People Code of Practice 2001
- Australian Standard AS/NZS 4360:2004 Risk Management
- Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011
- Katoomba Neighbourhood Centre Governance Policy #003.5, *Integrated Risk Management*

Attachments:

- Client Care Plan (insert document number or hyperlink)
- Hazard Notification (insert document number or hyperlink)
- Manual Handling Risk Assessment Checklist (insert document number or hyperlink)
- Manual Handling Risk Control Plan (insert document number or hyperlink)
- Risk Assessment Guide (insert document number or hyperlink)
- Work Environment Audit Checklist (insert document number or hyperlink)
- Workplace Incident and Accident Report (insert document number or hyperlink)

1.0 POLICY STATEMENT

We acknowledge that manual handling is the single biggest cause of occupational injury for community sector workers. The insured and uninsured costs of manual handling injuries add significantly to the cost of providing health, aged care and community services. Most manual handling injuries are preventable. KNC is committed to ensuring our workers have access to facilities and equipment that support their right to a healthy and safe work environment and minimise their exposure to risk of injury, in compliance with our regulatory obligations to them.

2.0 SCOPE

This policy applies for all sites and facilities of KNC, and to all workers.

3.0 DEFINITION

Manual handling tasks are defined as any activity where a worker is required to grasp, manipulate, carry, move (lift, lower, push, pull), hold or restrain a load or weight.

4.0 PRINCIPLES

This Manual Handling Policy is based on the principle of risk management through a systems approach to task organisation, design, planning and control. Our objective is to reduce the incidence of manual handling injuries through early and effective management of potential problems to ensure manual handling risks are eliminated or controlled.

5.0 PROCEDURES

5.1 Risk Management

KNC's integrated risk management strategy provides a structured framework for the identification, analysis and treatment of all situations of risk. Our procedures for manual handling are cognisant of this approach, and aim to minimise the exposure of our workers to risk through effective planning and control systems. For more information on how our Workplace Safety policies dovetail into our risk management strategy, please refer to Governance Policy #003.5, *Integrated Risk Management*.

Management and workers will work together to identify, evaluate and control manual handling problems, using a team based problem-solving approach.

5.2 Manual Handling Tasks and Risk of Injury

Manual handling tasks can contribute to injuries affecting all parts of the body, particularly the back, shoulder and wrist. Repetitive strain injury can develop through frequent lifting with the back bent or twisted; pushing or pulling loads, including wheelchairs; working in a fixed position such as continuous sitting or driving for long periods; repetitive work with the hand or arm such as having to grip tools or loads tightly; using vibrating equipment or tools; or working with the neck, shoulders and arms in a fixed position such as at computer workstations.

5.3 Identification of Manual Handling Problems

Each client's functional assessment includes mobility and transfer manual handling assistance requirements, which are indicated as "Identified Special Needs" on the *Client Care Plan*. The care plan includes a risk assessment, and a plan for managing that risk.

Manual handling problems experienced by workers may also be identified through *Workplace Incident and Accident Reports*, and through observation of work practices.

Workers who identify a potential manual handling task problem are to complete and submit a *Hazard Notification* to their supervisor.

5.4 Assessment of Manual Handling Problems

Once a manual handling problem has been identified, a *Manual Handling Risk Assessment Checklist* is to be completed by the relevant service coordinator. The risk factors to be considered in assessing manual handling problems include the following ten elements:

- Forceful exertions that place high loads on muscles and other tissues, including factors such as pushing, pulling, speed of movement, handling heavy or bulky weights
- Working postures, including awkward, fixed or static positions which cause muscle fatigue
- Repetitive work tasks requiring static positions, such as constant repetition of the same movement, or the duration of a task when it requires holding a position for a long time
- Vibration hazards including damage and effects from use of tools or equipment
- Work area design and layout including fixtures and fittings, furniture and equipment, height of workstations requiring continual reaching or bending
- Excessive use and/or poor design of tools and equipment
- Weights and forces and the nature of loads and handling controls, including how loads are packaged for manual handling (e.g. whether there are handles), and distances moved
- Staffing levels, skills mix, and individual factors, including matching people to tasks by skill and fitness levels
- Task organisation and procedural guidelines, including equipment maintenance, inadequate rest breaks, task deadlines requiring having to work too fast for too long
- Workplace environment including floors, temperature, lighting, hazards, and access to the right protective equipment.

5.5 Control of Manual Handling Problems

Once the risks have been assessed and a manual handling problem has been confirmed, the problem is to be eliminated or controlled.

The relevant service coordinator, in consultation with relevant staff and the General Manager, is to complete the *Manual Handling Risk Control Plan*.

The *Manual Handling Risk Control Plan* is to be submitted to the General Manager and KNC Board for urgent discussion and risk resolution.

There are two types of solutions KNC will adopt to control manual handling risks. They are design controls and administrative controls.

5.6 Design Controls

Design controls are the preferred solution because they can eliminate the risk, or reduce the risk factor to a minimal level. Design controls include:

- Job re-design, which may involve modifying the workplace layout, or changing tools or equipment, or rearranging the flow of materials, or changing the way a task is done
- Provision of mechanical handling aids or equipment to eliminate the need for manual handling or reduce the risk of repetitive strain.

5.7 Administrative Controls

Administrative controls involve reducing the time workers are exposed to a risk factor. Administrative controls include:

- Work organisation such as worker rotations, task sharing, introduction of regular breaks, avoiding peaks in workflow
- Task-specific training for workers in relation to the use of tools or mechanical aids and equipment, or lifting techniques and manual handling skills
- Adjusting equipment servicing and maintenance schedules
- Provision of additional personal protective equipment (PPE) such as knee pads, boots, gloves.

5.8 Review of Effectiveness of the Control Solution

All approved improvement plans, including those for manual handling design or administrative controls, are recorded in the KNC *Continuous Improvement Register*. The register entry includes the planned timeframe for review of the effectiveness of the chosen strategy. This evaluation will be undertaken by the General Manager, and reported to the KNC Board.

WORKING IN ISOLATION

Workplace Safety Policy # 005.7

References:

- Australian Standard AS/NZS 4360:2004 Risk Management
- Australian Standard AS/NZS 4801:2001 Occupational Health and Safety – Specifications
- Australian Standard AS/NZS 4804:2001 Occupational Health and Safety – General guidelines
- Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011
- Katoomba Neighbourhood Centre Vehicle Usage Policy # 005.8
- KNC Incident Accident Register

Attachments:

- Client Care Plan (insert document number or hyperlink)
- Home Safety Checklist and Risk Management Plan (insert document number or hyperlink)
- Risk Assessment Guide (insert document number or hyperlink)

This policy should be read in conjunction with KNC Provision of Frontline Information & Referral Services Policy Statement.

1.0 POLICY STATEMENT

The purpose of this policy is to protect personal safety when workers are required to work in isolation.

2.0 SCOPE

This policy applies to all workers whose role, for whatever reason, may involve periods of work away from other members of the staff team, and workers who work at off-site locations, including the Vale Street premises and the BMHMMS workshop.

3.0 PRINCIPLES

KNC is committed to ensuring we support the right of workers to a healthy and safe work environment.

4.0 PROCEDURES

4.1 Working in Isolation

Working on your own, whether in the office, in a remote location, travelling, or in a client's home can pose additional safety risks often not considered when designing security and safety practices. Even working out of the visual or auditory range of others can be

potentially dangerous. Workers working on their own are to be aware of the increased risk of threat or assault, or of having no-one to assist if they are injured or fall ill, or if an emergency response is required.

Individual workers must employ the safe work practices listed in this policy.

The creation and maintenance of a safe, secure and supportive environment for community members, service users, and workers is an overarching principle of all service delivery offered by KNC. To ensure community access to our information & referral services are provided in a safe and secure environment, it is a requirement of KNC that:

- A minimum of two workers must be physically on site in order to open the Katoomba Neighbourhood Centre, or any of its off-site locations including the Vale Street premises and the Blue Mountains Home Modification & Maintenance Service (BMHMMS) workshop, to the public and to service users.
- On occasions when KNC is unable to maintain two workers physically present on the main site at No 8 Station St Katoomba, public access to the building will be restricted to allow only groups with booked and previously arranged discreet access to the public meeting space, entry to the building.
- Workers working in isolated sites, including the Vale St premises, the BMHMMS workshop and the counselling rooms at No 10 Station Street Katoomba, must ensure they have a KNC personal alarm device with them at all times.
- Individuals exhibiting aggressive, violent, abusive, intimidating or inappropriate behaviour should be asked to leave the premises. In cases where behaviour is deemed to be threatening to self or others, KNC workers will secure the environment, remove other workers and service users if able, and call for assistance from the appropriate crisis or emergency responders e.g. police, ambulance, mental health access team.

For protection of workers, duress alarms will be installed in reception areas of all facilities where the area is isolated by sight and sound from other workers.

Workers who routinely undertake home visits to service users will be provided with specialised information and education at induction, to protect their personal safety when working alone. BMHMMS workers who routinely work alone at client's homes will be provided with specialised information and education to protect their personal safety when working alone, and to help them to ensure that members of the public do not access their worksites.

Home visits are only to be conducted during normal business hours. Where worker arrival and departure times deviate from that agreed in the *Client Care Plan*, the relevant supervisor is to be notified.

All workers working in the field are required to carry a mobile phone or a two-way radio with them at all times.

4.2 Risk Assessments and Risk Management Plans

Initial client assessments will identify any risk factors related to the client's physical, intellectual and psychological health status and/or likely behavioural challenges. The *Client Care Plan* will document a plan to manage any identified risk. This may include having two workers to attend the client.

All service users requiring home-based care will have a *Home Safety Checklist and Risk Management Plan* completed. Services will not commence until identified environmental safety hazards have been addressed.

