The Crawford Fund Health & Safety Manual

Contents

1   Introduction

1.1   Health and safety in the workplace

The Crawford Fund (**the Organisation**) will do everything reasonably practicable to ensure that workers can undertake their work in a healthy and safe manner. We all play a crucial role in achieving a workplace that is free of injury and illness. The Organisation will work towards achieving this goal by providing workers with the necessary resources.

1.2   Purpose of the Health and Safety manual

The purpose of this Health and Safety Manual is to establish the minimum standards and guidelines that are reasonably practicable for this Organisation to manage the hazards and risks in the workplace. In addition to this manual, the Organisation utilises a Worker Induction Manual and a number of forms to assist in managing health and safety.

These standards will provide greater consistency, certainty and clarity across the Organisation to make it easier to understand health and safety duties and responsibilities.

All workers will be given the opportunity to read this information and are encouraged to participate in following and improving health and safety in the Organisation.

2   Health and safety policy statement

The Crawford Fund 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. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

Through the co-operative efforts of management and workers, we are committed to:

- providing a safe environment for all workers and visitors to our workplace;

- providing and maintaining buildings, equipment and plant in safe working condition;

- supporting the on-going 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.

The focus of The Crawford Fund's health and safety management system is preventing hazards. We will develop 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 the business.

Dr Colin Chartres
Chief Executive Officer

on behalf of The Crawford Fund
March 2020
Review date: March 2021

3 Health and safety responsibilities

3.1 Organisation's responsibilities

The Organisation has a duty to ensure, so far as reasonably practicable, the health and safety at work of all its workers. In particular, it is responsible for:

- providing and maintaining its workplaces in a healthy and safe condition;

- ensuring the safe use, handling, storage and transportation of plant, equipment and substances;

- providing and maintaining systems of work and a working environment that is healthy and safe;

- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace;

- providing adequate facilities for the welfare of workers; and

- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.

3.2 Manager/supervisor responsibilities

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health;

- implementing safe systems of work by ensuring safe products and the systems are utilised;

- maintaining the workplace, plant, machinery and substances;

- implementing the information, training, instruction and supervision for workers;

- identifying and controlling hazards in the workplace;

- ensuring all relevant health and safety laws are complied with;

- utilising the resources provided for health and safety;

- ensuring workplace rules, procedures and systems are reviewed and maintained;

- promoting health and safety in the workplace; and

- maintaining consultation mechanisms.

3.3   Worker responsibilities

Workers are responsible for:

- taking reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions in the workplace;

- co-operating with management to ensure all health and safety obligations are complied with;

- ensuring all health and safety equipment is used correctly;

- using and maintaining the required Personal Protective Equipment (**PPE**);

- reporting any injuries sustained whilst working and seeking appropriate first aid;

- reporting any unsafe conditions, equipment or practices to management, as soon as practicable;

- rectifying minor health and safety issues where authorised and safe to do so;

- co-operating with any health and safety initiative, inspection or investigation; and

- actively participating in any return to work program.

4   Consultation

4.1   Consultation Statement

The Organisation is committed to protecting the health and safety of all its workers. Injury and illness are needless, costly and preventable.
The Organisation will consult with workers regarding the implementation of practices and systems that will ensure the health and safety of workers. Worker involvement at all levels is essential for ensuring a healthy and safe workplace.
The Organisation's health and safety consultation arrangements fall into the generic category of 'Agreed Arrangements'.
The primary medium for consultation is direct dialogue between management and workers. 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 worker to contribute to decisions that may affect their health and safety 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.

4.2   Organisation's responsibilities

The Organisation will consult with workers in relation to:

- identifying hazards and assessing risks arising from the work carried out or to be carried out;

- eliminating or minimising identified risks;

- the adequacy of facilities for the welfare of workers;

- proposed changes that may affect the health and safety of workers, and

- proposed changes to key health and safety policies and procedures, including those relating to consultation, dispute resolution, the monitoring of the health of workers and conditions in the workplace, and the provision of information and training for workers.

4.3   Consultation procedures

i)   Staff meetings

The Organisation recognises the involvement of workers as essential in identifying potential hazards that can be eliminated, or minimised, before injuries occur. To facilitate this, the Organisation will make health and safety an agenda item at regular staff meetings.

Staff meetings will be used to:

- notify and remind workers of health and safety policies and procedures;

- provide a forum for workers to have their say about health and safety issues; and

- maintain awareness of health and safety.

Where required, specific health and safety issues will be raised, accidents reviewed, procedures developed and communicated, and health and safety alerts discussed.
Meetings will be used to induct workers into new or amended health and safety procedures and 'sign off' their understanding of the controls provided for the specific work in which they will be involved.
If a worker is absent from a staff meeting, the worker will be provided with any relevant information and training upon their return to work.

ii)   Noticeboards

A health and safety noticeboard will be positioned in a conspicuous place in the workplace. The noticeboard will display the following:

- the Organisation's **Health and Safety Policy**;

- the Organisation's **Injury Management and Return-to-Work Policy**, which should be reviewed and amended in line with any specific requirements of your workers compensation insurer;

- the workers compensation information summary available from your insurer;

- copies of the Organisation's **Incident and Hazard Report form**;

- a list of designated first aid personnel and their contact details; and

- a list of emergency wardens.

In addition, minutes of the most recent staff meeting should be displayed on the noticeboard.

5   Risk management process

5.1   Introduction

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

In health and safety terms, risk management is the process of identifying situations which have the potential to cause harm to people or property, and then taking appropriate steps to prevent the hazardous situation occurring or the workers being harmed. The Organisation has a health and safety duty to identify and assess any foreseeable hazards that may arise in the workplace.

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 risk management are:

- conducting workplace inspections to identify hazards;

- identifying and assessing hazards on a continuing and ongoing basis;

- controlling risks through systems and other measures;

- recording weaknesses and actioning control measures;

- identifying and correcting non-conformance to policy plans and procedures;

- implementing formal systems to monitor environmental conditions and worker health;

- controlling the storage and handling of hazardous substances; and

- assessing products prior to purchasing to identify potential risks.

