Work Health & Safety (WHS) Handbook

Master Builders Group Training Pty Ltd
ABN: 84 113 083 837

MBA Newcastle Group Training Pty Ltd
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Introduction

The purpose of the Health and Safety Manual is to establish the minimum standards and guidelines that are reasonably practicable for managing the hazards and risks in our workplace. These standards will provide consistency, certainty and clarity across our organisation making it easy to understand the workplace health and safety duties and responsibilities.

We all have responsibilities for health and safety at work and owe it to ourselves and those close to us, at home and at work, to ensure every opportunity is taken to remove or minimise the hazards and risks at work.

All workers will be given the opportunity to read this information both on induction and on an ongoing basis and are encouraged to participate in improving health and safety at our workplace. Further, employees are required to complete a survey and sign off to confirm that they have read and understood everything contained within this handbook.

Management should do everything reasonably practicable to ensure all workers can undertake their work in a healthy and safe manner.

In addition to the manual, we have access to a range of forms and procedure resources to assist us. These resources are a formal part of our Safety Management System.

Definitions

The Employer/ The Organisation:
- Master Builders Group Training Pty Ltd (MBGT) and;
- MBA Newcastle Group Training and Personnel (NMGT&P)

Host Employer - The business that an Apprentice works with on a daily basis, and with which the Employer has engaged with on the employee's behalf for the provision of their labour

Work Health and Safety Policy Statement

The Employer, as a Person Conducting a Business or Undertaking (PCBU), and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our business. Our aim to continuously improve health and safety through consultation and increased health and safety awareness by workers.

Through the co-operative effort of all workers/host employers, we are committed to:

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

It is our approach to implement a preventative health and safety management system. We maintain a framework for health and safety management and a plan for systematic risk assessment and control

of hazards, to progressively improve safe behaviours and safe systems of work across all areas of the business. This will include safety training as required or deemed necessary.

All employees are responsible for their own safety and the safety of their fellow employees and visitors. They will take immediate action to minimise the danger from any unsafe condition and ensure that, where such a condition exists, a Supervisor or Manager is advised accordingly.

Responsibilities

Organisation

The organisation has a duty to ensure, so far as reasonably practicable, the health, safety and welfare at work of all its workers. In particular it has the following duties:

- maintain places of work under their control in a safe condition, and ensuring safe entrances and exits;
- making arrangements for ensuring the safe use, handling, storage and transport of plant and substances;
- providing and maintaining systems of work and working environments, that are safe and without risks to health;
- providing the information, training, instruction and supervision necessary to ensure the health and safety of workers; and
- providing adequate facilities for the welfare of workers.

General Manager

The General Manager is responsible for the overall implementation of the organisational Work Health and Safety policy. This responsibility flows from an officers duties under the WHS Act 2011 to promote the interests of the organisation and to supervise and to manage its business. The responsibility includes ensuring that all workers are able to meet their health and safety responsibility, authority and accountability through the provision of adequate budgets, the allocation of resources, and the availability of specific guidelines for achieving the organisational health and safety standards.

The General Manager should maintain safety obligations taking into account the following reasonable steps:

- to acquire and keep up-to-date knowledge of work health and safety matters;
- to maintain an understanding of the nature of the operations of the business and the hazards and risks associated with those operations;
- to ensure appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business;
- to ensure the business has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information, and
- to ensure the business has, and implements, processes for complying with any duty or obligation of the business under the WHS legislation.

The General Manager is also responsible for:
- reviewing policies and procedures in consultation with workers and the Board of Directors

- monitoring and reviewing legislative requirements and report any changes to the Board with recommended actions;
- management of the WHS annual budget;
- management of the 'return to work' function with insurers where a worker is ill or injured as a result of work; and
- provide reporting on incidents to the Board.

Management

Management responsibilities include:

- provide, as far as practicable, a working environment that is safe and without risk to health. This means providing and maintaining a safe system of work by ensuring safe products and systems are purchased and maintenance of the workplace, plant, machinery, substance or energy is considered;
- provide adequate information, instruction, training and supervision;
- establish a process to identify, assess (and where practicable, eliminate) hazards and control risks;
- ensure that all relevant laws are complied with;
- provide required resources, competent workers and information for an effective health and safety system;
- ensure those workplace rules, procedures and methods are developed and maintained;
- provide ongoing and effective health and safety promotion; and
- establish consultative mechanisms.

Direct Managers / Supervisors

Manager / Supervisor responsibilities include:

- assist with the implementation of policies/procedures designed to provide and maintain a healthy and safe working environment;
- assist with the identification of workplace hazards, particularly through routine inspections, using prepared checklists;
- initiate, recommend, or provide solutions to achieve improvement in health and safety performance;
- ensure that effective consultation occurs with workers and health and safety representatives;
- investigate accidents and incidents;
- participate in induction and on-going training for workers;
- monitor and report on health and safety performance;
- participate in purchasing procedures designed to take health and safety into account; and
- implement procedures for the issue, storage, maintenance and instruction of personal protective equipment

Workers

Worker responsibilities include:

- taking reasonable care for the health and safety of themselves and for other persons who may be affected by his/her acts or omissions at work and co-operate with management to ensure that statutory requirements are complied with;

- not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare at work;
- not obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work;
- read and comply with the company safety rules and regulations;
- if required by law or when the company considers it necessary wear or use whatever personal protective equipment is provided;
- report to his/her supervisor and seek first aid from the nominated first aid officer for any injuries however minor these may be;
- report any unsafe or potentially unsafe conditions, equipment or practices to his/her immediate supervisor;
- cooperate with any WHS initiative, inspection or investigation; and
- actively participating in return to work programs.

Host Employer

When working with the Host Employer, NMBA's WH&S policies represent our minimum requirements; any additional provisions enforced by the Host Employer will also apply.

Site Safety for our Apprentices/Trainees is paramount and ensuring you're abiding by all NSW Safe Work procedures and requirements to guarantee a safe and productive workplace environment both physically and psychologically.

Fire & Emergency Procedures

In the event of an emergency the smooth execution of Emergency Control Procedures can be achieved only if everyone is thoroughly familiar with what is expected of them.

The risk of panic, personal injury and loss of property is significantly reduced by having an efficient Fire & Emergency Evacuation Plan, and occupants trained in Emergency Response Procedures.

To ensure the health, safety and welfare of all employees and visitors, the following emergency evacuation procedures have been formulated and must be followed:

Site Specific Emergency Procedures

163 Lambton Road Broadmeadow
Assembly area: NMBA Carpark off Newton Street

The Muster / Assembly Control Point for emergency control within this building is located at the corner of Lambton Road and Lang Road

The Chief Warden will control operations for any emergency in this building from the Muster / Assembly point unless otherwise directed.

Master Builders Office

Master Builders Office

GTP Office

Carpark

N
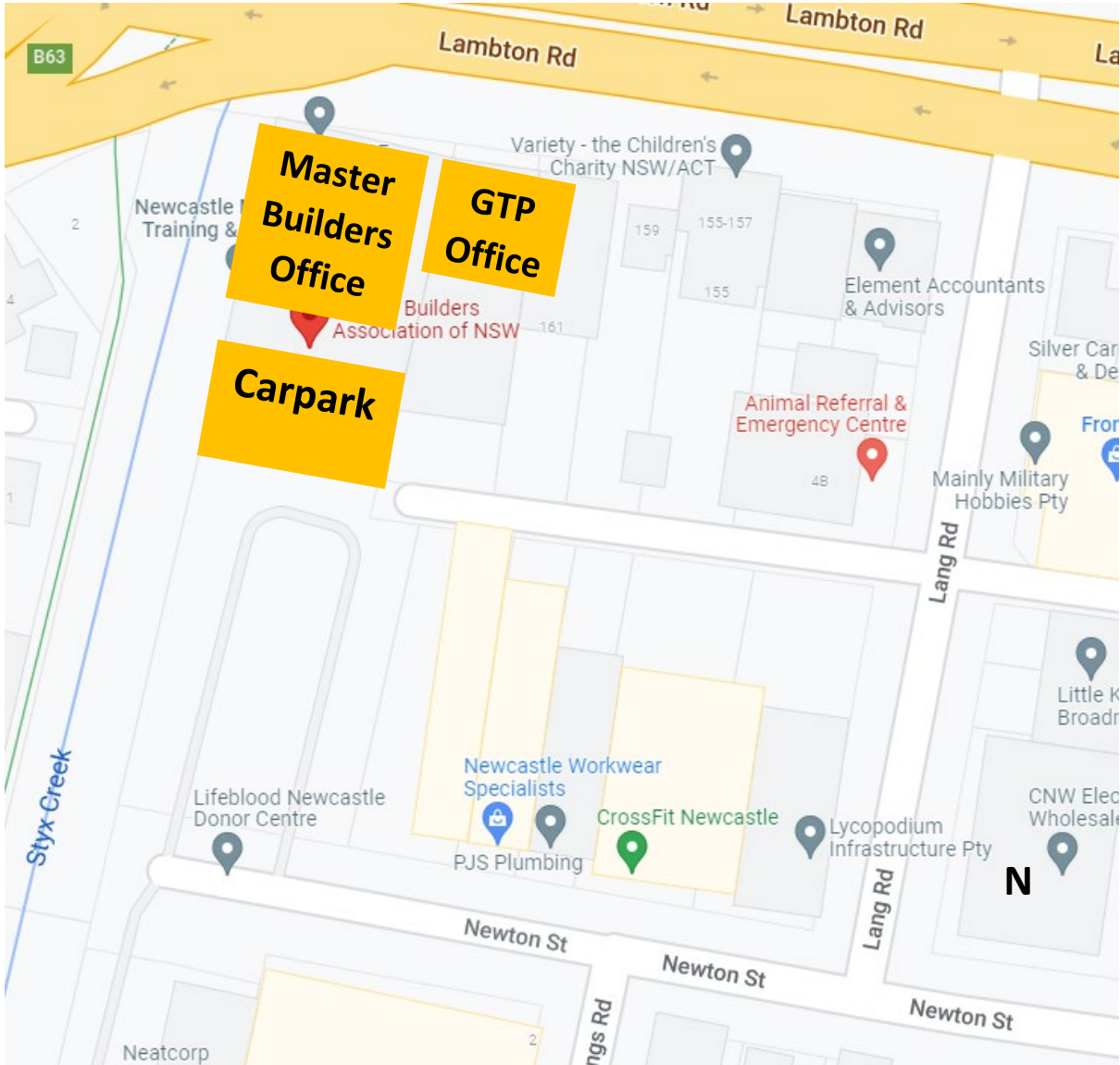
NEWCASTLE – see FIP Panel for Building Listing of ALL Wardens – located in front access atrium – Lambton Rd
Name & Responsibility
Lesley Mcloughlin (Projence)   Chief Warden
Gabrielle Harden/Megan Read (MBA Newcastle Group Training Tenancy Wardens)   Chief Wardens

Lara-Jayne Haggarty (MBA Newcastle Group Training)

Tenancy Warden/Floor Warden, Assembly Area Warden

Emergency / Support	Agency	Contact Information
Fire, medical or police emergency	000 EMERGENCY	**000**
Poisons information	NSW Poisons Information Centre	131 126
Counselling, information & support	Lifeline	131 114 (24 hours) www.lifeline.org.au
	beyondblue	1300 22 4636 (24 hours) www.beyondblue.org.au
	Domestic Violence and Sexual Assault Helpline	1800 200 526
	Alcohol Drug Information Service (ADIS) NSW	1800 422 599
	Family Drug Support	1300 368 186
	Gambling HELP	1800 858 858 (24 hours) www.gamblinghelponline.org.au
	Mental Health Line	1800 011 511 (24 hours)
	SANE Australia	1800 18 7263 www.sane.org
General health info & advice	Health Direct Australia	1800 022 222 www.healthdirect.org.au
Victims of crime info & support	Victims Access Line	1800 633 063
Police (other than emergency)	Police (hotline)	131 444 www.police.nsw.gov.au
	NSW Police Force – Newcastle	Corner of Church & Watt Streets, Newcastle 2300 (02) 4929 0762 (open 24 hrs)
Natural disaster (other than emergency)	SES Flood Storm Emergency	132 500 www.ses.nsw.gov.au
Workplace health and safety information	SafeWork NSW	13 10 50 www.safework.nsw.gov.au

Consultation

Safety Act 2011 No 10, recognises an additional duty to engage as part of promoting a safety culture for the organisation.

Benefits of Consultation

Through consultation the organisation can become aware of hazards and health and safety issues experienced by workers. Workers can provide suggestions on how to solve the health and safety issues.

Effective consultation can result in:

- improved management decisions through gathering a wider source of ideas about health and safety;
- greater worker commitment to health and safety through a better understanding of health and safety decisions and worker ownership of the outcome through consultation;
- greater openness, respect and trust between management and workers through developing an understanding of each other's point of view; and
- opportunities for learning through sharing of information, concepts and ideas.

What is Consultation?

The elements of consultation are as follows:

- the sharing of relevant information about health, safety and welfare with workers;
- that workers are given the opportunity to express their views and to contribute in a timely fashion to the resolution of health, safety and welfare issues at their place of work; and
- that the views of the workers are valued and taken into account.

The sharing of relevant health and safety information with workers should include providing information about:

- work processes and procedures;
- health and safety policies and procedures, including risk assessments and control measures;
- change to premises, work environment, equipment, systems of work or substances used at work; and
- incidents, illnesses or injuries (in a way that protects the confidentiality of personal information).

Consultation Statement

The organisation is committed to protecting the health and safety of all our workers. Injury and illness is needless, costly and preventable. The organisation will consult with workers regarding implementing safety practices and systems that will ensure the health, safety and welfare of workers. Worker involvement at all levels is essential for ensuring a safe workplace.

The health and safety consultation arrangements at for the organisation fall into the category of "Agreed Arrangements", as described in the Work Health and Safety Consultation Co-operation and Co-ordination Code of Practice. The primary medium for consultation is direct dialogue between supervisors/managers and their subordinate worker. Consultation at this level is fundamental to the successful management of health and safety risks.

Consultation on health and safety issues must be meaningful and effective to allow each member or worker to contribute to decisions that may affect their health, safety and welfare at work. All workers will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions. The consultation arrangements at the organisation will be monitored and reviewed as the need arises to ensure they continue to be meaningful and effective.

Consultation Process

- Employees must take reasonable care to prevent risks to Health and Safety at their workplace by notifying the Manager or the Office of any perceived risks. They shall also notify the direct site Supervisor in charge of the given site of their concern.
- The Manager will consult with the employee and Host Employer(s) at the regular Progress and Site Safety Assessments. If an employee feels that a WHS consultation is required between these visits, they will notify the Manager or the Office and arrange a consultation site visit as soon as possible.
- The Manager or their directed representative will issue a WHS Consultation Report to the employee or Host Employer when and where available. A copy of the notice will be retained at the Employer's office and reviewed to ensure agreed action has been implemented. The matter will be raised at the regular staff meeting until signed off.
- The Employer expects the host employer or company to have safe working practices and environments in place and encourages their employees to consult with them when health and safety issues arise.

The above system will be reviewed periodically to ensure possible improvements are identified.

Training

From time to time it may be necessary for workers and managers alike to undertake training relative to their WHS responsibilities. This could include risk process training, due diligence training and duty of care training.

Consultation requires that relevant information about safety matters is shared with workers, and:

- that workers be given a reasonable opportunity to express their views and to raise work health or safety issues in relation to the matter;
- to contribute to the decision-making process relating to the matter, that the views of workers are taken into account by the person conducting the business or undertaking; and
- that the workers consulted are advised of the outcome of the consultation in a timely manner.

Functions of Our Agreed Arrangements

Where agreed arrangements for health and safety consultation are in place, the organisation should consult with workers in relation to:

- identifying hazards and assessing risks arising from the work to be carried out;
- making decisions about ways to eliminate or minimise those risks;
- making decisions about the adequacy of facilities for the welfare of workers;
- proposing changes that may affect the health or safety of workers, and

- making decisions about procedures for consulting with workers; resolving health or safety issues; monitoring health of workers; monitoring the conditions at the workplace and providing information and training for workers.

