

WORK, HEALTH AND SAFETY POLICY AND PROCEDURE

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Work, health and safety policy and procedure

1 Introduction

Five Good Friends (**FGF**) will endeavour to take all reasonably practicable steps to provide and maintain a working environment that is safe and without risk to its employees, volunteers, independent contractors and subcontractors (collectively, **Workers**) and any other person whose health or safety may be adversely affected by the conduct of FGF's business.

Everyone in the workplace has duties and responsibilities in respect of workplace health and safety (**WHS**) and a cooperative approach is required in order to ensure WHS.

FGF takes its responsibilities in respect of WHS extremely seriously and requires Workers to do the same.

WHS is largely about common sense and we ask you to cooperate with FGF to ensure your own personal safety and to ensure that your actions do not endanger those around you.

2 Purpose

The purpose of this policy is to ensure that Workers are aware of:

- (a) the measures that FGF has put in place to help ensure WHS;
- (b) their own WHS obligations and responsibilities; and
- (c) the procedures for reporting injuries and/ or risks to health and safety.

3 Scope

This policy applies to all Workers (including employees, volunteers, independent contractors and subcontractors) whilst performing work for FGF at any location.

4 FGF's obligations and responsibilities

Under WHS legislation, FGF has a duty to ensure (as far as is reasonably practicable) the health and safety of Workers whilst they are at work, and the health and safety of other persons who may be affected by the conduct of FGF's business.

In order to meet its WHS obligations, FGF will endeavour to:

- provide and maintain systems of work, work premises and work environments that are free from risks to health and safety;
- ensure that all plant, equipment and substances are safe and without risk to health or safety when handled, used or stored in accordance with standard operating procedures;
- undertake risk management activities to adequately manage risks to persons in the work environment (including conducting risk assessments and keeping a register of known hazards);
- provide adequate facilities to protect the welfare of all Workers whilst at work;
- provide such information, instruction, training and supervision to Workers as is necessary to enable them to perform their work in a manner that is safe and without risk to their own (or others') health or safety;
- consult with Workers regarding WHS matters;

- screen the health of Workers at pre-employment stage, and the conditions at the workplace for the purpose of preventing illness or injury;
- comply with all relevant WHS standards and codes of practice;
- allocate sufficient resources to facilitate the fulfilment of FGF's WHS responsibilities; and
- Hold regular meetings with management to discuss WHS performance and issues, and conduct audits).

5 Workers' obligations and responsibilities

In order to maintain a safe and healthy working environment, Workers must also take responsibility for and cooperate with FGF in respect of WHS matters.

In order to meet their WHS obligations, Workers must:

- take reasonable care for their own health and safety whilst at work;
- take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- comply with instructions given by FGF relating to the delivery of the Help Plan and the use of any equipment;
- only undertake activities that have been agreed to by the member in the Help Plan;
- keep their workspace clean and free of any potential safety hazard;
- wear and use all safety equipment and clothing as required by their role;
- participate in any WHS training as directed by FGF;
- participate in WHS consultation mechanisms;
- promptly report any WHS Incidents to their manager or supervisor and complete a WHS Incident Report Form;
- comply with any lawful and reasonable direction or instruction given by FGF; and
- comply with any reasonable policy or procedure of FGF regarding WHS matters (including but not limited to this policy).

6 Manager's and supervisor's obligations and responsibilities

In addition to their obligations as Workers, to assist FGF to meet its WHS obligations, persons holding a supervisory or managerial role are required to:

- provide information, training and instruction to Workers regarding WHS matters (including potential or actual hazards or risks) and WHS procedures;
- supervise Workers to ensure that work is being performed safely and that WHS procedures are being complied with;
- regularly assess the work environment and work processes to identify health or safety hazards and risks;
- comply with directions issued by senior management regarding:
 - consultation with Workers; and
 - the control and management of risks to health and safety; and

- ensure that WHS Incident Report Forms are completed in accordance with this policy and that WHS Incidents are promptly brought to the attention of senior management.