4.3 Home Visit Protocol

Workers must never knowingly confront a potentially unsafe situation on their own. It is a matter of collective professional judgement of the assessment officer and relevant program manager whether one or two workers will be required to undertake a home visit.

Workers are to conduct home visits in an area where exit is unrestricted, and are to observe KNC's standard Home Visit Protocol:

- Observe the premises and take note of any hazards or peculiarities
- Note difficult or unusual gates, latches, exits, steps, animals, etc.
- On approach to the home listen for arguments, look for unrestrained animals and take note of any hazards or peculiarities
- Listen before knocking on doors and take note of any unusual or loud noises, the sound of dogs, and the number and behaviour of people in the house
- Stand to one side of the door when knocking and wait for the door to be opened
- Avoid going around to the back of the house or to side laneways, especially if it means you are not visible from the street
- Identify yourself and your reason for being there
- Before entering the client's home conduct a mini risk assessment – is the client home? Is anyone in the home that appears to be under the influence of drugs or alcohol? Are there visitors? Do you feel unsafe?
- Select a seat that is easy to leave and avoid low settees or bean bags
- Endeavour to structure your environment for your own safety and comfort
- Be aware of weapons and potential weapons in the house
- Avoid conducting sessions in the kitchen (potential weapons) and bedrooms (emotionally charged and difficult to escape from) and
- Be aware of the position and whereabouts of other people in the house.
- Ensure you have a residual current device (RCD) for use in service users' homes. The RCD must be checked regularly by a competent person that it is safe to use.
- Know all exit routes
- Remain observant and risk-aware - stamp out complacency

Workers are to terminate the visit as soon as safely possible should known risk factors indicate a possible aggressive or violent attack, or if danger is sensed, or they are uncomfortable with the situation.

4.4 Safety Precautions when Working Alone

Workers should adhere to the following safety precautions when working alone:

- All security incidents/breaches must be reported, recorded and monitored
- No worker should leave the building to investigate disturbances on their own
- On no account are agitated or aggressive service users/visitors to be confronted by a worker alone
- Ensure that the premises are secured.

4.5 Safety Precautions when Travelling Off-site

Workers should adhere to the following safety precautions when travelling off-site:

- The whiteboard is to be used for recording destinations, contact details and estimated times of arrival, departure and return of employees
- Malfunctions of communication/security appliances must be immediately reported
- In the case of a vehicle breakdown, workers are advised to remain in the vehicle and call for assistance if possible
- Breakdown and accident guidelines must be retained in all vehicle glove-boxes
- It is the responsibility of the person about to use the vehicle to ensure there is adequate fuel for the journey.

4.6 Personal Safety Behaviours

Workers working at external locations including private homes are to observe KNC standard Home Visit Protocols and adopt these Personal Safety Behaviours:

- Be risk aware at all times
- If lost, contact for direction - especially after dark
- Carry a street directory in your car
- Keep their car in good mechanical order and regularly check fuel gauge
- If broken down, remain in their car whilst waiting for help and inform
- Carry a torch when working in the community
- Keep their car locked whether they are in it or not
- Make sure someone knows where they are, and when they are due to return and that they can be contacted on their mobile phone.
- Ensure their mobile phone is fully charged and that "112" is pre-programmed on speed dial into their mobile phone
- Be aware their surroundings – be street smart – park in a safe, well-lit area and in the direction they will be leaving

- Only take into the home what they really need
- Carry their keys and mobile phone on their person at all times
- Try to not react to threatening behaviour by adopting the same confrontational body language as this may escalate the situation
- Never try to physically stop violent behaviour
- Contact a supervisor as soon as possible when danger is perceived

Workers undertaking home visits will complete a “Self-Assessment Safe Home Visiting” form (see attached) at least once every 3 months, and review it with their manager or supervisor.

PERSONAL THREAT

Workplace Safety Policy # 005.8

References:

- Australian Standard AS/NZS 4360:2004 Risk Management
- Australian Standard AS/NZS 4801:2001 Occupational Health and Safety – Specifications
- Australian Standard AS/NZS 4804:2001 Occupational Health and Safety – General guidelines
- Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011
- KNC Delegations Register
- KNC Incident Accident Register

Attachments:

- Risk Assessment Guide (insert document number or hyperlink)
- Workplace Incident and Accident Report (insert document number or hyperlink)

1.0 POLICY STATEMENT

This policy establishes practice guidelines designed to minimise risk of harm and enhance personal safety for workers when confronted with personal threat situations.

2.0 SCOPE

This policy applies for all KNC workers.

3.0 DEFINITIONS

Unarmed confrontation is the term used when an unarmed person confronts another person in a violent or threatening manner, or where a person threatens to commit suicide.

Armed confrontation is when a person armed with a weapon of some kind confronts another person in a violent or threatening manner.

4.0 PRINCIPLES

KNC is committed to providing the maximum protection for workers through clear practice guidelines and instruction to minimise consequences arising from an adverse event in the workplace.

5.0 PROCEDURES

5.1 Unarmed Confrontation

Workers will decrease the risk of assault or injury by the following steps:

- Avoid being alone with the offender
- DO NOT argue with the person
- Speak normally and do not raise your voice
- Treat the person with respect
- If possible, obtain proper evaluation and management of any aggressive, agitated, violent or threatening person from appropriately trained staff (e.g. registered nurse, social worker, counsellor etc.).

Where violence appears likely and immediate support is required, the worker should alert as many other workers as necessary to try to contain the situation.

It may also be appropriate to contact a member of the aggressive person's family.

Notify the police promptly, if the situation warrants.

As soon as reasonably possible after the event, the worker/s involved should contact the General Manager to report the event so appropriate action/support can be instigated. A *Workplace Incident and Accident Report* should be completed and forwarded to the service coordinator and General Manager.

5.2 Armed Confrontation

WARNING: Under no circumstances should workers, community members or service users place themselves in further jeopardy. Armed confrontation must be managed by a discreet response, following a predetermined plan developed in conjunction with police authorities. The use of communication systems which may be heard by the armed person must be avoided.

To prevent any escalation of the situation, workers who are directly involved are to obey the offender's instructions, but do only what is told and nothing more, and do not volunteer any information. Wherever possible, attempt to position a barrier between yourself and the perpetrator and his/her weapon e.g. move behind a desk.

Workers who are not directly involved should stay out of danger. They are to leave the building as soon as it is safe to do so and raise the alarm. Phone the police emergency number (000) if able to do so without danger, and keep the phone line open.

Carefully observe any vehicle used by the offender/s, taking particular notice of the registration number, vehicle model and colour, and the number of occupants and their description.

Observe the offender/s as much as possible, in particular, note the speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos, and record these observations in writing as quickly as possible after the armed confrontation.

The police will want individual impressions of what happened, uninfluenced by others. Ask all witnesses to remain until the police arrive, and explain to witnesses that their view of

what happened, however fleeting, could provide vital information when pieced together with other evidence.

Preserve the scene until the police have checked the area for fingerprints and other clues.

Advise the General Manager of the incident as soon as it is safe to do so. A *Workplace Incident and Accident Report* should be completed and forwarded to the service coordinator and General Manager.

5.3 Identifying and Handling Personal Threats

DEFINITIONS

These guidelines identify, assess, control and minimise the risk and effect of aggressive incidents that are defined as those involving:

Simple assault

- Verbal abuse
- Verbal threats
- Fear of damage to physical environment

Assault and battery

- Where physical contact and/or minor injuries occur requiring only first aid treatment
- Threats with an offensive weapon without physical injury
- Aggravated assault requiring medical intervention

Serious injury and/or death

- Assault with an offensive weapon requiring medical intervention

Implied aggression

- Being followed

Violence

Violence includes verbal and emotional threats and physical attack to an individual's person or property by another individual or group. Violent acts include:

- Verbal abuse in person or over the phone
- Threats of a sexual nature
- Threats of violence or implied violence/aggression
- "Ganging up" by a group over an individual
- Physical or sexual assault

Aggression

Aggressive behaviour includes verbal, physical or implied and inappropriate, disruptive, offensive or violent to workers and others in the workplace. Aggressive behaviour can escalate from intimidating body language to verbal threats, physical threats and assault.

Dealing with Aggression

No person working in the community should be expected to defend themselves against a violent physical attack, however workers are legally permitted to use a “reasonable level of force” to protect themselves.

Reasonable Force is reportedly the amount of force considered appropriate for self-protection or to ensure the safety of others. It is a matter of judgment, depending on the threat faced. The general rule is that the amount of force used must be proportionate to the danger posed.

Suggestions for Defusing Violence

- Stay calm; speak slowly and clearly, and gently
- Do not raise your voice
- Inform the person of your name and position
- Treat the person with respect
- Don't contradict or argue with the person
- Be assertive but do not act like an authority
- Assess the emotional, mental and physical state of the client, e.g. frustrated, disturbed, under the influence of drugs or alcohol
- Be aware of the client's level of communication skills, known symptoms and triggers of aggression
- Keep furniture between you and the other person
- Be aware of indicators of violence, such as rapid breathing and verbal threats
- Avoid aggressive body language including crossed arms, hands on hips, shaking your finger at the person
- Keep your distance, try not to look down
- ***Never touch an angry person***
- If you need to leave, step back to create space and then back away quietly
- As soon as it is safe to do so, the worker is to make immediate contact with their manager, coordinator or team leader so that support, guidance and assistance can be provided if they have been involved in a violent/aggressive incident.
- ***If a worker is concerned for their safety they should leave as soon as they are able to.***

As soon as reasonably possible after the event, the worker involved should contact their Team leader /Manager to report the event so appropriate action/support can be instigated. A *Workplace Incident & Accident Report* should be completed and forwarded to the service co-ordinator and General Manager.

