

# EVUp

## Occupational Health & Safety

### Policy Manual

---

### **Occupational Health and Safety Policy**

The health, safety and welfare of all people who interact with EVUp is of the utmost importance. This applies to staff, contractors, other workers, suppliers, and customers.

EVUp strives to maintain an effective approach to occupational health and safety and achieve an accident free workplace by:

- Making health & safety an integral part of every managerial and supervisory position.
- Ensuring health and safety is considered in all planning and work activities.
- Involving our employees in the decision making processes through regular communication, consultation and training.
- Providing a continuous program of education and learning to ensure that our employees work in the safest possible manner.
- Identifying and controlling all potential hazards in the workplace through hazard identification and risk analysis.
- Ensuring all potential accidents/incidents are controlled and prevented.
- Recognising that our work environment and conditions will continue to evolve

To provide effective injury management and rehabilitation for all employees. The success of our health and safety management is dependant on:

- Proactive planning of all work activities with due consideration given to implementing occupational health & safety (OHS) controls that are suitable to each given situation.
- Understanding the total work process and associated OHS risks.
- Ensuring the work team is totally committed to achieving our objectives.
- Ensuring that open and honest communication exists between management and all employees.

This policy will be carried out through OH & S program, which includes:

- Active involvement and commitment of managers
- Identification and control of hazards
- Investigation and reporting of all accidents and dangerous incidents
- Participation and consultation with, employees on safety matters of significance
- Provision of first aid and emergency procedures
- Provision of information, training and supervision as necessary for safety.

## Responsibilities of Employees

Employees must take care of their health and safety and that of their fellow workers to the extent of their capability. This includes following all safety rules, procedures and the instructions of the manager. They must not misuse safety equipment and must report all hazards and injuries, or ill health caused by work-related incidents to Russ Shepherd or another management person if the manager is not present.

## Responsibilities of Contractors

Contractors must follow the OHS policies and procedures of EVUp in addition, all practices undertaken by the contractor and the contractor's employees must be in a safe manner and must not, under any circumstance, create any hazards for the employees, patients and visitors of EVUp.

## Consultation Statement

EVUp is committed to protect the health and safety of all its employees through the provision of a safe working environment. To do this, management will consult with all employees in the development / implementation of systems that are designed to reach this goal now and in the future. Employee involvement in all processes dealing with Occupational Health and Safety is essential to ensuring the success of the program.

## Employer Obligations

An employer must ensure the health, safety and welfare at work of all the employees of the employer. The OH&S Act 2000 imposes 2 broad duties on employers. Those broad duties are:

1. Employers have a duty to ensure the health, safety & welfare of all employees at their workplace.

This includes looking after such matters as:

- The place of work controlled by the employer where the employees work (and the means of access to or exit from the premises) are safe without risks to health
- Ensuring that any plant or substance provided for use by the employees is safe and without risks to health when properly used
- Workplace systems and workplace environment
- Providing information, instruction and training to existing and new staff
- Providing adequate facilities for employees

2. Employers also have a general duty to make sure that other persons ordinarily at their workplace are not exposed to health & safety risks.

## Hazards

Employers must identify any foreseeable hazards that could affect their staff, or any other person at the office. Once a hazard is identified you must assess the risk of harm to the health and safety of yourself, and any other person legally present at the office, which arises from the hazard. You must eliminate risk identified and if it isn't reasonably practical to eliminate the risk, you must control it.

In order to eliminate the risk, you must take the following steps, in order, until the stage where the risk is effectively controlled:

1. Substitute the hazard
2. Isolate the hazard
3. Minimize the risk of hazard by engineering means (protective guards, handrails etc)
4. Minimize the risk of hazard by administrative means (training, instruction, warning signs etc)
5. Supplying personal protective equipment All control measures undertaken must be properly maintained and must be reviewed whenever circumstances change (in a way that could affect a particular hazard).
6. Training and Educating New Staff An employer's obligation with regards to training & education are that:
  - You must instruct, inform & train new staff about any OH&S issues that affect or could affect them at work
  - If a person could be exposed to a risk at work, they are to be informed of that risk and provided with any information or training necessary to cope with that risk.

