



Workplace Health, Safety and Environmental Management Policy & Procedure

First Call Home Services Pty Ltd

VERSION CONTROL	Version:	4
Approved on:	29 August 2023	Review Date: 29 August 2024

AUTHORISATION & APPROVAL

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1.0 PURPOSE

Work Health and Safety (WHS) regulations place an obligation on decision-makers of the organisation to take reasonable steps to gain an understanding of the hazards and risks associated with working and support activities, and to allocate appropriate resources and processes, to eliminate or minimise these risks to health and safety.

These legal requirements extend to eliminating risks to Staff members, participants, customers and subcontractors whenever it is practical. If it is not feasible to eliminate all risks then they will be minimised wherever possible.

2.0 SCOPE

Staff members, participants, volunteers and sub-contractors are also obligated to protect their own and other people's health and safety. Their responsibilities also extend to identifying hazards and risks, managing WHS risks and applying appropriate controls. They should also consult with other people, including supervisors or management, about these risks.

3.0 POLICY

First Call Home Services aims to promote and maintain the highest degree of physical, mental and social wellbeing of all individuals in the workplace. The organisation will comply with all relevant federal and state legislation to ensure a safe workplace. All personnel have a responsibility to ensure a safe workplace by implementing safe systems of work.

The Company will provide the resources required to comply with relevant acts and regulations associated with workplace health and safety to ensure that our workplaces are safe and without risk to health.

First Call Home Services will undertake regular reviews and take steps to enhance workplace health and safety on a continuous improvement basis.

3.1 Statement of injury management and return to work

First Call Home Services is committed to:

- establishing and reviewing the return to work program, that is consistent with the injury management program, to ensure injured workers return to work in a timely and safe manner
- managing effectively all claims and the return to work of Staff injured in the workplace
- establishing individualised injury management plans according to legislative requirements, as outlined in the policy and procedures
- consulting with Staff and other stakeholders on health and safety issues
- complying with relevant work health and safety legislation and regulations and other associated legislation
- providing and maintaining equipment and appropriate personal protective equipment for the safety of our Staff
- providing Staff with information, training and supervision, as necessary, to enable them to work in a safe manner and without risks to health
- documenting, investigating and reviewing incidents

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- displaying, documenting and distributing this 'Work Health Safety Environmental Management Policy and Procedure' and all other associated documentation in the workplace.
- maintaining the required insurance cover
- appointing a designated person to manage all claims for workers' compensation, occupational rehabilitation and return to work programs
- outlining clearly the roles and responsibilities of all relevant parties in the return-to-work process
- regularly reviewing workers compensation claims.

3.2 Environmental management

Management will endeavour to minimise environmental impact in the following areas:

- Company waste
- site contamination and spills
- noise emission
- damage to flora and fauna

First Call Home Services will actively take part in:

- identifying waste streams and options for effective waste management
- reviewing purchasing behaviour, e.g. buy recycled materials; reduce waste; use less harmful/volatile chemicals
- improving storage, e.g. reduce the quantity of waste and spills; reduce odours by keeping containers closed
- conserving water
- improving education and awareness
- notifying relevant authorities in the event of a major environmental impact.

3.3 Incident Management

Incident management is an integral element of the Company's planning processes. All stakeholders are encouraged to raise any concerns regarding risk, incidents or safety. Support delivery issues, and their contributing factors, are identified and utilised as the Company's performance measures:

- First Call Home Services management are ultimately accountable for incident management throughout the Company's services.
- The Company reinforces our accountability by using governance structures including policy, performance management and delegations; and defines the acceptable level of risk for First Call Home Services.

The Managing Director is responsible for:

- overseeing the incident management system including monitoring, reviewing and reporting on its effectiveness
- implementing incident management processes
- advising results and analysis of incident investigations
- evaluating and documenting actual and potential risks with a risk assessment
- ensuring all Staff within First Call Home Services have a responsibility to identify and engage in the minimisation of risks that may exist in service delivery.



3.3.1 Responding and reporting obligations

- The Company has a responsive risk management hazard, incident and accident reporting system in place.
- All incidents, of any nature, are a matter of concern and, as such, should be recorded using incident and hazard reports.
- All notifiable incidents are to be reported to state WorkCover authorities and the NDIS Commission (where relevant to an NDIS participant or service delivery), as per regulatory requirements.
- Details of incidents will be documented through the incident management system.