5.4 Media Statements

To prevent further distress to workers and/or service users, members of the media are to be denied access to the facility following any armed confrontation. It is our policy that only the KNC Board Executive and the General Manager have the authority to make statements to the media.

5.5 Debriefing

At the conclusion of any confrontation or personal threat, a formal defusing and counselling session will be provided for all workers affected. This will be followed up by a debriefing session/s, to be arranged by the General Manager and facilitated by an appropriately trained professional.

5.6 Stress Leave

Immediate stress leave to enable rest, recuperation and recovery can be arranged in consultation with the relevant supervisor and General Manager.

If any workers find they are still experiencing stress, anxiety or concern relating to threatening, abusive or violent incidents after any period of time, which is having a detrimental effect on them in their personal or professional lives, they should inform their supervisor. Our support mechanisms for workers include provision of appropriate, confidential follow-up and independent counselling services for workers, at KNC's expense.

FIRE AND EMERGENCY PLANNING

Workplace Safety Policy # 005.9

References:

- Australian Standard AS/NZS 4360:2004 Risk Management
- Australian Standard AS 1319 Safety Signs for the Occupational Environment
- Australian Standard AS 1851: Maintenance of Fire Protection Systems and Equipment
- Hazardous Substances: Material Safety Data Sheets (MSDS) <http://www.msds.com.au>
- National Code of Practice Regulations for Control of Hazardous Substances
- Australian Standard AS 4083:1997 Healthcare Facilities – Planning for Emergencies
- Australian Standard Handbook HB 203:2000 Environmental Risk Management – Principles & Processes
- Work Health and Safety Act (2011) and Work Health and Safety Regulation 43 (2011)
- KNC Chemicals Register
- KNC Compliance Register
- KNC Staff Training Register

Attachments:

- Emergency Plan (insert document number or hyperlink)
- Emergency Planning Checklist (insert document number or hyperlink)
- Fire, Emergency and Chemical Safety Competency Assessment (insert document number or hyperlink)
- Hazard Notification (insert document number or hyperlink)
- Risk Assessment Guide (insert document number or hyperlink)
- Work Environment Audit Checklist (insert document number or hyperlink)
- Workplace Incident and Accident Report (insert document number or hyperlink)

1.0 POLICY STATEMENT

This policy establishes the operational guidelines to protect the safety of service users, workers and visitors to the workplace in the event of a fire or emergency; to ensure adequate equipment is available to reduce the consequence of a fire or emergency; to safely manage the storage of hazardous substances; and to participate in collaborative action in the event of a community-wide disaster.

2.0 SCOPE

This policy applies for all sites and facilities of KNC, and to all workers, service users, members of the KNC Board, visitors to the workplace and community disaster planning partners.

3.0 PRINCIPLES

KNC acknowledges the establishment, maintenance and monitoring of a safe work environment is both an ethical and a legal obligation. We are committed to compliance with all relevant fire and emergency regulations to ensure that workers, service users and community members' exposure to risk is minimised and safety is protected, and accept our responsibility to join with other key stakeholders in responding to community disasters.

4.0 PROCEDURES

4.1 Fire Safety

All KNC premises are to be inspected by the relevant fire authority, who will recommend the type and number of fire extinguishers to be installed on each site, other required fire fighting equipment, and the number and type of fire safety containment doors required (if any).

The recommendations of the fire authority will be followed.

All KNC premises will have battery-operated smoke detectors or automatic fire alarms installed in the recommended areas. The designated service coordinators are responsible for testing and replacing smoke detector batteries bi-annually. The designated Fire Warden is responsible for testing automatic fire alarm systems. All service users, workers and visitors to the facility are to be warned in advance of alarm testing, to prevent undue concern.

All fire extinguishers are to be clearly labelled by type and purpose, and all fire fighting equipment is to be clearly signed.

All fire alarms, fire extinguishers, fire blankets and fire hoses will be inspected bi-annually by the contracted fire authority, in accordance with requirements documented in the *Compliance Register*. All equipment is to be tagged and dated at the time of inspection.

All fire fighting equipment will be recorded in the *Assets Register*. Fire alarm test records are to be maintained. Records of all testing and inspection reports can be traced through the *Records Register*.

Where possible, the front doors of all sites should be used as the main fire exit, with back doors being used as an alternative exit. All exit doors will be clearly signed. Exit doors are to be left unlocked from the inside at all times whilst workers or visitors are on the premises.

Evacuation plans and floor plans, and Emergency Plans will be prominently displayed in reception and in all communal areas where they are accessible to workers, service users and visitors. Evacuation plans will identify the nearest safe exit, the location of fire fighting equipment, and the external Assembly area. Outdoor Assembly areas will be appropriately signed.

4.2 Mandatory Fire Safety and Emergency Training

Fire safety and emergency instruction is to be provided to all workers during induction.

It is a mandatory training requirement for annual fire safety demonstrations to be attended by all workers. Workers who are unable to attend the scheduled training event due to circumstances outside their control (e.g. being on annual leave, in hospital etc.) are to complete a *Fire, Emergency and Chemical Safety Competency Assessment* with their supervisor, as soon as they return to work.

Training attendance (and competency assessment) is to be recorded in the *Staff Training Register*.

Fire drills are to be conducted annually at each site.

All visitors to the facility shall be acquainted with the fire and emergency evacuation procedures and be directed to the nearest evacuation plan and floor plan, and nearest fire exit.

4.3 Hazardous Substances

All chemical substances held on site (including cleaning and domestic products) that may be hazardous if used incorrectly, are to be monitored and controlled.

Material Safety Data Sheets (MSDS) are to be easily accessible in the chemical storage area, to guide worker action in the event of a spill or an adverse event.

Spills kits will be provided in each chemical storage area, to minimise environmental damage in the event of a chemical spill.

Storage areas for all flammable or poisonous substances are required to be well ventilated and clearly and appropriately signed. Outdoor garden maintenance facilities used to store petrol lawn mowers or gas barbecue cylinders are required to be clearly signed *Flammable Materials*.

Storage areas for all hazardous substances are to be kept locked to prevent inadvertent access or incident involving service users, visitors or children. Only workers responsible for those areas are to hold the keys, and records are to be maintained of key distribution.

KNC accepts its regulatory obligation to maintain a *Chemicals Register* to record all flammable or poisonous substances held on the work premises. The KNC *Chemicals Register* will be maintained by a designated KNC employee.

The *Chemicals Register* documents the following characteristics for each flammable/poisonous substance:

- The product name
- The purchase date
- The expiry date
- The quantity of the product held

- The storage location
- The storage security
- The risk associated with the substance
- Whether signage is required and installed
- Whether MSDS are held for the product
- The Personal Protective Equipment (PPE) required to be used.

4.4 Hazardous Substances Safety Training

Relevant workers whose role involves using hazardous substances (chemicals or flammable substances) are to be provided with training about the specific risks entailed, and the PPE they are to use whilst undertaking their role, relevant to the risk. Specific risks associated with the storage and use of chemical products or flammable substances may include (but are not limited to):

- Storage and control of S4 drugs
- Fire or explosion from flammable substances
- Danger from inhaled fumes
- Chemical burns to skin
- Environmental damage
- Poisonous if swallowed
- Damage to sight if splashed in eyes.

4.5 Community Disaster Planning and Response

As a service provider with a major interest in the health and wellbeing of our community, KNC accepts its social responsibility as a corporate citizen to participate in collaborative community action when faced with a community disaster or crisis. In partnership with other service agencies, businesses, emergency response teams, and federal, state and local government representatives in our geographic area, KNC will participate in disaster planning to assist in formulating an effective community response to emergency situations.

A copy of the Disaster Plan will be made available to all service coordinators. It will identify the agreed role of all KNC program areas/sites in the event of an emergency. Our priority will be to assist our service users and other members of the broader community who are most at risk of harm and/or are in imminent danger. The "Identified Special Needs" in the *Client Care Plans* and the priority needs ratings in the *Referrals Register* will be used to inform coordination of our disaster response priorities.

We will contribute our available human and physical resources, and respond in a manner that utilises our resources to greatest effect. This may include providing transport, first aid assistance, counselling, arranging emergency accommodation, or assisting in coordination of evacuation efforts in the event of a community disaster.

Each service coordinator is responsible for discussing the team's role within the Disaster Plan and explaining how action will be coordinated, during team meetings. All KNC workers have a responsibility to work collaboratively with other agencies as part of a combined community response to any impending or actual disaster.

4.6 Explosion or Bomb Threat

Should an explosion occur on the premises or in the immediate location, emergency evacuation procedures are to be followed. Appropriate emergency services are to be notified immediately.

Where a serious security breach is suspected or a bomb threat has been received, on no account should workers undertake investigations themselves. The police are to immediately be called. Where the bomb threat implies imminent and immediate danger, emergency evacuation procedures are to be followed.

Where the threat is received by telephone, remain calm. Attempt to keep the caller on the line in conversation, without causing agitation or aggravation. Wherever possible, signal to another worker to call the police. Keep a written record of the exact threat, the time of the call, and the type and location of the device, if given. Make a note of any voice characteristics observed, including background noises that may assist the police in their investigations. As soon as the call has ended, report immediately to the service coordinator and the General Manager.

Where the threat is received in writing, minimise handling of the document and wherever possible, place it in a plastic document sleeve to preserve any possible fingerprint evidence. The police are to be notified immediately.

4.7 Emergency Evacuation

In the event of a fire or emergency, the Chief Fire Warden is responsible for initiating emergency evacuation procedures and notifying emergency services, in accordance with the *Emergency Plan*.

On hearing the emergency fire alarm, or on receiving instruction from the designated Fire Warden, all workers are to immediately cease all activities. Where safe to do so, equipment in use that may become hazardous or impede the evacuation should be secured, turned off or moved.