To be in compliance with these requirements, you must supply your staff with all the information they need. Supervision, Personal Protective Equipment As an employer, you are legally obliged to:

- Provide adequate and qualified supervision of staff (if required)
- Supply any personal protective equipment, if required for staff to be safe.

## **Emergencies:**

All procedures & policies for emergencies that could arise in the EVUp and EVolution workplace are in place.

## **Amenities and First Aid:**

Employers must provide & maintain adequate amenities & first aid facilities. Display a sign notifying the whereabouts of First Aid Kit.

## **Employer Considerations:**

- Workspace: Ensure that sufficient space is provided for safe work. Floors & surfaces must minimize slips & trips, and people must be able to move safely around the workplace.
- Lighting: Ensure that adequate lighting is provided. Lighting must not create glare or reflection.
- Heat and Cold: Ensure adequate ventilation, and appropriate measures or equipment are in place for any exposure to cold (e.g. liquid nitrogen).
- Atmospheric Contaminants: Ensure that any exposure is in line with national guidelines. Ventilation: Ensure that mechanical ventilation to fix atmospheric problems is used & maintained.
- Fire and Explosion: Eliminate the production of flammable atmospheres & ignition sources, remove waste material regularly and do anything to minimise fire & explosion risk.

- Electricity: Eliminate or control any risk from electricity. Maintain electrical equipment, ensure equipment is used safely, electrical equipment should be tagged every 3 years and reviewed annually.
- Safety Equipment should serviced and checked: Safety equipment such as fire extinguishers should be serviced and replaced if used.
- Manual Handling: Control all manual handling risks. It is defined as any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any animate or inanimate object.
- Practice Equipment: Ensure any new equipment is installed as the manufacturer instructs by a competent (trained) person. All equipment must be used only for the purpose intended. All equipment should be tested/inspected appropriately.
- Hazardous Substances:
  - Obtain Material Data Safety Sheet from supplier or manufacturer
  - Ensure it is readily accessible to employees
  - Ensure all containers holding hazardous substances are labeled
  - Keep register of all hazardous substances
  - Record the results of any risk assessment relating to use of a hazardous substance
  - Keep records for 30 years.

## **Fitness for Duty**

EVUp requires all staff to be in a fit state to carry out their work duties. Employers and employees have a legal obligation to ensure health and safety at their workplace, and this Office upholds the VIC Occupational Health and Safety legislation and regulation. This office will regard as extremely serious any staff attending work when they are not fit to do so and may cause risks to the health and safety of other persons in the office. This includes other staff and doctors, contractors, patients, suppliers and medical representatives. Where it is considered that a staff member is unfit for work, the following procedure is to be followed:

1. Any staff member with concerns that a colleague is unfit for work must report this belief, as well as reasons for their belief, to Russ Shepherd immediately;
2. Russ Shepherd is responsible for making contact with the staff member and determining whether the staff member is fit to carry out their work duties.
3. Should the staff member be considered unfit for work, Russ Shepherd may request that staff member to cease work.
4. Where the staff member is requested to cease work, Russ Shepherd must make the necessary arrangements for the staff member to seek medical attention if applicable, or organise transport for the staff member to return to their residence.
5. The staff member must be accurately discouraged from driving where it is believed that it would be a danger to the staff member, or others to do so.
6. The decision of Russ Shepherd or authorised person in determining that a staff member is unfit for work is final and shall be adhered to.

## Incident and Injury Reporting

The reporting of incidents and injuries in this office assists with the control and minimisation of future accidents and injuries. It is only by reporting every injury and accident that the proper treatment of injuries can be given and appropriate action taken to prevent further accidents occurring. It is a policy of the office that employees report all work related incidents and injuries. An incident may not result in an injury, however it is important that the incident be reported so that the hazard is identified and managed. Potential risks should be identified and the following actions taken to increase safety and improve quality care:

- Reporting: Complete incident form immediately after the incident occurs. The form should be given to Russ Shepherd and our office's insurance company notified (if applicable). If there are additional medical or other certificates or reports related to the accident/incident, the original should be given to Russ Shepherd.
- Injury investigation: Our office maintains a file of incidents reported. Specific cases and all clinical incidents reported are reviewed regularly at staff and/or clinical meetings.
- Risk assessment: Involves a thorough review of all the hazards relevant to the causes of any injury that has occurred and is conducted with a view to identify appropriate controls.
- Risk control: Involves identifying and implementing all the practicable measures to eliminate or reduce the causes of the injury or incident.
- Documentation: Any action taken to minimise the re-occurrence of the incident should be documented in the register where relevant.