3.3.2 Documentation

- All information is gathered with due regard to privacy and confidentiality, recorded comprehensively and stored securely.
- The incident report is for the use of Managing Director only (or their delegates), as it will contain identifying information. Minimum information required includes a description of the event, damage, injuries, reporting requirements, parties/persons involved and recommendations.
- When discussing the incident findings and recommendations, care must be taken not to detail any identifying information.

3.3.3 Evaluation and feedback

- Staff involved in the incident will be advised of the findings and recommendations of the incident investigation.
- The Company may trend incidents, accidents and critical events.
- Reviews of policy, procedure and equipment may occur because of an incident or accident.

3.3.4 Support for stakeholders

Any Staff member, customer, participant or visitor involved in, or affected by, an incident maybe offered support.

3.4 Manual handling

- The Company has a minimal lift policy, and all Staff are instructed in this procedure at induction, and as required.
- Maintenance of the participants' independence by encouraging mobility is a priority.
- Manual handling is a component of the education and training program.
- Staff members are instructed on the correct manual handling and lifting techniques.
- All Staff members are assessed on their manual handling techniques during induction, and then regularly with any changes to their health.

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- All manual handling injuries and incidents are reviewed, risk assessments are conducted, and then strategies implemented to control risks.
- Risk identification, assessment and control are carried out in consultation with Staff.
- Incidents, accidents and hazards, identified from manual handling activities, are reported through the communication meeting and other associated meetings, as deemed by management as required.
- Appropriate equipment is provided so manual handling activities can be safely executed.
- Where appropriate, the Managing Director will ensure that the general layout of the office is conducive to the safe use of equipment.

3.5 Work health and safety (WHS) consultation

The Company will establish and maintain systems for work health and safety consultation to enable Staff to contribute to the decision-making process regarding matters that affect their health, safety and welfare at work.

The intended outcomes of this policy include:

- prevention of risk of injury to workers and others
- consultation with workers regarding the risk management process
- reduction of social and financial costs of work health and safety hazards
- establishment and maintenance of safe systems of work
- regulatory compliance maintenance
- prompt consultation on work health and safety matters, taking into consideration the level of risk involved in any specific issue
- training is updated according to current work health and safety regulatory requirements and made available to Staff.

3.5.1 Nature of consultation

The purpose of the WHS consultation with Staff is to:

- share health and safety information
- provide Staff with a reasonable opportunity to:
 - express their views
 - raise work health and safety issues
 - contribute to the decision-making process
- consider the opinions of Staff
- promptly inform Staff of outcomes.

3.5.2 When consultation is required

Consultation is required when:

- identifying and assessing risks to health and safety
- deciding ways to eliminate or minimise those risks
- deciding on the adequacy of facilities for worker welfare
- proposing changes that may affect the health and safety of workers.

3.5.3 Work health and safety resolution

- Staff are to be consulted on proposed changes to the work environment, equipment, policies, protocols and procedures that may affect their health and safety.
- Information on hazards, WHS activities and achievements will be disseminated to Staff through Staff meetings, memos or similar.
- Staff may approach the Managing Director to bring forward issues in the workplace.
- The Managing Director will attempt to resolve the issue locally.
- The Company will always make a reasonable effort to achieve a timely, final and effective resolution of WHS matters.

Work-related problems, concerns or complaints concerning work health and safety will be managed in accordance with our **'Human Resource Management Policy'**.

Only after reasonable efforts have been made to resolve the issue can the parties seek the assistance of an inspector. This right arises whether all, some or only one of the parties have made reasonable efforts to have the work health and safety issue resolved; this means that a party's unwillingness to resolve the issue would not prevent an inspector being called in.

The inspector's role is to assist in resolving the issue which could involve the inspector providing advice or recommendations or exercising any of their compliance powers, e.g. issuing a notice.

Even if an inspector has been requested to assist in resolving a work health and safety issue, the rights of a worker to cease unsafe work remain under the *Work Health and Safety Act 2011*.

When an issue is resolved, the details of the issue and the resolution will be set out in writing to the satisfaction of all the parties, as soon as reasonably practicable:

- Worker/s affected by the issue will be informed of the details of the agreement between the parties.
- A copy of the agreement to the resolution of an issue may be forwarded by any of the parties involved or The Company that represents the party.