Remain calm and follow the directions given by the Fire Wardens or emergency services personnel. Workers are to provide support and assistance to service users to evacuate the building. The most able-bodied service users are to be evacuated first, followed by service users with a sensory or intellectual disability, and those with impaired mobility and the wheelchair-bound. Move to the emergency Outdoor Assembly area, and remain there until the all clear has been given. On no account re-enter the building.

The Chief Fire Warden is responsible for conducting the head count in the Assembly area, and reporting to emergency services personnel.

The First Aid Officers are responsible for initiating immediate medical treatment and assistance in the Assembly area, and reporting to Ambulance services personnel.

4.8 Post Incident Follow-up

Following any emergency incident, the Chief Fire Warden is responsible for ensuring a full report is provided to the General Manager, who will in turn report to the KNC Board. Notifiable incidents are to be reported by the General Manager to the relevant authority.

Post incident, investigations are to be undertaken by the KNC Board to identify the cause of the emergency, and to then plan appropriate corrective and/or preventive actions that may improve future emergency responses.

The First Aid Officer is responsible for assessing the situation in the immediate aftermath of an emergency incident, and recommending trauma counselling for service users and workers as required. The General Manager is responsible for arranging this support, which is to be delivered by appropriately trained professionals.

If any workers find they are still experiencing stress, anxiety or concern following an emergency incident, which is continuing to have a detrimental effect on them in their personal or professional lives, they should inform their supervisor. Following any critical incident our worker support mechanisms include the provision of appropriate, confidential, independent counselling services for workers, at KNC's expense.

WORKPLACE DISCRIMINATION AND HARASSMENT

Workplace Safety Policy # 005.10

References:

- Anti-Discrimination Act 1991
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Australian Human Rights Commission Good Practice Good Business: Eliminating Discrimination and Harassment in the Workplace Fact Sheet 2010

Attachments:

- Employee Agreement (insert document number or hyperlink)
- Code of Conduct and Ethics (insert document number or hyperlink)
- Inclusive Practice Audit Checklist (insert document number or hyperlink)

1.0 POLICY STATEMENT

KNC has a zero tolerance policy to any form of bullying, harassment or discrimination. We accept our legal responsibility as an employer to protect our workers and service users from harm to their psycho-social, emotional and physical health and wellbeing whilst in the workplace environment. We acknowledge and value each individual's right to full participation in the life of the community, and their right to be treated equally without discrimination based on gender, sexual orientation, race, ethnicity disability, age, economic status, culture, customs, lifestyle choices or religious beliefs.

2.0 SCOPE

Adherence to this policy is mandatory for all KNC workers. It applies to all our activities, programs and services.

3.0 DEFINITIONS

Workplace bullying is persistent, unwelcome behaviour, mostly using unwarranted or invalid criticism, fault finding, or exclusion. It may involve a number of behaviours including manipulation, intimidation, belittling remarks, unreasonable persistent criticism, verbal or physical abuse such as shouting and throwing objects, isolation, withholding of information, or imposing menial tasks.

Unlawful harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their sex, sexual preference, race, colour, national or ethnic origin, disability, or some other characteristic specified under antidiscrimination or human rights legislation. It may involve any number of unwelcome behaviours including sending explicit

or sexually suggestive emails, inappropriate touching, innuendo, displaying offensive or pornographic posters or screen savers, telling insulting or offensive jokes, making derogatory comments about someone's race, religious beliefs or sexual orientation, or asking intrusive questions about someone's personal life.

Unlawful discrimination occurs when someone is treated less favourably because of their disability, race, colour, national or ethnic origin, religion, sex, pregnancy or marital status, sexual preference, age, trade union activity, or some other characteristic specified under antidiscrimination or human rights legislation. It may involve unequal or less favourable treatment in staff recruitment and selection, conditions of employment, training and/or promotion opportunities.

4.0 PRINCIPLES

This policy reflects our ethical commitment to respecting each individual's human right to be treated with dignity and respect. We believe all workers have the right to work in an environment free from bullying, harassment or any form of discrimination, and all service users have the right to be treated with equal respect. This principle is demonstrated through socially inclusive practices, where service users and workers from all backgrounds, cultures and lifestyle choices are welcomed, where diversity is celebrated, and where each individual is valued.

5.0 PROCEDURES

5.1 Zero Tolerance

KNC considers any form of harassment, intimidation or discrimination to be totally unacceptable forms of behaviour which will not be tolerated under any circumstances. Such behaviour undermines proper working relationships and may damage worker morale and productivity, and result in the loss of trained and talented workers.

5.2 Code of Conduct and Ethics

All workers are expected to comply with our Code of Conduct and Ethics, which precludes any form of harassment, bullying or discrimination. Workers are expected to treat all service users, other workers, and visitors and stakeholders with respect and courtesy. Any breach of the Code of Conduct and Ethics will be taken seriously. It may be considered grounds for termination.

5.3 Assurance of Equal Employment Opportunity

KNC is an equal opportunity employer. All applicants for employment are treated on their merits, without regard to race, age, gender, sexual orientation, marital status, religious or cultural beliefs or any other factor not applicable to the position.

Not only are all suitably qualified persons given equal employment consideration, but employees employed by KNC will continue to have access of opportunities for progression according to their abilities.

Our policy and practice is based on the premise that a worker's value is determined by their skills and abilities, performance, experience, and the personal attributes they bring to the position such as loyalty, enthusiasm and commitment to our shared values and standards of service.

5.4 Worker Responsibilities

All workers must be aware that sexual harassment (or any other form of harassment), bullying, or any form of discrimination will not be tolerated in the workplace. Each worker is responsible for contributing to a productive, equitable and supportive working environment that embraces social inclusion for all.

All workers have a responsibility to ensure that their own behaviour cannot be construed as bullying, harassment, discrimination, or be seen as any form of abuse of power or position. Such behaviours are unacceptable.

5.5 Unacceptable Behaviour

Bullying is the repeated, less favourable treatment of one person by another or others in the workplace, which is designed to intimidate, degrade or humiliate through an abuse of power or position. Bullying behaviour includes making unreasonable and persistent criticism, constant belittling remarks, manipulation through withholding of information required for the worker to perform their job, imposing menial tasks on the worker, and/or verbal or physical abuse such as aggression, shouting and throwing objects.

Sexual harassment is any form of sexual attention that is unwelcome and offensive or demeaning. It may include unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering, or the display of offensive material.

Discrimination is unfavourable and unequal treatment based on an individual's personal characteristics. It may involve offensive comments or promotion of negative stereotypes about another worker's racial or ethnic background, sex, sexual preference, age, disability, or financial or social status. It also includes physical barriers to access for people with a disability that preclude them from participation at the same level as their able-bodied peers.

5.6 What Harassment/Discrimination is Not

Workplace bullying, harassment or discrimination must not be confused with legitimate comment and advice (including relevant negative comment or feedback) from managers and supervisors on the work performance or work-related behaviour of a worker. Nor

should it be confused with occasional difference of opinion or non-aggressive conflicts and problems in the workplace.

The process of providing feedback to workers during a formal performance appraisal, or counselling workers regarding their work performance, will not always be free of stress for workers. Supervisors and service coordinators are expected to deal sensitively with performance management issues, but both supervisors and workers should accept the management responsibility to provide constructive criticism and honest feedback to workers in order to improve performance.

Interpersonal relationships and friendships within the workplace are a private matter. Single incidents, such as an unwanted invitation out or a compliment do not, in isolation, constitute sexual harassment.

5.7 Raising a Complaint

Workers who are concerned that their treatment by others is harassing, intimidating, bullying, or discriminatory are to raise a complaint with their supervisor, or directly with the General Manager. Similarly, those who witness unacceptable behaviour to a worker or a client, or who believe a work environment is sexually or racially hostile, are to raise a complaint with the supervisor or the General Manager.

Harassment, bullying or discrimination should not be ignored in the hope it will go away. Silence may give the impression that the unacceptable behaviour is tolerated or acceptable, which may lead to an exacerbation of the behaviour. Should a worker's complaint be against their supervisor or the General Manager, they may raise the complaint directly with the KNC Board, or with the Human Rights and Equal Opportunities Commission (HREOC). In the latter case, HREOC will notify the KNC Board, and will facilitate a conciliation meeting between both parties to the complaint, in an attempt to seek resolution.

KNC is committed to providing a dignified, safe, equitable and productive work environment for all workers, and a culturally safe and socially inclusive environment for all service users. Any person who discloses or reports any reportable conduct will not be personally disadvantaged by having made the disclosure or complaint. Victims and/or witnesses who report behaviour that is in breach of our Code of Conduct and Ethics will be provided with protection from any subsequent victimisation, in accordance with our Governance Policy # 003.9 *Whistleblower Protection*.

5.8 Supervisor's Responsibilities

While it is the responsibility of all workers to ensure a workplace free of harassment and discrimination, supervisors have a special responsibility to ensure that all workers and service users are treated equitably and are not subject to harassment, intimidation or discrimination.

In promoting, designing and implementing socially inclusive programs and services, supervisors are required to develop positive strategies to effectively manage the dynamics

of difference within their own operational areas and encourage tolerance and acceptance of diversity.

Supervisors must ensure that workers or service users who raise complaints, or witnesses who raise concerns about any improper behaviour or a hostile work environment, are not victimised in any way. Any reports of harassment or discrimination will be considered a breach of our Code of Conduct and Ethics. Reports and disclosures will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required. The General Manager/Supervisors are to follow the documented procedures in Governance Policy # 003.9 *Whistleblower Protection*, and Human Resource Management Policy # 002.5 *Grievance, Warnings and Exit*, to guide their investigations and decision-making on applicable disciplinary action.

5.9 Disciplinary Action

Where investigations determine that the KNC Code of Conduct and Ethics has been breached, disciplinary action regarding harassment, bullying or discrimination in the workplace may include instant dismissal/termination of employment.