5.2   The risk management process

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, this is known as risk assessment; and
Step 3: Deciding what needs to be done to solve the problem, this is known as risk elimination or control.

Risk assessments will be recorded on the **Risk Assessment Record form**.

i)   Hazard identification

Hazard identification aims to determine what hazards exist, so that control measures can be implemented to address the hazard before it causes any harm.

The Organisation will, so far as reasonably practicable, ensure that the workplace is free from hazards that could cause injury or illness to workers.

When identifying hazards, it is important to observe the task and attempt to predict what could go wrong while performing the task. In addition, the Organisation will look at the hazard in the context of the whole system of work. This requires:

- looking at past accidents;

- talking to workers performing the task to find out what they consider as safety issues;

- walking around the work area to see and hear what is happening;

- reviewing any information already available, for example safety data sheets, to see what hazards have already been identified and how these are controlled; and

- thinking creatively about what could happen if something went wrong.

ii)   Risk assessment

Risk assessment involves the evaluation of hazards to determine how likely it is that someone could be harmed by the hazard and how serious any resulting injury or illness could be.
The assessment of hazards will be carried out in consultation with workers.
When assessing hazards, factors that may be contributing to the risk and the likelihood of harm will be considered, including:

- the work premises and the working environment, including its 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 reasonable foreseeable changes in the working conditions and environment.

In addition, information that is already available about the hazard will be considered, including:

- any hazard information supplied with a product or substance such as safety data sheets;

- workers experience with similar risks or from incident/accident data;

- guidance materials available from government health and safety bodies/regulators in relation to particular hazards, processes or work tasks;

- industry codes of practice; and

- relevant Australian Standards.

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 or illness could be.
If a hazard is obvious and the risk of injury or illness is high, action will be taken immediately to control the risk, even if only as an interim measure. Where a control is implemented as an interim measure, research will be conducted to assess the risk thoroughly and decide on more permanent control measures.

iii)   Risk elimination or control

The hierarchy of control measures will be applied to every hazard in the workplace. The focus of this hierarchy is eliminating hazards, or if this is not reasonably practicable, then reducing the risks to the worker.

Where a risk is identified, the Organisation will use the below hierarchy:

- **Level 1** controls provide the highest level of health and safety protection and are the most reliable in preventing harm. They involve eliminating the risk from the workplace, for example, by bringing a job to ground level to avoid risks associated with working at heights;

- **Level 2** controls provide a medium level of health and safety protection, and as such will only be used if a Level 1 control is not reasonably practicable. This may involve:

  o substituting (either wholly or partly) the hazard from the workplace with something that provides a lesser risk. For example, substituting a non-toxic, organic cleaner for a toxic cleaner;

  o isolating the hazard so that no worker is exposed to it. For example, removing power or energy from a malfunctioning piece of equipment, or blocking access to an area of the workplace deemed hazardous; and

  o implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, erecting a guard or barrier to prevent a worker from reaching into machinery whilst it is operating;

- **Level 3** controls provide the lowest level of health and safety protection, and as such will only be used if a Level 1 or Level 2 control is not reasonably practicable. These controls will be used in conjunction with a level 2 control to reduce the risk. This may involve:

  o implementing administrative controls to reduce the exposure of workers to the remaining risk. For example, training everyone to work safely, writing a safe work method statement, rotating the work or managing the time workers are exposed to the risk; and

  o providing PPE in conjunction with other Level 2 and Level 3 controls.

6 Incident and injury reporting

6.1 Introduction

The reporting of incidents and injuries is essential for the identification of hazards in the workplace. Depending on the nature of an incident or injury, there may also be a legal obligation to report this to a state regulatory body.
To ensure compliance with these obligations, incidents and injuries will be reported in accordance with the below procedures.

6.2 Reporting requirements

All incidents resulting in or with the potential for injury or property damage will be reported. Investigations of incidents will be undertaken at a level consistent with the actual or potential for injury/damage, with the goal of preventing future occurrences.

i) Internal reporting and investigation procedures

Minor injuries which require no treatment, or first aid treatment only should be recorded on the **Register of Injuries**.
An incident, injury, illness or near miss that requires (or has the potential to require) medical treatment should be reported on the **Incident and Hazard Report form**. This should be done as soon as possible by the affected worker (or delegate) and no later than 24 hours after the event.
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.
Reported incidents and injuries will be promptly investigated by appropriate management. The investigation will identify the causes of the incident and assess any hazards that need to be controlled. Management will discuss the incident with relevant workers and decide on suitable risk controls to be implemented using the risk management process.
The investigation and corrective actions are to be summarised on the **Incident and Hazard Report form**.

ii) External reporting requirements

The Organisation will notify the relevant state health and safety regulator immediately by phone of any dangerous or notifiable incident and will secure and not interfere with the incident site. Where required notice in writing shall be provided within 48 hours of the event. *A dangerous or notifiable incident is:*

- an incident involving the *death of a worker*;
- an incident involving a serious injury or illness of a worker; or
- an incident otherwise considered a *dangerous incident*.

A *serious injury or illness* of a worker means an injury or illness requiring the worker to have:

- immediate treatment as an in-patient in a hospital; or

- immediate treatment for:

    o the amputation of any part of his or her body;

    o a serious head injury;

    o a serious eye injury;

    o a serious burn;

    o the separation of skin from an underlying tissue (such as degloving or scalping);

    o a spinal injury;

    o the loss of a bodily function;

    o serious lacerations; or

- 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 health and 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.

In addition, the Organisation will notify its workers compensation insurer within 48 hours of any injury or illness that has the potential to result in a worker's compensation claim.

6.3 Incident notification

One of the most important initial actions to any accident or incident is to notify those who's input, support and resources may be required to ensure the injured worker is cared for, legislative obligations are met, and effective investigation and control measures established.

As little time as possible will be lost between the time of the accident or incident and the beginning of the response.

For significant injuries, fatalities and incidents notifiable to the authorities, management will arrange, without delay, to contact and advise the following as applicable:

- directors/other management as soon as possible following the event and not more than 24 hours after the event;

- return to work coordinator and workers compensation claims officer;

- workers compensation insurer;

- the police, where there has been a fatality;

- trauma debriefing service;

- group insurance manager (if a contractor or member of the public is injured or private property damage is sustained); and

- next of kin (either the workers manager or supervisor should communicate this information).