7 Obligations and responsibilities of Members and/or Helpers of Members

Members and Helpers of Members are required to:

- maintain a safe work environment (e.g. repair broken steps, mow long grass, restrain animals, provide adequate lighting);
- be responsible for their own in-home safety (e.g. maintain electrical equipment and install smoke alarms and safety switches to switchboards);
- cooperate with Workers (including third party service providers) to ensure safe work procedures and a safe work environment (e.g. move furniture to allow adequate work space, use lifting equipment based on assessed needs);
- keep their equipment safe, well maintained and in good order; and
- inform FGF and third party service providers of any known hazards.

8 Reporting WHS Incidents

8.1 WHS Incident Report Form

Workers have an obligation to report all WHS Incidents.

WHS Incidents include potential hazards or safety risks, and all near misses, accidents and injuries (no matter how large or small) involving Workers or other persons in the workplace.

A WHS Incident Report Form must be completed in respect of all WHS Incidents.

The WHS Incident Report Form should be completed by a person who was involved in, observed or identified the incident and forwarded to their manager or supervisor straight away.

Failure to report a WHS Incident makes it difficult for FGF to take action to protect Workers and other persons from situations or work practices which pose risks to health and safety. Failure to report is also a serious breach of this policy.

8.2 Stop work

Workers may refuse to perform certain work if they have reasonable grounds to believe that to perform the work would expose them (or another person) to immediate risk to their health or safety. Management must be notified immediately in such situations and a WHS Incident Report Form must be completed.

8.3 Management action

A manager or supervisor receiving a WHS Incident Report Form must review it as soon as they receive it and liaise with senior management regarding appropriate steps to take to address the situation. The manager or supervisor should keep the Worker who made the report updated in relation to the matter.

9 Fire and emergency procedures

9.1 In the Member's home

In the event of a fire or other emergency Workers must exit the member's home. If the Worker can safely remove the member from their home without risk to

themselves they should do so. If the Worker cannot safely remove the member from their home without risk to themselves they should await the assistance of emergency services to remove the member from their home.

Workers are also required to:

- be aware of the location of exit doors in the member's home; and
- keep exits clear at all times.

9.2 In the workplace other than in the Member's home (eg Head Office)

In the event of a fire or other emergency Workers must follow the instructions given by designated fire wardens.

There are signs in the workplace setting out evacuation procedures and the evacuation assembly points. Workers must:

- familiarise themselves with these procedures and locations;
- be aware of the location of exit doors in the workplace;
- keep exits clear at all times; and
- participate in any emergency evacuation drills or training.

10 First Aid

Details of employees with first aid training and the location of first aid kits are posted on signs around the workplace.

Should first aid be required, please see one of the designated first aid staff (or your manager or supervisor). A WHS Incident Form will need to be completed in all circumstances where first aid is required.

11 Smoking

Smoking in the workplace is prohibited by legislation and FGF maintains a smoke free workplace.

Workers must not smoke on or within 5 meters of FGF's premises or within 5 metres of a member's home, other than at designated smoking areas.

Smoking is only permitted during authorised meal and rest breaks.

This clause also applies to other locations where the Worker may be required to perform work for FGF (including but not limited to Members premises).

12 Drugs and alcohol

Workers must not undertake any work whilst under the influence of drugs (including prescription medication) or alcohol.

It is a requirement that all Workers have a blood alcohol level of 0.00 whilst performing work at any location and at all times whilst on FGF or Member premises and while traveling to and from work, Member's homes and any other work locations which may include the community when providing community access services for Members.

A worker must notify their supervisor or manager if they are taking prescription or other medication which has the potential to impair their ability to work safely. In such circumstances, FGF may require the Worker to provide a letter from a medical practitioner confirming their ability to perform their duties safely before they are able to return to work.

13 Hazard reporting and management

13.1 Overview

FGF has an ongoing obligation to:

- identify hazards;
- assess the risks that a hazard may have to health and safety;
- minimise or eliminate those risks as far as is reasonably practicable; and
- consult with Workers about workplace health and safety matters.

