



Health and Safety Policy and Procedures

Commitment

Illohra are committed to providing and maintaining quality Specialist Disability Accommodation (SDA), maintaining safe workplaces and systems, in what is essentially someone's home as well as another's workplace. We are committed to eliminating risks to health and safety, and reducing risks where elimination is not reasonably practicable. This policy outlines how we manage work health and safety (WHS), in line with legislation and standards.

Scope

This policy relates to everyone working with Illohra, including Supported Independent Living (SIL) providers and contractors. Some areas also apply to residents, their family, visitors and support people.

This policy outlines the requirements for:

- communication and consultation
- appropriate procedures and measures to identify and minimise WHS risks
- appropriate and maintained tools and equipment
- induction and training for staff
- documentation, investigation and review with a view to future risk minimisation.

The contractor, incident management and maintenance procedures are related to this policy.

Communication and consultation

We will communicate and consult with staff on matters of health, safety and wellbeing. We will also consult with contractors, as is reasonably practical and outlined in the Contractor Procedure. The Managing Director is the management representative for safety.

Consultation will occur locally or more broadly when:

- identifying hazards, assessing risks and making decisions on appropriate controls
- deciding about facilities for staff welfare
- proposing changes to the workplace, equipment or work that may affect WHS
- reviewing or developing the WHS policies and procedures.

Managers must consult with affected employees so far as it is 'reasonably practicable', taking into consideration the circumstances, including:

- size and structure of the business
- nature of the work
- nature and urgency of the particular decision or action
- work arrangements, e.g. after hours work and remote workers

- diversity of employees including language, literacy or disability.

Designated Work Groups and Health and Safety Representatives

A Designated Work Group (DWG) is a group of staff who work under similar conditions with similar WHS priorities. For smaller organisations, this may be the whole organisation; for larger organisation there may be sub groups based on location or role. An employee or employer may initiate the establishment of a DWG. An employer has 14 days from the date of the request to take all reasonable steps to begin this process. The DWG nominates and elects the Health & Safety Representative.

A Health and Safety Representative (HSR) is a person elected to represent DWG members on WHS. They are elected for a three year term, and have the power to:

- inspect a DWG workplace, on reasonable notice, or without delay if there is an incident or immediate risk to WHS
- accompany a WorkSafe Field Officer during an inspection
- request a Health and Safety Committee to be established
- with consent, attend interviews on health and safety matters
- seek the assistance of any person when necessary.

These powers may only be used in relation to WHS. HSR's generally only act on matters that may affect members of their DWG. Exceptions exist when an employee in another DWG asks for help due to the complexity of an issue, or in the absence of their HSR.

HSRs will be provided with appropriate training and resources, including time, to allow them to perform their duties as the representative for their DWG. They are entitled to attend WorkSafe approved initial 5-Day HSR training, and annual HSR Refresher training if they wish. They can also attend other relevant WorkSafe approved training should such training courses become available.

OHS Noticeboard

Each worksite for multiple employees is required to have an OHS Noticeboard or display area. (For lone workers this information is available online.) The site manager is responsible for ensuring a designated area is provided for OHS information, and for setting up and maintaining the notice board. As a minimum the following information is required to be displayed on the noticeboard/information area:

- "If you are injured at work" (WorkCover poster)
- WHS policy
- HSR details/Emergency contact details
- WHS Action Plan
- Emergency Evacuation Plans – site specific
- Standard fire orders

WHS Issue Resolution

All WHS issues or hazards raised require thoroughly assessed and documented resolution to ensure risk is eliminated or minimised to an acceptable level.

Reporting and documenting WHS Issues

WHS issues or hazards can be reported in a variety of ways, including:

- phone call or email to a manager or HSR
- site inspections or maintenance requests
- emergency drills
- risk assessments
- supervision or staff meetings.

All WHS issues need to be resolved as soon as possible, and consultation and communication are the best ways to achieve resolution. The issue, process and outcome should be documented. Generally discussing issues identifies acceptable solutions. If this is not possible, the issue resolution process is used.

WHS Action Plan

WHS Action Plan is a live plan for WHS issues that cannot be rectified immediately. It records outstanding issues, tracks progress and demonstrates resolution. It should be available to staff, with updates communicated to staff, and contractors, the SIL provider or residents if applicable.