7 Injury management and return-to-work

7.1 Introduction

The Organisation is committed to the return to work of workers suffering a workplace related injury or illness. As part of this commitment, it will:

- prevent workplace injury and illness by providing a safe and healthy working environment;

- participate in the development of an injury management plan where required and ensure that injury management commences as soon as possible after a worker is injured;

- support injured workers and ensure that early return to work is a normal expectation;

- provide suitable duties for injured workers as soon as possible;

- ensure that injured workers (and anyone representing them) are aware of their rights and responsibilities – including the right to choose their own doctor and rehabilitation provider, and the responsibility to provide accurate information about the injury and its cause;

- consult with workers and, where applicable, unions to ensure that the return-to-work program operates as smoothly as possible;

- maintain the confidentiality of records relating to injured workers; and

- not dismiss a worker as a result of a work related injury within six months of becoming unfit for employment.

7.2 Procedures

To support the above, the Organisation has established the below procedures:

i) Notification of injuries

All injuries must be notified to management as soon as possible.
All injuries will be recorded in the **Register of Injuries**.
The Organisation's workers compensation insurers will be notified of any injuries that may require compensation within 48 hours.

ii) Recovery

All injured workers will receive appropriate first aid or medical treatment as soon as possible. Injured workers will be permitted to nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning return to work.

iii) Return to work

A suitable person will be arranged to explain the return to work process to injured workers. Injured worker will be offered the assistance of an accredited rehabilitation provider if it becomes evident that they are not likely to resume their pre-injury duties or cannot do so without changes to the workplace or work practices.

iv) Suitable duties

An individual return to work plan will be developed when injured workers are, according to medical advice, capable of returning to work.
Injured workers will be provided with suitable duties that are consistent with medical advice and are meaningful, productive and appropriate to the worker's physical and psychological condition.
Depending on the individual circumstances of injured workers, suitable duties may be at the same workplace or a different workplace, the same job with modified duties or a different job, and may involve modified hours of work.

v) Dispute resolution

If disagreements about the return to work program or suitable duties arise, the Organisation will work with injured workers and their representatives to try to resolve the issue.
If all parties are unable to resolve the dispute, the Organisation will seek to involve the workers compensation insurer, an accredited rehabilitation provider, the treating doctor or an injury management consultant.

vi) Contacts

The Organisation's workplace contact for return-to-work is:

Name:	Organisation:	Contact details:
Lilian Mellink	The Crawford Fund	02 6280 8611

8 Emergency procedures

8.1 Introduction

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

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

8.2 Emergency plans

The Organisation will ensure the workplace has procedures in place to address emergency situations.

Where necessary, emergency personnel will be nominated, trained and ready to act in an emergency. Training of such personnel may include attendance at emergency procedure training conducted by the building owner.

Where an emergency does arise, these emergency personnel will be responsible for taking control of the situation and ensuring all workers are evacuated from the workplace in accordance with the workplace emergency procedures.

Emergency evacuation exercises will be conducted annually to test emergency procedures. All workers will be required to participate in these emergency evacuation exercises.

These emergency plans will be communicated to new starters as part of the induction process.

i) Medical emergencies

In the event a medical emergency arises, and someone requires emergency medical attention, the following procedure will be adopted:

- the situation will be assessed to ensure personnel safety;

- help will be summoned from others in the immediate vicinity, or a nominated first aid officer. The affected worker will not be left unless it is unavoidable; and

- the alarm will be raised, and emergency services contacted. Clear instructions will be provided to emergency services on:

  o the location of the worker and directions to the workplace;

  o the details of casualty (type of injury, age and condition of worker); and

  o the time of injury or illness.

ii) Bomb threat

In the event a bomb threat is received, the following procedure will be adopted:

- the worker receiving the bomb threat by telephone should not hang up, but instead should stay on the phone and take notes of the conversation;
- the caller should be kept on the line for as long as possible, and asked to repeat the information provided and for additional information about the threat;
- where possible, someone else should listen in to the call; and
- management, and any building security/management, should be contacted to evaluate whether an emergency evacuation is required.

If an evacuation is ordered in response to a bomb threat, all workers 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 floor warden, building security or the attending emergency services.

iii) Fire

In the event a worker discovers a fire, the following procedure will be adopted:

- the worker should assess the situation and the safety of anyone in the immediate vicinity;
- the worker should immediately call for help or operate the nearest fire alarm;
- where it is safe to do so, the worker should attempt to put out the fire with a nearby fire extinguisher, aiming the extinguisher at the base of the flame; and
- if it is not safe to do so, the fire increases in size, or the extinguisher runs out, the worker should evacuate to the nearest evacuation assembly point.

In the event a fire alarm is sounded, the following procedure will be adopted:

- management staff will contact emergency services;
- all workers should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point; and
- any missing worker will be reported to a fire warden or emergency services.

Fire exits will always be kept clear from obstruction. All workers must know their evacuation route and assembly point in case of fire.
At all times workers should remain calm. Workers should not run, panic or take belongings with them when evacuating. The building will not be re-entered until it has been cleared as safe to do so by a fire warden or emergency services.

8.3 Incident report

Where the workplace is affected by an emergency, the Organisation will complete an **Incident and Hazard Report form** as soon as reasonably practicable to identify the causes of the emergency, any control measures that can be implemented to prevent re-occurrence and improvements to the above emergency procedures.

9   First aid

9.1   Introduction

First aid is the emergency care of sick or injured persons.
The Organisation is committed to providing a first aid service which satisfies its obligations under health and safety legislation.

9.2   First aid kits

When considering how to provide first aid, the Organisation will consider all relevant matters including:

- the nature of the work being carried out in the workplace;
- the nature of the hazards in the workplace;
- the size, location and nature of the workplace; and
- the number and composition of workers in the workplace.

First aid kits provided in the workplace will:

- be constructed of hardy material, and if appropriate, be capable of being locked (the key being easily accessible in cases of emergency);
- 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 first aid equipment and resources in appropriate quantities;
- be audited on a regular basis and contents replenished as required; and
- be kept clean.