The other agreed arrangements can also consider consultation on matters for:
- meetings with employer;
- communication with workers;
- the functions of the persons involved;
- training of any persons involved;
- the procedures for resolving health and safety issues;
- the role of any relevant union; and,
- other relevant health and safety matters.

The functions of participants in agreed arrangements can include:
- monitoring the measures taken to ensure health, safety and welfare of persons at work;
- improving the employers systems for managing health and safety, particularly through the application of the process of hazard identification, risk assessment and risk control; and
- assisting with the drafting and reviewing of work health and safety policy or procedure.

Intranet

The company intranet, containing this handbook, the employment handbook and other relevant documents and forms, is located for internal users on our website and under 'Group Schemes'.

www.mbagtp.com.au

Procedures for Dealing with WHS Issues (WHS Issue Resolution)

Introduction

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

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

Any party to the issue may inform the other party of the issue as it may relate to:
- work carried out at the workplace; or
- the conduct of the employee

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

The Employer's Responsibilities

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

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

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

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

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

Workers

Workers are encouraged to fix minor health and safety issues where they are authorised and it is safe to do so (e.g. relocating items that may be blocking walk-ways). Otherwise, the issue should be raised verbally with the Emergency Wardens where urgent, the host employer or emailed to NMBA supervisor where immediate resolution is not required.

Workers can refer health and safety issues to their representative association for assistance in their resolution. They may also contact the SafeWork NSW. Preferably this step would only be taken after other avenues for resolving the matter have been exhausted.

All identified health and safety issues and their subsequent resolution must be recorded. These records allow the organisation to identify potential future risks and endeavour to prevent a recurrence. Please refer to the relevant section of this handbook.

Supervisors / Managers

When presented with a health and safety issue, the supervisor must ensure that the individual reporting the issue has contacted a Safety Representative to have filled in the incident and hazard report form and list the incident on the Hazard Report for the supervisor's review. In the event that the supervisor cannot resolve the issue through consultation with the worker members affected, a supervisor should seek advice from the Manager.

Management

Management who wish to raise a health and safety issue may consult with a Safety Representative or the General Manager.

Host Employer

The employer expects the Host Employer to have safe working practices and environments in place and encourages their employees to consult with them when health and safety issues arise.

Issues Resolution Outcomes

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

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

Where a written agreement is prepared:

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

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

Risk Management

Risk assessment involves the assessment of the seriousness of the identified hazards. Once the hazards in the workplace have been identified and assessed, priorities can be set. It can then be determined what action is to be taken to eliminate or control the hazard.

In health and safety terms, risk management is the process of recognising situations which have the potential to cause harm to people or property and doing something to prevent the hazardous situation occurring or the person being harmed. The organisation has an obligation to identify any foreseeable hazards that may arise in the workplace and to assess the risk of harm arising from the hazards.

Control of risk takes a variety of forms depending on the nature of the hazard and should be based on a hierarchy of control options emphasising the elimination of the hazard at its source.

The key features of this element are:

- risk control emphasis is on systems and measures;
- hazard identification, with assessment and risk control are built into the continuous improvement process;
- inspections form an integral part of systematic risk management; first week on site of employment for New Start Apprentices.
- recorded weaknesses are actioned;
- non-conformance to policy plans and procedures are assessed and corrected;
- formal systems monitor environmental conditions and worker health;
- hazardous substance handling/storage controlled in effect for reduction in manual handling tasks; and
- products purchased are risk assessed prior to order.

The organisation will then eliminate the hazard, if this is not reasonably practical then the hazard should be controlled by implementing measures to lessen the risk of harm.

The risk management process consists of well-defined steps. These are as follows:

Step 1: Identifying the problem, this is known as hazard identification
Step 2: Determining how serious a problem it is, which is known as risk assessment
Step 3: Deciding what needs to be done to solve the problem, which is risk elimination or control

Hazard Identification

The organisation should ensure that it is free from hazards that could cause injury or disease to its workers, visitors or contractors. The organisation in consultation with workers can identify all potential hazardous situations which could result in any person in the workplace being harmed. The idea of hazard identification is that hazards are found and something is done about them before they actually cause any harm. As part of this process it is important that the task is observed and an attempt to predict what could go wrong while performing the task is made.

Therefore the hazard identification process must look at the whole system of work and requires the following:

- take a look at past accidents;
- talk to workers doing the job to find out what they consider safety issues;
- take a walk around the work area to see and hear what is happening;
- review any information already available, i.e. Safety Data Sheets to see what they say about safety precautions; and
- think creatively about what could happen if something went wrong.

Risk Assessment

When assessing risks the organisation will also identify the factors that may be contributing to the risk including:

- the work premises and the working environment, including their layout and condition;
- the capability, skill, experience and age of people ordinarily undertaking the work;
- the systems of work being used, and
- the range of reasonably foreseeable conditions.

Once a hazard has been identified, the organisation, in consultation with workers will determine how likely it is that someone could be harmed by the hazard and how serious the injury/illness could be.

This is done by reviewing any available information about the hazard. Possible relevant sources of information are as follows:

- any hazard information supplied with a product such as Safety Data Sheets;
- workers experience with similar risks or from incident/accident data;
- SafeWork NSW guidance material can help assess potential risks of particular hazards, processes or work tasks;
- industry Codes of Practice which will give direction and detailed guidance on the identification and control of hazards in line with accepted legislative requirements and industry standards;
- Australian Standards which set out specifications for a range of equipment, products and materials to ensure they are safe and of good quality; and
- documents published by Safe Work Australia.

If a problem is obvious and the risk of injury is high, action should be taken immediately to control the risk, even as an interim measure. Afterwards research can be conducted to assess the risk thoroughly and decide on control options.

There are two points of time in the risk assessment process.

Initial Risk: This is the level of risk (low medium or high) at the point in time when the hazard has been identified and no control measure(s) have been used or implemented yet.

Residual Risk: This is the level of risk (low medium of high) now the control has been introduced. Normally a lower level of risk than at the initial point.

For example: A freshly made cup of coffee has a high risk of burning. This is the initial risk: (High). Allow the cup of coffee to cool off for 10 minutes. The risk of burning is now reduced due to the time that has passed to more than likely a low level risk. This is the residual risk: (Low). The control measure is "time".

Risk Elimination

Having identified a risk, there is a legal obligation for the organisation to do something about it. The organisation will remove or fix any hazards or if this is not `reasonably practicable', it will lessen the risk of harm to the lowest possible level.

Risk Assessment is recorded on the Risk Assessment for the relevant activity.

Hierarchy of Control

The Hierarchy of Control Measures should be applied to every hazard in the workplace.

The focus should be on the elimination of hazards in the workplace and if this is not reasonably practical, the reduction of risk to the worker through the steps in the Hierarchy:

Level 1 controls provide the highest level of health and safety protection and the most reliable control measures;

Level 2 controls provide the medium level of health and safety protection and reliable control measures but should only be used if level 1 controls are not reasonably practicable; and

Level 3 controls provide the lowest level of health and safety protection and the least reliable control measures but should only be used if level 2 controls are not reasonably practicable. The level 3 controls must be used together or in conjunction with a level 2 control.

Level 1

- Eliminate the risk from the workplace. For example, bring the job to ground level if you can.

Level 2

- Substitute (wholly or partly) the hazard from the workplace with something that provides a lesser risk. For example, get a non-toxic cleaning product like a natural or organic based cleaner;

- isolate the hazard form any person exposed to it. For example, remove the power or energy from the equipment, or remove the people from the area; and

- implementing engineering to reduce the risk of the hazard impacting a worker. For example, build a guard or barrier to prevent someone reaching the machine while it is operating.

Level 3

- Administrative controls to reduce the exposure of the workers to the remaining risks associated with the hazard. For example, train everyone to work safely, or write a safe method of work procedure or rotate the work or manage the time exposed; and

- if the risk remains, the use of Personal Protective Equipment (PPE). Remember never use this by itself, only ever with something above.

Risk Review

In order to ensure that all WHS procedures and policies remains effective and applicable to the Employer, reviews and evaluations will be conducted at a minimum of every one (1) year.

Risk Rank

Where an imminent risk is identified, it must be controlled immediately to prevent an injury from occurring. For example, this may include sectioning off an area to prevent access until a more permanent corrective action can be implemented. The risk rating will determine the turnaround time for eliminating/controlling hazards. To calculate the risk rating, identify the potential consequence of the risk, how likely it is to happen and then apply to the *Risk Matrix* below:

Likelihood:

- **Very likely (exposed to hazard continuously)**
- **Likely (exposed to hazard occasionally)**
- **Unlikely (could happen but only rarely)**
- **Highly unlikely (could happen, but probably never will)**

Likelihood		Very Likely	Likely	Unlikely	Highly Unlikely
Consequences	Fatality	High	High	High	Medium
	Major Injuries	High	High	Medium	Medium
	Minor Injuries	High	Medium	Medium	Low
	Negligible Injuries	Medium	Medium	Low	Low

Consequence

- Fatality
- Major or serious injury (serious damage to health which may be irreversible, requiring medical attention and ongoing treatment).
- Minor injury (reversible health damage which may require medical attention but limited ongoing treatment). This is less likely to involve significant time off work.
- Negligible injuries (first aid only with little or no lost time).

Once the risk rating has been obtained, the following timeframes apply:	
High	Risk must be rectified immediately, or as soon as reasonably possible (preferably same day).
Medium	Risk must be rectified within 1 week, or sooner if possible.

Low	Risk must be rectified within 2 weeks, or sooner if possible.

Reporting Accidents and Incidents

The organisation is required by NSW Health and Safety legislation to keep a register of all injuries that result from its activities. Under NSW Workers' Compensation legislation, the organisation should notify its workers' compensation insurer within 48 hours of all injuries that have the potential to result in a workers' compensation claim. The details of all serious injuries and incidents must also be reported by the organisation to icare as soon as becoming aware of the occurrence. Those that involve a fatality or are otherwise particularly serious must be reported to SafeWork NSW immediately and the site of the incident is not to be disturbed.

Reporting Method

Accidents, injuries, illnesses (where they have resulted from a workplace incident only) and near misses are to be reported on the Incident Report Form. Located and saved under 'Group Schemes'.

Report Timing

All incident reports must, in the first instance, be submitted to the Host Employers and then to the employer within 24 hours of the incident. And then If full details of the incident, injury, investigation and corrective actions are not available within this timeframe, the essential details of the incident or injury as they are known should be submitted initially. The report should then be re-submitted with all required information, including details of supervisor / manager investigation and corrective actions, as soon as possible (within one week maximum).

Accident and Incident Investigation

Reported accidents and incidents should be promptly investigated by the immediate supervisor of the injured or ill person, or by the person in charge of the area where the incident occurred. The investigation should identify the causes of the accident and assess any hazards that need to be controlled. Supervisors should discuss the incident with relevant worker and decide on suitable risk controls to be implemented. The investigation and corrective actions are to be summarised on the Incident Report.

Importance of Reporting

The reporting of accidents is essential for the identification of hazards in the workplace. This should prompt remedial action to address the identified hazards and prevent any recurrence of the incident. The organisation's accident reporting system is to be used by workers, visitors or contractors who are injured or become ill in connection with their work at or visit to the organisations premises.

"Near misses", incidents with potential for injury or damage should also be reported and investigated. These incidents often serve as warnings that more serious consequences could have resulted. Preventing recurrence is therefore still important.

The accident report also serves as a record for future reference should there be any subsequent complication e.g. delayed health effects that may require the report as a factual base.

Serious or Dangerous Notifiable Incident

The following is a list of what is defined as serious and dangerous that must be notified to the regulator, SafeWork NSW as soon as becoming aware of the incident:

The WHS Act 2011 defines a notifiable incident to mean:

- the death of a person;
- a serious injury or illness of a person; or
- a dangerous incident.

A serious injury or illness of a person means an injury or illness requiring the person to have:
- immediate treatment as an in-patient in a hospital; or
- immediate treatment for:
  - the amputation of any part of his or her body;
  - a serious head injury;
  - a serious eye injury;
  - a serious burn;
  - the separation of his or her skin from an underlying tissue (such as degloving or scalping);
  - a spinal injury;
  - the loss of a bodily function; or,
  - serious lacerations.
- medical treatment within 48 hours of exposure to a substance.

A dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:
- 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;
- 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 WHS regulations;
- the collapse or partial collapse of a structure;
- the collapse or failure of an excavation or of any shoring supporting an excavation;
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- the interruption of the main system of ventilation in an underground excavation or tunnel.

Safety Complaint Procedure

Before raising a workplace health or safety issue, constructive steps should be taken to have the issue resolved in the workplace before escalating to the state safety regulator (SafeWork NSW). These steps may include:

- solve the problem then report to your host employer, the actions taken and why;
- report the issue through the workplace hazard reporting procedure; and
- negotiation with management through direct consultation.

For action to be taken by a regulator it will be necessary for sufficient information to be provided to enable the regulator to:

- find the address of the workplace and the location within that workplace which is the subject matter of the complaint;
- identify the exact nature of the complaint; and
- identify the name and address of the organisation or individual in control of the workplace.

Inspectors will not reveal the source of the complaint to the workplace parties involved unless you consent. If you choose to remain anonymous to SafeWork NSW, it is not possible for an inspector to seek further information from you or provide feedback on the outcome of any investigation.

Immediate Response Actions to Accidents or Incidents

Response Procedure

Take all steps necessary to provide emergency rescue and medical help for the injured person(s).

Where an injury requires immediate urgent attention, an ambulance should be called (phone 000). When calling an ambulance clear concise information should identify location and severity of injury.

Where the injured person needs to leave the worksite for treatment (e.g. doctor, hospital) the workers supervisor should accompany the injured person to provide all appropriate assistance. Where the supervisor is unavailable, another worker should accompany the casualty, especially if there are concerns about the workers ability to travel.

Take those actions that will prevent or minimise the risk of further accidents, injury or property damage. For example: secure the accident site or equipment involved rendering it safe. Note that information relevant to the investigation should be kept undisturbed as WorkCover have requirements in some instances for preserving evidence.

Reporting of the injury, illness, or incident as per the steps outlined in this handbook.

Communication

One of the most important initial actions is to notify those whose input, support and resources are required to ensure the injured person is cared for, legislative obligations are met, and effective investigation and control measures instituted. As little time as possible should be lost between the time of the incident and the beginning of the response.

For significant injuries, fatalities and incidents notifiable to the authorities, the manager of the work area will arrange without delay to contact and advise the following:

- Directors/Manager;
- Managers of the relevant location;
- SafeWork NSW;
- Police, where there has been a fatality;
- Manager for the purposes of reporting to the insurer (if a contractor or member of the public is injured or private property damage is sustained); and
- Next of kin (either the worker's supervisor or senior manager should communicate this information)

Emergency Procedures

Building and premises emergencies may arise at any time. They can develop from a number of causes including fire, gas leaks, bomb threats, structural faults and civil disturbance. Any of these may threaten the safety of building occupants.

Emergency Plan

The organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers and visitors.

Emergency Wardens should have been nominated and put in place. In the event of an emergency the Emergency Wardens are responsible for taking control of the situation and ensuring all workers are evacuated according to the building emergency procedures.

Building emergency procedures are outlined by the Emergency Wardens and nominated personnel are required to attend specified training in emergency procedures.

The most effective way to test emergency procedures is to conduct regular evacuation exercises. The Emergency Wardens should conduct at least one test per year. All workers are required to participate in the emergency evacuation exercises.

All new workers will be inducted in the emergency procedures by an authorised person.

When working with your Host Employer, their policies and procedures take precedence.

