

Work Health and Safety

2022- 2024

Contents

Table of Contents

[Introduction to Work, Health and Safety in the Workplace 3](#_Toc120783152)

[**Responsibilities under the WHS Legislation** 3](#_Toc120783153)

[**Employer Responsibilities** 3](#_Toc120783154)

[**Officer Responsibilities** 4](#_Toc120783155)

[**Worker Responsibilities** 4](#_Toc120783156)

[**Client Responsibilities** 4](#_Toc120783157)

[***Your Choice Matters* commitment to Work Health and Safety** 5](#_Toc120783158)

[**The implementation and access to company policies and procedures** 5](#_Toc120783159)

[**Hazard management** 5](#_Toc120783160)

[**Induction and ongoing training for all staff** 6](#_Toc120783161)

[**Incident reporting and incident investigation (in accordance with the NDIS)** 6](#_Toc120783162)

[**Injury management** 6](#_Toc120783163)

[**Emergency planning** 6](#_Toc120783164)

[**Record keeping** 7](#_Toc120783165)

[Appendix 1 – Work Health and Safety Policy 8](#_Toc120783166)

[Appendix 2 – Safe Operating Procedures 21](#_Toc120783167)

[***MANUAL HANDLING*** 22](#_Toc120783168)

[***SLIPS, TRIPS AND FALLS*** 25](#_Toc120783169)

[***WORKING ALONE*** 27](#_Toc120783170)

[***MANAGING AGGRESSIVE AND VIOLENT BEHAVIOUR*** 28](#_Toc120783171)

[***MANAGING PSYCHOLOGICAL HEALTH*** 30](#_Toc120783172)

[***VEHICLE AND DRIVER SAFETY*** 31](#_Toc120783173)

[Sign off on Safe Operating Procedures 33](#_Toc120783174)

[Appendix 3 – Induction Checklist 34](#_Toc120783175)

[Appendix 4 – Incident and Hazard Reporting Links 36](#_Toc120783176)

[Appendix 5 – Working from Home Checklist 37](#_Toc120783178)

[Appendix 6 – Client Home Safety Checklist 39](#_Toc120783179)

# **Introduction to Work, Health and Safety in the Workplace**

Work Health and Safety laws apply to all workplaces in South Australia and are defined in the *Work Health and Safety Act 2012 and the Work Health and Safety Regulations 2011.* These are also supported by Codes of Practice.

The WHS legislation defines the responsibilities of the ‘*PCBU*’ (Person Conducting Business or Undertaking), and the Workers at *Your Choice Matters (YCM)*. ‘*Workers’* are defined under the act as Employees, Contractors, Volunteers, students conducting work experience etc. Codes of Practice and WHS legislation can be accessed at safework.sa.gov.au.

This document was written based on the guidelines written by Safe Work SA for Community Workers.

## **Responsibilities under the WHS Legislation**

### **Employer Responsibilities**

The Employer has a duty to ensure each worker is as far as reasonably practicable safe from injury and risks to health while at work. It is the Employers duty to:

Provide and Maintain the following:

* Safe working environments e.g. safe floors and access;
* Safe systems of work e.g. safe manual handling methods and procedures;
* Safe plant, equipment and substances;
* Provide adequate facilities e.g. toilet access, drinking water etc;
* Provide information, instruction, training and supervision in an understandable manner;
* Monitor working conditions;
* Monitor the health and safety of workers (incident report forms);
* Keep records of work-related incidents and injuries;
* Identify hazards/conduct safety checks of the premises/risk assessments, fix hazards and evaluate and review outcomes.
* Develop, implement and review WHS policies and procedures (in accordance with the NDIS);
* Consult workers about WHS issues.

### **Officer Responsibilities**

An ‘*Officer*’ is anyone who is involved in the higher level of decision making of a business or organisation. An Officer must ensure the above responsibilities are followed if it is their role in the organisation to do so.

### **Worker Responsibilities**

For the sake of the WHS legislation, a ‘*Worker*’ refers to an Employee, Contractor, Volunteer, or Work placement student.