The first aid kit will have attached to the inside of the lid:

- an inventory of the first aid equipment and resources which the kit is required to contain;
- a cardiopulmonary resuscitation (CPR) flow chart; and
- a **Register of Injuries form**, or instructions on where to obtain this form.

9.3 First aid personnel

A first aid officer will be appointed to be in charge of the first aid kit and will be readily available to render first aid when necessary.
A notice will be displayed in a prominent position near the first aid kit clearly showing:

- the name and telephone number (if applicable) of the appointed first aid officer/s; and

- the place where each first aid officer is normally located in the workplace.

In addition, first aid personnel will also be highlighted on the internal office extensions list.
As a low risk workplace, the Organisation will designate at least one first aider for every 50 workers engaged in the workplace.

9.4 Additional first aid personnel

The Organisation will consider the following factors in determining whether additional first aid officers are required:

- the maximum number of workers in the workplace at any one time;

- the nature of the work being carried out in the workplace, in particular whether workers are at

  a risk of being exposed to hazards that could require immediate first aid treatment;

- the location and proximity of the workplace to emergency services;

- the way in which work is arranged and the access each worker has to a first aider; and

- any other factors that indicate that additional first aiders may be needed (for example, engaging workers on shift work, seasonal work, number of other persons in the workplace and industry specific hazards).

9.5 Register of injuries and treatment

The Organisation will provide and maintain a workplace **Register of Injuries**. Management will ensure the details of any workplace injury or illness are recorded on this register.
The register of injuries will:

- be kept in a readily accessible area of the workplace;

- be made available for inspection when requested by an authorised inspector; and

- be kept for at least five years after the date of the last entry made in it.

9.6 Incident response

The Organisation will take all steps necessary to provide emergency rescue and medical help to workers suffering a workplace related injury or illness.

Where an injury or illness requires immediate urgent attention, an ambulance will be called. When calling an ambulance, clear concise information will be relayed identifying the workers location and severity of the injury or illness.

Where the injury or illness requires the worker to leave the workplace for medical treatment, management will accompany the affected worker to provide all appropriate assistance. Where management are unavailable, another worker should accompany the affected worker, especially if there are concerns about the workers ability to travel.

Management will take any actions that will prevent or minimise the risk of further accidents, injury or property damage. For example, the accident site or equipment involved will be secured rendering it safe.

10 Health and safety training

10.1 Introduction

The Organisation will provide the necessary health and safety training to ensure that work can be performed in a healthy and safe manner in the workplace.
Training will focus on the hazards and risks associated with the work, along with the control measures required to ensure the health and safety of the workers.

10.2 Aims of health and safety training

The Organisation's commitment to health and safety training is communicated through the **Health and Safety policy**.
Health and safety training is conducted to ensure that:

- appropriate health and safety information, instruction, training and supervision is provided to all workers;

- health and safety competencies for all workers are identified and reviewed and the appropriate training provided;

- health and safety competencies of contractors, labour hire employees, volunteers and visitors are assessed prior to engagement; and

- workers receive training in the health and safety requirements appropriate to their position and tasks (including re-training where necessary).

Records of training conducted will be retained by the Organisation.

10.3 Health and Safety training provided

The Organisation will provide the following:

- health and safety inductions for all workers;

- first aid training for nominated first aid officers;

- emergency evacuation training for nominated fire wardens;

- training on health and safety obligations for officers;

- risk management training for workers; and

- skill training for plant and equipment.

A record of training will be kept using the **Skill Matrix form**, detailing when a worker was trained, and if required, when the skill expires, and retraining is required. For example, CPR refresher training is required every year and first aid training is required every three years.

11 Inspection and testing

11.1 Introduction

A requirement of health and safety legislation is to inspect and/or test particular equipment and processes.
The Organisation will conduct inspections and testing in accordance with health and safety legislation as part of the ongoing management of hazards in the workplace.

11.2 Requirements for inspection and testing

This Organisation will inspect and/or test the following:

- the workplace – site inspection – every 6 months;

- portable electrical appliances – as per the risk assessment;

- emergency procedures – at least once a year; and

- plant and equipment – before every use and as per the manufacturer's recommendations.

A risk assessment will determine the frequency of the inspections if no prerequisite time frame exists.

12 Contractor health and safety management

12.1 Introduction

When the organisation engages contractors in a "contract for service", it is important to determine the health and safety responsibilities of both parties.

Where a single or small number of contract staff are going to work in a situation where it is desirable to supervise them directly, then you should assume all of the safety responsibilities of an employer. The principal employer still cannot delegate away their safety responsibilities so in consultation agree upon the respective duties that each organisation has to these workers. Ensure to document these arrangements.

In other circumstances contractors will be engaged in a project management style role and your organisation will not be in a position to directly manage their work activities. This will require different arrangements between the organisations and the following information will assist you to implement this.

During the selection process for a contractor you must determine whether that organisation can meet your safety expectations and ensure the well-being of their workers; any of your direct employees that may encounter them during normal work activities; members of the public; and any other infrastructure or aspects of your actual worksite.

The form for the Contractor OHSW Management Plan provides a template for contractors to complete if they are yet to formalise their health and safety management system and will otherwise find it difficult to present you with the evidence of their safety performance.

This plan also provides the Contractor Site Documents for the contractors to complete and keep onsite so that your workers can monitor their safety performance during the period of engagement. This also provides you with a template that you can also use to submit evidence when seeking contract work for your own organisation.

The Spot Check form is a tool for your site and project managers, contract managers and superintendents to use to facilitate monitoring of the contractor's compliance with their own stated systems and safety performance standards.