CLIENT PROTECTION AND HARM PREVENTION

Workplace Safety Policy # 005.11

References:

- Accountability Amendment Principles 2006
- Australian Standard AS 4811:2006 Employment Screening
- Australian Standard AS/NZS 4360:2004 Risk Management
- Child Protection Act 1999
- Community Visitors Grant Amendment Principles 2006
- Disability Services & Other Legislation Amendment Act 2008
- Disability Services Act Queensland 2006
- Guardianship and Administration Act 2000
- International Federation on Ageing Declaration of Rights of Older Persons
- Powers of Attorney Act 1998
- Privacy Principles (Privacy Amendment [Private Sector]) Act 2000 NPP 2
- Records Amendment Principles 2006
- The Aged Care Act 1997
- United Nations Principles for Older Persons 1991
- Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011
- KNC Compliance Register
- KNC Incident Accident Register

Attachments:

- Client Care Plan (insert document number or hyperlink)
- Home Safety Checklist and Risk Management Plan (insert document number or hyperlink)
- Risk Assessment Guide (insert document number or hyperlink)
- Workplace Incident and Accident Report (insert document number or hyperlink)

1.0 POLICY STATEMENT

KNC recognises our legal and moral obligation to consistently employ processes that acknowledge and support the right of all people to live free from harm, abuse or exploitation. It is our policy to provide an environment where the safety and wellbeing of our service users and their families is protected. Incidents of actual or suspected harm to people who use our services will be identified, recorded, and appropriately dealt with. It is imperative that planned responses are deployed in a manner consistent with principles of natural justice, and that all parties are provided with appropriate support. In implementing this policy, we acknowledge the principles of autonomy, freedom of choice, and the

dynamics of the relationships involved. Protection of safety is considered paramount, and we will comply with mandatory reporting obligations for Notifiable Disclosures.

2.0 SCOPE

This policy applies for all workers and all KNC programs and services and their service users and families.

3.0 DEFINITIONS

Abuse is defined as any act occurring within a relationship of implied trust, which results in physical, sexual, financial, psychological or social harm and/or neglect. Perpetrators of abuse may be other service users, family members, staff or volunteers, other known people, or strangers.

Elder abuse is when an aged person experiences harmful physical, psychological, sexual, material or social effects caused by the behaviour of another person with whom they have a relationship implying trust.

Physical abuse is the infliction of physical pain, injury or force. This may include sexually abusive and exploitive behaviour involving threats or force, or the inability of the person to give informed consent.

Financial abuse is the illegal or improper exploitation and/or use of funds or other resources/property.

Psychological abuse is behaviour which causes mental or emotional anguish or fear. This may include verbal abuse.

Active Neglect is the conscious and intentional deprivation of basic necessities, resulting in harmful physical, psychological, material and/or social outcomes.

Passive Neglect is the refusal or failure (because of inadequate knowledge, infirmity or disputing the value of prescribed services) to provide basic necessities, resulting in harmful, physical, psychological, material and/or social outcomes.

Harm is any detrimental effect of a significant nature to a person's physical, psychological or emotional wellbeing.

Risk of harm means harm that is likely to occur in the future if no preventive action is taken.

Competent means the person is capable of making decisions and understands what has happened, or is happening.

Not Competent means the person has demonstrated an impaired understanding of what has happened, or is happening, or has been assessed by a relevant medical practitioner as being cognitively impaired.

4.0 PRINCIPLES

The provision of a safe workplace is both an ethical and a legal obligation of KNC, and we accept that our “workplace” includes any place where work may be performed by our workers, including working in service user’s private homes.

Within this working environment we acknowledge a responsibility to ensure our employment practices afford service users confidence that their security and protection are of paramount importance in the delivery of our services.

KNC is committed to upholding the legal and human rights of each individual, through taking a proactive Duty of Care approach to the prevention of harm, abuse and neglect, and empowering and supporting our service users to exercise their human rights.

It is our belief that all people have a right to live safely in their own homes, free from violence, abuse, neglect and exploitation.

Each individual service user has the right to:

- Be free of any form of sexual, financial, physical, mental and verbal abuse or neglect
- Be treated at all times with dignity and respect
- Be informed of various support options, advisory and advocacy services available to them
- Continue to participate, to the extent of their capacity, in the social fabric of community life
- Be encouraged and supported to exercise their human rights.

5.0 PROCEDURES

5.1 Criminal History Record Checks

To protect the safety of service users, all workers, volunteers or contracted personnel who are reasonably likely to have unsupervised access to KNC service users have a regulatory obligation under the *Accountability Amendment Principles 2006* to hold a current Police Certificate issued by the Australian Federal Police/State Police service, or a current *Working with Children* check (WWCC).

If any applicant for a position at KNC was a citizen or permanent resident of a country other than Australia at any time after he/she turned 16, in addition to providing a police certificate he/she is required to make a Statutory Declaration stating that he/she has never been *convicted of murder or sexual assault or convicted of, and sentenced to imprisonment for, any other form of assault*. Persons whose police record shows either of the above criminal convictions will be precluded from employment with KNC.

Arrangements for obtaining police certificates or WWCC are the responsibility of individual workers, volunteers and contractors. The presentation of current documents is a mandatory prerequisite for employment by KNC.

Police certificates, WWCC, and Statutory Declarations, or copies of these documents, will be kept in accordance with the requirements of relevant privacy regulations. The currency of these documents will be monitored by the General Manager through the Compliance Register, which has been configured to flag due dates for renewal on the first day of the month preceding the expiry date. Police certificates must be renewed every three years. WWCC must be renewed every two years.

All workers at KNC are required to comply with the Code of Conduct, which includes obligations to act lawfully and to employ safe work practices that minimise exposure to risk to others.

5.2 Service Users' Rights and Responsibilities

On admission, service users of all KNC programs will be informed of their rights and responsibilities, including their right to access our services in safety, and their obligation to treat other service users and workers with respect and comply with our safety procedures.

5.3 Individual Assessment and Harm Response Planning

At entry to the service, each client will have an initial assessment to identify their physical, cultural and psycho-social support needs, with special consideration being given to potential factors constituting a risk of harm, including relevant social history, psychological trauma, and familial relationships. The relative needs rating of the client will be determined by the client's special needs and any identified risk factors, and will be recorded in the *Referrals Register*. Risk factors and the planned risk response actions will be documented in the *Client Care Plan*.

A home safety environmental assessment will also be completed, and a *Risk Management Plan* documented where safety interventions are required for physical safety.

The KNC *Risk Assessment Guide* is to be followed for identifying, analysing, evaluating, treating and reviewing risk of potential harm to a client, or by a client to others.

5.4 Responding to Safety Concerns for Vulnerable Service users

Service users living alone who are assessed as "at risk" will be encouraged to install a coded key safe for emergency access. The client's written permission must be obtained regarding the circumstances under which the key may be accessed, and the name of the person/persons given authority to access.

Where a worker conducting a home visit to a client arrives to find there is no response to the knock on the front door, the worker is to first check the back entrance to the home to see if the client is in the back garden, and to call out the client's name. The worker should then telephone the client.

If there is no response at all, the worker is to immediately phone the office to check with the service coordinator whether there has been any notification of the client being

unexpectedly admitted to hospital. If no notifications have been received, the possibility that the client may be ill or injured inside the home must be considered. The service coordinator will review the client's medical history and health status record to assess the likelihood that a health emergency has occurred.

The service coordinator will notify the family contact person/legal representative that the client is not responding to the worker's attempts to raise the client, and will follow their instructions. If there is no family contact/carer living within a reasonable proximity, the worker on site is to visit the immediate neighbours, identify him/herself as a member of KNC, and attempt to determine when the client was last seen.

In the event of the worker using the emergency key from the coded key safe to enter the home of a non-responsive client, an appropriate person should accompany the worker, such as the service coordinator, neighbour, or emergency service representative from the ambulance or police service.

If there is no emergency key available and there is reason for concern regarding the client's safety, the service coordinator will notify the police to attend the home to gain access. Once access has been gained, the worker on site is responsible for calling an ambulance, if necessary, and reporting back to the service coordinator.

5.5 Responding to Allegations of Harm

All allegations of harm are important and must be acted upon, regardless of whether the alleged harm has been caused by a person within or outside KNC, or whether the person disclosing the harm is from within or outside KNC. Allegations of harm to service users arising from services received by KNC are to be reported as formal complaints. The allegation will then be fully investigated, following the documented procedure for complaints resolution.

Where a disclosure of actual or potential harm to a client is made, where the harm does not arise from services received by KNC, a full investigation is to be initiated by the relevant service coordinator, acting as the client's advocate. A written report is to be provided to the General Manager, detailing the circumstances and actions taken as a result of the disclosure.

5.6 Responding to Abuse and Neglect

All suspected cases of abuse or neglect are to be reported to the relevant service coordinator. An assessment of the situation is to be made immediately. If you suspect that abuse has occurred, the safety and protection of the client is the paramount consideration. Consider what action/s you can take immediately to stop the abuse occurring, without endangering the client, yourself or other people.

Make an assessment of the client's competence. If the client is competent to make their own decisions, raise your concerns with the client and discuss their wishes. Remember that an adult who is capable of making an informed decision has the right to make his or her own choices, including the right to refuse assistance.

If the person is not competent, determine if confidentiality may need to be overridden due to safety issues for the person or others, or whether a criminal act may have occurred. Inform the client of his/her right to an independent advocate of their choice, and ensure they are aware of how to access an independent systems advocate. If the person has no family or substitute decision maker (or they are suspected of perpetrating the abuse), contact the Guardianship Tribunal for advice about substitute decision making, or if the client is a child, contact the relevant State Department of Child Safety.