All *worker*s must:

* Take reasonable care to protect their own health and safety;
* Not adversely affect the health and safety of others including clients and other workers;
* Use the equipment provided by the employer to protect their health and safety;
* Follow reasonable instructions on health and safety;

In addition to this, **Contractors** must

* Develop and implement WHS systems, policies and procedures for their own workers;
* Assess the workplace for hazards and develop safe work practices;
* Report any hazards/incidents to the broker/case manager;

### **Client Responsibilities**

As the client’s home is a workplace, clients must provide, as far as is reasonably practicable, a safe working environment for workers coming into their homes. Clients may be asked to:

* Secure their pets to avoid harm to the worker.
* Allow reasonable modifications to be made to ensure the safety of workers;
* Leave an outside light on if it is after dark;
* Not smoke while the worker is present;
* Provide appropriate and safe equipment if required;
* Treat workers with courtesy and respect.

## ***Your Choice Matters* commitment to Work Health and Safety**

*Your Choice Matters* is committed to ensuring the health and safety of all stakeholders. Ensuring a WHS system is correctly implemented and maintained is a high priority and is considered to be a work in progress. The Work, Health and Safety system for *Your Choice Matters* is as follows:

### **The implementation and access to company policies and procedures**

*Your Choice Matters (YCM)* has company policies and procedures for workers to access at any time. A physical manual may be stored in the YCM office at West Lakes and is also available electronically. When workers are inducted into YCM, they receive an Employee Handbook which contains company policies. A copy of the ‘*Work Health and Safety and Environmental Management Policy’* is attached to this document and will be reissued to all workers with this document as a whole***(Appendix 1).*** *Your Choice Matters* is committed to updating the policy as new legislation is introduced or as Work Health and Safety practices change.

*Your Choice Matters* is committed to ensuring that the companies WHS management systems will be an evolving document.

### **Hazard management**

The company is committed to ensuring the following hazard management areas are met:

*Risk Assessments*

Risk assessments have been undertaken for each activity undertaken by the Support Workers.

*Safe Operating Procedures*

The risks associated with Support Work have been identified and Safe Operating Procedures have been written to manage and address these risks (attached to the ***Appendix 2***of this document). Additional procedures may be written as other hazards are identified. The Employees are to sign off on these procedures upon Employment with YCM or as soon after employment as possible. These procedures are reviewed yearly or on an as needs basis.

Safe operating procedures have been written for the following:

* Manual Handling
* Slips, Trips and Falls
* Vehicle and Driver Safety
* Managing aggression and violent behaviour
* Managing Psychological Stress
* Working Alone

### **Induction and ongoing training for all staff**

Each worker that comes on board the Your Choice Matters team is given a proper in person induction. In this induction, the worker is shown how and when to report incidents. The Induction Checklist is attached in **Appendix 3.** If any workers feel at any stage that they need more training to safely manage the WHS risks associated with support work, Your Choice Matters will provide the adequate training.

### **Incident reporting and incident investigation (in accordance with the NDIS)**

All incidents are reported to the Director and are escalated if necessary. If any hazards are identified whilst at work, Your Choice Matters asks the support workers to fill out a hazard identification form. This process is highlighted during the induction. The form is completed online**. (The links to the Hazard Identification Form and the Incident Report Form are found in Appendix 4)** If there is an incident, a risk assessment will be undertaken to remove or reduce the risk or likelihood of the incident happening again.

### **Injury management**

Your Choice Matters has an incident reporting system. Workers are told during induction when to report an incident and what constitutes a notifiable incident. A notifiable incident is one that results in death, causes acute systems after exposure to a substance, requires treatment as an inpatient at a hospital immediately following the incident. *Safe Work SA* is required to be notified as soon as practicable after the incident occurs. The site must not be altered at any time without the permission of the inspector, except to rescue an injured/deceased person or to prevent risk to other workers (Safe Work SA, 2022). When our admin workers work from home, we provide them with a Working from Home Checklist to ensure that their home is a safe place to work **(See Appendix 5).**

###

### **Emergency planning**

Clients home safety checklist is provided to workers to ensure that the clients workplace is a safe working environment. (**See Appendix 6**). Your Choice Matters requires the workers to fill in the checklist on the first time they work with a new client in their home. If any hazards are identified, the Worker must notify the Employer who can assist in putting protocols in place to manage those hazards. Workers are required to keep their phones on them at all times in case of an emergency.