Raising the Alarm

If you are the person discovering an emergency the general procedure is:

- assess the situation. Ensure the immediate safety of anyone in the immediate vicinity;
- raise the alarm within the site - alert others in the immediate vicinity;
- call the Emergency Wardens;
- enlist assistance - call the relevant emergency service, i.e. fire brigade;
- if trained, attempt to control the fire without taking unnecessary risks and only if it is safe to do so;
- report to Emergency Wardens, who are responsible for the evacuation of workers, customers and visitors;
- report to assembly area and advise warden that your area is clear; and
- do not return to your work area until the Emergency Wardens declares the emergency over.

Medical Emergency

If someone requires emergency medical attention:

- assess the situation - check your personal safety;
- summon help of others in the immediate vicinity. Do not leave the casualty unless unavoidable. Summon the First Aid Officer;
- raise the alarm; and
- have the receptionist call the ambulance or required service.

Provide clear instructions on:
- location and directions;
- details of casualty - type of injury, age and condition of person; and

- time of injury/illness.

Bomb Threat

The typical explanations for a call reporting that a bomb is to explode in a particular site are:

- the caller has knowledge or believes that an explosive has been placed and wants to minimise injury. The caller may be the person who placed the device or someone else who believes that they have information; or
- the caller wants to create an atmosphere of confusion, anxiety or panic, which will in turn, possibly result in the disruption of normal business activities at the site.

REMAIN CALM

Panic is one of the most contagious of human emotions. In the context of a bomb threat it can also be considered as the goal of the caller.

Procedure for Receiving a Telephone Threat

The person receiving the bomb threat by telephone should take notes and not hang up:

- a calm response will result in getting additional information;
- if possible enlist help with someone else to listen to the call;
- keep the caller on the line for as long as possible. Ask the caller to repeat the message. Seek additional information;
- contact management and the Emergency Wardens;
- contact building security, who will evaluate what further action needs to be taken.

If an evacuation is ordered in response to a bomb threat, all personnel should quickly check their work area for any unusual objects and mark these with a sheet of paper without touching the object. They should then leave the building as instructed. The location of any unusual objects must be reported to the Emergency Wardens, Building Security and the attending Emergency Services.

Fire

Fire exits must be kept clear from obstruction at all times. All workers must know their evacuation route and assembly point in case of fire.

Remember that smoke is the biggest killer. 'GET OUT' is your priority in the event of a fire, every second counts.

If you discover fire:

- Immediately call for help or operate the nearest break glass / fire alarm call point;
- without personal risk try to put out the fire, with the nearest correct fire appliance for the type of fire, by directing the extinguisher at the base of the flame; and
- if the fire increases in size, or your extinguisher runs out, you must evacuate to the assembly point

If you hear the building alarm:

- the building fire system will automatically call the fire services;
- leave the building immediately by the nearest available exit and report to your evacuation assembly point;
- remember, do not run, stay calm, do not panic. Do not delay for personal belongings;

- report any missing persons to the Emergency Wardens; and,
- do not re-enter the building until you have been told it is safe to do so by the Emergency Wardens or fire services.

Lock-down Procedure

When an external and immediate danger is identified, and it is determined that the staff should be kept securely inside the building the warden on-site will take charge and activate the ECO if necessary.

- **Call 000** for emergency services and seek and follow advice.
- Initiate the lock-down and provide instructions to staff, for example, close internal doors and windows, remain in offices, sit below window level, or move into corridors.
- Check that all external doors (and windows if appropriate) are locked.
- Ensure a telephone line is kept free.
- Keep main entrance as the only entry point. It must be constantly monitored, and no unauthorised people allowed access.
- As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times.

Actions after lock-down procedure

- Ensure any staff or visitors with medical or other needs are supported.
- Determine if there is any specific information staff and visitors need to know.
- Undertake operational debrief with staff and ECO to identify any lock-down and procedural changes that may be required.
- Complete your Post Emergency Record form

Emergency Control Organisation

In the event of an emergency situation all occupants may have to be evacuated from the building. To facilitate this, an Emergency Control Organisation (ECO), consisting of Emergency Wardens drawn from the occupants, has been established in accordance with the Australian Standard AS3745-2010 – Planning for emergencies in facilities.

The employer's Emergency Control Organisation is made up of the following personnel: (these colours may differ per site).

Role	Identifiable Feature
Chief Emergency Warden	White hard hat
Deputy Chief Emergency Warden	Yellow hard hat
Emergency Warden(s)	Red hard hat

Emergency Wardens' Primary Duty

The primary role of Emergency Wardens is to give top priority to the safety of the staff and visitors of the facility during an emergency. Life safety shall take precedence over asset protection during an emergency.

The primary functions of Emergency Wardens in an emergency are to:

- ensure the safe and orderly evacuation of all occupants from the building to a safe area called the Assembly Area. Casual staff, visitors, members of the general public, and mobility or sensory impaired persons may require special assistance during an emergency;
- assist the Emergency Services upon attendance; and
- operate first attack firefighting equipment, if safe to do so.

Emergency Warden Selection

Suitable persons have been nominated in the Newcastle office to carry out the duties of Emergency Warden in their respective building.

This has been determined by either calling for volunteers, or nomination. Determining suitability has been based on a number of factors (e.g. desk location, accessibility, physical ability, etc.).

Each site will have different wardens, please see details per site for details or ask a supervisor.

Authority of Emergency Wardens

Once an emergency is declared, the powers of wardens and deputy wardens **SHALL** override all normal non-emergency management procedures. Emergency Wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor/area. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedence over asset protection matters. The procedures require consideration to be given to ensure the protection of wardens, the person, or persons refusing to comply, and other personnel in the area when a refusal situation arises.

Emergency Warden Listings

A list of Wardens containing the name, telephone number and location of all Wardens in the building must be published, this copy is in the MBA Newcastle Group Training office, along with near the FIP Panel on the ground floor in the atrium.

The Chief Warden and Deputy Chief Warden/s should maintain copies of the list of Wardens and ensure they are kept up to date.

First Aid Officers

First Aid Officers are persons qualified to render first aid medical assistance when required. In the event of an evacuation, they should report to the Assembly Area with a first aid kit and assist where necessary. They should ensure that their First Aid qualification is current at all times.

Emergency Equipment

The following emergency equipment is available at the Newcastle office:

Emergency Equipment	Newcastle Office
Emergency evacuation alarm	✔
Emergency lighting	✔
Emergency stairs	✔
Exit and exit direction signs	✔
Fire extinguishers – $CO2^2$ and Dry Powder (ABE)	✔
Fire hose reels	✔
Fire blankets	✔
Fire rated doors	✔
First aid kits	✔
Smoke detectors	✔
Telephones	✔

Raising an Alarm

If a fire or other emergency situation occurs in your building, the alarm should be raised by:

- contacting the Chief Emergency Warden (or Deputy/other Warden in absence of Chief) immediately.

Methods which may alert of an emergency include:

- a report by emergency services (e.g. Police, Fire Services);
- a report by a member of the public or adjoining building occupants;
- a report to the Chief Warden by an occupant;
- a thermal or smoke detector activating;
- a sprinkler head activating;
- the evacuation alarm being sounded; and

Chief Warden Role in an Emergency

Upon receipt of an alarm, or being made aware of an emergency, the Chief Warden will respond immediately, determine the nature of the emergency, what emergency procedures are required to be implemented and coordinate the Emergency Control Organisation (i.e. Emergency Wardens).

The Chief Warden will assume control of all occupants of the building from the time emergency action is required until the arrival of the appropriate Emergency Services.

The Chief Warden should also maintain a roll of any mobility-impaired persons (permanent and temporary) who work in the building.

On hearing the alert alarm or on being made aware of an emergency:

1. wear white helmet and collect Warden Register, visitor register and staff listing;

2. assess and take control of the situation;

3. advise Wardens of the present situation and request they stand by for further instructions;

4. if an evacuation is required, give instructions to the Emergency Wardens to evacuate;

5. sound the evacuation alarm

6. ensure the appropriate Emergency Services have been contacted;

7. ensure that access to the site is restricted (this includes personnel and motor vehicles);

8. ensure all occupants are accounted for (complete head count and note any refusals or personnel not evacuated);

9. keep Wardens informed of the situation;

10. when the attending Emergency Services arrive follow the instructions of the Emergency Services Officer in Charge, and advise of the following:

   - the Location of emergency;

   - the present situation / actions taken so far; and

   - any other relevant information (including personnel still inside).

11. before returning to the building, obtain the all-clear from the Officer in Charge of the attending Emergency Services;

12. send a Warden to the Assembly Area to arrange for the reoccupation of the building by staff and visitors;

13. stand-down the Emergency Wardens when advised of the all-clear; and

14. brief senior management of the cause and outcome of the emergency.

Deputy Chief Warden Role in an Emergency

The Deputy Chief Warden shall assume the responsibilities normally carried out by the Chief Warden if the Chief Warden is unavailable, and otherwise assist as required.

Emergency Wardens Role in an Emergency

Emergency Wardens (other than Chief & Deputy Chief) are appointed in each area of the building to control the emergency procedures and the evacuation of their respective area, under the direction and control of the Chief Warden.

Emergency Wardens have the authority to evacuate if they consider there is danger to any person, or if the situation is life threatening.

Emergency Wardens should be aware of the layout of their floor, all exits, and alternative escape routes. They should also be familiar with the location and the operation of firefighting equipment installed in their area, which should be regularly inspected to ensure it is available and operable at all times.

Emergency Wardens should be aware of any mobility impaired, sight or hearing-impaired persons in their area who may require assistance during an evacuation.

On hearing the alert alarm or on being made aware of an emergency:

1. wear yellow helmet;

2. alert Chief Warden and other Wardens;

3. if deemed necessary, or under directions from the Chief Warden, order evacuation;

4. request evacuation alarm be sounded

5. prior to leaving your designated area (as marked out on the Emergency Diagrams), ensure that the area has been searched thoroughly (including toilets) and that all occupants have been evacuated;

6. if there is a mobility impaired person in your area who is unable to evacuate, ensure that they are moved to a safe place but do not attempt to carry them down the stairs, unless there are life threatening circumstances. Ensure that someone stays with them until the fire brigade/ambulance personnel arrive to evacuate them;

7. if a person refuses to evacuate, ensure that they are aware of the danger involved, then inform the Chief Warden of their location. The Chief Warden will inform the Emergency Services who will take the appropriate action to remove the person;

8. report the status of your floor to the Chief Warden prior to leaving the floor and join personnel from your floor at the Assembly Area and remain at this point until contacted by the Chief or Deputy Chief Warden; and

9. conduct head count in Assembly Area (using staff listing and visitors register).

If the Chief and Deputy Chief Warden are unavailable in an emergency, any Emergency Warden can assume the responsibilities normally carried out by the Chief Warden and otherwise assist as required. This must be communicated to the other Emergency Wardens as soon as possible.

All Other Personnel in an Emergency

In the event of an Emergency, all personnel other than Emergency Wardens (i.e. staff, workers and visitors), are to follow the instructions of the Emergency Wardens. This may include evacuating to the designated Assembly Area.

Emergency Outside Normal Working Hours

Our normal working hours are 8.30am to 5.00pm, Monday to Friday, however Emergency Wardens may not be onsite outside their normal working hours). Outside of these hours it should be assumed that there is no Emergency Control Organisation in operation (i.e. Emergency Wardens are unavailable).

If there is a fire or other emergency outside normal working hours, personnel are to contact Emergency Services (000) and then **ALL** personnel within the building are to IMMEDIATELY evacuate, leaving the building via the nearest exit. Personnel are not to re-enter the building, until the all clear is given by the responding Emergency Services (Fire Brigade/Police).

Refer to the Site-Specific Emergency Information at the beginning of this handbook.

All emergency on site are to follow supervisors direction and evacuate to safety IMMEDIATLEY.

Fire Prevention and Reporting of Faulty Equipment

Prevention of fire is important. If an employee feels that there is a potential for hazard, they should report the hazard to the Chief Warden/Supervisor, including issues such as:

- an accumulation of litter which may increase the danger of fire
- incorrect, missing, defective or discharged fire extinguishers
- incorrect storage of flammable liquids
- any items that might impair access to the emergency exits
- defective smoke detectors (alarms)
- any obstructions in passages

Employees will only be allowed to store or use flammable liquids in special circumstances and only in minimum quantities and within the material safety data sheet (MSDS) for that product.

All occupants in the building should be encouraged to observe the greatest care when using matches, portable heaters, electrical appliances and other sources of ignition. Their immediate work area and / or surroundings should be kept neat and tidy.

After Hours Security Alarm Procedure

Accessing the building after normal working hours can present a risk to a lone worker. Please ensure no one is left in the building by on their own.

Those that require access to the building after hours must contact the General or Office Manager to gain access to the building.
When exiting the building, if you are the last one to exit the building, ensure all doors are locked behind you. Any further security questions, please contact the General or Office Manager.

First Aid

First aid is the emergency care of the sick or injured. The organisation has humane, legal and financial obligations to provide a first aid service for its workers, contractors and visitors. It is committed to providing a first aid service which satisfies its needs in terms of the requirements of the WHS Regulation 2011. The legislation sets out minimum standards for first aid in the workplace, requiring that each worker has access to equipment and access to facilities for the administration of first aid and an adequate number of trained persons are available to administer first aid.

You Host Employer should outline who the first aid personnel on site are.

First Aid Kits

When considering how to provide first aid, the organisation should consider all relevant matters including:

- the nature of the work being carried out at the workplace;

- the nature of the hazards at the workplace;

- the size, location and nature of the workplace; and

- the number and composition of the workers at the workplace.

First-aid kits provided at a place of work must:

- be clearly and legibly marked on the outside with the words "FIRST AID" and a safety information sign complying with AS/NZS 1319;
- contain nothing except appliances and requisites for first-aid in quantities not less than those set out in the Code of Practice applicable to the place of work concerned; and
- be kept clean.

Have attached to the inside of the lid:

- a list of the appliances and requisites for first-aid which the kit is required to contain;
- a cardio- pulmonary resuscitation flow chart; and
- a register of injuries form or clear direction to access the form.

First Aid Personnel

A person or persons must be appointed to be in charge of the first-aid kit and be readily available to render first-aid attention when necessary to persons working at that place of work.

A list of the nominated workplace first aid personnel shall be displayed in a prominent way accessible to any worker at any time.

A notice must be displayed in a prominent position near the first-aid kit clearly showing:

- the name and telephone number (if applicable) of the person or persons so appointed;
- in respect of each person so appointed, the place where the person is normally located at the place of work; and
- the name and telephone number (if applicable) and place of work of any additional person appointed to render first aid.

The Code of Practice recommends the following ratios:
- Low risk workplaces – one first aider for every 50 workers; or
- high risk workplaces – one first aider for every 25 workers.

A nominated first aid person shall receive training in the competency – 'Apply first aid' (or a higher skill). A First Aid competency shall be refreshed prior to the expiry of the existing competency, being 3 years.

Staff Name	Phone
Brett Lester Renewed August 2022	02 4979 0170
Megan Read Renewed August 2022	02 4979 0170
Arthur Hawkins Renewed May 2025	02 4979 0170
Gabrielle Harden Renewed June 2024	02 4979 0170
Rachael Wheeler Renewed July 2022	02 4979 0170
Lara-Jayne Haggarty August 2022	02 4979 0170

Register of Injuries and Treatment

Workplace Injury Management and Workers Compensation Act 1998 requires a register of injuries be kept at each place of work containing the following particulars:
- the name, age, address and occupation of every person injured while working at that place of work;
- the industry in which the person was working at the time the injury occurred;
- the activity in which the person was engaged at the time the injury occurred;
- the date and time the injury occurred;
- a brief description of the type and cause of the injury, the part of the body injured and the treatment given;
- the name of the person rendering first-aid; and
- details of any referral for further treatment.

The register:

- may be combined with any other similar type of register required to be kept by or under any other Act;
- must be kept in a readily accessible place at the relevant place of work;
- must be made available for inspection when requested by an inspector; and
- must be kept for at least 5 years after the date of the last entry made in it.