## Emergency Procedures

### Fire

1. Call the fire brigade, (Call 000) no matter how small the fire
2. Only attempt to fight a fire if it is small (no larger than a wastebasket) and you have the correct equipment to handle it. The fire extinguisher is located in the main lobby.
3. Inform all staff and patients
4. Inform all doctors, if necessary by knocking on door, opening it and calling out.
5. Calmly ask all customers to proceed quickly and quietly out via the main entrance.
6. Patient's with poor mobility or advanced age are to receive priority, and are helped out by staff, if necessary by wheelchair. Children likewise receive priority.
7. If there is an electrical fire turn off electricity located in the reception store room.
8. Leave the area, closing doors as you go (this will help limit the spread of fire and smoke)
9. Staff to check all rooms including toilets, to account for all within the office including patients, staff, visitors and workmen.
10. Only once all patients have been evacuated then staff and doctors to leave quickly & orderly.
11. If smoke is present, crawl low (the air will be clearer near the floor)
12. All staff are then to reassemble across the road directly opposite Chatswood Village, well away from the building.
13. Await the arrival of the fire brigade and follow their instructions
14. The fire brigade will forward a report of the fire incident or false alarm, after thoroughly investigating the scene.

## **Bomb Threat Procedure:**

1. Call 000
2. Keep clear of any suspicious objects
3. Evacuate the building
4. Leave door & windows open

### **Bomb Threat Calls Checklist:**

- Try to record the exact wording of the threat
- Record the duration of call
- Record gender of caller
- Questions to ask: When is the bomb going to explode? Where is the bomb? What does the bomb look like? What kind of bomb is it? What will make it explode? What is your name?

Things to note: Did the caller have an accent? Did the caller have any speech impediment? Did you recognise the voice? Did you hear any background noise?

## **Armed Hold-Up/Robbery**

All staff must be aware of the following should armed robbery occur.

### **Guidelines:**

Stay Calm

Do precisely as you are told and no more

Press distress button if in a position to do so inconspicuously

Speak only when spoken to

Make little or no eye contact

Make no sudden movements

Try to remain calm and control emotions

Remember as many details as possible of the offender and the incident.

The office must be closed immediately to allow staff to aid police and security.

1. All customers in the building to be kept on premises until Police arrive.
2. Staff to speak to all people on-site to check that they are unharmed.
3. Other customers expected to come in in the following 2 hrs to be rung and postponed if at all possible.

Immediate Action: Call Ambulance and Police – Ph: 000 Give name and address of premises, area and location. Give number of offenders and description. Request any people on the premises to stay or obtain names and addresses. Isolate the crime scene, do not touch anything.

## **Violence in the Workplace**

- Remain calm

- Listen to the person
- Don't say anything to antagonise the person
- Keep further than arm's length away from the subject
- Maintain an exit path for own escape where possible
- Avoid being trapped in a corner or small room
- Clear the area of all persons not required to assist
- Clear the area of all items that may be used as weapons or items that may cause damage
- Notify another staff member if possible and ask them to contact 000 and ask for the police.
- If no-one is available, try to call 000 and ask for the police.
- Preserve the scene until police arrive
- Exclude media
- Ensure an Incident Report form is filled out

## **Induction Program**

All new Staff will be required to participate in an Induction Program. An Induction Program allows new staff to become familiar with the various policies and procedures, as well as ensure that the staff member is aware of their responsibilities and obligations as a member of the team.

Every new staff member will be inducted by Russ Shepherd, or in the case of a new manager, by a person appointed by Russ Shepherd. The induction program will be designed to ensure that the new staff member:

- Is familiar with the office, equipment and surroundings
- Is introduced to all staff
- Has all policies and procedures of the workplace explained to them, and that their responsibilities as an employee are outlined
- Becomes familiar with their position requirements and conditions.