12.2 Organisation's responsibilities

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 is responsible to ensure:

- that any contractors can provide evidence of their safety management arrangements that includes their safety arrangements for the activities undertaken by them. Also that any unsafe work will be stopped until it is resolved to your satisfaction – see Contractor OHSW Management Plan;

- any contract for the engagement of contractors stipulates that safety performance is a condition of engagement that will be monitored and evaluated;

- provide prospective contractors with enough information during the tendering/application process so they can respond to the identified hazards associated with the specific work to be performed;

- evaluate the documentation that is provided to you in the prequalification (or other selection) process and use this as a selection criterion for the engagement of contractors;

- where practicable utilise a preferred contractor system to ensure that any contractors engaged by your contract managers are selected from this list and therefore already assessed as having appropriate health and safety management practices;

- once engaged provide access to the proposed worksite to undertake specific risk assessments in the form of Safe Work Method Statements (SWMS), before work commences – see **Contractor Induction;**

- evaluate the SWMS for accuracy and appropriateness;

- implement a consultation schedule (safety meetings and feedback opportunities) and ensure the contractor understands how you will monitor their safety performance – see Contractor Site Documents and Contractor Spot check and CAR (corrective action plan);

- communicate the safety requirements and expectations of your contractors to your site or project managers, contract managers and superintendents with an agreed schedule for unannounced spot checks on site;

- wherever an issue is identified on site, issue a corrective action plan or CAR, to the site representative and nominated contractor safety contact person. Reach agreement about the corrective actions that are required and monitor for close out; and

- in the event that an unsafe work practice places any individual in immediate risk the work activity must be stopped immediately until it is resolved.

12.3 Worker responsibilities

- When managing or superintending contractors:

- ensure that you are familiar with the contents of the contractors Health and Safety Management Plan;

- undertake monitoring activities as per the agreed schedule;

- utilise the Spot Check template and always ensure contractors maintain their schedules and make them available to you at all times at the site of their works;

- report any safety observations that concern you to management;

- take immediate action to halt any work that is unsafe and poses an immediate threat to the safety and wellbeing of any persons;

- provide an evaluation of the contractors safety performance to management at the conclusion of the contracted works; and

- demonstrate positive safety behaviours and compliance with your own organisation's safety arrangements and instructions.

13 Drugs and alcohol

13.1 Introduction

The misuse of drugs or alcohol by workers can affect their health or safety, as well as that of others (including other workers and members of the general public). Drug and alcohol misuse can also have an adverse effect on work performance, behaviour or attendance at the workplace.
The Organisation is committed to ensuring the health, safety and welfare of all workers and to preventing and reducing harm associated with being impaired by drugs or alcohol at work.

13.2 Manager/supervisor responsibilities

Managers/supervisors are responsible for assessing the risks associated with workers who are under the influence of drugs or alcohol in the workplace, and taking appropriate action to ensure these risks are managed.
This will include:

- directing any worker reasonably suspected of being under the influence of drugs or alcohol away from the work area;

- where necessary, instructing any worker accused of being under the influence of drugs or alcohol to attend a medical practitioner nominated by the Organisation for the purpose of undertaking a drug and alcohol test;

- where necessary, arranging for on-site testing of any worker accused of being under the influence of drugs or alcohol;

- arranging transport home for any worker accused of being under the influence of drugs or alcohol;

- counselling workers who are found to be in breach of these guidelines;

- authorising appropriate assistance for a worker whose performance is affected by drugs or alcohol;

- initiating the appropriate disciplinary processes where any breach of this policy is identified; and

- ensuring day to day compliance with this policy and any other necessary requirements to ensure health and safety in the workplace.

13.3 Worker responsibilities

Workers are responsible for:
- ensuring they are fit for duty at all times whilst working;

- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently;

- complying with statutory limits for blood alcohol and drug content whilst driving any motor vehicle, or operating any machinery, in or in connection with the performance of their duties;

- questioning their doctor or pharmacist as to the potential effects or side effects when using any prescription or over-the-counter medication, and whether they are still able to perform their job safely (including driving, where applicable);

- notifying management when using any prescription or over-the-counter medication that may impair their ability to safely and effectively perform their job;

- ensuring they do not use, possess or distribute any alcohol, drugs or medication of any kind whilst at work, nor use the Organisation's resources to do so at any time; and

- notifying management if they suspect another worker or visitor to be adversely affected by alcohol, drugs or medication of any kind.

In addition, when working on client sites or at any other place of work, workers must comply with any site specific drug and alcohol policies.
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 management 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.

14 Office safety

14.1 Introduction

There are a variety of hazards that may arise in an office environment. Controlling these hazards will help to promote the health and safety of workers.

14.2 Common hazards

i) Desk/workstation ergonomics

A well-designed desk/workstation can eliminate health and safety hazards.

The Organisation will ensure, as far as reasonably practicable, that the risks associated with desk/workstation ergonomics in the workplace are controlled. The process of controlling desk/workstation ergonomic risks will be determined in consultation with the workers who are required to utilise a desk/workstation.

Specific areas of focus will include the workers chair, lighting and noise, the position of the screen and the keyboard.

The attached **Appendix 1** outlines specific guidelines for desk/workstation ergonomics. This will be utilised in conjunction with the **Ergonomic Checklist** to ensure health and safety.

ii) Furniture

The Organisation will ensure, as far as reasonably practicable, the risks associated with office furniture are controlled. This will include ensuring:

- office furniture is fit for purpose;

- protruding keys are not left in filing cabinet locks;

- filing cabinet and desk drawers are operated using the handles;

- drawers are not left open; and

- furniture is arranged so as to avoid trip hazards and obstacles.

iii) Passageways and storage

Large objects or groups of people standing around blocking doorways and passageways increases the likelihood of bumps and knocks as vision is blocked and space is tight.
To control these risks, the Organisation will ensure, as far as reasonably practicable, that:

- doorways and passageways (in particular, emergency exits) are free of obstruction at all times;

- any area where people walk up and down is sufficiently wide;

- fire extinguishers, fire hydrants, fire alarms and emergency exits are kept free from obstruction;

- items are stored in appropriate areas;

- heavy objects are stored near floor level and appropriate equipment is used to reach objects at height (for example, a stepladder); and

- toxic chemicals are not stored in or near the office.

iv) Floors

The Organisation will ensure, so far as reasonably practicable, that floors do not have objects that can cause slips, trips or falls.
Extension cords and other wires that may cause injury and will be secured to the floor or relocated to prevent trip hazards.
Likewise, small items (including litter) left lying on the floor will be removed immediately.

v) Kitchen

Kitchens within the workplace should be kept clean and tidy.
The Organisation will ensure, so far as reasonably practicable, that the following will be regularly cleaned, inspected and maintained:
- microwaves;

- fridges;

- electric kettles and other electrical equipment; and

- knives and sharp objects.