If a place ceases to be a place of work, the register may be kept in any other suitable place.

Refer to the Procedure **First Aid Officer Information** at the beginning of this handbook

Injury Management

The organisation will provide worker with access to Injury Management where a worker has incurred a work related injury or illness and is eligible to submit a Workers Compensation Claim.

As required by the Workplace Injury Management and Workers Compensation Act 1998, the organisation will maintain a Workplace Return to Work Program consistent with its Workers Compensation Insurers Injury Management Program.

The Principles of Injury Management

The organisation is committed to:

- preventing workplace injury/illness by providing a safe and healthy working environment;
- informing workers and supervisors of their responsibilities under the Workers Compensation Act 1987 and the Workplace Injury Management and Workers Compensation Act 1998;
- develop and implement a Workplace Return to Work Program that complies with its Workers Compensation Insurers Injury Management Program;
- ensuring return to work occurs as soon as possible after injury;
- providing suitable duties, where practicable, as a key part of the injury management process;
- consulting with workers to ensure injury management operates effectively;

- ensuring participation in a return to work program in itself will not disadvantage a worker; and
- maintaining confidentiality of rehabilitation information relating to workers.

Effective injury management commences as soon as possible after an injury or illness is reported and takes into account the individual's state of psychological as well as physical recovery.

Workplace injury management provides physical, psychological and financial benefits to workers, minimises disruption to work and reduces costs. Following injury or illness, workers return to work in accordance with the advice of treating health professionals and gradually resume their usual duties or they are given suitable alternative duties.

Injury management requires the cooperation and close involvement of the worker, the insurer, the rehabilitation coordinator, treating health professionals, accredited providers, heads of departments and supervisors. The organisation's rehabilitation coordinator liaises with the principal parties involved and coordinates the return to work program in the workplace.

If you have been suffering from an infectious or contagious disease or illness you must not report for work without clearance from your own doctor. Contact with any person suffering from an infectious or contagious disease must be reported to the host employer and an NMBA staff member to allow any necessary communications to be made before commencing work.

The Employer expects its employees to, as a minimum, comply with prevailing COVID-19 isolation requirements as set out by the Federal and State Health authorities. Host Employers may have additional policies that apply over and above these, and all Apprentices must comply with these policies.

For further details on the workers compensation and rehabilitation process, please see the NMBA Employee Handbook.

Policy Statement - Workplace Injury Management and Rehabilitation Policy

The employer is committed to the prevention of illness and injury to its workers by providing a healthy and safe working environment. The purpose of this policy is to support our injury management program which provides a framework for a coordinated and integrated approach to workplace injury and illness. The employer recognises that management and workers have a social and economic interest in the promotion of a safe return to work for its workers.

If an employee appears to be ill, the Employer can request that the employee provide a medical certificate confirming they are fit for work; or otherwise not return to the office until they are cleared.

Across all of the employer's operations, we will develop, implement and maintain effective Workplace Injury Management Procedures that are compliant with our legislative requirements. This is achieved by:

- Preventing injury or illness by providing a safe and healthy working environment;
- Participating in the development of an injury management plan and ensuring that injury management commences as soon as possible after a worker is injured;
- Supporting the injured worker and ensuring that early return to work is the normal expectation;
- Providing suitable duties for an injured worker as soon as possible;

- Ensuring that our injured workers (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor and approved rehabilitation provider, and the responsibility to provide accurate information about the injury and its cause;
- Consulting with our workers, where applicable, to ensure that the return to work program operates as smoothly as possible;
- Maintaining the confidentiality of injured workers' records; and
- Not dismissing a worker as a result of a related injury within six months of becoming unfit for employment.

Safety Training

The objectives of this procedure are to ensure that:
- appropriate WHS information, instruction, training and supervision is given to all workers;
- commitment to WHS training is communicated through the WHS Policy;
- WHS competencies for all workers are identified and reviewed and the appropriate training provided;
- WHS competencies of contractors, labour hire workers, volunteers and visitors are assessed prior to engagement;
- WHS training is conducted appropriate to the workers position and tasks (including the appropriate re-training); and
- record keeping requirements for training are established and implemented.

WHS training should include:
- corporate safety induction for all workers;
- first aid training for nominated First Aid officers;
- emergency evacuation training for nominated wardens; and
- risk management training for workers.

The content of safety training shall focus on the hazards and risks associated with the activity and the control measures required to ensure the health and safety of the person performing the work and the health and safety of any other person in the vicinity of the work activity.

A record of training should be kept, detailing when a person was trained, and if required, when the skill expires and retraining is required. For example, first aid training is required every three years.

Frequency of Safety Training

Training	Who	Frequency
Induction	Staff (all)	Upon commencement
Emergency Warden	Wardens (all)	On becoming Warden, then 12 mthly
First Aid	First Aid Officers (all)	On becoming First Aider, then 3 yrly
WHS Essentials	Staff (all)	Upon commencement

Mental Health Awareness	Staff (As required)	12 months (or when required).
Emergency Evacuation drills	Staff (all)	12 months
Officers	All Officers	Every two years
EEO, Bullying & Harassment	Staff (all)	12 months (or when required).

Inspection & Testing

A requirement of the WHS legislation is to inspect and/or test particular equipment and processes. A risk assessment should determine the frequency of the inspections when a legislative prescription is not available. The Employer will inspect and/or test the following:

- the workplace – site inspection – every 6 months internally and 12 months under external audit;
- portable electrical appliances – as per the risk assessment;
- emergency procedures – at least once a year; or upon new site
- duress alarm – In line with emergency procedures testing; and,
- ladders – before each use.

Host employers will perform their own inspections and testing as per SafeWork guidelines.

Office Safety

Guidelines to Working Safely in Office Areas

Remember the following four simple points. This covers nearly all you need to know to play your part in creating a safe workplace.

General principles for office safety:

- removing the causes of accidents is the first step in preventing them. Therefore offices need to have hazards controlled just as we need controls in other workplaces;

- unsafe actions by worker members cause the largest number of office injuries. Therefore, workers can prevent accidents by changing to safe behaviours;

- slips, trips and falls cause most of the serious injuries in offices. Therefore hazards that might cause falls should not be allowed to exist; and,

- fingers and hands suffer the most frequent office injuries, which occur while workers are handling everyday materials such as paper. Therefore workers should take special care to avoid injury to their hands and fingers.

Common Hazards

Below is a list of common office hazards. If you see any of them, take action to solve the problem.

Furniture

Open drawers. Somehow there's always someone who has an attraction for open drawers and will bump into them when you least expect it. Opening several file drawers at a time can tip over a cabinet. Keep drawers closed when not in use. Open only one file drawer at a time.

Obstacle courses. When furniture is badly arranged, it can form an obstacle course for people trying to move about the office. Arrange furniture to allow people to move around freely and easily.

Passageways and storage

Blockages. Large objects or groups of people standing around blocking doorways and passageways increase the likelihood of bumps and knocks as vision is blocked and space is tight. Keep doorways and passageways clear at all times especially emergency exits.

Make sure that any area where people walk up and down is at least 100cm wide. DO NOT place objects close to fire extinguisher, fire hydrants and fire alarms. Do not use the power room as a storeroom.

Climbing. Reaching for high objects while standing on a stack of boxes or a chair with wheels is dangerous. Always use a suitable ladder or step.

Heavy objects. These are dangerous if they fall. Store heavy objects near floor level

Toxic Chemicals. Do not store toxic chemicals in or near the office.

Swing doors and corners. You can't guess when someone might be approaching the other side of a closed door or around a corner. Do not open doors suddenly. When working behind a closed door, ensure you lock it. Approach corners and doors cautiously

Running. Walk, don't run. Better to arrive late than injured.

Floors

Extension cords and other wires snaking loosely across the floor. These can cause not only injury but also the abrupt shutting down of electrical equipment such as word processors. Clamp electric wires securely to the floor or relocate them.

Litter

Small items left lying on the floor have been known to cause serious accidents. Anything dropped on the floor should be removed immediately.

Work methods and tools

Using the wrong tools. Use the right tools for the job. Any heavy items are to be lifted with the use of trollies and / or with assistance from another staff member.

Not using safety glasses. Eyesight is precious. Always wear safety glasses when working with hand tools.

Sharp and pointed objects. Use and store sharp objects carefully. Sheath them before storing. Point them away from you. Do not use razor blades as cutters.

Unreported injuries. Reporting injuries reduces the chances of the same injury happening to someone else in the future. Report accidents to help make the office safer for others.

Kitchen

Microwave - Cover food in the oven to prevent splattering. Do not put metal containers inside the oven. Keep all flammable objects clear.

Hot objects - Use a cloth or mittens to handle /hot objects.

Kitchen Housekeeping - Do not stack glasses up too high. Store knives and can openers in the correct place. Wrap broken glass in paper labelled "broken glass "and place in the bin in the kitchen. All waste food must be thrown only in the bin of the kitchen. Keep the floor clean to prevent slips.

Fridge Cleanliness - Routinely remove food left in fridge. If you bring food in use a hygienic storage container.

Electrical equipment - watch out for any obvious signs that something is wrong - such as loose wires, faulty connections, excessive heat, smoke or sparks. Report faults and take faulty equipment out of service. Never tamper with any electrical equipment. If repair is needed, always seek help from a qualified personnel. Computers, printers, toasters and other electrical equipment should be switched off at the socket. Do not overload the socket outlet. If uncertain, check with the Manager.

Parking Area

When moving through the external car park, please ensure you:

- do not run;

- do not walk backwards;

- do not step in puddles;

- watch where you are walking and be aware of your immediate area; and

- be aware of through-traffic

Transport

Safe Driving

The following minimum standards apply to all worker vehicles used for work related driving:

- Must be suitable for business use and have adequate passenger capacity (if applicable), luggage stowage capacity, etc.
- The vehicle must be deemed roadworthy at all times and therefore be registered by the appropriate roads and traffic authority in the relevant state;
- The vehicle must be adequately insured;
- The vehicle must be equipped with a spare tyre (or puncture repair kits if that is what is provided by manufacturer) and driver and passenger side mirrors;

Workers are expected to check the physical condition of their vehicle before each journey. Including, visual check of tyres, lights, cleanliness and damage.

Journey Planning

Workers are required to take the opportunity to stop and think about their journey prior to departure. Before embarking on any journey workers are to consider:

- Are there any phone calls I need to make before departure?
- Are there any hazardous weather conditions predicted?
- Have I allocated enough time to get there with rest breaks?
- How many hours in total will I be on the road?
- If applicable, could several workers share the driving?

If risk exists, workers are to act to ensure a safe journey. Workers should talk to their Manager to ensure any possible associated risks are controlled or minimised.

In addition all workers embarking on a journey are to review the Safe Driving Guidelines annually and ensure continued compliance throughout the duration of the journey.

Multi-Tasking Whilst Driving

Any form of multitasking decreases a driver's ability to operate a vehicle safely and increases risk. High risk multitasking activities include:

- using a mobile phone, as per federal legislation;
- eating/drinking;
- reading and writing, including maps; or
- applying make-up or shaving.

These activities are prohibited for all workers whilst driving for work related purposes.

Driver Fatigue Management

Driving whilst fatigued decreases a driver's ability to operate a vehicle safely and increases risk. Driver fatigue is a major cause of accidents, especially on country roads and roads with speed limits of 100km or more. Workers who drive are to maintain an awareness of driver fatigue. Signs of driver fatigue include:
- loss of concentration;
- drowsiness and yawning;
- sore or tired eyes;
- boredom;
- slow reaction time; and
- micro sleeps.

As per the Roads and Maritime Authority recommendations, employees driving to distant work locations are to take the following steps to decrease their own driver fatigue:

- get a good night sleep before traveling;
- avoid long drives after work;
- stop every 2 – 3 hours for 15 min; and
- share the driving.

Workers are to pull over and stop when drowsiness or loss of concentration occurs.

To further avoid fatigue employees are to limit driving to six hours per working day. If greater than 6 hours driving is expected for any one journey the worker should speak to their manager with regards to possible overnight accommodation prior to the journey in accordance with the employer's or host employer's Policy.

Incident Management

Workers who are involved in an accident should:
- stay calm;
- turn on their hazard lights;
- not admit liability for the accident;
- call 000 if applicable;

- call their insurance provider; and
- as soon as practical, report to their Manager.

Driving accidents, including injuries and near incidences must be reported to their host employer and a member of NMBA as soon as practicable both verbally and in writing; the following information should be provided:
- driver(s) involved;
- time and location of the incident;
- the extent of the injuries;
- a brief description of the events that resulted in the incident, including weather conditions (if applicable);
- location of any other injured workers (if applicable); and
- police involvement.

All incidences are investigated equally in an effort to refine procedures and reduce future risk to all employees.

Driver Training

Workers who undertake extensive travel may participate in driver training as elected and approved by management. However driver training is not limited to extensive travellers and other workers may participate in the training as elected by themselves or their Manager subject to approval.

The driver training is a program which includes a combination of classroom training, on the road training and personal training and assessment.

Driver Compliance

The employer accepts no responsibility for workers who choose not to have adequate (comprehensive) insurance for their vehicle.

The employer accepts no responsibility or liability for any worker who breaches any part of this policy, or the resultant injury to passengers or any third party, or any damage to any property of their own, a passengers or a third parties, including any vehicle damage.

Public Transport

While traveling for work related activities utilising public transport, a worker is expected to:

- take reasonable care for their own health and safety as well as equipment and materials;
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
- ensure they have reviewed necessary timetables prior to leaving home or the office; and
- avoid travelling alone and arrange a 'buddy system' when travelling late on public transport is advisable

Please refer to the policy handbook for circumstances in which the employer will provide cab charges as an alternative to public transport use

Parking and Security

Workers are informed on the local parking options as part of their induction process upon their commencement. Should workers choose to use the paid parking facilities they are subject to the rules and regulations of the parking station that is used. These costs are only refundable when used for work related travel per the Travel and Expense Policy.

It is important that workers consider the location and security in relation to their activities. This includes safety of travel on foot early of a morning or late at night.

All precautions should be taken to maximise the security of work equipment and materials when taken out of the office and in transit. This includes, but is not limited to, being prohibited from leaving such items in vehicles unattended.

Internal Considerations

A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the layout of the workplace allows workers and visitors to enter and exit the workplace and move within it safely, both under normal working conditions and in an emergency.

Workers have an obligation to adhere to these expectations and avoid any potential risks to themselves or others within the office.

Entry and Exit

Workers should ensure that they aware of others when entering and exiting the building, common area facilities, offices and meeting rooms. This includes, but is not limited to:

- taking caution when opening doors that there is not anyone behind them;
- ensuring other workers are aware if you are working outside of office hours;
- refraining from being alone in the office after dark; and
- ensuring appropriate security procedures are understood if working outside of office hours.

Ergonomics for Keyboard Operations

A well designed workstation can eliminate health and safety hazards from your work station. Elements to focus your attention include your chair, lighting and noise, the position of the screen and your keyboard and documents.

Chair

Adjust the seat height so your feet rest firmly on the floor at a right angle and take the weight through your feet. Thighs should be fully supported except for a 2 finger width space behind the knee. Thighs should be parallel or slightly inclined towards the floor. Maintain a relaxed posture where:

- your shoulders are relaxed;
- your elbows are by your side;
- your forearms and hands are parallel to the ground, approximately 90 degree angle at the elbow;
- your wrists are not bent or cocked when using the keyboard, putting the keyboard feet down will help with this;

- you are seated at a comfortable distance from the keys, approximately the length of your forearm away; and
- back rest should be adjusted to enable you to sit upright for typing.

Screen

Ideally the top of the screen should be approximately at eye level and about 60-70 cm from your eyes.