If the abuse is of a physical or sexual nature involving an illegal act:

- Call the police and treat the area as a crime scene until advice is given otherwise (e.g. do not remove any articles or items from the area; ensure the client does not wash or shower; do not allow others to enter the area)
- Call for an ambulance if necessary
- Seek medical treatment if necessary
- Ensure that there is no risk to the client by exposure to or contact with the alleged perpetrator.

5.7 Internal Reporting

All incidents or accidents involving harm to a client (e.g. a fall), or incidents of aggressive behaviour or physical threats or abuse that involve a client, are to be recorded on a *Workplace Incident and Accident Report*, and reported to the relevant service coordinator, who will determine the immediate action to be taken. Subsequent preventive or improvement strategies for response will be determined by the KNC Board, documented in action minutes of meeting, and recorded in the *Continuous Improvement Register*.

If any client shows one or more signs of abuse, it does not automatically mean he or she is being abused, but it must be reported to the relevant service coordinator. If a worker becomes aware of a harmful or abusive situation and does not comply with these reporting requirements, this will constitute a breach of the Duty of Care.

Workers must report to service coordinators if:

- A client shows any significant changes in behaviour or mood or any signs of abuse
- You observe someone behaving towards a client in a way that makes you feel uncomfortable
- A client tells you they are being abused by another person
- Another person tells you they are abusing a client
- Another client or worker tells you they have observed abusive acts
- You observe an action or inaction that may be considered abusive.

A full investigation is to be initiated by the relevant service coordinator. The service coordinator is responsible for determining if there is a *reasonable suspicion* that a client is being abused, and whether there may be grounds for *External Notification* to the appropriate authority.

A written report is to be provided to the General Manager detailing the circumstances and actions taken as a result of the disclosure. If the General Manager decides the incident is a *Notifiable Disclosure*, the KNC Board is to be notified and the *Mandatory Reporting of Notifiable Disclosures* procedure is to be followed.

5.8 Mandatory Reporting of Notifiable Disclosures

KNC has a legal responsibility for reporting disclosures that involve an actual or threatened illegal act (e.g. suicide, domestic violence, child abuse, elder abuse, theft of property) to the relevant external authority. All *Notifiable Disclosures* require immediate reporting and an immediate intervention response.

A *Notifiable Disclosure* is a critical incident in which the client is considered to be:

- In imminent danger of abuse or violation of his/her human rights
- Has become a victim of serious abuse or neglect
- Has become a victim of an illegal act, or is threatening to commit an illegal act
- Has had his/her person or property violated in some way.

Where an illegal act has been committed or threatened, mandatory reporting for *External Notification* to the appropriate authority (e.g. police, formal advocate) is immediately required. Appropriate action must be taken to ensure the protection of the client.

5.9 Privacy Exemptions

Where disclosures of actual or potential harm to self or to others are made that involve an actual or threatened illegal act, Duty of Care obligations override confidentiality obligations under the Privacy Act. The National Privacy Principle 2 grants exceptions where disclosing information would lessen a serious and imminent threat to someone's life or health. Protection of safety is considered paramount.

The individual making the disclosure and the client (if not the person making the disclosure) are to be informed of KNC's legal reporting obligations.

RETURN TO WORK (RTW) POLICY & PROCEDURES

Workplace Safety Policy # 005.12

Policy

Prevention of workplace injury or illness

KNC is committed to the prevention of injury and illness by providing a safe and healthy working environment. KNC has implemented a systematic approach to managing work health and safety in all worksites.

Return-to-Work Program

KNC has developed a comprehensive Return to Work Program in consultation and agreement with our workers. The program has been developed to ensure all injured workers have the opportunity to recover, remain at or return to work through the provision of appropriate medical and specialist treatment and the provision of a return to work plan. The program also forms part of KNC's operation procedures and is consistent with our insurer's Injury Management Program. The Return to Work Program will be displayed at all worksites and will be reviewed every two years.

KNC Commitment

KNC is committed to the rehabilitation of injured workers. Our organisation aims to manage the process of rehabilitation in our workplace to ensure that all injured workers have the opportunity to recover and return to their pre-injury duties.

Consultation with workers

KNC consult with our workers about all matters relating to workers', service users' and visitors' health, safety and well-being. We consult with our workers and where applicable any industrial union representing them, throughout the return to work process. Workers will be regularly informed of their rights and responsibilities and of KNC's responsibilities in regards to return to work.

Early Commencement of Return to Work

KNC will ensure that the return to work process is commenced as soon as possible after a work injury and in a manner consistent with the injured worker's capacity for work. Further, KNC is committed to ensuring that this is normal practice and that all workers understand this expectation.

Return to Work Plan

KNC is committed to returning injured workers to pre-injury duties as soon as practicable following an injury. If it is not feasible for the injured worker to return to pre-injury duties we will develop where appropriate, a return to work plan for the injured worker. The return to work plan will outline the duties to be performed by the worker and the return to work goal. The person responsible for arranging alternative duties is the trained return to work coordinator in consultation with KNC's management and the injured worker.

Return to Work not to disadvantage injured workers

KNC will ensure participation in a return to work plan will not disadvantage an injured worker. Through discussion and cooperation, every effort will be made to resolve disputes about KNC's Return to Work Program or components of it.

Education and training about our Return-to-Work program shall take place at orientation, scheduled on our annual training calendar and be incorporated within relevant training sessions e.g. manual handling.

Procedure

1. Procedure for the management of injured workers:

- 1.1** If any work related injury or illness occurs it must be reported to the Team Leader or Manager as soon as practicable after the event, an incident/accident form completed and treatment arranged.
- 1.2** A KNC Officer will notify the Insurer within 48 hours of the event being reported.
- 1.3** A KNC Officer will forward a Claim for compensation to the Insurer within 7 *days* of receipt of the Claim.
- 1.4** The Return-to-Work Co-ordinator will arrange for a suitable person in our organisation or, where this is not practicable, their workers' compensation insurer to provide advice to the injured worker to:
 - a) Assist in filling out Workers Compensation forms;
 - b) Explain rights, obligations, benefits and rehabilitation procedures to the injured worker;
 - c) If required, the injured worker will be referred to an approved and accredited Rehabilitation Provider who shall be given reasonable access to the workplace

[Note - the injured worker, in consultation with the employer, may select the Rehabilitation Provider to be used];
 - d) Where appropriate, arrange a return to work plan on the advice of the treating doctor or the accredited Rehabilitation Provider in consultation with the treating doctor.

2. Providing suitable duties/employment

When the injured worker is, according to medical judgment, well enough to return to work on suitable duties, KNC shall, as far as practicable, provide suitable duties/employment. Suitable duties/ employment shall be approved by the treating doctor or by the accredited Rehabilitation Provider in consultation with the treating doctor. The Return-to-Work Coordinator or Rehabilitation Provider will assist to identify suitable duties in the workplace.

3. Consultation

KNC will consult with the injured worker and other workers on the rehabilitation process.

4. Resolving Disputes

If any disputes arise, every effort will be made to resolve them in a spirit of cooperation through discussion with the worker, management and where applicable a worker's union. The injured worker will be encouraged to bring a support person with them to any meeting called.

An injured worker having problems is encouraged to talk to management and/or their insurer. The WorkCover Assistance Service can provide help and advice to an injured worker and KNC regarding worker's compensation matters. The Worker's

Compensation Commission is approachable and accessible and ensures that disputes are resolved in a timely & fair manner.

5. Accountability for Return-to-Work Policy

The responsibility for the application and support of the Return to Work program rests with the General Manager in consultation with the KNC Board (PCBU) and all workers of this organisation. Specific responsibilities are outlined above.

6. Review

This procedure will be reviewed annually during the WHS Audit Program, through consultation with workers and when legislative requirements change.

7. Variations

KNC reserves the right to vary, replace or terminate this procedure from time-to-time.

8. Related Forms & Documents

Workers Compensation Claim Form
Return to Work
Incident/Injury Report Form
Consent form
Staff Handbook

Return to Work Program

Injury Prevention

At KNC we are committed to preventing workplace injuries and illness by providing a safe and healthy working environment and providing for the welfare of our workers. KNC has robust work health and safety management systems in place, which comprise of policies, procedures and strategies to identify, assess and review risks and hazards.

Agreed consultative arrangements has been established and is used as a means of consulting with workers about health and safety issues and concerns and the workplace Return to Work Program, and to monitor data and identify links between incidents and injuries in the workplace and workplace safety.

In the event of a worker sustaining an injury occurring at KNC, we will manage all workplace incidents internally and our Return to Work Coordinator will assist you in your return to work if you sustain an injury.

Return to Work Program

KNC's Return to Work Program has been developed in compliance with WorkCover NSW Guidelines for Workplace Return to Work Programs (September 2010) and in consultation with our workers. KNC's Return to Work Program is our strategy for managing all aspects of the return to work process. The Return to Work Program explains how we will work with you and manage your work related injury.

KNC is committed to ensuring effective injury management strategies are in place. This includes:

- Having systems in place so that everyone in the workplace agrees and knows what to do in the event of an injury;
- Early reporting of injuries – workplace injuries must be reported to the insurer within 48 hours;
- Timely provision of treatment and assistance to remain at or return to work;
- Appropriate return to work – evidence based research has determined that the workplace is the most effective place for a worker to recover;
- The injured worker, KNC, our insurer and treatment providers working in an effective and coordinated way; and
- Timely payment of weekly payments and medical expenses.

The program forms part of KNC's operating procedures and guidelines which outline the Return to Work policy and procedures for workers who sustain a workplace injury or illness.

Our program has been developed and reviewed in consultation with our insurer's Injury Management Program. KNC is committed to reviewing the Return to Work Program every two years in consultation with our workers to ensure injured workers are supported with best practice injury management.