The WHS plan should be reviewed regularly by management. Once an issue has been resolved, the plan should indicate this. Resolved issues can be taken off the next plan.

Resolving WHS Issues and Provisional Improvement Notices (PINs)

If the hazard/issue can not be rectified immediately, or there is dispute regarding a solution, the Managing Director should be notified as soon as practicable.

Where the issue involves an immediate threat to the health and safety of any person, the HSR may direct that the area is isolated and/or all work ceases. A HSR can issue a Provisional Improvement Notice (PIN) if a suitable solution cannot be found. The HSR can only issue a PIN after consulting with affected persons and management about resolution. If a HSR issues a PIN, we have 7 days to reach a suitable solution.

The resolution must be documented and progress tracked on the WHS Action Plan. The issue and agreed outcomes will be communicated to stakeholders using communication methods that work best for that area.

If an issue takes longer to resolve than anticipated, the Manager or HSR must update stakeholders at regular intervals, to ensure that all parties are aware of the progress.

If resolution cannot be achieved, or an immediate threat remains, WorkSafe may be notified for an inspector to visit and help determine a resolution.

Hazard Reporting

A hazard is anything that has the potential to cause an injury or damage. They can be identified by:

- observations and/or concerns by staff, the SIL provider, residents, contractors or others in the work environment
- hazard and maintenance Inspections
- incident reports

- risk assessments
- Information in work method statements or Material Safety Data Sheets (MSDSs).

An effective hazard reporting system is essential. The system must be accessible and known to all staff, SIL providers, residents and contractors to ensure hazards are reported and addressed in a timely manner.

Reporting Hazards

Staff are responsible for ensuring that hazards are reported to a manager or the HSR, and acted on in a timeframe that is appropriate and reasonably practicable for that hazard. If not immediately resolved, the issue must be tracked on the WHS Action Plan.

The manager is responsible for ensuring any immediate risks to safety are addressed promptly, or that the hazard is appropriately isolated.

Hazard and maintenance inspections

All worksites must conduct hazard and maintenance inspections at least every three months to:

- maintain the work environment
- Identify hazards and implement controls
- monitor and evaluate the effectiveness of WHS
- encourage involvement in WHS.

Inspections involve a physical walk around all areas of a site.

The Maintenance Manager is responsible for ensuring that hazard and maintenance inspections are scheduled and occur quarterly.

If any issues are identified, action should be taken to address and resolving. Actions may include:

- submitting a maintenance request
- undertaking a risk assessment
- seeking specialist advice.

Issues that cannot be immediately rectified are to be placed on the WHS Action Plan.

WHS risk management

Risk identification

There are a number of different ways of identifying risks, including:

- observations reported by staff, residents, the SIL provider or contractors
- incidents
- hazard inspections or reports
- MSDSs
- evaluation of emergency drills.

When is a risk assessment required?

A risk assessment should be undertaken prior to new or changed tasks, procedures or equipment, to ensure it is not going to create other WHS risks. An assessment of risk and

control measures shall be undertaken:

- before purchasing goods and services
- on receipt of goods and services
- before manual handling eg moving equipment
- prior to the new task or changed activity commencing
- when new information regarding WHS hazards and risks become available
- at least every five years
- following the implementation of new control measures (within 2 months or sooner if required).

Prior to conducting any risk assessments, a representative group will consider relevant information that may impact on the results, eg:

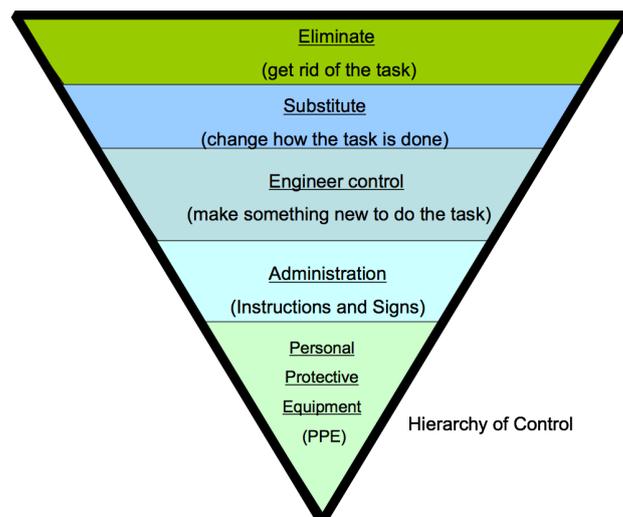
- changes in legislation, regulations and licence requirements
- changes in applicable design standards and codes
- changes to the plant, equipment, process, activity or environment of the site
- any incidents, illnesses or near misses.