Keyboard

- You should be able to maintain the recommended seating position when using the keyboard;
- a fixed keyboard surface that is too high will require you to raise the seat height to attain the correct position. A suitable foot rest should be used to support your feet in this instance; and
- the keyboard should be placed 6-7 cm from the edge of the desk to allow forearm/wrist to rest when you are not typing.

Mouse

- Ensure there is no overreaching with the mouse;
- ensure the user can manipulate the mouse ambidextrously; and
- educate the user on 'shortcut' keys on the keyboard.

Documents

The document and screen should be placed the same distance from your eyes. Documents should be placed:

- on a level position beside the screen when the keyboards is in a central position, or
- directly below the screen just above the keyboard.

Glare

Altering the angle of your screen may overcome problems with glare and reflection; however your screen should only tilt 5 degrees upwards.

Generally the best position for the screen is at right angles (side on) to the windows.

Breaks

When keying take short breaks of 30-60 seconds. Relax your hands away from the keyboard, on your lap for example.

After extended periods of keying, a change of activity will relieve fatigue. It is important to stand or walk during breaks away from keying. Perform other work as varying tasks will give you the break from keying required to rest muscles.

Layout

- ensure all often-used items within easy reach e.g. within normal arm reach with minimal trunk movement;

- ensure there is sufficient space for large documents, completed work or writing; and
- ensure the workstation is designed to prevent undue twisting of the neck or trunk.

Standing Desks / Workstations

Introduction

Standing desks are becoming increasingly popular in the work place. Whilst they offer numerous health benefits there may also be some adverse health effects if not correctly used.

The hazards are not always obvious and may change from one person to the next based on physical makeup and degree of physical fitness as well as the period of time standing.

The risks of using standing desks may include:

- development of varicose veins, deep vein thrombosis;
- other cardio-vascular diseases;
- lower back ache and musculoskeletal disorders.

Considerations For Use

Do not try to stand all day

Standing for excessive periods of time puts strain on the bottom half of the body – the back and knees. Frequent transition between sitting and standing are likely to be more sustainable than trying to stand for extended periods.

In initial periods of use alternate between sitting and standing for short periods of time, eventually building up to thirty minutes periods of sitting and standing until your body is accustomed to standing.

Get your posture right

- feet should be shoulder width apart;
- your rib cage above your hips so you are not leaning forwards or backwards;
- your knees should be straight but not locked;
- shoulders should not be hunched forward or backwards. Slightly pull your shoulders back using the lower shoulder blade muscles; and
- check your position every thirty minutes to ensure you are maintaining a healthy and comfortable posture.

Move around

- incorporate small movements as much as possible;
- rise up and down on your toes six to eight times at regular intervals;
- do shoulder rolls to release tension;
- walk around as much as possible; and
- keep a small platform or footstool under the desk to rest legs at alternating intervals.

Wear the right shoes

- wear flat comfortable shoes, do not stand for prolonged periods in high heels;
- standing too long in high heels has the potential for knee, hip and back injuries; and

- consider using an anti-fatigue mat to absorb some pressure.

Ergonomic considerations

- the table/desk height should be at or slightly below elbow height;
- the computer screen should be between 50 and 100 cm from the eyes with the centre of the screen at eye height;
- the screen should be slightly tilted backwards – 10º to 20º;
- the upper arms should be by your side with the elbows bent at approximately 90 – 110 degrees;
- wrists should be straight with the hands at or below elbow height;
- place the keyboard and mouse on the same surface;
- keep telephones and printed material and other key objects close to your body to prevent excessive stretching; and
- if you are frequently on the phone and type or write at the same time, use a headset rather than cradling the phone between your head and neck.

The ergonomics of standing desks

The screen should be between 50cm to 100cm from the eyes.

The centre of the screen should be roughly at eye level.
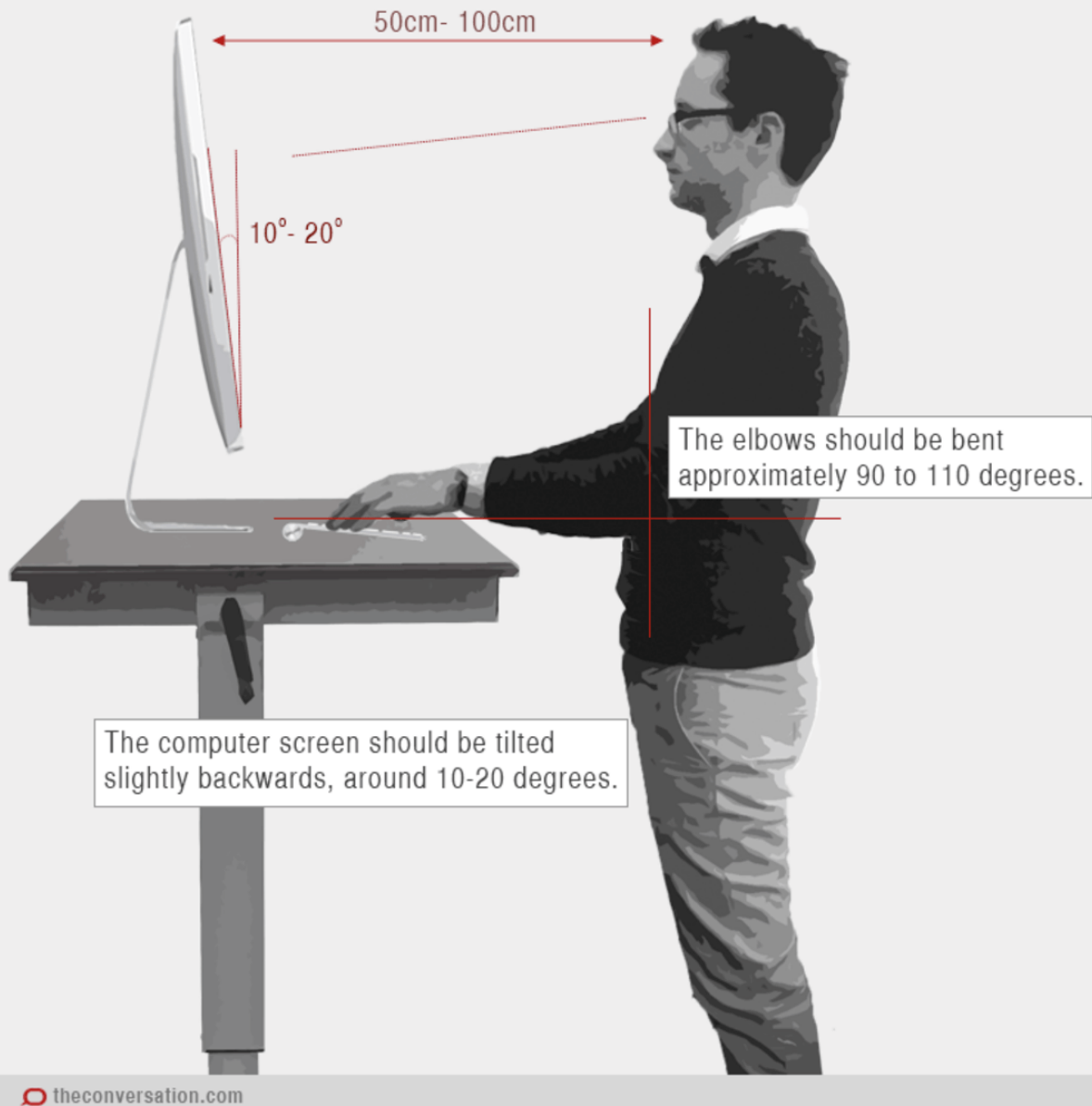
50cm- 100cm

10°- 20°

The elbows should be bent approximately 90 to 110 degrees.

The computer screen should be tilted slightly backwards, around 10-20 degrees.

theconversation.com

Image sourced from theconversation.com

Manual Handling

Manual handling means more than just lifting or carrying something. The term 'manual handling' is used to describe a range of activities including lifting, lowering, pushing, pulling, carrying, moving, holding or restraining an object, animal or person. It also covers activities which require the use of force or effort such as pulling a lever, or operating power tools.

Legislative Requirements to Control Manual Handling Risks

Most jobs involve carrying out some type of manual task using the body to move or hold an object, people or animals. Manual tasks cover a wide range of activities including stacking shelves, working on a conveyor line and entering data into a computer.

Some manual tasks are hazardous and may cause musculoskeletal disorders. These are the most common workplace injuries across Australia.

Risk Assessment Statement for Manual Handling

The organisation is obligated to ensure that any Manual Handling task that is likely to be of risk to a worker is examined and assessed.

Risk assessment shall be done in consultation with the workers who are required to carry out the manual handling. The assessment will take into account the following factors:

- actions and movements;
- workplace and workstation layout;
- working posture and position;
- duration and frequency of manual handling;
- location of loads and distances moved;
- weights and forces;
- characteristics of loads and equipment;
- work organisation;
- work environment;
- skills and experience;
- clothing;
- special needs; and
- any other factors considered relevant to the its workers or their representatives on health and safety issues.

Risk Control for Manual Handling

The organisation shall ensure as far as possible that the risks associated with manual handling are controlled. Risk control shall be done in consultation with the workers who are required to carry out the manual handling.

In the event that a manual handling task has been assessed as a risk, the organisation will do the following:

- redesign the manual handling task to eliminate or control the risk factors; and
- ensure that workers involved in manual handling receive appropriate training, including training in safe manual handling techniques:

Where redesign is not possible, the organisation:

- provides mechanical aids or personal protective equipment, and or arrange for team lifting in order to reduce the risk; and
- ensures that workers receive appropriate training in methods of manual handling appropriate for the manual handling task and the correct use of mechanical aids, protective equipment and group lifting procedures.

General Office Procedures

Common Areas

It is the responsibility of all workers to ensure common areas are maintained in a healthy and safe manner. Common areas refer to any space or facility within a building that are available for common use by all workers, which includes but is not limited to, walk ways, printing areas, toilets, and kitchens/lunchrooms.

Good organisation of stored items and equipment should be understood and maintained to avoid obstructions, injuries or inefficiencies. Workers are expected to actively show respect for others' safety by clearing and/or reporting, items that may be inhibiting walk ways or around regularly used equipment. This includes obstructing or disturbing fellow workers through inappropriate discussions in common areas.

All waste is to be disposed of in a timely and appropriate manner including consideration for recycling and perishable items into appropriate bins.

The maintenance of the building and equipment is an important element of housekeeping and all workers should be reporting if something is broken or requiring replacement i.e. electrical items, plumbing, floor damage.

Amenities

Access to toilets is provided to all workers while they are at work. These facilities include supplies of toilet paper for each toilet, rubbish bins and hand washing facilities. All workers are expected to take appropriate steps to maintain the cleanliness and hygiene of this environment including disposing of toilet and hand paper appropriately.

A dedicated kitchen and lunchroom facilities are provided to protect from the weather and separate from work processes. All workers are expected to take appropriate steps to maintain the cleanliness and hygiene of this environment and range of equipment including but not limited to, loading of dishwasher, wiping down spills and food debris. Shared refrigerators should stay organised with items clearly marked with identifier and used/disposed of in an appropriate timeframe.

Smoke-Free Environment

The employer promotes a healthy and comfortable smoke-free environment for all workers. It is acknowledged that smoking is a legal right and smoking areas are available beyond 5 metres in proximity to the office and its direct surroundings.

The employer makes no allowance for smoking breaks which is to be managed in workers standard permitted breaks and should not impact their role or responsibilities. All workers who do smoke must

be aware and give consideration for the rights of non-smokers and respect the office surroundings including car parks, outside areas and entry/exit ways are smoke-free.

There is assistance available to employees who wish to cut down or quit in order to promote a healthy lifestyle; please contact your supervisor should you wish to discuss this.

Working From Home

Introduction

When workers carry out work at their residential premises (home) for the Organisation, the home is considered to be a workplace and the Organisation recognises that it has health and safety duties in respect of this. As a worker you are still subject to the same working standards that are applied to the Company's offices regarding confidentiality, access to Company documents, absence notification, etc.

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

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

Based on the above information, risks associated with working at home will be addressed via a risk management approach.

Approval

You are required to seek approval whenever working from home, all requests will be considered by your Manager, your team will be notified for workflow purposes and a **Working from Home Checklist** must be complete and returned to HR prior to commencing work at home.

Identifying Hazards Associated with Working at Home

When working at home, hazards can be identified by:

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

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

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

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

iii.   Remote/isolated Work
When working at home, the worker may be working in a remote or isolated environment. Remote/isolated workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote/isolated workers may not have the same access to support and emergency services.

iv.   Manual Handling
Manual handling describes any work or task involving an action to lift, lower, push, pull, hold, carry, move or restrain any animate or inanimate object.
Some manual handling tasks are hazardous and may cause musculoskeletal disorders. Manual handling injuries are the most common type of workplace injuries across Australia and may occur when working at home.

v.   Plant and equipment
Plant is any machinery, equipment, appliance, implement or tool and any component or fitting used within the workplace. Ensure electrical equipment is used only for its intended purpose and in a safe manner.
Plant hazards generally arise from the plant itself (eg moving parts, electricity), and how or where the plant is used (eg cramped space, indoor/outdoor). Plant and equipment used when working at home must meet the same safety standards as those used in the regular place of work. Operators must be competent; the equipment must be used in the way it was intended and must be maintained according to manufacturer's recommendations.

vi.   Psychological and mental hazards
The home working environment may present hazards that may impact on the mental health of employees, potentially causing the employee to suffer a psychological injury.
Hazards in the home workplace that may impact upon the mental health of workers, and therefore potentially result in psychological injuries, include the physical workplace environment, the nature and complexity of the work itself, work procedures, behaviour of employees towards one another, the structure of the Company and the potential exposure to violent or traumatic events.

vii.   Family and domestic violence
Family and domestic violence at home may take place in the form of threatening or other abusive behaviour by a family or household member that seeks to coerce or control you and that causes you harm or fear. Working from home may increase the risk of an employee of being further exposed to family and domestic violence.
The Employer will ensure, as far as reasonably practicable, that steps are be taken to safeguard any information disclosed by yourself concerning family and domestic violence. This information will be kept confidential to the extent permitted by law. This policy does not override any legal obligations to disclose information.

Assessing Hazards Associated with Working at Home

As part of the risk management approach, the Organisation has an obligation to ensure that any hazards which pose a risk of injury to workers when working at home, are assessed to determine the seriousness of these hazards.

Safety, Damage and Faults in Equipment

You are responsible for the health and safety of any visitors, children or family members who may meet any property or equipment supplied by the Employer for home working. If there are any faults in the Employer's equipment, the equipment should not be used at any time until it has been inspected and any necessary repairs have been carried out by the appropriate specialists. You are responsible for ensuring that any damage to equipment is reported promptly to the Employer.

Controlling Hazards Associated with Working at Home

The Organisation will ensure, as far as reasonably practicable, that the risks associated with working at home are controlled. The process of controlling such risks will be determined in consultation with the workers who are required to work at home.

Control measures can be identified by referring to the following policies detailed within the Work Health and Safety Manual:

- Office Safety Policy
- Drugs and Alcohol Policy
- Remote/isolated Work Policy
- Manual Handling Policy, and
- Plant and Equipment Policy

First Aid

Workers that are working from home, should ensure they have access to first aid and have an appropriately stocked first aid kit. Details of any workplace injury or illness are to be recorded on the **Register of Injuries** and the worker's manager is to be notified as soon as reasonably practicable. At the earliest opportunity an incident report should be completed and submitted to your manager.

Emergency Procedures

The Organisation is committed to establishing and maintaining procedures to control emergency situations that could adversely affect workers, including workers who are working at home. The emergency plans detailed in the Emergency Procedures Policy apply to those workers who are working at home. In all situations, workers must act in accordance with the relevant emergency procedures and ensure their own safety at all times.

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

Workplace Inspections

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

When the home is first used as a workplace, and on request by their manager, the worker will undertake an inspection using the **Working from Home Checklist** and the **Ergonomic/Workstation Checklist**. Future Inspections will continue to be undertaken by the worker where required by their manager. Completed checklists are to be provided to the Organisation.