3.6 Workplace incidents

First Call Home Services will:

- hold current workers' compensation insurance policy that covers all workers
- notify a worker of any workplace incidents, as per legislative requirements
- make suitable duties available to injured workers
- maintain a record of wages according to regulatory requirements
- maintain a register of workplace-related injuries and illnesses
- forward any workers' compensation payments to injured workers
- avoid dismissing an injured worker because of their injury, within six months of the injury or illness occurring, and the injured worker's incapacity to work
- maintain a register of acceptable modified duties
- prepare an offer of modified duties in writing and provide these to the injured worker and healthcare practitioner
- educate Staff about the causes of the injury and subsequent risk
- keep associated records as required

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- ensure all Staff are aware of responsibilities and rights concerning return to work (RTW) through training and education
- manage disputes according to regulatory requirements.

3.6.1 Notification of injuries

- The Managing Director will be notified of all injuries, as soon as possible.
- All injuries are to be recorded.
- The workers' compensation authority (Workcover QLD) will be notified of any injuries within forty-eight (48) hours.
- Workers will be notified immediately of any serious incidents involving a fatality or a serious injury or illness.

3.6.2 Recovery

- The Managing Director will ensure that the injured worker receives appropriate first aid and medical treatment as soon as possible.
- The injured worker must nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning a return to work.

3.6.3 Return to work

The Managing Director will:

- arrange a suitable person to explain the return to work process and the injury management plan to the injured worker
- ensure the injured worker's right to the confidentiality of medical information
- ensure no information will be used to discriminate against the injured worker
- provide mechanisms to communicate across cultures including ethnicity, gender and age
- ensure all RTW plans are completed within the legal time frames
- prepare return to work plans based on the advice of the Staff member's own treating health practitioner/doctor and the workplace rehabilitation provider
- follow the relevant legislation and agreed consultation procedures
- create availability of suitable work where possible, when a Staff member's injury does not allow a return to immediate pre-injury duties. These suitable duties shall be made available temporarily
- maintain contact and communication with an injured Staff member during the period of incapacity and absence from work
- ensure the confidentiality of the injured Staff member's information and records.

3.7 Work health and safety management program

The management program consists of a set of activities, policies and procedures that are updated as required, which relate to all aspects of work health and safety, including:

- WHS training and education
- work design, workplace design and standard/safe work procedures
- emergency procedures
- provision of WHS equipment, services and facilities
- workplace inspections and evaluations
- reporting, recording and reviewing incidents, accidents, injuries and illnesses
- hazard identification activities

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- equipment assessment procedures and practices
- customer & participant risk assessment procedures and practices
- Staff risk assessment procedures and practices
- provide information on WHS to staff, customers, participants and their families
- implement safe manual handling procedures and safe work procedures.

3.8 Education / Training

Every Staff member, within seven (7) days of commencing employment (or prior to employment), shall be provided instruction regarding:

- identification and minimisation of hazards in/around a customer/participant's home and in the workplace
- procedures to be followed in the event of an emergency.

3.9 Hazard identification and risk management

Management actively encourages the reporting of hazards and promotes a positive and timely response; Staff and contractors are informed of the mechanism for hazard identification.

On identification and reporting of a hazard, Staff and sub-contractors will:

- take immediate action to minimise the hazard(s), where possible
- immediately report to the person in charge when the action is beyond role limitations, and the hazard poses a high risk
- record the hazard according to the hazard reporting requirements.

Identified hazards are reported and reviewed using The Company's improvement and risk management processes (see the '**Risk Management Policy and Procedure**').

3.10 Risk management

The Company considers risk management to be fundamental to good management practice. Effective management of risks will provide an essential contribution to the achievement of our strategic and operational objectives and goals. Risk management must be an integral part of our decision making and must be incorporated within the strategic and operational planning processes, at all levels, across First Call Home Services.

The Company will regularly review and monitor the implementation and effectiveness of the risk management process, including the development of an appropriate risk management culture across First Call Home Services.