Risk Matrix

The risk matrix is used to determine the risk rating. This is covered in the Governance and Risk Management Policy.

Control mechanism

Control mechanisms are used to manage risks. The hierarchy of control below should be used to consider the most effective and practical level of control. Elimination is considered most effective, and Personal Protective Equipment (PPE) the least effective. It may be necessary to use more than one control measure, or use an interim measure.



Review

A risk assessment is a living document and should be reviewed regularly. Risk assessments should be reviewed every five years, however a review is required when:

- a concern is raised
- a process changes
- a legislative requirement changes
- the risk rating changes substantially.

Any new control must be reviewed within 2 months, or sooner if required.

First aid and personal protective equipment* (PPE)

Employers are required to provide a safe working environment, with adequate facilities including first aid kits and PPE. The only PPE required for staff is disposable gloves, which can be found in the first aid kit. For contractors, refer to the Contractor Procedure.

For first aid requirements, we are a low risk micro business, as it employs fewer than 10 people and staff are not exposed to hazards that could result in serious injury or illness.

The first aid kit must be in a container that is easily recognisable, accessible and protects the contents from dust and damage. It must contain:

- basic first aid notes
- disposable gloves*
- resuscitation mask
- individually wrapped sterile adhesive dressings
- sterile eye pads (packet)
- sterile coverings for serious wounds
- triangular bandages
- safety pins
- small sterile unmedicated wound dressings
- medium sterile unmedicated wound dressings
- large sterile unmedicated wound dressings
- non-allergenic tape
- rubber thread or crepe bandage
- scissors

Purchasing goods and services (including plant and machinery)

We must consider WHS when purchasing or acquiring any goods (including plant and equipment) or services, and ensure there are safe systems of work.

What are goods, services, plant and equipment?

Goods are consumable items, such as furniture, hoists and computers.

Services are tasks performed by individuals, such as contractor and maintenance work.

Plant is any piece of machinery, appliance or tool e.g hoists.

Equipment is any equipment used to undertake a task, including washing machines and clothes dryers.

Selection of a supplier of goods and services

A supplier must:

- be able to provide the good or service at a competitive price and in a timely manner in line with the Finance Policy
- satisfy quality assurance requirements in line with the contractor procedure
- provide after sales support, advice and provision of technical information including Minimum Safety Data Sheets (MSDSs) or safe operating instructions if required.

Purchasing and acquisition of plant and equipment

Our only plant and equipment requirements relate to hoists and white goods. We will provide relevant training and information to the SIL provider for technology to be used safely. (Contractors are responsible for meeting their plant and equipment requirements.) A pre-purchase check must be undertaken to ensure it is appropriate for the required task before purchase.

Equipment must meet applicable Australian Standards. The manufacturer or supplier also has a responsibility to advise of any known hazards and means of control. This will be detailed in the product operating manual, and should be used to inform the development of a Safe Work Practice for the item where required.

Asset/Equipment register

Plant and equipment must be maintained appropriately and in good working order. This includes preventative and emergency maintenance. An asset/equipment register supports this, and details relating to this are found in the Maintenance Procedure.

The register should include where relevant:

- Type of equipment
- Description of the equipment
- Manufacturer
- Make
- Model or Serial Number
- Registered item number
- Where the item is located
- Service Contract Name
- Date of last service
- Date of next service
- Service Frequency
- Disposal Date

The asset/equipment register will be held centrally by the Maintenance Manager, with local copies for the Housing Officer and SIL.

All items of equipment or plant owned by Illowra should be included on the asset/equipment register. These items include:

- Hoists
- Household appliances
 - Whitegoods
 - Vacuum cleaners
 - Washing machines

- Clothes dryers, etc.