General Working from Home Provisions

For more information and additional policies in relation to working from home, please refer to the Employee Handbook.

Access to Your Home

The Company's representatives have the right, on request, to visit and gain access to that area of your home you use for your workplace in order to:

- review, inspect or remove any of our property, documents, records or other information relating to our business and your work for us
- to conduct an audit of health and safety provisions

Home Details

Your Manager must be informed immediately of any actual or potential changes to:

- your address
- occupancy of the property by yourself and/or others
- telephone communications with the property, and
- any other changes relevant to the use of your home as your work base

WHS Resources and Guidelines

The construction industry is one of NSW's highest risk industries. The most common causes of serious injury or death on construction sites are:

- falls from heights
- contact with electricity
- being hit by falling objects
- moving plant.

The following Safework resources will help you manage your health and safety and the health and safety of others on and around your worksite.

For more information:

- Safework website
- Safework Pocket Guide to construction

Ladders

- Before using any ladder you should:
  - Make certain that the ladder is in a serviceable condition
  - Ensure that it is erected in a safe manner
  - Ensure that it does not extend less than one (1) metre beyond the landing place
  - Ensure that the ladder is in a secured position
- Working on ladders

Falls in the Workplace

- Working safely at heights in construction

Scaffolding

- When scaffolding is in use it should be kept free of any obstructions and loose materials or objects such as bolts, hand tools and any building waste. At no time are any materials to be thrown from the scaffolding.
- If you see any problems with any scaffolding that you are using, report the defect to your supervisor. Do not use the faulty area of scaffolding until a qualified person has rectified the problem.
- Working on scaffolding

Falling Objects

- Falling Objects

Inclement Weather & Working Conditions

Employees must report for work at their normal workplace regardless of weather conditions unless informed otherwise by their Host Employer. If you are absent due to a wet day, you must inform the employer immediately. This information is required so that we can pay you correctly for this time.

- SeasonalSAFE (Safework campaign)
- Working in extreme heat
- Ultra Violet Radiation
- Bushfire Smoke

Working with Electricity

- Electrical practices – construction and demolition sites fact sheet
- Inspections and tagging
- Residual Current Devices (RCD)
- Energised electrical equipment
- Powerlines

Personal Protection Equipment (PPE)

If working conditions are such as to place you at any personal risk, the appropriate personal protective clothing is to be used and/or worn at all times.

- Safety boots are to be worn at all times in the work environment.
- Hard hats are to be worn at all times on any site that has been declared a hard hat site. Hard hats are also to be worn on any site where there is overhead work occurring.
- When any power tool is in use eye and hearing protection devices are to be worn for personal protection. If you are working near any power equipment or tools hearing protection should be worn.
- Eye protection is to be worn if the activity to be undertaken has any risk of airborne particles becoming lodged in the eye.
- A sun hat is to be worn at all times whenever any work is done outdoors and the wearing of a hard hat is not required.
- The clothing worn on the job site is to be of an acceptable and appropriate standard. Any clothing that is torn or is loose fitting is not considered to be appropriate and can be dangerous if working with power tools.
- Any forms of jewellery or loose body adornments are not to be worn in any work environment.
- Long hair is a potential hazard in the workplace. It is for this reason we require long hair to be restrained at all times by use of a hair net.
- All PPE requirements are to be followed as per the host employer's policies
- If you are unsure of any PPE requirements for your trade, see the Safework website for specifics.

Power & Electrical Tools

- Only authorised persons such as qualified electricians are permitted to inspect, test or repair any electrical power tool.
- A Residual Current Device or Earth Leakage Circuit Breaker is to be used at all times with any extension lead, portable mains powered equipment or any power tool.
- All extension leads and fittings are to be checked before use for any damage. When they are in use they must be kept off the ground and clear of any wet or damp areas. If a fault is detected then it should be reported to your supervisor without any delay.
- Always use power tools in the manner that is recommended by the manufacturer for that particular tool.
- At no time is any power tool or power equipment to be used without the required safety guards in place and the tool or equipment must be in a serviceable condition.
- DO NOT USE A TOOL THAT YOU HAVE NEVER USED BEFORE WITHOUT BEING SHOWN OR INDUCTED BY A COMPETENT PERSON ie Host Employer/Tradesperson.
- [Using power tools safely](#)

Explosive Power Tools

- Only authorised persons should operate explosive Power Tools. When these tools are not in use they are to be secured in their case.
- Warning signs are to be displayed and the appropriate eye and hearing protection should be worn when explosive power tools are in use.
- No person under the age of eighteen years old is allowed to operate any explosive power tool in NSW.

Welding

Only persons that are qualified are permitted to use any electrical welding equipment. At all times during the operation of any welding equipment, a portable fire extinguisher is to be available nearby.

- [Code of practice – Welding processes](#)

Hand Tools

- The correct tool for the job should be chosen.
- All tools should be maintained in a safe and serviceable working condition. Do not use any tool that is damaged or defective.
- All tools should be stored properly when not in use.

Fire Safety

- At all times the correct use of Fire Extinguishers is to be understood.
- A Class: Textiles, Wood and Paper Only – not to be used on any Electrical or Flammable liquid (PLAIN BRIGHT RED EXTINGUISHER)
- B Class: For Flammable Liquid Fires – not to be used for any Electrical Fire (PLAIN BLUE EXTINGUISHER)
- B & C Class: For Gas and Small Flammable Liquid (BRIGHT RED EXTINGUISHER WITH BLACK BAND)
- A, B & C Class: For Textile, Wood, Small Flammable Liquid Fires & Gas Fires (BRIGHT RED EXTINGUISHER WITH WHITE BAND)

Housekeeping

- Any area that is considered to be a walkway, passageway, exit or stairs is to be kept clear at all times.
- Work areas are to be kept free and clean from any waste materials or rubbish at all times.

Hazardous Substances in the Workplace

Hazardous substances are used in most workplaces. Offices may have hazardous substances such as toner in copying machines and cleaning products. The general definition of hazardous substances is any substance that has the potential to harm the health of any person in the workplace.

This procedure will help to ensure that the relevant personnel are well informed about hazardous substance issues and exposures to prevent disease and injury to the workers involved.

Host Employers will manage any hazardous substances on sites.

Personal Use Items

Some hair sprays and deodorants are classified as class 2 flammable products and are therefore dangerous. They are only allowed to be kept in your personal lockers, bags and desk drawers, not any other part of the workplace. Care should be taken when spraying these items to take into consideration the potential health risks to those with conditions such as asthma or allergies that react when in proximity to airborne particles. These items should not be sprayed at or near other workers.

Identify the Substance Risk

Identify whether you are using any hazardous substances. If you are not sure, ask your supervisor and check the labels of substances in your area. The Safety Data Sheet (generally available online;

otherwise please contact your supervisor) for a substance will also indicate whether it is hazardous, dangerous or neither or both.

Assessing the risk

Any work with a hazardous substance must be adequately assessed to determine the level of risk to the health of the individuals involved.

The risk assessment is only required if there is potential for exposure to hazardous substance i.e. vapours or dust being inhaled or direct skin contact. The assessment is carried out on the task or process involved, rather than examining each substance individually.

The health risks associated with any hazardous substance must be determined by reading the label and reviewing the manufacturers Safety Data Sheet (SDS). Make sure the SDS is no more than five years old, to ensure information is current.

The assessment of any work process should be arranged and conducted by the relevant supervisor or line manager. The assessment should be conducted by a competent person, i.e. someone with sufficient knowledge and skills to evaluate the health risks to individuals involved in the process. A record of the assessment should be noted on the Register of Substances.

Controlling the Substance Risk

Hazardous substances must be controlled according to the level of risk as determined by the risk assessment. The normal hierarchy of hazard control applies as follows:

- eliminate the substance or task if it is not essential;

- substitute the hazardous substance with something less hazardous;

- isolate the process by using barriers or distance;

- use engineering controls, such as local exhaust ventilation or automation of the process;

- minimise the volumes of hazardous substances used;

- establish safe work practices, such as restricting access to the area, keeping the area free of clutter, replacing lids on containers, safe storage and disposal, being prepared for emergencies, i.e. spills;

- any substances decanted into other bottles or containers must be clearly labelled with the contents and not mixed between bottles;

- provide instruction and supervision appropriate to the level of expertise of the personnel involved; and

- personal protective equipment such as gloves, safety glasses etc. should be used generally as a secondary measure to supplement the other controls mentioned.

Keeping a Register

If you have a substance in the workplace, then you need to identify what it is and how it can potentially harm.

This is easily done by reading the manufacturer's safety data sheet (SDS). The SDS is designed to inform you of the usage, storage, transport and disposal issues, plus many other informative details.

A register of substances will help manage what is on site and how much is on site and where it is stored on site. The register is a quick reference summary and is kept as part of this handbook with a current copy of the manufacturer SDS.

The register should nominate the maximum quantities held on site, ensuring foreign quantities can be easy identified.

Mental Health

Mentally healthy workplaces are as important to the organisation as physically safe workplaces. A mentally healthy workplace is one that protects and promotes mental health and empowers people to seek help for depression and anxiety, for the benefit of the individual, organisation and community.

While creating a mentally healthy workplace is everyone's responsibility, mental health is a leadership issue, and change must start at the top to play a critical role in driving policies and practices that promote mental health in the workplace. Leadership have the capacity to positively influence workplace culture, management practices and the experience of workers.

It is recognised that personnel are responsible for their own health and wellbeing and that many factors outside the workplace can impact a worker's psychological health including genetics, personal issues, family concerns, financial challenges and other factors which the employer cannot control. The organisation supports this Policy to minimise the impact of workplace processes and interactions on a worker's psychological health.

Whilst some mental illnesses may impact someone long term, many may also be over a relatively short period of time. It is common for most people to experience a mental health issue at some time in their lives or be in close contact with someone who has experienced mental illness. Importantly, managers and workers both have roles to play in building a safe work environment, one that will not create or exacerbate mental health problems and where workers with mental illness are properly supported.

In addition to physical health, the employer is committed to ensuring so far as is reasonably practicable workers' mental health through the provision of our EEO, Bullying & Harassment training and Mental Health Awareness training.

Things you should consider when someone may be experiencing mental health issues:

Do	Do not
• Let the person know if you've noticed a change in their behaviour. • Spend time talking about the person's experiences and let them know that you're there to listen without being judgmental. • Suggest the person see a doctor or health professional and/or assist the person to make an appointment. • Offer to go with the person to the doctor or health professional, if you feel it is appropriate.	• Put pressure on them by telling them to 'snap out of it' or 'get their act together' • Stay away or avoid them • Tell them they just need to stay busy or get out more • Pressure them to party more or wipe out how they're feeling with drugs and alcohol.

- Help the person to find information about mental illness from websites such as 'beyondblue' or 'Lifeline'

- Encourage the person to try to get enough sleep, exercise and eat well.

- Discourage the person from trying to feel better by using alcohol or other drugs.

- Encourage friends to invite the person out and keep in touch, but don't pressure the person to participate in activities.

- Encourage the person to face their fears with support from their doctor/psychologist.

- Contact a doctor or hospital, if the person becomes a threat to themselves or others.

All personnel should be conscious of and vigilant in monitoring early warning signs of a potential mental health illness both in themselves and in their colleagues. This may include, but is not limited to changes in:

- Attendance/Absenteeism
- Work/Self Organisation
- Concentration
- Interaction
- Appearance
- Memory

There is no legal obligation for a worker to disclose information about a mental health illness, even if it is evident that they are not coping in the workplace. Where concerning behaviour is identified, it would be prudent of the individual or colleague to consider keeping a record of such behaviour to assist in the intervention stage, where raising concerns (and examples) with the individual may be necessary.

If you suspect that a colleague may be experiencing some difficulties, it is important to support them by talking with them. It can be difficult for people to admit they have a mental illness, and many people with these conditions are afraid to speak up at work in case they are treated differently.

It is important to understand that your actions in the workplace could make a real difference to a colleague's mental health. Don't ignore the problem and hope that it will go away.

Whether you are a worker looking for support or a manager arranging to meet with a worker to discuss a potential concern which may be linked to mental health, it is important to plan what you would like to talk about and how you want to discuss the matter.

Identify the factors contributing to a mental health matter and consider whether work is having an impact on mental wellbeing.

Negotiate a plan of action. This may include reasonable adjustments in the working arrangements, where appropriate.

Consider external counsel and support where appropriate

It is important to remember that you are not expected to be a psychologist, and there are a number of health professionals who can help you work out the best approach to discussing these issues, in addition to the management staff.

It is important that all personal information about a worker's mental health status is not disclosed to anyone internally or outside of the organisation, without the worker's consent. Personal details in the form of relevant file notes, workplace incident reports or approved changes in working arrangements will be kept in strict confidence within their electronic personnel files.

Drugs & Alcohol

All workers are required to be fit for work when on duty. This includes not being under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform your duties safely or efficiently.

A blood alcohol concentration of 0.02mmol/L or higher will be presumed to adversely affect a worker's ability to perform their duties safely and efficiently.

In some circumstances, a lower reading may also have adverse effects and breach the policy, e.g. where someone is particularly sensitive to the physical effects of alcohol, or a client's relevant policy requires this (if working at a client site).

The employer may require screening for alcohol and drugs. We reserve the right to carry out random testing across all levels of workers. Testing may include urine and/or swab testing, refusal to submit to a drug or alcohol test may result in appropriate disciplinary action. The employee will also be subject to any of their Host Employer's policies regarding the same.

The employer will not tolerate the use of alcohol, drugs or medication that adversely impacts on a worker's ability to work safely and efficiently.

At Employer events, food and drinks may be provided, including alcoholic beverages. With worker safety being a priority of the Employer, if a worker chooses to drink alcohol they must ensure they drink responsibly, have plenty to eat and have arranged transportation to get home safely in accordance with this handbook.

Medication

Where a worker is taking prescribed or over the counter medication, they must question their doctor or pharmacist in regard to the effect, or side-effect, if any, that their medication(s) may have on their ability to perform work safely and efficiently, and their ability to drive (where relevant).

Workers who are using prescription or over-the-counter drugs that may impair their ability to safely and effectively perform their job must notify their Manager or Supervisor of such use immediately.

While mild pain relief medications aren't available as part of the first aid system, these are available in need by speaking with your supervisor and the employee / client / recipient will be asked to sign on receipt of these to capture date, name and quantity.

Prohibited Drugs

No worker may unlawfully use, possess, or distribute any Prohibited Drug whilst at work, in the workplace, using work resources or at any other time in which the worker is representing the employer. This includes, but is not limited to, being under the influence of a Prohibited Drug during work time, in the workplace including Employer / Host Employer premises, worksites, remote / client sites, and at work-related events.

The Employer may report conduct contrary to this provision to the proper authorities (e.g. Police), in addition to disciplinary action.

Suspected Drug or Alcohol Misuse

Manager's role

Where a Manager suspects or is informed that a worker may be unfit to perform their duties, it is the Manager's responsibility to assess the risk and take appropriate action, in consultation with their supervisor.

This may involve requiring a staff member to undergo a drug test or medical examination to ascertain whether they are fit for duty.

At all times, any drug and/or alcohol testing undertaken by the Company will be conducted by appropriately trained or qualified persons in accordance with accepted procedural standards (including Australian Standards relating to testing methods and threshold standards, where available).

The Company may regard a refusal by a staff member to submit to drug and/or alcohol testing as a breach of this Policy.

Where the employer is satisfied or reasonably suspects that a worker is unfit for normal duties:

- the staff member will not be allowed to undertake normal duties until they are deemed fit to do so; and
- the staff member is to comply with any direction to undertake suitable modified or alternative duties.