We have developed and implemented a systemic and documented process for hazard reporting and management.

We encourage all Workers and Other People (including members and their carers) to identify and report hazards in accordance with this policy and procedure.

13.2 What is a hazard?

A hazard is a source or situation with the potential to cause harm to people, property or the environment such as:

- physical hazards;
- chemicals;
- work practices such as repetitive jobs; and
- aspects of workplace design.

13.3 Hazard identification

Overview

Hazard identification is the process used to identify the situations in the workplace with the potential to cause harm to people, property or the environment.

Hazard identification

The Community Managers, overseen by the Head of Member Care and Service Delivery, are responsible for implementing formal hazard identification procedures including but not limited to:

- conducting an inspection of a member's home before providing any service to a member to identify potential hazards;
- considering potential hazards prior to purchasing new equipment or chemicals;
- reviewing industry information and updates for issues which may not have been considered;
- reviewing injury and incident data including near misses;
- monitoring the work environment including observing work practices; and
- consulting with Workers (and in some cases members and visitors).

13.4 Remedial control measures

When a hazard is identified and reported, a remedial control measure should be immediately applied, where it is appropriate to do so.

13.5 Reporting a hazard

Once a hazard has been identified it must be reported to the Community Manager, even where a remedial control measure has been applied.

A hazard may be reported using the Incident Report Form.

The Incident Report Form can be lodged either:

- by handing it to the Community Manager;
- by posting it to our head office; or
- by emailing it to the Community Manager.

A hazard may also be reported verbally to the Community Manager either in person or by calling the Community Manager or by leaving an electronic note for the Community Manager via the FGF App.

The following information should be provided when reporting a hazard:

- a brief description of the hazard and/or the health and safety issue;
- the location of the hazard;
- the time and date that the hazard was identified; and
- if any remedial actions were taken.

If a hazard is reported verbally, the staff member to whom a hazard report is made must complete the Incident Report Form on behalf of the person who verbally reported the hazard.

13.6 Risk assessment

- The Community Manager will conduct a thorough risk assessment of all hazards within a reasonable period after receipt of a Incident Report Form or verbal notification.
- The purpose of the risk assessment is to determine the potential outcome most likely to occur from exposure to a hazard.

Reasonably practicable

To meet WH&S obligations we must:

- eliminate risks to health and safety so far as is reasonably practicable; or
- if it is not reasonably practicable to eliminate risks to health and safety, encourage minimising those risks so far as is reasonably practicable.
- In determining what is reasonably practicable, the following matters should be taken into consideration when conducting the risk assessment:
 - the seriousness of the risk including:

- the likelihood of the hazard or the risk concerned occurring; and
 - the degree of harm that might result from the hazard or the risk;
- what the person concerned knows, or ought reasonably to know, about the hazard or the risk, and ways of eliminating or minimising the risk;
 - the availability and suitability of ways to eliminate or minimise the risk;
 - the cost associated with eliminating or minimising the risk including whether the cost is grossly disproportionate to the risk; and
 - the member's care needs.

Risk response

As part of the risk assessment a risk response including the urgency for control measures to be implemented must be considered.

The higher the potential risk of an identified hazard, the more timely that control measures must be taken.

For example:

- If the risk level of a hazard is major and the likelihood is high then an immediate response may necessary.
- If a risk level is insignificant and there is only a remote chance that it will occur then a reasonable period for response may be within 1 month.

Control measures

Hazard control is the process of applying the most effective control measure to eliminate or minimise the hazard having regard to the level of risk and what is reasonably practicable.

After having conducted a risk assessment, the Community Manager must consider and plan measures to implement to control the risk.

The Community Manager must document the control measure implemented to eliminate or minimise the risk in the Incident Report Form.

Monitoring and evaluation

As part of our commitment to continuous improvement, we will take all reasonable steps to actively monitor:

- the amount of time taken to minimise and/or eliminate identified hazards;
- whether the control measure implemented was effective; and
- whether satisfactory outcomes have been achieved.

External investigations and reporting obligations

To the extent required by law, we will cooperate and assist with any investigation conducted by external agencies.