4.0 RELATED DOCUMENTS

- Hazard Report Form
- Incident Investigation Form
- Position descriptions
- Risk Management Policy and Procedure



5.0 REFERENCES

- NDIS (Quality and Safeguards Commission) 2018
- Safe Work Australia National Code of Practice
- Work Health and Safety Act 2011 (Australia)

6.0 DEFINITIONS COMMON IN WHS

Terminology	Definition
Bullying	<ul style="list-style-type: none"> • Unreasonable and inappropriate workplace behaviour that may intimidate, offend, degrade, insult or humiliate a Staff member (or other person), in front of others. • It can include physical or psychological behaviours.
Clinical risk management	<ul style="list-style-type: none"> • Clinical risk management is an approach to improving the quality of care which places special emphasis on identifying circumstances which place participants at risk of harm, and then acting to prevent, control or accept those risks. • The aim is to improve the quality of care for participants and to reduce the costs of risks for care providers.
Dangerous goods	<ul style="list-style-type: none"> • Substances that create an immediate physical effect, e.g. fire, explosion, vapour release, and are defined as such under WHS legislation.
Due diligence	<ul style="list-style-type: none"> • Where a person conducting a business or undertaking (PCBU) has a health and safety duty. • An officer of the PCBU is required to exercise 'due diligence' to ensure the PCBU complies with their duty under WHS legislation. • Due diligence means taking reasonable steps to: <ul style="list-style-type: none"> ○ gain and update knowledge of WHS matters ○ understand the nature of the business, operations and the general hazards and risks involved ○ ensure the PCBU has appropriate resources for eliminating/minimising risks and that resources are used ○ ensure the PCBU has processes for receiving, reviewing and responding to information about incidents, hazards and risks ○ ensure the PCBU implements processes that comply with their duties including: <ul style="list-style-type: none"> • Consultation • providing training and instruction • reporting of notifiable incidents • facilitate cooperation between the PCBU and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at work; and are to be followed or complied with at the workplace, and to assist in developing standards, rules and procedures relating to health and safety.
Environment	<ul style="list-style-type: none"> • Components of the earth, including: <ul style="list-style-type: none"> • land, air and water • any layer of the atmosphere • any organic/inorganic matter and any living organism • human-made or modified structures and areas including interacting natural ecosystems.
Hazard	Something with the potential to cause injury, illness or disease.
Hazardous substances	<ul style="list-style-type: none"> • Substances, including carcinogens, which can cause • detrimental health effects, e.g. damage to the respiratory tract, skin, eyes, etc. and which are defined as such under WHS legislation.
Health & Safety Representative (HSR)	The HSR is a person elected by members of a work-group within the PCBU, or across several businesses, e.g. multiple workplaces, to represent that work-group during consultation on work health and safety issues.
Health and Safety Committee (HSC)	<ul style="list-style-type: none"> • A PCBU must establish a HSC when requested to do so by the HSR, a minimum of 5 or more workers at the workplace or at the PCBU's initiative. • The HSR can be a member of the HSC if they consent. • The key functions of the HSC are: <ul style="list-style-type: none"> • additional functions under the regulation or as agreed to between the PCBU and the HSC • determining the likelihood of a hazard or risk happening • identifying consequences (or degree of harm), if it does occur • identifying what a person knows, or should know, about the hazard/risk and ways of eliminating or minimising it • determine availability and suitability of ways to eliminate or minimise the risk.