Where the worker is found to have breached the Fitness for Work requirements and is not fit to perform their duties

- the staff member will usually be required to take leave without pay to cover any consequential absence from work. Workers may, in some instances, be allowed to take accrued personal leave instead of leave without pay, however, this will be determined by the employer on a case-by-case basis at its absolute discretion; and
- disciplinary action may be taken in accordance with the Unacceptable Performance and Unacceptable Conduct Policy.

Worker's role

If you suspect that a colleague or a visitor is adversely affected by alcohol or a Prohibited Drug, you must immediately notify their manager or supervisor. Any manager or supervisor who is notified that a person is suspected of being affected must take appropriate action immediately upon receiving such notification.

Work Related Events

General guidelines

During normal work hours, alcohol should not be consumed. However, there may be times when it is appropriate for workers to consume alcohol in the course of their work or during associated activities, should they choose to do so.

Workers may from time to time participate in:

- Work related functions during which alcohol is served;
- Occasional celebrations during work hours;
- Client development or networking activities (e.g. client lunches) where some alcohol consumption would be usual.

Whether it is appropriate to drink at these functions will depend on a range of factors.

Accordingly, even in these situations, workers should always presume that they are not to consume alcohol at work or work functions unless their Manager has provided express consent.

The only exception to this rule is for management workers (i.e. Manager level and above) who have the discretion to determine when alcohol use is appropriate, subject always to their own contractual arrangements and any specific guidelines provided by their superiors.

It is not the intention of the employer to encourage or require any person to consume alcohol in circumstances where they would not otherwise do so. No worker should feel pressured to consume alcohol at any time.

Where alcohol is consumed during work related activities (including outside work hours), all workers (including management) are to conduct themselves responsibly and appropriately. This includes:

- not becoming intoxicated to a level where the worker is not in reasonable control of their actions;
- not engaging in conduct which would be reasonably likely to impact adversely upon the reputation of the Employer;
- not encouraging another person(s) to engage in prohibited drug use or irresponsible use of alcohol; and
- not engaging in or encouraging any violent, intimidating or other inappropriate behaviour which would breach the EEO, Bullying and Harassment Policy.

At the conclusion of any internal or external event, should any workers wish to continue to consume alcohol this activity will not be considered part of the the employer and the employer's event. The employer accepts no responsibility for any harm to the worker or any other persons as a result of such activities.

Employer Sponsored Functions

Any person who is hosting guests at the employer's sponsored function should ensure that, prior to the event, individuals invited to the event are reminded that they must act responsibly and professionally at the event.

The person hosting the guests should also:

- refer to this Drug and Alcohol Policy and emphasise the importance of complying with this Policy; and
- explain that excessive alcohol consumption is unacceptable (if alcohol is to be provided at the event).

If an individual appears to be affected by alcohol or a Prohibited Drug at a function, they should be removed safely from the function. This may include putting that particular individual into a taxi to get them to their home location or a safe place.

At all sponsored events where alcohol is available, the employer will:

- ensure non-alcoholic and low alcohol options are available;
- ensure food is available where alcohol is provided;
- actively promote responsible service of alcohol; and
- encourage safe transport options (e.g. taxis and public transport) as well as ensure sufficient notification of the event taking place, such that the worker can make arrangements for their transport to-and-from the event. It is not standard practice for the Employer to pay for or to reimburse costs in relation to transportation to-and-from events

Interaction with Client Policies

As well as complying with this Policy, workers who are working on client premises must also comply with any site specific drug or alcohol policy implemented by the client or at the place where they are working. Please be aware that a number of the employer's clients have their own drug & alcohol policy, which workers will be required to comply with.

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

Drink Driving

No worker is to:

- drive a work vehicle;
- drive a vehicle as part of their duties; or
- drive a vehicle on a trip to or from work (including to or from a work related function),

where their blood alcohol concentration exceeds the legal limit appropriate for the vehicle and license, or where it exceeds the level stipulated within a policy that applies to a particular client site at which the worker is required to work.

Where the employer holds a reasonable suspicion that a worker is unfit to drive, the worker may be directed to take an alternative form of transport to their next destination. Such directives relate to the health and safety of the worker and others and must be complied with.

Support Services

The employer acknowledges that alcohol and drug use can result in illness (including dependency). Accordingly, where a worker is counselled or disciplined as a result of a breach of this policy, the appropriate manager may also refer them to appropriate counselling or support services.

Any worker who is concerned or aware that they may suffer from a dependency or other medical condition related to drug or alcohol use is encouraged to seek assistance from the employer or from a suitable service provider.

For workers other than casual workers, the employer may approve leave (with or without pay) or otherwise subsidise participation in suitable treatment programs, subject to supervisor approval and provided the worker participates fully and positively. The provision of such assistance (if any) is solely at the discretion of the employer and will be determined on a case by case basis.

Conclusion

Now that you have read this booklet we hope that you feel comfortable with its contents and have an understanding of your health and safety obligations. If you have any queries regarding its contents, now or at any time in the future, do not hesitate to contact the employer, who can direct your query to the necessary team member.

Procedures and Forms

WHS Procedure 1: Workplace Inspection Form

MBA Newcastle Group Training/Master Builders Group Training SITE SAFETY INSPECTION CHECKLIST 2022			
Project: *New Residential, Commercial, Extension/Renovation, Sub-Trade.*			
Project Address:			

BASIC POINTS	YES	NO	COMMENTS
1. Is Personnal Safety Equipment being worn when required?			
2. Is hearing protection being worn whilst doing/ or working near noisy work ?			
3. When working in dusty conditions, were dust masks worn and was the dust suppressed where possible ?			
4. Was work organised so that people not have to work in awkward or strained conditions and were mechanical devices available to minimise the risk of back injury ?			
5. Is the Site Safety Management plan available on site ?			
6. Are there Work Method Statements on site for all current activities involving risk ?			
7. Do you feel comfortable working at this site ?			
8. Is their any thing at this site that concerns you of WH&S?			
9. Is there "Bullying or Harassment" issues affecting you?			
10. Do the machines/tools have their safety guards fitted?			
11. Are all electrical equipment tagged & in good condition?			
12. Have you received WH&S consultation when needed?			
13. Has any medications changed since last visit?			
14. Is the Electrical Earth leakage (RCD) trip tested and checked at the start of each day?			

SITE AREA	YES	NO	COMMENTS
1. Are there construction warning signes displayed ?			
2. Is an Emergency/serious accident proceedure displayed on Site ? Are you familiar with this proceedure ?			
3. is the site area Asbestos free? No Asbestos on site?			
4. Is there a First Aid Box on site – do you know where it is – is there a Treatment register book – do you know who is First Aid trained ?			
5. Is the floor area clear of rubbish, or scattered materials ?			
6. Is there waste removal system in place ?			
7. Are barricades/fences along/around trenches and work areas ?			
8. Is there adequate Personnel Protective equipment available ?			

WORK ON ROOFS	YES	NO	COMMENTS
1. **Prevention of falls if work area is above 1.8m and within 2m of the edge.** Is there Guard rails or Scaffolding or Harnesses in place ?			
2. When handling roof sheeting are the following in place ? Safety Mesh – Gloves – Battery operated tools.			

LADDERS & SCAFFOLDING	YES	NO	COMMENTS
1. Were the Scaffolders qualified ?			
2. Are fiberglass ladders used for work near electrical equipment			
3. Are the ladders on site in good order ?			
4. Are handrails and toe boards in place along the full length of the Scaffold ? (platforms over 1.8m in height)			
5. Do mobil Scaffolds have lockable wheels ? - are the wheels locked – is safe internal ladder access available – is the height less than 3 times the width of the base – do outriggers have to be used ?			
6. Are the ladders secured (top & bottom)?			
7. Is the ladder being used at the right gradient (1 in 4)?			

CHEMICALS	YES	NO	COMMENTS
1. Are Chemicals clearly and correctly labelled ?			
2a. Are instructions on the label being adhered to ? b. Are Material Safety Data Sheets available for all Chemicals and Hazardous substances being used or stored on site ?			
4. Is there adequate ventilation provided when Chemicals are in use ?			
5. What informal Safety rating would you give this site ?			*POOR FAIR GOOD*

I Am / Am Not (*CROSS OUT AS APPLICABLE)* happy with the action taken or the answers given by my host employer/ MBA Representative in relation to the items marked in the 'NO' boxes.

Apprentice/Trainee…………………………………………………………………………..

Signature……………………………………. **Date**…………………………………………..

If you believe that any WH&S matters on your work site are urgent or high risk, alert your Supervisor or MBA Coordinator **IMMEDIATELY.** Do Not commence work until you are satisfied the site or process has been made Safe.

Coordinator……………………………………………**Signature**………………………………………….

Site Supervisor…………………………………………..**Signature**…………………………………………
(if applicable)

WHS Procedure 3: Working From Home Checklist

It is the responsibility of each worker's direct manager to ensure this is completed as required.

A copy of the completed checklist is to be returned to the respective manager upon completion and work is not to commence until approval has been granted by an authorised person of the organisation.

A record of this checklist is to be retained on the employee's personnel file as evidence of the condition of the work area at the time the arrangements to work from home were approved.

Assessment conducted by:

Worker details:

Full name:

Address:

Details of work to be performed:

Agreed work hours/days to be completed from home:

Job title:

Manager:

Working from home commencement date:

If you answer No or Disagree with any of the below safety questions and statements, please provide a risk assessment on page 3 of this form confirming how you will maintain safety working from home.

Work environment

Designated work area

The floor of the work area is level and there is limited use of mats &/or rugs.	○ Yes	○ No

Environmental conditions

Lighting is adequate for the tasks being performed. Easy to see and comfortable on the eyes.	○ Yes	○ No
Glare and reflection can be controlled.	○ Yes	○ No
Ventilation and room temperature can be controlled, regardless of season.	○ Yes	○ No
There is no excessive noise affecting the work area.	○ Agree	○ Disagree
Walkways are clear of clutter and trip hazards, such as electrical cords.	○ Yes	○ No
The work area is separate from other hazards in the home, eg hot cooking surfaces in the kitchen.	○ Yes	○ No
It is a non-smoking environment.	○ Yes	○ No

Emergency exit/s

Path to the exit is reasonably direct and free of obstructions or trip hazards.	○ Yes	○ No

Safety equipment

A first aid kit is available for use and accessible.	○ Yes	○ No
A fire extinguisher is available for use to extinguish minor fires.	○ Yes	○ No
Smoke detectors are installed and operational.	○ Yes	○ No

Security

Security is sufficient to prevent unauthorized entry.	○ Yes	○ No
Communications have been established to ensure regular contact between worker and manager.	○ Yes	○ No

Electrical

Power outlets will not be overloaded with double adaptors and power boards.	○ Agree	○ Disagree
Earth leakage circuit protection is in place for work related equipment.	○ Yes	○ No
Electrical cords are safely stowed and not a trip hazard.	○ Yes	○ No

If you answer No or Disagree with any of the below safety questions and statements, please provide a risk assessment on page 3 of this form confirming how you will maintain safety working from home.

Workstation set up

Complete the Ergonomics Checklist and submit with this assessment

Nature of tasks

Physical demands of tasks

Safe posture is adopted.	○ Yes	○ No
Any lifting, pushing or carrying task is well within physical capacity.	○ Agree	○ Disagree

Other factors

Communication devices are readily available to allow effective communication in an emergency situation.	○ Yes	○ No	
Emergency contact numbers and details are known.	○ Yes	○ No	
A process is in place for the prompt reporting of incidents and injuries.	○ Yes	○ No	
Arrangements are in place for person/s other than the employee to care for persons dependent on the employee during the employee's ordinary hours of duty.	○ Yes	○ No	○ N/A
The employee's fitness and health is suitable to the tasks to be undertaken.	○ Yes	○ No	
Any special needs to ensure health and safety have been advised to the Manager.	○ Yes	○ No	○ N/A

Employee is not affected by family or domestic violence at home.	○ Agree	○ Disagree
Employee is not affected by psychological and mental hazards at home.	○ Agree	○ Disagree

Risk Assessment

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Declaration

The designated home office has been inspected and any risks to safety discussed with the authorising Manager.

The employee is aware that should there be a change to the location or condition of the work space:

- the authorising manager must be informed as soon as possible
- a new checklist must be completed and placed on the employee's personnel file.

Workers Name (Please print)　　　　　　**Signature**　　　　　　　　　**Date**

Authorising Manager's Name (Please print)　　　**Signature**　　　　　　　**Date**

WHS Procedure 4: Manual handling risk control record form

To be completed when conducting any task outside of the normal duties of the worker

a)	Task identified for manual handling assessment		
Priority	○ Low	○ Medium	○ High
Assessors name:			
Staff consulted:			

a)	Risk factors present		
Bending, twisting, stretching, over reaching		○ Yes	○ No
Lifting, pushing, pulling		○ Yes	○ No
Carrying or holding over time or distance		○ Yes	○ No
Jerky uncontrolled movements		○ Yes	○ No
Cramped work space		○ Yes	○ No
Weights lifted > 4.5kg or 16-20kg standing		○ Yes	○ No
Can't be held close to the body		○ Yes	○ No
Repetitive movements		○ Yes	○ No
Staff insufficient, unfit or untrained in work demands		○ Yes	○ No
Lifting aids not helpful or available		○ Yes	○ No
Unsuitable protective equipment		○ Yes	○ No
Unsuitable work heights		○ Yes	○ No
Poor housekeeping, temperature or lighting		○ Yes	○ No
Inadequate notice or time restrictions		○ Yes	○ No
Awkward to handle		○ Yes	○ No

a)	Controls currently in place		
Is further risk reduction possible?		○ Yes	○ No

a)	What did we do at the time of the assessment?		
Action required	**Who**	**By When**	**Date completed**

a) Supervisor approval		
Name	**Signature**	**Date of assessment**

WHS Procedure 5: Portable Ladder Checklist

Inspection Location:	
Ladder Identification No:	
Inspection Completed By:	

Stile	Straight, No cracks of visible damage, no splintering	
Feet	Fitted, good condition, non-slip, on level ground	
Rungs	Secure, no visible damage	
Treads (Step Ladder)	Secure, no visible damage, rivets are sound	
Bracing	All fitted, secure, rivets are sound	
Hinges (Step Ladder)	Sound, operational, limited movement	
Spreaders (Step Ladder)	Attached, operational, effective	
Locking Pin	Operational (flip ladder)	
Ropes (Extension Ladder)	Fitted, operational, no visible damage	
Latching Device (Extension Ladder)	Fitted, operational	
Signs	AS/NZS Sticker Sighted, safe working height, load limit	
	Correct Use	

Ladder diagram labels: End cap, Top section, Hauling rope, Rung, Latching device, Stile, Bottom (base) section, Feet