We will report any hazards in an accurate and timely manner to external authorities as required by law and/or in accordance with our internal policies and procedures.

14 Issue resolution procedure

14.1 Internal resolution

In the event of an issue or dispute regarding a WHS matter (**WHS Issue**) between FGF and an affected Worker/s (**Parties**), the Parties must make a reasonable effort to resolve the issue in the workplace before seeking resolution of the issue by an external party.

14.2 Resolution procedure

In the event of a WHS issue, the procedure to adopt is as follows:

- A party with a WHS issue must notify the other Parties that there is a WHS issue to be resolved and advise them in writing of the nature and scope of the issue.
- As soon as the Parties are told of the WHS Issue, they must meet or communicate with each other to attempt to resolve the WHS Issue.
- In resolving a WHS Issue the Parties must have regard to all relevant matters, including:
 - the degree and immediacy of risk to Workers or other persons affected by the WHS Issue;
 - the number and location of Workers and other persons affected by the WHS Issue;
 - the measures (both temporary and permanent) that must be implemented to resolve the WHS Issue; and
 - who will be responsible for implementing the resolution measures.
- A party to a WHS Issue may be assisted or represented by any person nominated by the party during the procedure set out in this section.
- Where the WHS Issue is able to be resolved by the Parties:
 - details of the issue and its resolution will be set out in a written agreement in a form suitable to all Parties (such agreement to be prepared by FGF); and
 - a copy of the written agreement will be provided to all Parties to the WHS issue and to all Workers.

14.3 External referral

Where a WHS Issue cannot be resolved using the procedure set out in this section, a party to the WHS issue may refer the matter to the state WHS regulator to appoint an inspector to assist in resolving the matter.

15 Breach of policy

FGF will treat any breach of this policy very seriously.

Disciplinary action will be taken against Workers found to have breached this policy and in most cases breach of this policy will be regarded as serious misconduct and result in summary termination.

In addition to internal disciplinary action being taken, Workers in breach of this policy could be subject to prosecution and fines for breach of their duties under WHS or other legislation.

16 Supporting documentation

WHS Incident Report Form

17 Authorisation and Contacts

WHS Incident Report Form

Work Health and Safety Policy and Procedure Updated August 2017
Date adopted: 28.02.17
Applies to: All Five Good Friends staff, volunteers, contractors, sole traders and others

Director: Simon Lockyer	Signature: 
Date Authorised: August 2017	Next Review Date: March 2019
Endorsed by: Head of Care and Member Services	

ANNEXURE A – INCIDENT REPORT FORM

Incident Report Form

Helper's Name:			
Member's Name:		Other person/s involved:	
Manager's Name:		Date:	Time:

Please circle incident type:

Personal
Injury

Property
Damage

Member / Helper
Incident

Other Incident

Describe the Incident:

Describe how exactly did the incident occurred, any injury that has been sustained and actions that have been taken.

Witness(es) Name:	Contact details.:
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Attach statement if insufficient space available

Analysis of the event - describe what actions, &/or conditions contributed to the event

People and Procedures (if applicable):

Machine and Equipment (if applicable):

Environment (if applicable):

Supervisor/Manager to Complete:

Review by the Supervisor/Manager

Briefly describe the findings of your review / investigation

Office Records:		
Reported to Management:	Name:	Date:
Insurance Claim Notification (if relevant):	Name:	Date:
Statutory Authority Notified (if relevant):	Name:	Date:
Was debriefing / external counselling offered and accepted?		
Signature of Person Confirming Information:	Name:	Date:

Corrective Action Specify the actions taken or actions planned to do to minimise or prevent recurrence.		
Corrective Action	Person Responsible for Action	Date Completed
Person Verifying Actions Completed:		
Date of Verification:		

ANNEXURE B – EXAMPLE WORK INSTRUCTIONS

WORK INSTRUCTION – MANUAL HANDLING

Purpose

The purpose of this work instruction is to identify mechanisms that should be taken into account to reduce the risk of manual handling injuries.