The Return to Work Program will be displayed on staff noticeboards to ensure it is accessible for all workers. KNC will also ensure that workers are regularly informed of their rights and responsibilities and educated on our Return to Work Program through:

- Induction programs
- Displaying the Return to Work Program on noticeboards in each worksite
- Training sessions
- WHS meetings
- Newsletters
- Toolbox talks
- Staff meetings

KNC will ensure that any worker who requires assistance with communication i.e. interpreter/language services, is provided with support. This service can be arranged with the Community Relations Commission, Translating and Interpreting telephone 1300 651 500.

Early Commencement of Injury Management and Early Return to Work

KNC is committed to fostering a workplace culture which promotes early return to work and that is normal practice and expectation. KNC will actively support our injured workers and will ensure that the return to work process is commenced as soon as possible after they sustain an injury and in a manner which is consistent with the injured worker's medical fitness for work.

Procedures for Early Commencement of Injury Management and Return to Work

KNC will:

- Facilitate first aid and/or medical treatment as soon as possible
- Notify our insurer of their injury within 48 hours of being notified of the injury
- Ensure that our injured workers are aware of their rights and responsibilities – including the right to select their own doctor and rehabilitation provider, and of their responsibility to provide accurate information about their injury and its cause.
- Ensure serious incidents involving a fatality, serious injury, illness or immediate threat to life will be immediately telephoned to WorkCover NSW Claims Assistance Service telephone line 13 10 50.
- Ensure our Return to Work Coordinator will make contact with the injured worker, supervisor and health professionals as soon as possible and develop suitable duties that will be outlined in their Return to Work Plan. Your Return to Work Coordinator

can also assist you in completing the workers compensation forms and associated paperwork;

- Undertake to provide suitable duties which are consistent and in line with the injured worker's medical advice and which are meaningful, productive and appropriate. Consideration will be given to the location of work and treatment, work routines, productivity, if training and certain skills are required, reasonable adjustment which may be required and worker responsibilities at work and at home. Suitable duties maybe at the same worksite or a different worksite, they may be part of the same job with different hours, days or modified duties or a different job all together. KNC will also consider the impact on the workload of other workers.
- Ensure the Return to Work Plan has a clear set Return to Work Goal and list current restrictions. The Return to Work Plan will outline which suitable duties can be performed and state set timeframes and review date. Return to Work Plans will be developed with the aim of assisting the rehabilitation and upgrading the injured worker to pre-injury duties, if appropriate, and in guidance with treating health professionals.
- Ensure that all developed Return to Work Plans have been discussed in consultation with the injured worker and key stakeholders to ensure suitable duties are appropriate and to assist with a prompt and early return to work. The Return to Work plans will be reviewed regularly to ensure the Return to Work goal is achievable and this will be done in consultation with the injured worker and all key stakeholders.
- Ensure that a confidential Return to Work file is established and maintained for each injured worker. The individual files will be held by the Return to Work Coordinator. Injured workers will be granted access to their own file if they request this. Reports and records will only be made available to others on a "need to know" basis.
- Ensure an injured worker is referred to a rehabilitation provider to assist with alternate employment if it is determined by the Nominated Treating Doctor that they are unable to return to their pre-injury position.
- Ensure that injured workers are not disadvantaged as a result of their workplace injury. KNC will attempt to resolve all disagreements about an injured worker's

Return to Work Plan and the Return to Work Program through discussion and in the spirit of consultation, cooperation and coordination. If disagreement does arise with suitable duties or the Return to Work Program we will work together with the injured worker to resolve the issue/dispute. If we are unable to resolve the dispute, we will involve the Nominated Treating Doctor and/or Injury Management Consultant through our insurer.

- Where resolution cannot be achieved the worker and KNC can seek further assistance by contacting WorkCover NSW Claims Assistance Service 131050, their union or employer association.
- Not dismiss an injured worker as a result of a work related injury within 6 months of becoming unfit for employment.

Roles and Responsibilities of All Key Parties

Person Conducting a Business or Undertaking (PCBU)

KNC will:

- Ensure the health, safety and welfare at work of all workers
- Have a workers' compensation insurance policy covering all workers
- Develop, implement and review the Return to Work program in consultation with all workers and relevant unions at least every two years
- Display a summary of the Return to Work Program in all workplaces
- Display a summary in the workplace of the Workers Compensation legislation about giving notice of an injury and the making of a claim
- Appoint a trained Return to Work Coordinator with the necessary qualifications, authority and resources to negotiate, develop and implement return to work policies and procedures
- Select and nominate approved workplace rehabilitation providers in consultation with workers and relevant unions
- Maintain a register of injuries to record all workers' work related injuries
- Notify the insurer of all workplace injuries within 48 hours
- Repay the insurer the equivalent of one week of the injured worker's weekly compensation if the injury is not notified within five days of KNC being notified by the worker of their injury
- Keep a record of wages paid for at least the previous five years
- Provide wage information to the insurer within seven days of their request
- Notify WorkCover immediately on 13 10 50 of all notifiable incidents
- Not dismiss an injured worker because of the injury within six months of the workers first becoming unfit for employment
- Provide workers with adequate information about workers compensation and return to work procedures, including their choice of doctor and rehabilitation provider and how to change providers if required
- Advise the worker's nominated treating doctor and insurer on the requirements of the worker's usual job and availability of suitable duties
- Make suitable duties available to injured workers who are certified fit for suitable duties
- Comply with medical restrictions resulting from the work injury as obtained from the treating doctor
- Notify the insurer immediately if unable to provide suitable duties for a partially incapacitated worker and ask the insurer about any impact on premium
- Provide the worker with a workers compensation claim form if requested
- Send the injured worker's completed claim to the insurer within seven days of its receipt

- Participate and cooperate in the establishment of an injury management plan for an injured worker and give effect to that plan at the workplace
- Comply with obligations imposed on employers in the injury management plan written by the insurer
- Cooperate with the insurer in engaging assistance from a workplace rehabilitation provider if the worker faces barriers in returning to work
- Cooperation with the insurer in providing retraining or different job opportunities to an injured worker who is unable to return to their pre-injury duty position
- Respect the privacy and confidentiality of medical examinations by arranging a separate discussion between the worker, doctor and employer.

Injured Workers

Every worker must:

- Take reasonable care in the performance of their work, to prevent injuries to self and others;
- Cooperate in reasonable worksite changes designed to assist the return to work of fellow workers;
- Cooperate with KNC to enable them to meet their return to work obligations; and
- Notify KNC of an injury as soon as possible.

If you are injured you must:

- Notify KNC of a workplace injury as soon as possible after the injury occurs;
- Specify one nominated doctor or medical practice who is prepared to participate in the development and implementation of an injury management plan;
- Give consent for the nominated treating doctor to provide information for the purposes of an injury management plan and return to work plan;
- Participate and cooperate in the establishment of the initial and subsequent injury management plans;
- Comply with the activities detailed in the injury management plan;
- Provide current WorkCover NSW Certificate of Capacity and worker declaration;
- Make all reasonable efforts to remain at work or return to work with KNC as soon as possible;
- Notify our insurer if you get a job or if you earn extra income from a job while you are receiving weekly payments;
- Attend all medical and rehabilitation assessments; and
- Advise of any difficulties with return to work as soon as practicable to prevent delays in addressing any problems or issues.

If an injured worker unreasonably refuses to comply with their injury management plan, the insurer can suspend weekly benefits. Before suspending benefits, the insurer must write to the worker stating the reasons for suspension and what the worker must do to prevent the suspension.

Workers' Rights

Every worker who sustains an injury has the right to choose a treating doctor and, if required, an approved workplace rehabilitation provider, as well as to have access to an interpreter if necessary.

Return to Work Coordinator

The role of the Return to Work Coordinator is to:

- Request the injured to sign an information release consent form regarding treatments provided;
- Determine the injured worker's needs;
- Identify alternate duties for the injured worker;
- Develop, coordinate and monitor return to work plans;
- Liaise with all key parties, including the nominated treating doctor and other specialists where appropriate;
- Refer to a workplace Rehabilitation Provider, as required;
- Provide information and support to the injured worker; and
- Maintain confidentiality in accordance with WorkCover NSW guidelines.

KNC Return to Work Coordinator is:

Telephone number:

Team Leader / Manager's Responsibility

- Facilitate primary care as soon as possible after injury;
- Assist with implementation of KNC's Return to Work program; and
- Assist in the investigation of the incident and liaise with the injured worker on how the identified root causes were successfully resolved.

INSURER

The insurer must:

- Ensure that KNC is made aware of their legislative obligations in relation to the insurer's injury management program;
- Within three working days of being notified that a worker has sustained a significant injury, contact KNC, the worker and the nominated treating doctor. Subsequently the insurer must develop the injury management plan in line with timeframes in the insurer's injury management program;
- Within seven days of being notified by KNC (or a worker or another person) that a worker has sustained a significant injury, begin provisional payments of weekly benefits and medical expenses, or advise the worker and KNC why they will not make payments;
- Consult with the injured worker, KNC and nominated treating doctor in the development of an injury management plan;
- Provide the injured worker, KNC and nominated treating doctor with information on the injury management plan initially as the plan progresses;
- Inform the workers that their entitlements to weekly benefits can be suspended if they do not reasonably comply with their injury management plan and what they must do to prevent suspension;
- Have procedures in place for injured workers to change their nominated treating doctor and inform the injured workers of these requirements;
- Consult with the injured worker, KNC and nominated treating doctor when referring to a workplace rehabilitation provider. They must also advise the worker that they may choose a rehabilitation provider and inform the injured worker of the process to be followed when changing a rehabilitation provider;
- Ensure vocational retraining and/or assistance to obtain employment with a new employer is arranged for an injured worker as soon as it is identified that a return to pre-injury duties and provision of suitable duties is no longer possible;
- Ensure accuracy of payment of weekly benefits in accordance with wage as advised by KNC and legislative requirements; and
- Provide injured workers with information about their weekly benefits and entitlements and how they may change over time.