PLATFORM
MADE TO AS/NZS 1892 LADDER STANDARDS
BE LADDERWISE
DO — DON'T

DO NOT USE THIS LADDER
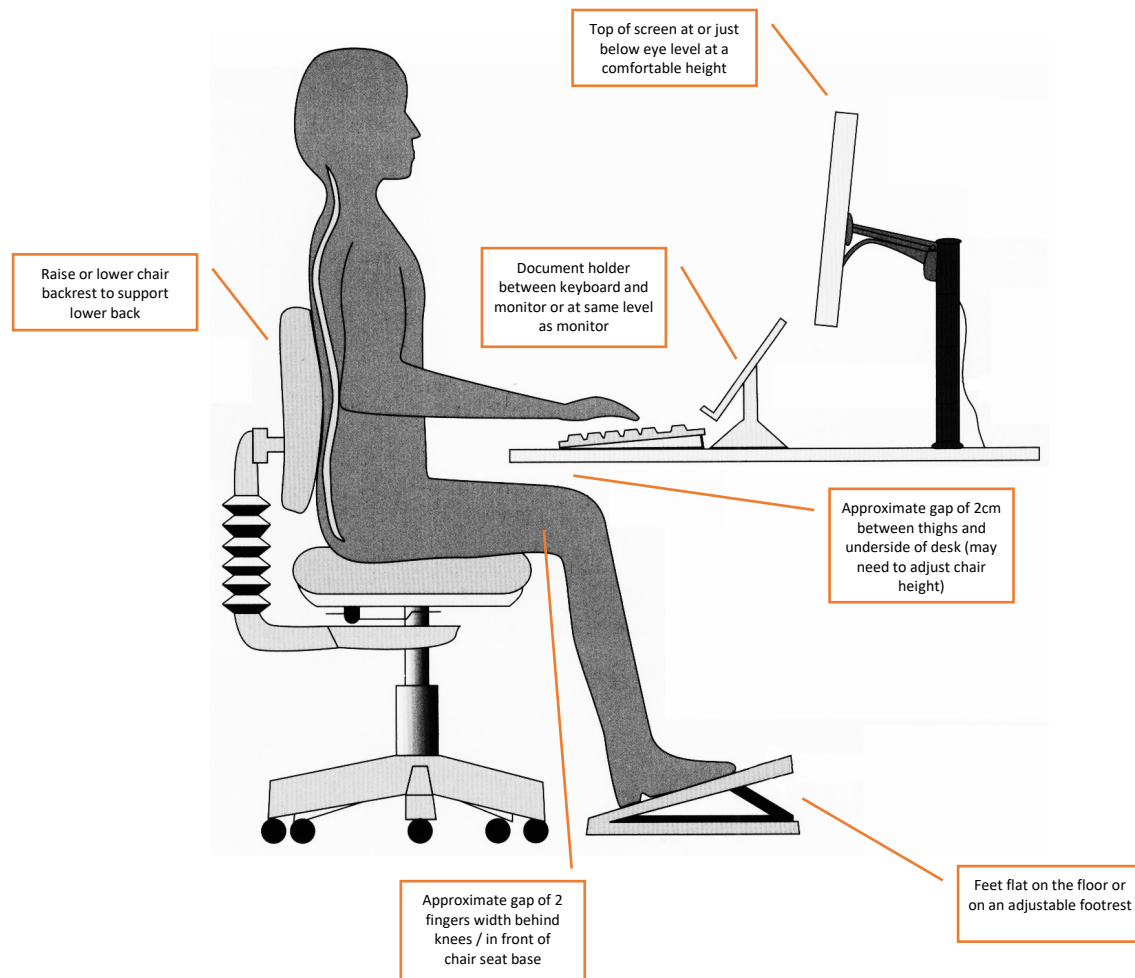IF YOU TIRE EASILY OR ARE SUBJECT TO FAINTING SPELLS, ARE USING MEDICATION, DRUGS OR ALCOHOL, ARE PREGNANT OR PHYSICALLY HANDICAPPED.
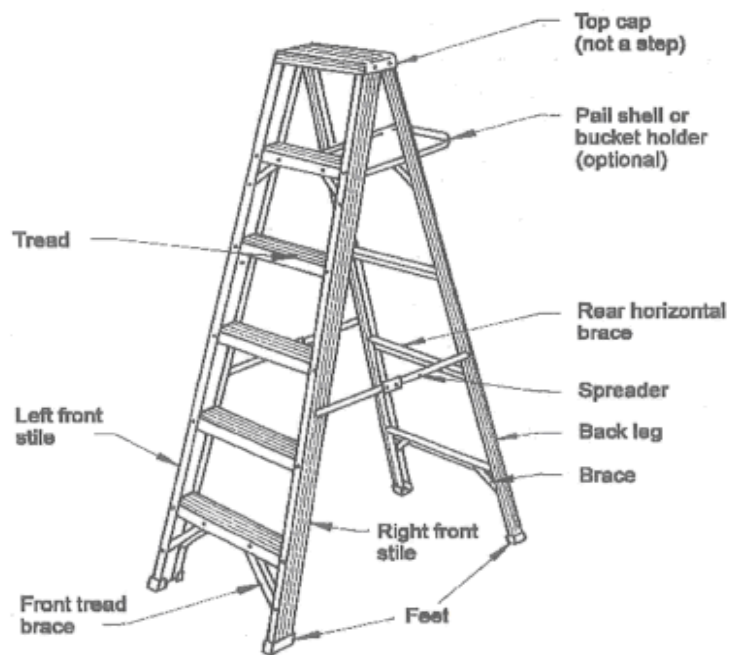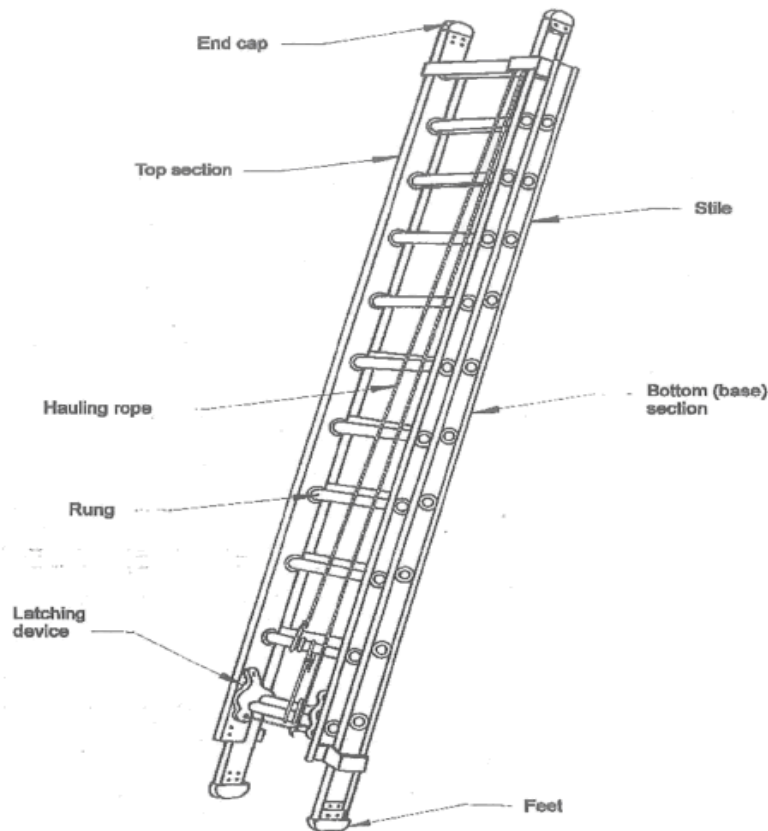
WHS Procedure 6: Ergonomic Checklist

Use this brief check list to check and correct your working habits and posture. If you answer NO to any of these questions refer to the relevant ergonomics information available Safework.

Check and correct your working posture		
Are your keying and mouse activities interspersed with a variety of other activities? ie filing	○ Yes	○ No
Are you including micro pauses as a deliberate attempt to reduce tension by relaxing between keyboard operations?, eg relaxing hands in lap while waiting for document to save as opposed to leaving them in position on the keyboard	○ Yes	○ No
Do you change your visual focus at least every hour during computer operation?, ie focus on something in distance	○ Yes	○ No
Are you altering your seated posture regularly throughout the day?, ie reclining when on the phone and then sitting upright to key	○ Yes	○ No
Is your chair high enough or desk low enough so that your elbows are level with or slightly higher than your keyboard when you type?	○ Yes	○ No
Is your chairs height and back rest fully adjustable?	○ Yes	○ No
Do you have a stable footrest if your feet are not flat on the floor when sitting?	○ Yes	○ No
Is your chin tucked in towards the chest and aligned with the spine rather than poked forwards or upwards?	○ Yes	○ No
Is the screen at a comfortable reading distance from you (350mm to 750mm)?	○ Yes	○ No
Is the image on your screen clear, stable and free from reflections and glare?	○ Yes	○ No
Are the monitor and keyboard aligned and directly in front of you, so you do not have to twist to reach the keys?	○ Yes	○ No
Is the keyboard in close proximity to the body so you do not have to overreach to key?	○ Yes	○ No
Are your frequently accessed items within easy reach of you?	○ Yes	○ No
Are your shoulders relaxed while your hands are resting on the keys with the upper arms hanging naturally and the lower arms at a 90-degree angle?	○ Yes	○ No
Are your wrists straight and in line with the forearm while keying or using the mouse, to avoid excessive bending to the side or upwards?	○ Yes	○ No
Is the mouse at the same level as the keyboard and used as close as possible to the keyboard to avoid stretching your arm across the desk?	○ Yes	○ No
Do you have a relaxed grip when using the mouse?	○ Yes	○ No
Do you have a relaxed keying style and avoid finger stretching to reach keys?	○ **Yes**	○ **No**
Is the position of your source documents in line with or close to your monitor and around eye level to avoid excessive twisting or bending of your neck?	○ Yes	○ No
If you regularly experience eye fatigue, have you had a recent review with your eye practitioner? Ensure you tell the practitioner the tasks you perform so the prescription is correct.	○ Yes	○ No
Is the top of the monitor at your eye level or just below when seated looking directly ahead?	○ Yes	○ No

Top of screen at or just below eye level at a comfortable height

Raise or lower chair backrest to support lower back

Document holder between keyboard and monitor or at same level as monitor

Approximate gap of 2cm between thighs and underside of desk (may need to adjust chair height)

Approximate gap of 2 fingers width behind knees / in front of chair seat base

Feet flat on the floor or on an adjustable footrest

WHS Procedure 7: Register of workplace hazardous substances

This register is used to track what hazardous substances exist in the workplace and to assist in the management of the substances (to be updated with workplace reviews each six months). An accessible SDS means it is available to any person in the workplace at any time. An SDS cannot be older than 5 years.

Location of substance	Manufacturer of the substance	Substance name	Link to SDS

WHS Procedure 8: Portable Appliance Electrical Register testing results

This register is used to identify electrical equipment which plugs into mains power that might be damaged because of its continual handling (e.g. electrical extension cord, powered tool or sandwich maker that is frequently moved).

Equipment that is permanently connected and not exposed to a hazardous environment does not need to be included on this register (e.g. desktop computer, router in a cabinet, fridge or data projector permanently fitted in place).

Please refer to the most current testing reports available in the records

WHS Procedure 9: Safe operating procedure laminator

Task / Equipment Description: Laminator

A laminator is to be used for paper documents and can cause burns due to the heat produced by the mechanism inside.

Potential Hazards:

- Electrical hazards – damage to the cord
- Heat source
- Uneven surface
- Loose clothing/ jewellery

ALWAYS

- keep fingers away from entering the machine when being used
- check that the laminator has been tested and tagged
- keep loose clothing and jewellery away from the opening
- make sure there is adequate space around the laminator and flammable objects are removed

NEVER

- look away or get distracted while laminating documents
- use the laminator for any purpose it was not intended for
- place fingers inside or use items to poke the document through
- place the laminator on an uneven surface
- use the laminator next to flammable items (eg. chemicals)

Safe Operating Procedure:

1. Pre-Operation – Safety Checks
    - Adequate lighting over the work space
    - Check the laminator and cord for damage
    - Remove any loose paper/scraps from previous users before connecting to the power outlet
    - Ensure laminator is used in a clear area and placed on a stable surface – not used in a pathway/corridor

- Tuck in or remove loose clothing/jewellery (eg. scarves, bracelets)

2. Operation – Safety Procedure

- Switch on the laminator and wait until the light indicates it is ready for use
- Place document in laminating pouch and ensure document is centred
- Slowly insert the pouch until the mechanism takes grip. Only laminate one pouch at a time
- Do not push the pouch by hand and keep the direct area clear behind the laminator for it to freely move through
- Remove laminated pouches once finished to keep direct area clear

3. Post-Operation – Housekeeping

- When finished, switch off the laminator and remove cord from the power outlet
- Wait for the laminator to cool to room temperature before being stored away
- Follow the manufacturer's instructions when repairing the laminator

WHS Procedure 10: Incident Report Form

Personal Details of Worker Involved in Incident		
Surname	Given name	Gender	Date of birth

| | | | | M | | F | | | |

| Residential address | | Home phone number |

Worker type:	☐ Employee ☐ Contractor ☐ Labour Hire ☐ Visitor
Details of Incident	
Nature of the incident:	☐ Injury ☐ Near Miss ☐ Hazard

Date incident occurred	Time incident occurred	Date incident reported	Time reported
	am/pm		am/pm

Describe how the incident occurred and the activity that the affected worker was engaged in at the time

Corrective actions taken to provide immediate temporary control of imminent risk(s)

At the time of the incident the affected worker was :	

Working in the workplace	Working outside the workplace	Having a work break

Travelling to work	Travelling during work	Travelling home from work

Where did the incident occur?	Which part of the body was injured? (if injury)	Type of injury

Level of treatment given? (if injury)	

First aid	Doctor	Hospital	Other - describe	

Name of first aider - if applicable	Level of first aid qualification	Date

Name of incident witness 1	Phone	Name of incident witness 2	Phone

*Attach details of any other witnesses

DETAILS OF INJURY / POTENTIAL INJURY	
Nature of injury or Illness:	☐ Burns ☐ Crushing ☐ Disease ☐ Dislocation ☐ Foreign body in eye/ nose etc ☐ Fracture ☐ Spinal fracture ☐ Head injury ☐ Internal injury ☐ Multiple injuries ☐ Nerve damage ☐ Open Wound ☐ Poisoning ☐ Sprain/ strain ☐ Other :
Mechanism of injury	☐ Bites and stings ☐ Exposure to heat/ cold ☐ Contact with electricity ☐ Mental health (e.g. stress, fatigue) ☐ Fall from height ☐ Hit by moving object ☐ Hit object with body ☐ Trips and slips ☐ Exposure to chemicals ☐ Other muscular stress ☐ Repetitive movement ☐ Other :

Location of Injury:	☐ Head ☐ Face ☐ Eye ☐ Neck ☐ Shoulder ☐ Arm ☐ Hand ☐ Finger/thumb ☐ Chest ☐ Back ☐ Leg ☐ Knee ☐ Foot/Toe ☐ Ankle ☐ Torso ☐ Hips/buttocks ☐ Internal organs ☐ Multiple organs ☐ Other

Status of injured person (immediately after incident), if relevant:

☐ Treatment required ☐ Returned to normal duties ☐ Returned to alternative duties ☐ Totally unfit to work

WHS Procedure 11: Risk Assessment Form

Site:	Activity:
Team:	**Supervisor:**
Date:	

No.	Hazard	Initial Risk Rank (L M H)	Control	Residual Risk Rank (L M H)
1.				
2.				
3.				

Acknowledgement

Checklist for understanding & Acknowledgement of receiving handbook (to be completed electronically on induction)

For each statement below please indicate whether it is true or false.

	True	False
1. Workers must perform all duties in a manner that ensures the health and safety of themselves and others in the workplace	T	F
2. Being affected by illegal drugs whilst at work or smoking in the workplace may result in a worker being dismissed	T	F
3. Breaches of the health & safety policies (such as physical or verbal assaults, bullying or harassing) will not be tolerated from any worker, and may result in dismissal	T	F
4. You must not bring any dangerous or hazardous substances into the workplace (excluding personal hygiene products for personal use)	T	F
5. If you identify a hazard in your workplace, you don't have a responsibility to do anything	T	F
6. ALL accidents/incidents or near hits must be reported to a Safety Representative or Supervisor	T	F
7. You don't have to follow workplace rules if you think they are unnecessary	T	F
8. Poor housekeeping (untidy workplace) does not have an impact on health and safety	T	F
9. First aid injuries are not reported	T	F
10. You don't have to participate in any safety information or training provided by the organization	T	F
11. You do not need a WorkCover certificate of capacity to make a workers compensation claim	T	F
12. Chairs are suitable ladders in the office workplace	T	F

I……………………………………………………………… (full name) acknowledge that I have read and understood the worker handbook and that I have received a copy of the Health and Safety Manual and associated policies.

I agree to comply with the policies and procedures contained within this handbook to the best of my ability. I further agree to comply with all policies and procedures when delivering to other workplaces.

Signed …………………………………………

Dated…………………………………………