Where a resident owns their own equipment, they must ensure these items are regularly checked and maintained according to manufacturer's directions. This includes:

- breathing apparatus
- electrical/white goods
- hairdryers
- mobility aids
- ventilators
- wheelchairs.

We expect that resident equipment is tag and tested in line with the sub-lease.

There may be other equipment over the value of \$1,000 that do not require preventative maintenance or service agreements, eg computers. The purchase and disposal of this equipment should still be included on the asset/equipment register.

Risk assessments for use of equipment

Before powered equipment can be used, the associated risk assessments must be completed and any identified hazard controlled to an acceptable level. A Safe Work Practice must also be developed.

Service agreements, contractors and maintenance

Service agreements support scheduled service and repairs. This is covered under the contractor and maintenance procedures.

Disposal of assets and equipment

No powered mobile plant, plant or equipment may be disposed of without the authorisation of the maintenance manager, who updates the asset/equipment register and discusses how it will be disposed of.

WHS and housing design

All SDA must be fitted with an electrical safety switch.

Fire safety is a standard feature of Illowra SDA, and fire systems will be maintained using the asset/maintenance register, and in line with National and Victorian requirements.

Where Illowra custom designs housing, and residents have manual handling needs or behaviours of concern identified in their Housing Plan, the SDA will be designed specifically to minimise related WHS risks wherever possible.

Vacancy management

When showing an open house, if there is anyone attending with identified behaviours of concern, this should be communicated to the relevant parties, and management strategies discussed. If it is a vacant dwelling and the housing officer would otherwise be alone with applicants, strategies will also need to be agreed to ensure safe arrival and departure, as well as how to manage an issue if it arises. Hazards need to be reported to the manager.

The Vacancy Management Screening Tips ensure the safety of residents and staff are considered when assessing all applications.

SDA representative and contractor visits

The SIL provider is responsible for making Illowra aware of any WHS that may affect housing officers or contractors. This may include risk of occupational violence. Staff and contractors will follow the safety guidance of the SIL.

Electrical safety

Electrical equipment in the dwelling:

- should be inspected during quarterly hazard inspections
- requires scheduled tagging and testing by a qualified person
- should be tagged out if faulty until repaired or disposed of
- should be reviewed if equipment is rarely used
- should not be used or stored in wet areas

Prior to using electrical equipment staff should ensure:

- it has a current test and tag sticker
- there is no obvious damage or defects
- power cords do not have exposed wires
- it is not used near water
- double adaptors are connected directly into the wall outlet
- extension leads are uncoiled when in use.

New Equipment

Purchased new electrical items does not require testing and tagging until the next scheduled date of testing. New equipment must be recorded on the site asset/maintenance register to indicate the purchase date and schedule tag and testing based upon AS/NZ 3760 In-Service Safety Inspection and Testing of Electrical Equipment 2003. Tag and testing of hired equipment is built into the hire contract.

Equipment	Examples	Testing Frequency
Mobile equipment or equipment where the power cord is subject to flexing in normal use	electric hoists, laptop computer	Every 12 months
Electrical equipment exposed to moisture or heat	Washing machine, dishwasher, hoist used in bathroom, kettle, electric oven.	Every 12 months
Office equipment	Computer, printer, photocopier, shredder, telephone, answering machine, fax machine	Every 5 years
Other electrical equipment used (not mentioned).	Television, video recorder, stereo, lamps, radio, refrigerator, freezer.	Every 5 years
Portable safety switches	Power board with built-in safety switch	Every 2 years

Fixed safety switch	Meter box	Every 2 years
Power boards and Extension leads		Every 5 years

Chemical Management and Material Safety Data Sheets (MSDSs)

The SIL provider is responsible for chemical management within each dwelling. We will hold minimal chemicals, restricted to non-hazardous cleaning products. Chemicals must remain in original containers, stored securely but within safe reach.

MSDSs (Material Safety Data Sheets) provide information about chemical substances, including usage, storage, ingredients, possible health affects etc. There should be one for each chemical in the workplace. The MSDS must be known to, and be accessible by all staff. The issue date (from the manufacturer) must fall within the last five years, or an update is required, which is the responsibility of the manufacturer. Where an MSDS is required it will be listed on the policy matrix with an applicable review date.