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Incident	<ul style="list-style-type: none"> Incidents can be an event that has occurred or a 'near miss' and include all complications of care, accidents and side effects. A common feature is that incidents are either potentially or are harmful.
Notifiable incident	<p>Means:</p> <ul style="list-style-type: none"> death of a person serious injury or illness of a person a dangerous incident abuse or neglect of a person unlawful sexual or physical contact or assault of a person sexual misconduct committed against, or in the presence, of a person. unauthorised use of a restrictive practice, in relation to a person.
Dangerous incident	<p>Means: an incident in relation to a workplace that exposes a worker, or any other person, to a serious risk to their health or safety emanating from immediate or imminent exposure to:</p> <ol style="list-style-type: none"> an uncontrolled escape, spillage or leakage of a substance an uncontrolled implosion, explosion or fire an uncontrolled escape of gas or steam an uncontrolled escape of a pressurised substance an electric shock the fall or release from a height of any plant, substance or thing the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations the collapse/partial collapse of a structure the collapse or failure of an excavation or of any shoring supporting an excavation; or the inrush of water, mud or gas in workings; in an underground excavation or tunnel the interruption of the main system of ventilation in an underground excavation or tunnel any other event prescribed by the regulations but does not include an incident of a prescribed kind.
Safety Data Sheet (SDS)	<ul style="list-style-type: none"> Information containing data regarding the properties and effects of a particular substance that must be provided by the manufacturer, supplier or importer of the hazardous substance/dangerous good. An SDS must be current - within five (5) years of the issue date - and meet specific legislated format requirements.
Officer of the PCBU	A person who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business or undertaking.
Person conducting a business or undertaking (PCBU)	A PCBU is a person or entity that conducts the business or undertaking, alone or with others, where the business or undertaking is conducted for profit or gain.
Personal Protective Equipment (PPE)	Safety clothing or equipment for specified circumstances or areas used to minimise risk where the nature of the work involved, or the conditions under which people are working, requires its wearing, or use, for their personal protection.
Provisional Improvement Notice (PIN)	A written notice from a Health and Safety Representative to a person, or the PCBU, advising of a breach of the Act that is likely to be repeated or a current breach of the Act.
Reasonably practicable	<ul style="list-style-type: none"> Taking all steps, a duty holder was reasonably able to, considering: the cost of eliminating or minimising the risk and whether this cost far exceeds the level of reduction of risk a person who holds a current first aid certificate issued after successful completion of a WorkCover approved first aid course a person who holds a current occupational first aid certificate issued after successful completion of a WorkCover approved occupational first aid course a registered nurse.

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Risk	<ul style="list-style-type: none"> The chance of something happening that will have an impact on the services Take Control Plan Management provides. Measured in terms of likelihood and consequences.
Risk analysis (incident)	The seriousness of the event's consequences and its likelihood and frequency of occurring again; this provides a Category Code (CAT), generating a numerical rating which guides appropriate action.
Risk identification	Data sources that assist identification of risk include Coroners' reports, clinical indicators, variance analysis, incident reporting, complaints and other feedback.
Risk register	<ul style="list-style-type: none"> All levels of Take Control Plan Management are responsible for the continual monitoring of the strategic risk profile. A risk register identifies major risks for Take Control Plan Management, including an indication if existing controls or management systems are in place to manage that risk.
Risk treatment	<ul style="list-style-type: none"> Risk can be avoided, controlled, retained or eliminated. Two major approaches to control risk are: <ul style="list-style-type: none"> Reducing risk before it arises using proactive system design, e.g. WHS Risk Management Site for Safe Work Method Statement; equipment maintenance. Reducing the risk after the problem arises, e.g. countermeasures or barriers such as increased training.
Serious injury or illness	<p>Means an injury or illness requiring the person to have:</p> <p>(a) immediate treatment as an in-patient in a hospital</p> <p>(b) immediate treatment for:</p> <ul style="list-style-type: none"> (i) the amputation of any part of his/her body (ii) a serious head injury (iii) a serious eye injury (iv) a serious burn (v) the separation of his or her skin from underlying tissue, e.g. de-gloving or scalping (vi) a spinal injury (vii) the loss of a bodily function (viii) serious lacerations <p>(c) medical treatment within 48 hours of exposure to a substance</p> <p>(d) any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.</p>
Shift work	Any system of working whereby out of hours work is required including weekend, afternoon, night and rotating shifts, split or broken shifts, extended shifts, rostered overtime and (unrostered) extended working hours.
Trained first aid personnel Worker	<ul style="list-style-type: none"> Either an ambulance officer or a medical practitioner. Anyone carrying out work, in any capacity, for a PCBU. This includes direct Staff members; contractors and subcontractors and their Staff members; labour-hire Staff members engaged in working in the business or undertaking; out-workers; apprentices, trainees and students on work experience; volunteers.
Work group	<ul style="list-style-type: none"> A group of people represented by the HSR; this could be a specific department, shift (e.g. day/night shift), location, or type of worker. Workgroups are determined by negotiation between the PCBU and workers, and their representative if required.
Work Health and Safety (WHS)	The main objective of the model <i>Work Health and Safety Act</i> is to 'provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces'
Workplace	Where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.
Work health and safety entry permit holder	<ul style="list-style-type: none"> A representative of a relevant workers union for consultation on work health & safety matters. They provide advice on those matters to one or more relevant workers who wish to participate in the discussions.