

Life Choice aims to promote and maintain the highest degree of physical, mental and social well-being of all individuals in the workplace. The organisation will comply with all relevant federal and state legislation to ensure a safe workplace and all personnel have a responsibility to ensure a safe workplace by implementing safe systems of work.

Life Choice will make resources available to comply with the Work Health and Safety Act, associated Work Health and Safety Regulations, relevant Code of Practices and Australian Standards to ensure that the organisation's workplaces are safe and without risk to health.

We will undertake regular reviews of our work environments and activities, and take steps to enhance our work health and safety on a continuous improvement basis.

Record of policy development

Version	Date approved	Date for review
2020/3	April 2023	April 2024

Responsibilities and delegations

This policy applies to	Board, CEO, managers, supervisors and workers (<i>inclusive of volunteers</i>).
Specific responsibilities	<p>Board: responsible for ensuring the organisation has systems in place to adequately address the required Legislation and Standards.</p> <p>CEO/Manager: responsible for ensuring training and awareness is undertaken according to current policies and procedures.</p> <p>Supervisor: responsible for preparing and overseeing individual worker safety, awareness and improvement.</p>
Policy approval	Board of Directors

Policy context – this policy relates to:

Standards	AS/NZS ISO 45001:2018 Occupational health and safety management systems-Requirements with guidance for use NDIS Practice Standards
Legislation	<ul style="list-style-type: none"> Queensland Work Health and Safety Act 2011 Queensland Work Health and Safety Regulations 2011 National Disability Insurance Scheme Act 2013
Organisation policies	<p>Ethics & Code of Conduct</p> <p>Risk Management</p> <p>Incident Management and Procedures</p>
Forms, record keeping, other documents	<p>Donesafe Incident Management System</p> <p>Risk Register</p> <p>Hazard form</p> <p>Risk Assessment form</p>

Definitions

Hazard: Anything that could cause harm or an adverse health effect to a person, such as chemicals, electricity, noise, stress, etc.

Risk: The chance that a hazard will cause harm.

Procedures

Responsibilities of the Board

The Board is responsible for promoting and maintaining workplace health and safety (WHS)

It is the responsibility of the Board or delegated senior staff to:

- establish systems that provide for the health and safety of all persons in the organisation
- ensure that these WHS policy and work safety procedures are effectively implemented
- conduct an annual review of the WHS policy
- oversee the annual review of WHS procedures by the WHS Officer

Responsibilities of the Chief Executive Officer (CEO)

The CEO will have primary responsibility for implementation of WHS policy and take all practical measures to ensure that:

- the workplace is safe and without risks to health
- the behaviour of all persons in the organisation is safe and without risk to health

In implementing these responsibilities, the CEO will ensure:

- the dissemination of information about WHS to all staff
- that the office notice board carries required WHS notices [e.g. a summary of the relevant Act] and the company's return-to-work policy
- regular discussion about WHS issues at staff meetings
- regular consultation with staff including volunteers about matters impacting on WHS
- the maintenance of a log of accidents, incidents and injuries, and the use of this information to identify risk throughout the organisation
- the conduct of annual inspections of health and safety risks throughout the organisation with a WHS representative and development of control measures.

If the CEO does not have the necessary authority to fix a particular problem, s/he will report the matter promptly, with any recommendations for remedial action, to the Board Chair and where necessary to the owner of the premises.

Responsibilities of staff and volunteers

All staff and volunteers are required to follow WHS policy and safety procedures and:

- report observed safety hazards to the WHS Officer or the CEO
- participate in consultation and training about WHS
- observe and promote safe working practices.

Health and Safety Officer and Committee

There is a dedicated Workplace Health and Safety Officer who has an established an ongoing consultative mechanism with staff through a Workplace Health and Safety Committee. The WHS Officer will take responsibility for coordination and oversight of the following:

Ensuring safety responsibilities are clearly defined and understood

- Review the requirements of relevant state legislation
- Include safety information and responsibilities in induction
- Develop clear instructions on how to deal with safety issues
- Train supervisors in their role in ensuring safety in the workplace

Undertaking hazard and risk assessment

- Identify the hazards
- Identify all affected by the hazard and how
- Evaluate the risk
- Identify and prioritise appropriate control measures
- Review resources to support safety initiatives