In addition to a program itinerary being provided to the new employee upon commencement, all necessary documentation, including workplace policies and procedures must also be made available to the new staff member. The staff member will be given time to read and understand, and if needed, seek clarification on those policies as well as their responsibilities and obligations as a member of the team. At all stages throughout the Induction Program, new staff is encouraged to speak with Russ Shepherd where they have queries about the office and/or their employment with the business. A newly contracted person shall be provided with a copy of all workplace policy and procedure documents so they are aware of their responsibilities as a contractor.

## **Employee Obligations Duties of Employees**

1. An employee must, while at work take reasonable care for the health and safety of people who are at the employee's place of work and whom may be affected by the employee's acts or omissions at work.

2. An employee must, while at work, co-operate with his or her employer or other person as far as is necessary to enable compliance with any requirement under this Act or the regulations that is imposed in the interests of health, safety and welfare on the employer or any other person. Person not to interfere with or misuse things provided for health, safety and welfare.

A person must not, intentionally or recklessly, interfere with or misuse anything provided in the interest of health, safety and welfare under occupational health & safety legislation. Person not to hinder aid to injured worker etc.

1. A person must not, by intimidation or by any other act or omission, intentionally hinder or obstruct or attempt to hinder or obstruct, without reasonable excuse: a. The giving or receiving of aid in respect of the illness or injury of a person at work b. The doing of any act or thing to avoid or prevent a serious risk to the health and safety of a person at work.

2. A person at a place of work must not, without reasonable excuse, refuse any reasonable request: a. For assistance in the giving or receiving of aid in respect of the illness or injury of a person at that place of work, or b. For the doing of any act or thing to assist in the avoidance or prevention of serious risk to the health or safety of a person at work at that place of work

Person not to disrupt workplace by creating health or safety fears

A person must not, without reasonable excuse, deliberately create a risk (or the appearance of a risk) to the health or safety of people at a place of work with the intention of causing a disruption of work at that place.

## OH&S Complaints Procedure

Where an employee has a query or complaint about a safety issue, the following process is to be undertaken:

1. The issue is referred to the OH&S contact in the workplace.
2. The representative formally reports the matter to the employer.
3. The employer is then required to respond in a timely fashion.
4. If the matter remains unsolved after a reasonable time, the OH&S representative can request that a WorkCover inspector conduct a safety inspection of the workplace. Duties and Responsibilities Employees have a duty to assist with the establishment and maintenance of an OH&S management system as required under the new laws.

Employees are required to:

- Take reasonable care for the health and safety of others who may be affected by their acts and omissions.
- Co-operate in anything done to improve health and safety in their workplace.
- Not interfere with or misuse anything in their workplace that is provided for health & safety reasons.
- Not disrupt the workplace by creating undue health & safety fears without reasonable excuse.
- Take reasonable steps to notify their employer of anything that could pose a risk to health & safety.



Other Employee Rights Employees have the right not to be:

- Charged for anything done pursuant to the new laws.
- Unlawfully dismissed, demoted or otherwise penalised in employment for making a complaint about work safety.
- Unlawfully dismissed, demoted or otherwise penalised when in the role of an OH&S representative.
- Hindered or intimidated when giving aid to an injured or sick worker, or doing anything to prevent a serious injury in the practice.
- Refused any reasonable request for assistance in giving or receiving aid to an injured or sick co-worker, or in removing any risk from the workplace.

## WorkCover

WorkCover must be notified in the event of any serious work-related accidents. Under the Act, these are referred to as:

Non-disturbance occurrences or additional occurrences.

### **Non – Disturbance Occurrences:**

Are defined as events so serious they require you to leave a 4-metre area surrounding the event untouched so that WorkCover and/or the police can investigate. Non-disturbance occurrences are incidents that:

- Cause the death of a person
- Result in the amputation of a limb
- Result in a person being placed on a life-support system
- Present an immediate threat to life.

Trapped or injured person/s are to be assisted and property can be moved to avoid substantial damage. Non-disturbance occurrences must be reported to WorkCover as soon as possible by the quickest means (phone, fax)

### **Additional Occurrences**

Are considered less severe, but still must be reported to WorkCover as soon as practicable, but not later than 7 days after becoming aware of the occurrence.