Pets and assistance animals

People living in SDA may wish to have a pet, or may require an assistance animal. A risk assessment based approach should be used to ensure having an animal in the house is considered thoroughly. Considerations should include:

- Are others living at the house comfortable with domestic animals?
- Are there any pet allergies, fears or behaviours of concern that may be an issue?
- What type of pet that matches the person and the household?
- Is the house and yard suitable for an animal?
- Where the animal will sleep?
- Who will pay Initial costs? (eg purchase, vet, vaccinations etc)
- Who will pay ongoing costs?
- Does the person have capacity to care for the animal?
- How the animal will be trained to ensure good behaviour?
- Does the staff have capacity to assist?

The manager will consider the findings, and discuss the outcome with the relevant people. Details about animals, management and responsibilities will be included in the sublease, and the participant agreement if required.

Any animal that becomes threatening or dangerous must be removed immediately and will likely not be allowed to return.

Any damage caused by the animal will be the responsibility of the owner.

If a resident purposefully causes harm to an animal, the animal will need to be removed until its own safety can be assured.

Working from home

Where an employee works from home, they must undertake a home office self assessment to ensure compliance with WHS and privacy requirements. This need to be approved by their manager.

An employee will be covered by workers' compensation for any job-related injuries that occur in the designated workspace during the employee's hours of work.

The employee is responsible for immediately reporting any injury that occurs while working at home to their manager, who will ensure the injury is documented and investigated in accordance with the Incident Management Procedure.

Induction and training

Staff, contractors, the SIL and residents will have WHS induction and training as required.

All new staff will have an induction that covers our policies, procedures, and practices, as well as site specific requirements tailored to their role.

Site induction requirements vary, but the fundamental principles are ensuring the person is aware of:

- who they are working with
- access and security
- how to safely navigate the site and find things like first aid kits or forms
- where they can store their belongings and access kitchen or bathroom facilities
- how to safely operate any equipment on site
- site routines
- general amenities in the local area
- relevant WHS considerations
- Information about dwelling safety features, including fire alarms
- emergency procedures, including evacuation procedures and contacts.

Staff will have WHS training as required by their role. The HSR will have specific training as outlined previously. Induction and training records will be kept on staff files.

To ensure staff feel supported and equipped to do their job adequately it is also critical for managers to maintain regular contact with the new staff.

Contractors, residents and SIL providers may receive site induction and training on use of any home technology. The Contractor Procedure outlines contractor induction requirements in more detail.

Incidents, injuries and reporting

This is covered under the Incident Reporting Procedure.

WorkSafe Inspections

WorkSafe Inspectors have the legal power to enter any Victorian workplace where people are working, at any time.

On arrival the WorkSafe Inspector will

- Identify themselves using their identification badge
- Ask to speak to the site manager
- Ask to speak to the HSR (if there is one on site)

During their visit an inspector can:

- Ask to be shown around



- Ask questions about the work done on site
- Ask to see (this list is not exhaustive)
 - copies of incident reports
 - Safe Work Practices
 - hazard inspections
 - maintenance records, equipment registers, emergency procedures
 - chemical register
 - risk assessments
 - WHS Action Plan.

At the end of their visit the inspector:

- writes an Entry Report, which will be left at the service
- may issue Improvement Notices.

Staff member or SIL provider on duty must:

- check the identification of the inspector, and once satisfied with their identity, allow them to access the site.
 - answer any questions asked by the inspector, and allow them to see any paperwork they request
 - contact the SIL management and also the Maintenance Manager and notify them that there is a WorkSafe Inspector on site
 - if the Inspector requests copies of documents get them to detail which documents they require in their Entry Report.
 - email the Entry Report to SIL management and Maintenance Manager immediately.
- Senior staff will assist to review and redact any documents requested to ensure compliance with privacy and confidentiality.

WHS Responsibilities

Everyone is responsible for ensuring their own health and safety in the workplace, and WHS of others who may be affected by their actions or omissions.

All employees, residents, Supported Independent Living (SIL) providers, visitors and contractors are responsible for identifying and reporting hazards within the work place.