Undertaking a risk assessment relating to domestic and family violence

- Identify hazards:
 - Review the work environment
 - Monitor employees for signs they may not be okay (e.g. physical signs of violence, frequent absences, lateness, reduced work performance)
 - Review workplace data for themes or trends to identify what training or education may be needed
 - Consult with individual staff to assess what issues may be affecting them
- Assess risk
 - Who will be at risk?
 - How likely is the risk of harm by the identified hazards?
 - How serious are the possible consequences?
- Take action
 - Action to eliminate or reduce harm may include referring the risk to senior management, or measures to ensure the security of the workplace
 - Safety plans for individual staff with high levels of risk

Developing and implementing safe work procedures

- Write safety procedures for all key functions
- Train all staff in safe work procedures
- Ensure safe equipment is purchased, maintained and used properly

Monitoring and reviewing safety performance

- Build safety into business plans
- Promote safety as a core business value
- Provide ongoing training
- Review procedures when there are changes in the workplace or after an incident

Managing workplace injuries

- Provide first aid and/or transport to medical treatment
- Report all injuries to the supervisor as soon as possible
- Record all injuries in a register of accidents and injuries

Workers compensation insurance policy

- Ensure policy is up to date for number of employees and roles performed
- Notify the workers compensation insurer of any injuries within 48 hours

Return to work program

- Arrange a suitable person to explain the return to work process to the injured worker
- Ensure that the injured worker is offered the assistance of an accredited rehabilitation provider if they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices
- Arrange for suitable duties that are consistent with medical advice and that are meaningful, productive and appropriate for the injured worker's physical and psychological condition

Training in WHS

Each member of the WHS Committee or the WHS representative must undertake WHS Consultation training. Training will be provided by an authorised WHS trainer and will cover:

- The importance of WHS consultation and systematically managing health and safety.
- The requirements for consultation under the Queensland Work Health & Safety Act 2011
- The general duties under the Act
- The benefits of effective consultation
- Effective communication techniques.
- How to systematically manage health and safety.
- A practical exercise in how to conduct a risk assessment.

Life Choice will:

- pay for WHS Consultation training
- ensure that staff participating in WHS consultation training are paid as if they were engaged in the duties of their employment
- pay staff for costs reasonably and necessarily incurred in connection with their participation in that training

WHS Consultative Framework

Life Choice will adopt a consultative framework for addressing WHS to ensure it:

- meets the requirements for consultation under the Queensland Work Health & Safety Act 2011
- draws on the knowledge, experience and ideas of staff, including volunteers and encourages their participation and input to improve the management of WHS.

The Queensland Work Health & Safety Act 2011 requires that consultation be undertaken in the following circumstances:

- When changes that may affect health, safety or welfare are proposed to the:
 - premises where persons work
 - systems or methods of work
 - equipment used for work
 - substances used for work.
- When risks to health and safety arising from work are assessed or when the assessment of those risks is reviewed.
- When decisions are made about the measures to be taken to eliminate or control risks.
- When introducing or altering the procedures for monitoring risks (including health surveillance procedures).
- When decisions are made about the adequacy of facilities for the welfare of employees.

11.1. Training

Managing workplace injuries

Life Choice will keep a register of accidents, incidents and injuries. The register will be maintained by the Work Health and Safety Officer (WHSO) and will be used to record:

- all accidents and incidents that occur to staff and visitors while on the premises
- any journey accidents and incidents involving staff
- all critical incidents irrespective of any actual injury occurring.

In the event of a workplace injury:

- It is the staff member's responsibility to notify their Leader and/or the WHSO or immediate supervisor, of any injury within 24 hours, and to complete the organisation's register of accidents, incidents and injuries as soon as is practicable.
- If an injury is reported, the WHSO will ensure that the injured person has received appropriate first aid and/or medical treatment and will conduct an investigation of the accident in order to prevent a recurrence.

- When the WHSO is notified of an injury they will notify Life Choice workers compensation insurance company. For a 'significant injury' the insurance company will be notified within 48 hours. For other types of injury the insurance company will be notified within 7 days.
- For a 'significant injury', as defined in the Act, the WHSO will also complete and-submit relevant forms and details

Workers compensation

Life Choice complies with all statutory requirements in relation to the provision of insurance against work related injury. A workers compensation insurance policy will be kept current for the number of staff and the roles performed.

If a staff member requires time off as a result of their injury, a medical certificate must be obtained from their doctor, so that a worker's compensation claim may be lodged.

The certificate must be forwarded to the WHSO so that the appropriate paperwork may be completed for the insurer. The workers compensation claim must be lodged within seven (7) days of the injury occurring. The decision about whether the claim is accepted or not rests wholly with the insurance provider.

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