15 Working from home

1.1 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.

The Organisation must approve all work undertaken from home. The Organisation will only allow for work to be undertaken from 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 from home will be addressed via a risk management approach.

The policies and procedures detailed in this **Work Health and Safety Manual** detail how the Organisation manages hazards and risks in the workplace, including those hazards and risks associated with working from home.

1.2 Identifying hazards Associated with Working from Home

When working from home, hazards can be identified by:

- completing the WHS Working from Home 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 from 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 from 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 from 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.

i)   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 from home.

1.3   Assessing Hazards associated with working from 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.

1.4   Controlling Hazards Associated with Working from Home

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

1.5   First Aid

The Organisation will ensure that workers who are working from home have access to a first aid kit and a trained first aid officer. 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.

1.6   Consultation

The Organisation is committed to providing all workers with the opportunity to express their views and contribute to the resolution of health and safety issues that affect them.

As such the Organisation will consider the use of email and phone calls as a suitable medium for consulting with workers who are working from home.

1.7   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 from home. The emergency plans detailed in the Emergency Procedures Policy apply to those workers who are working from home. Furthermore, emergency evacuation exercises will be conducted annually to test the emergency procedures.
Where working from 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.

1.8   Workplace Inspections

The Organisation will conduct inspections as part of the ongoing management of hazards in the workplace.
- When the home is first used as a workplace, the worker will undertake an inspection using the **WHS Working From Home Checklist** and the **Permanent Worksite Inspection Checklist**. Inspections will continue to be undertaken by the worker at last once every six months. Completed checklists are to be provided to the workers manager.

16 International travel safety

16.1 Introduction

International travel can present a range of hazards to workers including exposure to diseases not common in Australia, political unrest and civil disturbance, weather events, limited communication and emergency response.

Risks associated with international travel will be addressed via a risk management approach. WHS legislation requires employers to be accountable for the health and safety of their workers regardless of whether they are working in Australia or overseas.

16.2 Identifying International travel hazards

International travel hazards can be identified by:

- reviewing the information provided by Department of Foreign Affairs and Trade on the **Smart Traveller** website;

- consulting with workers who have recently visited proposed destinations;

- workers consulting with their general medical practitioners to identify any specific medical issues which may increase their risk of ill health or incident when travelling; and

- completing the **Travel Risk Assessment Form**.

The **Travel Risk Assessment Form** is a tool that enables users to gather information on the hazards and risk associated with the intended travel and can assist in the risk assessment process. Part 1 of the tool is designed to enhance situational awareness for the traveller, while Part 2 assists employer representatives assess risk. In assessing and analysing the intended travel this tool may be used to complement your own Organisation's risk management framework.

16.3 Assessing international travel Hazards

As part of the risk management approach, the Organisation has an obligation to ensure that any international travel that poses a risk of injury to workers is assessed to determine the seriousness of these hazards.

In assessing risks arising from international travel, the following factors should be taken into account:

- the current and predicted political climate at the time of travel;

- the worker's specific medical history and any advice provided by their medical practitioner regarding health risks and travel;

- the level of health threat from and the types of disease at the destination;

- the availability of vaccinations or medication to deal with disease outbreaks

- the level of communication available to the traveller; and

- the availability and suitability of emergency response.

16.4 Controlling international travel Hazards

The Organisation will ensure, as far as reasonably practicable, that the risks associated with international travel in the workplace are controlled. The process of controlling international travel risks will be determined in consultation with the workers who are required to carry out the task.
In the event that international travel have been assessed as a risk, the Organisation will:
- complete a travel risk assessment for all overseas travel, even short-term travel to locations considered low-threat;

- understand the threat profile of all travel destinations and establish effective ways of monitoring and controlling these risks;

- ensure crisis and emergency plans are established, regularly rehearsed, validated and understood by all workers;

    o at a minimum, the Organisation will ensure the following in response to an emergency involving their workers deployed overseas:

        ▪ know where workers are at any given time whilst overseas;

        ▪ have in place alternate means of contacting workers deployed overseas in the event of a breakdown in local communication networks;

        ▪ know how to contact and support the next of kin and other family of workers overseas;

        ▪ have plans in place for delivery of routine and emergency medical services to all workers overseas;

        ▪ have in place plans to facilitate the travel of workers to the nearest safe location; and

- regularly review the risk profile of overseas operations;

- arrange for workers to consult with their general medical practitioner to identify any specific medical issues which may increase their risk of ill health or incident when travelling and identify ways to control such risks, which may include vaccinations; and

- ensure that workers are provided with suitable personal protective equipment, such as mosquito repellent.

17   Manual handling

17.1   Introduction

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.
Hazardous manual handling tasks in the workplace will be addressed via a risk management approach.

17.2   Identifying manual handling hazards

Manual handling hazards can be identified by:

*   observing how workers perform their tasks,

*   reviewing injury and incident records; and

*   consulting with the workers carrying out the tasks.

17.3   Assessing manual handling risks

As part of the risk management approach, the Organisation has an obligation to ensure that any manual handling tasks that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.
In assessing risks arising from manual handling tasks, the following factors should be taken into account:

*   the actions and movements adopted by workers in performing manual handling tasks;

*   the layout of the workplace and workstation;

*   the position and posture adopted by workers carrying out manual handling tasks;

*   the duration and frequency of manual handling tasks performed by workers;

*   the location of loads and distances moved manually;

*   the weights and forces of loads that are manually handled;

*   the characteristics of loads and equipment available to assist in manual handling tasks;

*   the skills and experience of workers who are performing manual handling tasks, along with any special needs or requirements they may have;

- any clothing (including protective clothing) that is available or worn whilst performing manual handling tasks; and

- any other factors considered relevant to the workers.

This risk assessment process is to be carried out in consultation with the workers who are required to perform the manual handling tasks. Representatives of workers, such as health and safety committee members or representatives, will also be consulted.
In assessing manual handling risks in the workplace, the **Manual Handling Risk Assessment Statement form** will be utilised.