Managing Director is responsible for:

- ensuring designs meet WHS requirements relevant to legislation, guidelines and the resident needs identified in the design brief
- holding relevant insurances
- acting as the WHS management representative
- ensuring the first aid kit requirements are met and reviewing changed requirements

Maintenance Manager is responsible for:

- overseeing the asset/equipment register and contractor service agreements
- overseeing the maintenance schedule and related service agreements

- approving contract work outside service agreements
- documenting disposal of assets/equipment

Vacancy Manager/equivalent is responsible for:

- ensuring if there is anyone attending the open house with identified behaviours of concern the housing officer/SIL will be informed and an appropriate management strategy agreed
- ensuring vacancy management screening considers WHS.

Managers are responsible for:

- modelling safe work practices and thinking
- consultation and communication with HSRs and staff
- addressing any concerns
- facilitating the establishment of a DWG if requested
- maintaining the WHS Action Plan(s)
- ensuring hazard inspections and risk assessments occur
- ensuring controls are implemented
- approving work from home requests
- monitoring to ensure this policy is implemented
- overseeing any documents provided to WorkSafe
- ensuring staff participate in related training.

Health and Safety Representatives are responsible for:

- facilitating communication and consultation processes between staff and management
- assisting in the investigation of injury/illness, accidents and near misses
- working to resolve WHS issues
- being well informed about WHS, business and legislative requirements
- consulting with the DWG about changes in the workplace that may affect WHS
- issuing a PIN if they believe current work practice is in breach of the OHS Act or Regulations and is likely to continue in the future.

Housing officers are responsible for:

- quarterly hazard and maintenance inspections
- checking contractor Work Method Statements
- induction of contractors (new SDA)
- overseeing the local asset/equipment register and service agreements
- overseeing the local maintenance schedule and service agreements.

All staff are responsible for:

- working in line with this policy including reporting hazards
- dressing safely for the work setting
- tailoring information to meet the needs of residents and applicants
- updating the asset/equipment register information
- undertaking a self assessment if requesting to work from home

- facilitating and reporting WorkSafe inspector visits
- participating in related training and development.

Contractors are responsible for:

- working in line with this policy, their contract and induction
- working in line with legislation applicable to their industry
- meeting specific WHS requirements such as safety signage, PPE, plant and equipment, chemical management etc
- maintaining own electrical equipment
- providing work method statements
- seeking approval for work required outside agreement
- written reports as agreed.

SIL providers are responsible for:

- working in line with this policy in the context of the collaboration agreement and vacancy management procedure
- maintaining own electrical equipment and monitoring resident electrical equipment
- informing us of any WHS concerns that may affect staff or contractors when visiting and how to best manage them
- inducting contractors and checking the Work Method Statement
- conducting regular evacuations
- facilitating and reporting WorkSafe inspector visits.

Residents, applicants, families and other stakeholders are responsible for:

- providing relevant information for vacancy management
- reporting hazards or maintenance
- maintaining own electrical goods and equipment
- maintaining animal safely (if applicable).

WHS Policy questions and feedback

If you would like a copy of this policy, or if you have any privacy questions or feedback, please contact us at:

Illowra

info@illowraliving.com.au

1300 455 697 (1300 illowra)

Legislation, Standards and Agreements

The following legislation applies to this policy and supporting documentation:

[Building Amendment \(National Construction Code\) Regulations 2014](#) (Cth)

[Disability Act 2006](#) (Vic)

[Equipment \(Public Safety\) Regulations 2017](#) (Vic)

[National Disability Insurance Scheme Act 2013](#) (Cth) [Occupational Health and Safety Regulations 2017](#) (Vic)

The following Standards apply to this policy and supporting documentation:

[NDIS Provider Toolkit and SDA requirements Service Agreement Information Kit](#)

Related internal documents

Collaboration agreements

Contractor Procedure

Diversity Policy

Finance Policy

Governance and Risk Policy

Incident Management Procedure

Maintenance Procedure

Participant agreement/ Sublease

Privacy Policy

Service Agreements (contractors)

Health and Safety Policy	Policy Matrix: Safety
Version	Details
Version 1	24 February 2018
Endorsed	Managing Director
Version 2	4 May 2019
Version 3	21 May 2019
Endorsed	Managing Director
Changes	Inclusion of dwelling safety features and building evacuation procedures as part of Induction and Training Requirements

Version 3

13 May 2019