### **Record keeping**

All records are kept confidentially online to ensure that they can be referred too at a later date if required. Please see the Director if records need to be accessed.

# **Appendix 1 – Work Health and Safety Policy**

**Statement of Injury Management and Return to Work**

Your Choice Matters is committed to:

* Establishing and reviewing the return to work program that is consistent with the injury management program to ensure injured workers return to work in a timely and safe manner.
* The effective management of claims and return to work of employees injured in the workplace.
* The establishment of individualised injury management plans according to legislative requirements as outlined in the policy and procedures.
* Consultation with employees and other stakeholders on health and safety issues.
* Compliance with relevant WHS legislation and regulations and associated legislation.
* Providing and maintaining equipment and associated personal protection equipment for the safe use by employees.
* Providing employees with information, training and supervision, as it is necessary to enable them to work in a safe manner and without risks to health.
* The documentation, investigation and review of incidents.
* Document, display and/or distribute the WHS policy and associated documentation in the workplace including the return to work program.
* The maintenance of required insurance cover.
* The appointment of a designated person to manage all claims for workers’ compensation, occupational rehabilitation and return to work programs.
* Clearly outlining roles and responsibilities of all relevant parties in the return to work process.
* Regular review of Workers Compensation claims.

**Definitions**

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| **Bullying** | According to the Law Society of SA, bullying can be defined as “unreasonable and inappropriate workplace behaviour that may intimidate, offend, degrade, insult or humiliate an employee (or another person), possibly in front of others and which can include physical or psychological behaviours” |
| **Clinical Risk Management** | Clinical Risk Management is an approach to improving quality of care which places special emphasis on identifying circumstances which put clients at risk of harm, and then acting to prevent, control or accept those risks. The aim is to improve the quality of care for clients and to reduce the costs of risks for care providers. |
| **Dangerous Goods** | Those substances that give risk to an immediate physical effect, such as fire, explosion, vapour release and are defined as such under WHS Legislation. |
| **Due Diligence****Where a PCBU has a health and safety duty, an officer of the PCBU is required to exercise ‘due diligence’ to ensure the PCBU meets that duty.** | Where a PCBU (person conducting a business or undertaking) has a health and safety duty, an officer of the PCBU is required to exercise ‘due diligence’ to ensure the PCBU meets that duty. Due diligence means taking reasonable steps: • To gain and update knowledge of WHS matters; • To understand the nature of the business/undertaking’s operations and the general hazards and risks involved; • To ensure the PCBU has appropriate resources for eliminating/minimising risks, and that these resources are used; • To ensure the PCBU has processes for receiving, reviewing and responding to information about incidents, hazards and risks; and • To ensure the PCBU implements processes for complying with their duties, such as: * Consultation;
* Providing training and instruction; and
* Reporting of notifiable incidents.
 |
| **Environment** | Components of the earth, including: * land, air and water;
* any layer of the atmosphere;
* any organic or inorganic matter and any living organism;