What is manual handling?

Manual handling includes any activity involving the use of muscular force to push, pull, carry and restrain any object or person.

Identifying the hazard

We will take all reasonable steps to identify manual handling hazards including:

- reviewing injury, incident and near miss data;
- reviewing potential manual handling problem areas and tasks during workplace inspections at our workplace;
- talking to Workers to find out what the difficult manual handling jobs are; and
- observing tasks undertaken at our workplace by Workers.

Risk assessment

Hazard inspections and risk assessments will be performed by a senior staff member with the appropriate skills, who is, trained in assessing manual handling tasks, and in consultation with the Worker who routinely carries out the tasks.

As part of the risk assessment a risk response including the urgency for control measures to be implemented must be considered.

The higher the potential risk of an identified hazard, the more timely control measures must be taken.

Control measures

We have a 'no lifting approach' which means that Workers are not asked to physically support the weight of those that they are assisting to transfer or move. Mechanical and other aids will be used where possible instead.

Where a systemic manual handling hazard is identified, we will:

- assess the effectiveness of the 'no-lifting approach' including its implementation at our workplace;
- ensure that Workers receive training in the correct use of aids and equipment; and
- conduct workplace assessments and modifications where necessary to for example provide suitable space for equipment.

Where a manual handling hazard relates to an individual member we will, at a minimum:

- evaluate and assess the member including their care plan; and
- ensure that the most suitable lifting aid is being used for different tasks such as assisting a member from their bed to chair.

WORK INSTRUCTION – SLIPS, TRIPS AND FALLS

Purpose

The purpose of this work instruction is to identify measures that should be taken to reduce the risk of slips, trips and fall injuries in a member's home.

What are slips, trips and falls?

Slips, trips and falls are a common cause of injury.

Slips, trips and falls are classified as a 'mechanism of injury' that is, how an injury occurred including:

- falls from a height;
- falls on the same level including all slips and trip, even if a fall does not necessarily follow; and
- stepping, kneeling or sitting on objects.

Identify the hazard

We will take all reasonable efforts to identify slips, trips and falls hazards by:

- consulting with our workers to determine where slips, trips and falls occur at our workplace;
- conducting regular workplace inspections and identifying areas of risk or potential risk;
- examining if workers wear appropriate dress and shoes including personal protective equipment; and
- reviewing housekeeping, cleanliness and cleaning methods.

Risk assessment

After we have identified a hazard relating to slips, trips and falls we will assess the level of risk and prioritise key areas to implement control measures.

Control measures

Given the diverse range of potential slip, trip and fall hazards, some possible control measures that we may consider include:

- changing work practices to avoid creating a hazard;
- applying non-slip and reflective tape on floor surfaces and stairs;
- ensuring adequate lighting;
- ensuring the floor surface is in good order and is free from damage, holes or uneven surfaces;
- ensuring that spills and wet floors are dried quickly;
- ensure workers wear appropriate footwear;
- training staff to identify and manage slip, trip and fall hazards; and
- restricting access to areas or equipment that is potentially hazardous.

WORK INSTRUCTION – MEMBER AGGRESSION

Purpose

The purpose of this work instruction is to minimise the risk of workers being hurt by a member, either accidentally or deliberately and identify measures that must be taken to reduce the risk of member aggression.

What is member aggression?

Occupational violence, which is the legal term for aggression encountered in the workplace, has been defined as:

‘any incident in which an employee is abused, threatened or assaulted by fellow employees or by a member of the public [eg a member] in circumstances arising out of the course of his or her employment’.

Occupational violence in an aged care context may also include being a witness to aggression, for example, between members or between members and their families/visitors. ‘Verbal’ aggression can take the form of swearing, insults, threats, gesturing, complaining and continued shouting.

Identify a hazard

We will take all reasonable efforts to identify member aggression hazards by:

- regularly reviewing Incident Reports relating to member aggression;
- conducting ongoing reviews of the physical, personal and social needs of our members; and
- ensuring staff members are assessed for their competence in managing member aggression.