17.4 Controlling manual handling risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with manual handling tasks in the workplace are controlled. The process of controlling manual handling risks will be determined in consultation with the workers who are required to carry out the task.
In the event that a manual handling task has been assessed as a risk, the Organisation will:

- 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 of a manual handling task is not possible, the Organisation will:

- provide mechanical aids, worker protective equipment and/or arrange for team lifting in order to reduce the risk; and

- ensure that workers receive appropriate training in safe methods of manual handling appropriate for the tasks identified, and in the correct use of mechanical aids, protective equipment and group lifting procedures.

18 Hazardous chemicals

18.1 Introduction

Hazardous chemicals are chemicals that have the potential to harm the health and safety of any person in the workplace.
This procedure will help to ensure that all relevant workers are informed about hazardous chemicals and exposures to prevent disease and injury to the workers involved in using any hazardous chemical.

18.2 Safety data sheets and registers

The Organisation will maintain a current Safety Data Sheet (**SDS**) issued within the last five years for all chemicals to be used.
Before a chemical is used for a work activity, the Organisation will review the SDS to determine if the chemical is classified as hazardous.
All workers involved in the use of chemicals classified as hazardous will be provided with information and training to allow safe completion of the required task.
No chemicals will be brought to the workplace without a current SDS. Copies of the SDS will be kept in the area where the chemical is used.
Management will maintain the **Register of Chemicals** for all chemicals used by the Organisation.

18.3 Identifying hazardous chemical risks

The manufacturers' SDS and labels of all chemicals will be checked prior to use to determine whether the chemical is either hazardous or dangerous, or both.

Likewise, the risks associated with storing hazardous chemicals will be considered.

18.4 Assessing hazardous chemical risks

As part of the risk management approach, the Organisation has an obligation to ensure that any chemicals that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.
In assessing risks arising from chemicals, the following factors will be taken into account:

- the nature of the chemical;
- the label and/or a current SDS for the chemical;
- the uses of the chemical; and
- the potential for exposure to the chemical, including through direct skin contact, inhalation, etc.

18.5 Controlling chemical risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with hazardous chemicals are controlled. The process of controlling hazardous chemical risks will be determined in consultation with workers.

In the event that chemicals have been assessed as a risk, the Organisation will:

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

- substitute the hazardous chemical 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 chemicals 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 of chemicals, being prepared for spills etc;

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

- provide PPE such as gloves, safety glasses etc as a secondary measure to supplement the other controls outlined above.

18.6 Storage of hazardous chemicals

The Organisation will determine safe storage requirements for hazardous chemicals in conjunction with the SDS and the risk assessment.

In storing hazardous chemicals, the Organisation will ensure that:

- incompatible hazardous chemicals are not stored together;
-
- placards and signage are located on the outside of storage areas and site perimeters as required by the relevant health and safety laws and/or Australian Standards;
-
- appropriate fire protection and other emergency equipment are provided (for example, first aid equipment, emergency eye wash and safety showers);
-
- adequate lighting and ventilation are provided in areas where hazardous chemicals are stored and/or decanted;
-
- hazardous chemicals are not used or stored in proximity to any water or where they can potentially be released to water, such as via storm water drains;
-
- all containers of hazardous chemicals are in good condition with no damage/corrosion or leaking contents; wherever possible, hazardous chemicals will be stored in their original containers,

labelled as supplied. When transferring chemicals or keeping them in other containers, these new containers must be compatible, suitable for the purpose and labelled. Containers, lids, caps and seals will be checked regularly for deterioration and containers replaced when necessary. Food and drink containers will not be used to store hazardous chemicals under any circumstances; and

- storage requirements for the specific hazardous chemicals will be detailed in the risk assessment.

DANGEROUS GOODS & COMBUSTIBLE LIQUIDS STORAGE COMPATIBILITY CHART

Class or Subsidiary Risk	Flammable Gases	Non Flammable Gases	Toxic Gas	Oxidizing Gas	Flammable Liquid	Flammable Solid	Spontaneously Combustible	Dangerous When Wet	Oxidizing Agent 5.1	Organic Peroxide 5.2	Toxic	Corrosive
FLAMMABLE GASES	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
NON TOXIC NON FLAMMABLE GASES	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
TOXIC GAS	SEGREGATE At least 3m	OK TO STORE TOGETHER	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING GAS	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
FLAMMABLE LIQUIDS + COMBUSTIBLE LIQUIDS	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 5m	SEGREGATE At least 3m
FLAMMABLE SOLID	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	ISOLATE	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES
SPONTANEOUSLY COMBUSTIBLE	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	OK TO STORE TOGETHER	SEGREGATE At least 5m	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
DANGEROUS WHEN WET	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	OK TO STORE TOGETHER	SEGREGATE At least 5m	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 5m
OXIDIZING AGENT	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	KEEP APART	SEGREGATE At least 5m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	ISOLATE	SEGREGATE At least 3m	SEGREGATE At least 3m
ORGANIC PEROXIDE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	ISOLATE	OK TO STORE TOGETHER	ISOLATE	SEGREGATE At least 3m
TOXIC SUBSTANCES	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 3m	ISOLATE	OK TO STORE TOGETHER	SEGREGATE At least 5m
CORROSIVE	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 5m	SEGREGATE At least 3m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES	SEGREGATE At least 3m	SEGREGATE At least 5m	SEGREGATE At least 3m	SEGREGATE At least 3m	SEGREGATE At least 5m	MAY NOT BE COMPATIBLE CHECK MSDS AND NOTES

19   Motor vehicles

19.1   Introduction

Operating motor vehicles is a normal part of the Organisation's activities.
Where travelling in the course of duties, the motor vehicle is considered to be a workplace and the Organisation recognises it has health and safety obligations in respect of this.
Risks associated with operating a motor vehicle in the workplace will be addressed via a risk management approach.