NOMINATED TREATING DOCTOR

The nominated treating doctor must:

- Complete a WorkCover Certificate of Capacity for work related injuries and illnesses;
- Arrange and monitor appropriate treatment;
- Certificates of Capacity should specify the worker's capabilities and advise on the capacity of the worker to perform suitable work offered by KNC;
- Certify time off only if it is medically necessary;

- Provide information to the insurer and KNC in relation to injury management and return to work plans for the injured worker;
- Review the progress and recovery of the injured worker and arrange a referral to a workplace rehabilitation provider, if required and if not already initiated by KNC or our insurer;
- Promote an early and safe return to work of the worker; and
- Advise KNC/Insurer on availability for discussion about injury management and return to work.

WORKPLACE REHABILITATION PROVIDER

Approved workplace rehabilitation providers are organisations approved by WorkCover NSW to offer specialised services to help injured workers to remain at or return to work.

The workplace rehabilitation provider must:

- Deliver services to workers, KNC and insurers in a cost effective, timely and proactive manner to achieve a safe and durable return to work;
- Promote an early and safe return to work of the worker;
- Ensure the needs of the worker and KNC are identified by means of adequate and appropriate assessment;
- Identify potential barriers to the injured worker's return to work and develop strategies to address these obligations in providing suitable employment;
- Identify and coordinate rehabilitation strategies that ensure the worker is able to safely perform their duties;
- Consider workplace industrial relations and human resource matters that may affect the worker's return to work;
- Focus initially on return to work in the worker's pre-injury employment, or, if that is not possible, on other employment in line with the hierarchy of return to work;
- Arrange appropriate retraining and placement in alternative employment when the workers is unable to return to pre-injury duties; and
- Communicate with relevant parties throughout service provision to ensure progress towards the return to work goal is attainable.

KNC Nominated Approved Workplace Rehabilitation Providers:

Name:	Name:
Contact:	Contact:
Address:	Address:
Telephone:	Telephone:

VEHICLE USAGE

Workplace Safety Policy # 005.13

References:

- Australian Standard AS/NZS 4360:2004 Risk Management
- KNC Incidents Accidents Register
- KNC Maintenance Register

Attachments:

- Manual Handling Risk Assessment Checklist (insert document number or hyperlink)
- Manual Handling Risk Control Plan (insert document number or hyperlink)
- Risk Assessment Guide (insert document number or hyperlink)
- Vehicle Safety Audit Checklist (insert document number or hyperlink)
- Workplace Incident and Accident Report (insert document number or hyperlink)

1.0 POLICY STATEMENT

KNC is committed to ensuring our workers have access to facilities and equipment that support their right to a healthy and safe work environment and minimise their exposure to risk of injury, in compliance with our regulatory obligations to them.

2.0 SCOPE

This policy applies to all workers who drive KNC vehicles or who use their own vehicles in the course of their work duties.

3.0 PRINCIPLES

The efficient deployment of physical and human resources to maximise worker safety and deliver effective and reliable services are the core principles driving our Vehicle Usage Policy.

4.0 PROCEDURES

4.1 Licence to Drive

Workers must hold a current, unrestricted licence for the class of vehicle being driven.

Before a worker is permitted to drive a KNC vehicle, the General Manager must sight the person's current driver's licence.

A worker having their driver's licence suspended or cancelled as the result of a traffic infringement is obliged to inform the General Manager immediately.

Employees who are required to drive official vehicles in the course of their employment will not be reimbursed the cost of their driver's licence.

4.2 Authorised Use

KNC vehicles must only be used for official purposes by authorised workers. No unauthorised persons shall be permitted use of KNC vehicles. No member of a worker's family is to drive an official vehicle unless prior written authorisation has been given.

Unauthorised passengers must not be carried in any KNC vehicle or in any vehicle leased by KNC for agency business.

Members of the public other than service users of the service may only be carried in KNC vehicles where it is justified in the interest of KNC, and where prior approval has been given to the staff member.

Addendum to clause 4.2:

Please note that the standard procedural limitations for transporting unauthorised passengers in KNC vehicles will be automatically rescinded in the event of a community disaster. Where a collaborative community response is activated for community evacuation, all available vehicles will be made available to transport any client or community member in need of assistance.

4.3 Compliance with Traffic Laws

Drivers of KNC vehicles are required to observe the traffic laws and ordinances including regulations and by-laws relating to parking restrictions applying in the State, Territory or Municipality through which they are travelling. It is expected that vehicles will be driven with due care and attention at all times.

Individual drivers are personally responsible for penalties or payment of fines, including those for parking infringements.

4.4 Record of Journeys

Drivers of KNC vehicles must maintain a record of all journeys undertaken. On completion of each journey drivers are to complete the vehicle log book. Log book entries are to include the date of the journey, speedometer readings, total kilometres travelled, and driver's name and signature. Log books are to be kept in the vehicle, and submitted to the administration officer every month.

4.5 Locking Of Vehicles

Ignition keys are not to be left in vehicles and vehicles should be securely locked when they are not in use. Likewise, ignition keys should not be left on office desks or other accessible places in plain public view.

4.6 Vehicle Pooling

KNC vehicles are pooled and are available for use between the hours of 8.00am and 4.30pm weekdays. Workers requiring a vehicle for work-related use are to notify the administration officer so that a booking can be reserved, and to indicate the estimated period of use.

All vehicles are available for after-hours work-related use (e.g. attendance at meetings). Arrangements must be made with relevant supervisors prior to the event, and the relevant administration officer is to be notified so that a booking can be reserved and arrangements made for after-hours access.

All pooled KNC vehicles are equipped with portable fire extinguishers. All drivers should acquaint themselves with the instructions for use of the extinguisher so that they will be prepared should an emergency arise.

All pooled vehicles have breakdown and accident guidelines in the vehicle glove-boxes which staff are required to follow.

4.7 Vehicle Maintenance

As KNC vehicles are a public and visible symbol of our organisation, it is essential that a professional appearance is maintained.

On returning vehicles to the pool, all litter must be removed. Washing and vacuuming may be required to ensure the vehicle is returned in the same condition it was in prior to collection.

Workers driving pooled vehicles are responsible for ensuring that the petrol, oil, battery, radiator and tyre pressures are checked at regular intervals in accordance with manufacturer's recommendations. It is recommended workers check tyre pressures each time fuel is purchased.

If any malfunction of a vehicle has been observed, the driver must advise the administration officer immediately the defect or damage is noticed. A vehicle must not be driven while a defect exists which would render it unsafe for driving or cause mechanical damage.

All punctured tyres must be taken by the driver for immediate repair. A recommended agent must carry out all repairs.

The administration officer is responsible for arranging routine servicing of vehicles, in accordance with the *Maintenance Register*. Workers driving pooled vehicles have a responsibility to check the stickers on the inside of the windscreen for servicing dates, and flag any overdue dates with the administration officer.

The General Manager is responsible for ensuring that each vehicle's registration and insurance remain current, through monthly monitoring of the *Compliance Register* obligations.

When not in use, all pooled vehicles are to be stored off road, and preferably under cover.

4.8 Private Garaging

Requests for KNC vehicles to be permanently garaged at the private residence of an employee must be approved by the General Manager. Any authorisations to approve such permanent garaging should be strictly limited. Circumstances permitting private garaging may include where an employee frequently requires the use of a vehicle outside normal working hours, due to the nature of his/her role.

Where approval has been given to garage a vehicle at a private residence, alternative garaging arrangements must be made during periods when the employee concerned is on leave, to ensure the vehicle remains accessible to the pool.

Decisions concerning approval of private garaging of KNC vehicles should consider any budget implications arising from additional fuel consumption that may result from such private garaging.

4.9 Accident Procedure

In the event of an accident, however minor, the driver must advise the administration officer as soon as practically possible. This applies regardless of location. A report of the incident should be written as soon after the accident as possible, including the date and approximate time of the accident, and handed to the administration officer. A copy of the report is to be forwarded to the General Manager.

In the event of an accident the following information must be collected from the other party:

- Name and address of driver
- Vehicle registration number
- Type and model of vehicle
- Name of driver's insurance company
- Name of the owner of vehicle.

The worker involved is required to sight the driver's licence of the other party, to verify the name and address of the driver. If there are witnesses to the accident, please record their names and telephone numbers/addresses. The worker is to advise the other party that your employer is the vehicle owner, and provide the name of KNC's insurance company.

If damage appears to be more than \$1000, or if any personal injury or dispute occurs, the driver is to call the police to report the accident.

Under no circumstances should you accept fault or liability.

If the vehicle is no longer driveable, arrange for towing to the nearest approved repairer.

Please ensure that you seek medical support/advice for yourself and your passengers.

4.10 Use of Personal Vehicles

The General Manager may authorise workers to use their private vehicles for official purposes where the General Manager is satisfied that such use will result in greater efficiency, or will involve KNC in less expense than if an official vehicle or public transport were used.

No worker is to use their personal vehicle for a work-related activity without prior approval. Privately owned vehicles must be roadworthy, and have current registration and compulsory third party insurance. KNC accepts no responsibility for any accident or expense incurred whilst workers are using their private vehicles for approved work-related activities.

Casual or part-time workers providing home-based services to service users will be required to use their own vehicles. KNC recommends that workers using their personal vehicles for work-related purposes discuss their vehicle use with both their insurance companies and their accountant.

Workers rostered to provide home-based services to service users will receive a kilometre allowance when using their private vehicle for work purposes.

Claims for reimbursement of travel costs related to use of personal vehicles by other workers will only be accepted for travel which has been given prior approval by the administration officer. All reimbursements will be paid at the standard \$/km rate identified by the Australian Department of Taxation.