Risk assessment

Once a hazard has been identified we will assess the risk including:

- identifying the frequency, duration and severity of the member aggression usually demonstrated;
- identifying triggers of member aggression; and
- assessing issues with member size or strength in comparison to staff.

Control measures

We will take all reasonable steps to:

- implement measures and train workers on techniques to reduce member restiveness and aggression;
- identify members who have a pattern of engaging in member aggression;
- address the factors that may increase member aggression; and
- implement effective post incident management.

WORK INSTRUCTION – STRESS

Purpose

The purpose of this work instruction is to:

- (a) provide a safe and healthy work environment;
- (b) assist management to identify workers who may be affected by stress; and
- (c) identify measures that must be taken to reduce the risk of and manage stress.

What is stress?

Work-related stress is the natural reaction of people to being put under intense pressure at work over a period of time. It is the physical and psychological response to a 'stressor' – and a stressor can be anything which we find upsetting or frightening, which makes us angry, frustrated or humiliated, anything which brings up negative emotions.

Identify the hazard

Stress becomes a hazard if it adversely impacts on safety and health in the workplace.

We will take all reasonable steps to identify factors in the workplace that cause stress.

In order to gather information about stress in our workplace, we will also, where necessary:

- examine unplanned absence rates;
- review incident reports;
- examine our compensation claims; and
- consult with staff including supervisors.

Risk assessment

We will assess the likelihood of stress causing injury or disease. If the risks are significant, we will put in place controls to eliminate or minimise them.

Control measures

We will use all reasonable efforts to implement stress management strategies which address prevention, early intervention and post-incident management.

We will also:

- provide information to members about how they are expected to behave and the consequences to service provision if these expectations are not met (check that the member clearly understands);
- reviewing organisational and performance management systems; and
- having policies and procedures for managing conflict and workplace harassment.

WORK INSTRUCTION – INFECTION CONTROL

Purpose

The purpose of this work instruction is to assist workers to identify infection control issues and identify measures that should be taken to reduce the risk of infection control.

What is infection control?

Infection control practices aim to prevent infection transmission by limiting the exposure of susceptible members (hosts) to microorganisms (agents) that may cause infection.

Identify the hazard

We will take all reasonable efforts to identify the possible sources of infection control hazards including:

- member equipment;
- wound and skin care;
- continence management;
- management of ‘sharps’;
- food storage and handling;
- infectious and general waste disposal; and
- air conditioning plant.

Risk assessment

We will assess the risk of hazards on a case by case basis. Risk assessments will be performed by a senior staff member with the appropriate skills, who is, trained in assessing infection control, and in consultation with the staff member who routinely carries out the tasks. We will take all reasonable remedial action to address any hazard identified.

Control measures

We will take all reasonable steps to implement prevention mechanisms to control infection, including:

- providing workers with hand hygiene amenities(e.g. alcohol-based hand rub) where hand hygiene amenities are not readily available in a member’s home;
- providing immunisation (as appropriate);
- providing personal protective equipment;
- maintaining a clean, safe environment;
- providing instruction on cough etiquette;
- ensuring aggressive dogs are secured before the worker enters the workplace to prevent animal bites and animal excreta is hygienically cleaned; and
- provide sharps management equipment.
- We will also ensure that we have appropriate:
- incident reporting mechanisms and that they are used and acted on;

- equipment which is well maintained and which staff have been trained to use;
and
- disposal methods.

WORK INSTRUCTION – HAZARDOUS SUBSTANCES

Purpose

The purpose of this work instruction is to assist workers to identify risks associated with hazardous and dangerous substances and identify measures that should be taken to reduce the risk of hazardous and dangerous substance injuries.

What are hazardous substances?

Hazardous substances are defined in terms of their direct health effects on people. Hazardous substances may be one or more of the following:

- dust and fibres;
- gas, vapours, smoke and fumes; or
- chemical substances.

Some hazardous substances are acutely toxic and cause a reaction very quickly. Others build up over repeated exposures over time.