19.2   Identifying Motor Vehicle Hazards

Motor vehicle hazards can be identified by:

- reviewing the tasks associated with motor vehicles;
- observing how workers perform their tasks;
- reviewing any documentation regarding use that is provided by the motor vehicle manufacturer or that is otherwise available;
- checking workplace specific documentation regarding the motor vehicle, for example pre-start checklists; and
- consulting with the workers carrying out the tasks.

19.3   Assessing Motor Vehicle Hazards

As part of the risk management approach, the Organisation has an obligation to ensure that any motor vehicle operations that pose a risk of injury to workers are assessed to determine the seriousness of these hazards.
In assessing risks arising from motor vehicles, the following factors should be considered:

- the size, type and condition of motor vehicles in use;
- the licensing requirements for motor vehicle use;
- the distances and recommended driving times of trips;
- loading and restraining of loads;
- road and traffic conditions; and
- services and amenities on route for refuelling, rest breaks, break downs and emergencies.
  -

In addition, any legislative requirements regarding the use of the motor vehicle (including prescribed work, rest, driver fatigue and work diary requirements) will be considered.

19.4 Controlling Motor Vehicle Hazards

The Organisation will ensure, as far as reasonably practicable, that the risks associated with motor vehicles in the workplace are controlled. The process of controlling motor vehicle risks will be determined in consultation with the workers who are required to carry out the task.
Only authorised persons will be permitted to operate the Organisation's motor vehicles. The Organisation will put in place systems to ensure that authorised persons are appropriately licensed to drive such motor vehicles, and that the motor vehicles being driven are registered and insured in accordance with the relevant legislation. Photocopies or other records of these checks with be retained.
In the event that motor vehicle operations have been assessed as a risk, the Organisation will:

- comply with any legislative requirements relating to the use or operation of motor vehicles, for example by scheduling trips to ensure that prescribed work, rest, driver fatigue and work diary requirements are adhered to and ensuring workers have the appropriate licences, certificates and training to operate the motor vehicle. Details of this will be recorded in the **Skills Matrix**;

- ensure that workers are aware of and adhere to trip schedules;

- ensure that the motor vehicle is appropriate for the task;

- ensure that drivers are familiar with the motor vehicle they are required to operate and the safe operation of this;

- ensure that the motor vehicle is inspected, tested and maintained in accordance with the manufacturer's requirements;

- provide mechanical aids where possible to reduce manual handling tasks associated with motor vehicle operations, or otherwise train workers on appropriate manual handling techniques (in particular when loading/unloading the vehicle) and safe operating loads; and

- provide instruction and training to workers on this policy and associated procedures.

20   Remote/isolated work

20.1   Introduction

Remote work can be performed by workers who are off-site, or by workers travelling in the course of their duties. It can also be work that is isolated from the assistance of others because of the location, time or nature of the work being performed. It includes workers who are working by themselves or in isolated areas.
Remote workers can face higher levels of exposure to hazards than workers in a controlled environment. In addition, remote workers may not have the same access to support and emergency services.

20.2   Assessing remote work risks

As part of the risk management approach, the Organisation has an obligation to ensure that any remote work that poses a risk of injury to workers is assessed to determine the seriousness of these hazards. This will include determining:

- whether there is a possibility of exposure to violence or aggressive customers;

- how long the worker be working alone for; and

- what forms of communication the worker has access to.

20.3   Controlling remote work risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with remote work are controlled. The process of controlling remote working risks will be determined in consultation with remote workers.
In the event that remote work has been assessed as a risk, the Organisation will:
- provide a mobile phone or cover the cost of a mobile phone for the remote worker. Where the provision of a mobile phone is not practical (for example, because the remote worker is working on a site where mobile phones cannot be used), the Organisation will consider alternatives such as satellite phones, digital two way radios, GPS tracking devices, pagers or land line phones;

- agree on arrangements for how frequently remote workers should call in. This may be at the start and end of each shift, at pre-set four hourly intervals, or as often as reasonably required based on the nature of work being performed; and

- ensure that appropriate management are contactable by the worker at all times whilst they are engaged in remote work.

Appendix 1 - Desk/workstation ergonomics

In the event that desk/workstation ergonomics have been identified as a risk, the Organisation should utilise the below control measures.

i)   Chair

Seat height should be adjusted so the worker's feet rest firmly on the floor at a right angle and take the weight through the feet. Thighs should be fully supported except for a two finger width space behind the knee. Thighs should be parallel or slightly inclined towards the floor. The worker should maintain a relaxed posture where the:

- shoulders are relaxed;

- elbows are by their side;

- forearms and hands are parallel to the ground, with an angle of approximately 90 degrees at the elbow;
- wrists are not bent or cocked when using the keyboard;

- seat is at a comfortable distance from the keys, approximately the length a forearm away; and
- back rest is adjusted to enable the worker to sit upright for typing.

ii)   Computer screens

The top of the screen should be approximately at eye level and about 60-70cm from the worker's eyes.

iii)   Keyboard

The worker should be able to maintain the recommended seating position when using the keyboard. A fixed keyboard surface that is too high will require the worker to raise the seat height to attain the correct position. A suitable footrest should be used to support their feet in this instance.
The keyboard should be placed 6-7cm from the edge of the desk to allow the workers forearm/wrist to rest when not typing.

iv)   Mouse

Ensure there is no overreaching to the mouse and that the worker can manipulate the mouse with both hands. Workers should also be educated on the user 'shortcut' keys on the keyboard.

v)   Documents

The document and screen should be placed the same distance from the worker's eyes. A document holder should be provided to allow the worker to place the documents in the most convenient position.
Documents should be placed:

- on a level position beside the screen when the keyboard is in a central position; or

- directly below the screen just above the keyboard.

vi)   Glare

Altering the angle of the worker's screen by a maximum of 5 degrees may overcome problems with glare and reflection.
Generally, the best position for the screen is at right angles (side on) to the windows. Where this is not possible, reflection and glare can be controlled by blinds.

vii)   Breaks

When typing, workers should take short, frequent breaks of 30-60 seconds. They should relax their hands away from the keyboard.

viii)   Layout

Ensure all frequently used items are within easy reach and that there is enough space for large documents, completed work or writing.
Ensure the workstation is designed to prevent undue twisting of the neck or trunk.

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