Events that are prescribed as additional occurrences:

- Any injury or illness which requires a staff member to be absent for more than 7 days
- Any incident of violence which results in an employee being absent for more than 7 days
- Damage to any equipment or building which makes it unsafe
- Any uncontrolled fires or explosions
- The escape of any gas or dangerous goods
- A spill of carcinogenic material
- Exposure to bodily fluids from a potentially infectious person
- Any occurrence which involves a risk of any of the above.

## Workers Compensation

For workers compensation purposes, injuries fall within two categories:

- Significant injury – is a workplace injury that is likely to result in an employee being unable to come to work for more than 7 days.
- Other injury – is an injury that is not a significant injury. An injury for the purposes of a workers compensation claim is one that arises out of regular work duties.

An injury while traveling to and from work may be subject to a workers compensation claim.

### Employer Obligations

As soon as an employer becomes aware of an injury the following steps must be taken:

- Significant injury – notify workers comp insurer within 48 hours of becoming aware of the injury
- Not significant injury – notify within 7 days of becoming aware of an injury All injuries brought to your attention must be reported to insurer
- For significant injuries, participation in the creation of an Injury Management Plan, with insurer and nominated treating doctor
- Formulation of a Return to work Plan
- Notify your insurance company immediately if you are unable to provide suitable employment when a worker requests it.

### Claim Documentation

- When dealing with a workers compensation claim you must:
- Send an injured worker's claim form and any other documentation to your insurer within 7 days of receiving document.
- When requested by the injured worker, provide the following wage information: a. Details of the worker's award b. Details of their (gross) actual earnings c. Details of the (gross) actual earnings after the injury of at least 2 employees who were comparable to the injured worker
- When requested by the injured worker, provide them with the copies of the medical reports, if in your possession, within 10 days.

### Information to provide to workers

- Name & address of your workers compensation insurer
- Post a summary of the workers compensation laws in the workplace ( in Tea room)
- A copy of the medical report relating to an injured worker and in the case of a dispute claim within 10 days of receiving the request.

## Hazards and Risk Management

Hazards that can cause injury to a person, or that have the potential to affect the health of a person in a workplace must be controlled.

Employer Obligations – Legislative Requirements

1. Identify any foreseeable hazard that could harm employees or other person in the workplace
2. Ensure effective procedures are in place to identify hazards
3. Assess the risk of harm where a hazard is identified
4. Eliminate or control any reasonably foreseeable risk and properly use and maintain these control measures
5. Review risk assessment processes and any measures adopted to control risks
6. Inform employees of any potential risk and provide them with information and/or training to cope with the risk.

Hazards can be loosely classed into five groups:

1. Physical – Floor surfaces & stairs, radiation, workstation design, lighting, heating, manual handling, storage areas, lifting
2. Chemical – Cleaning agents, pesticides, toner
3. Biological Hazards – Diseases & viruses, other contagious medical conditions
4. Mechanical/Electrical Hazards – Electrical wiring, double adaptors & overloaded power points, mechanical equipment – photocopiers, shredders, fax machines
5. Psychological Hazards – Stress, overwork/long hours, assault & verbal threats

Hazard Audits and Inspections

1. Should be done on a regular basis – 6 monthly
2. Hazard Identification Book – to record hazards that arise incidentally between inspections or report to the manager. Accident/Incident Report Forms When an employee is injured or an incident occurs the employee must complete a Register of Injuries form.

## **Risk Assessment (please also see risk register)**

Controlling a Risk

1. Eliminate
2. Substitute – if elimination not possible
3. Isolate – if substitute not available – isolate hazard so limited no. of people affected
4. Administrative – maybe change work methods to lower degree of risk
5. Personal Protective Equipment – where necessary

Training and Information:

Training & information should be provided:

- Where new equipment or processes implemented
- Where personal protective equipment must be used
- Where a risk is not eliminated – how to handle the risk
- The employee's role in hazard identification & complying with employers directions.

## **No Smoking Policy**

This is a smoke free workplace. Passive smoking is regarded as a health risk. To maintain a safe and healthy working environment for all staff and other persons associated with the office. This means:

- Smoking will not be permitted on the workplace premises, this includes buildings and facilities.
- Smoking will only be permitted in areas external to the building and not in the immediate vicinity of the office entrance.
- Any persons who disregard non-