We recognise that hazardous and dangerous substances in our workplace are most likely to be in areas such as the kitchen, laundry, cleaners' store, gardeners' store and the maintenance workshop. We will have effective mechanisms for appropriately disposing of medical waste.

Identify the hazard

We will take all reasonable efforts to identify chemical hazards and we will regularly conduct workplace audits of hazardous substances at our workplace.

Risk assessment

We will assess the risks associated with the use of hazardous substances including:

- reading the MSDS and label for information on risks and safe use practices;
and
- reviewing how and where the substance is being used at our workplace.

Control measures

We will aim to keep exposures to hazardous substances as low as possible. We will where possible, eliminate the hazardous substance from the workplace.

Where elimination is not possible, we will take all reasonable steps to minimise the risk including:

- ensuring that any manufacturer's instructions for use are strictly followed;
- ensuring that hazardous substances are properly stored;
- providing appropriate training to any member of staff who is required to use the hazardous substance; ensuring that all hazardous substances are appropriately labelled;
- implementing appropriate disposal processes for hazardous substances;
- keeping a hazardous substances register that is accessible to everyone who use any of the products on the list;

- regularly maintaining the hazardous substances register and updating it whenever new substances are purchased; and
- ensuring appropriate personal protective equipment is being used when handling or using the hazardous substances.

WORK INSTRUCTION – PLANT AND EQUIPMENT

Purpose

The purpose of this work instruction is to assist workers to identify risks associated with plant and equipment and identify measures that should be taken to reduce the risk of plant and equipment injuries.

What is plant and equipment?

Plant is a term used for all machinery, tools, appliances and equipment. It covers a diverse range of items from office equipment to industrial machinery.

Identify the hazards

We will take all reasonable efforts to identify plant and equipment hazards during routine inspections of the member's home.

Risk assessment

We will promptly assess the risk of each identified hazard. We will, where appropriate, consult with workers during this process to determine priorities.

Control measures

We will take all reasonable steps to:

- the extent possible, avoid use of any electrical equipment owned by the member;
- if the member's equipment is to be used, then it **should** be visually inspected before use, with attention to damaged or missing parts (e.g. frayed leads, faulty switches, exposed wiring) – no equipment should be used with damaged parts;
- ensure that plant and equipment is properly installed;
- ensure that any manufacturer's instructions for use are strictly followed;
- ensure that adequate training opportunities are provided to any member of staff who is required to use the plant and equipment;
- ensure that the plant and equipment is properly maintained and repaired;
- carry out regular routine inspections which will include checks on maintenance schedules and safety operating procedures, as well as the actual physical condition of the equipment.

WORK INSTRUCTION – DRIVING

Purpose

The purpose of this work instruction is to minimise or to the extent possible eliminate the risks associated with driving during a work day and to identify measures that must be taken to reduce the risks associated with driving.

Identify the hazard

We take all reasonable efforts to identify risks associated with driving during the course of work.

Workers who drive during the course of their work may be exposed to the following risks:

- driving when tired
- poorly maintained vehicles (e.g. tyres, brakes, lights)
- noise from driving long distances with windows down
- unrestrained equipment in the vehicle
- driving in poor conditions.

Risk assessment

We will assess the likelihood of risk arising from driving during the course of work. If the risks are significant, we will put in place controls to eliminate or minimise them.

Control measures

We will use all reasonable efforts to implement strategies to minimise or to the extent possible eliminate the risks associated with driving during a work day including:

- reducing driving times and taking breaks
- securing all equipment for transport (e.g. in the car boot or behind a cargo barrier)
- developing a safe driving policy for the organisation, including road rules such as wearing seat belts and mobile phone use
- verifying drivers are appropriately licensed
- ensuring workers transporting dangerous, awkward goods, or people with wheelchairs, are appropriately trained for the task
- encouraging workers not to drive if the road conditions are poor, unclear or unpredictable
- ensuring drivers report defective vehicles and all incidents resulting in injuries or damage
- maintaining a system of recording and monitoring incidents; and
- ensuring vehicles are appropriately maintained, registered and insured