Human-made or modified structures and areas and includes interacting natural ecosystems. |
| **Hazard** | Something with the potential to cause injury, illness or disease. |
| **Hazardous Substances** | Those substances which can cause detrimental health effects, such as damage to respiratory tract, skin, eyes, etc., including carcinogens and are defined as such under WHS Legislation. |
| **Health and Safety Representative (HSR)** | The person elected by members of a work group within the PCBU, or across several businesses (e.g. multiple workplaces) to represent that work group during consultation on work health and safety issues  |
| **Health and Safety Committee (HSC)** | A PCBU must establish an HSC where requested to do so by the HSR, or a minimum of 5 or more workers at the workplace or at the PCBU’s own initiative. The HSR can be a member of the HSC if they consent. The key functions of the HSC are to: • facilitate co-operation between the PCBU and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at work; and • to assist in developing standards, rules and procedures relating to health and safety that are to be followed or complied with at the workplace; and • Other functions under the regulation or agreed to between the PCBU and the HSC.  |
| **Incident****Notifiable Incident****Dangerous Incident** | Incidents can be either an event that has occurred, or a ‘near miss’, and include all complication of care, accidents and side effects, a common feature being that incidents are either potentially or harmful.***Notifiable incident*** means: 1. The death of a person
2. A serious injury or illness of a person
3. A dangerous incident
4. Abuse or neglect of a person
5. Unlawful sexual or physical contact or assault of a person
6. Sexual misconduct committed against or in the presence of a person
7. The unauthorized use of a restrictive practice in relation to a person

***A dangerous incident*** means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to: (a) an uncontrolled escape, spillage or leakage of a substance; or (b) an uncontrolled implosion, explosion or fire; or (c) an uncontrolled escape of gas or steam; or (d) an uncontrolled escape of a pressurised substance; or (e) electric shock; or (f) the fall or release from a height of any plant, substance or thing; or (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or (h) the collapse or partial collapse of a structure; or (i) the collapse or failure of an excavation or of any shoring supporting an excavation; or (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or (k) the interruption of the main system of ventilation in an underground excavation or tunnel; or (l) any other event prescribed by the regulations but does not include an incident of a prescribed kind.  |
| **Safety Data Sheet (SDS)** | Information containing data regarding the properties and effects of a particular substance that must be provided by the manufacturer, supplier or importer of the hazardous substance/dangerous good. SDS must be current –within 5 years of the issue date and meet specific legislated format requirements |
| **Officer of the PCBU** | A person who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business or undertaking.  |
| **Person conducting a business or undertaking (PCBU)** | A person or entity that conducts the business or undertaking alone or with others whether or not the business or undertaking is conducted for profit or gain.   |
| **Personal Protective Equipment (PPE)** | Personal Protective Equipment (PPE) is defined as safety clothing or equipment for specified circumstances or areas, where the nature of the work involved or the conditions under which people are working, requires it’s wearing or use for their personal protection to minimise risk. |
| **Provisional Improvement Notice (PIN)** | A written notice from a Health and Safety Representative to a person or the PCBU, advising there either has been a breach of the Act that is likely to be repeated, or there is a current breach of the Act.  |
| **‘Reasonably Practicable’** | Taking all steps, a duty holder was reasonably able to, taking into account: • Likelihood of the hazard or risk happening; • Consequences (or degree of harm) if it does occur; • What the person knows, or should know about the hazard/risk and ways of eliminating or minimising it; • Availability and suitability of ways to eliminate or minimise the risk; • The cost of eliminating or minimising the risk, and whether this cost far exceeds the level of reduction of risk.  |
| **Risk** | The chance of something happening that will have an impact upon the services Your Choice Matters provides. Measured in terms of likelihood and consequences. |
| **Risk Analysis (Incident)** | All incidents are graded using a matrix of the seriousness of the event’s consequences and its likelihood or frequency of occurring again. This provides a Category Code (CAT), generating a numerical rating which guides appropriate action. |
| **Risk Identification** | Data sources that assist identification of risk include Coroners reports, clinical indicators, variance analysis, incident reporting, complaints and other feedback. |
| **Risk Register** | All levels of the Your Choice Matters are responsible for the continual monitoring of the strategic risk profile. A risk register identifies major risks for the Your Choice Matters including an indication if existing controls or management systems are in place to manage that risk. |
| **Risk Treatment** | Risk can be avoided, controlled, retained or eliminated. Two major approaches to control risk are reducing risk before it arises (in essence proactive system design such as WHS Risk Management Site for Safe Work Method Statement, equipment maintenance) or reducing the risk after the problem arises (counter measures or barriers such as increased training). |
| **Serious injury or illness** | ***Serious injury or illness*** of a person means an injury or illness requiring the person to have: (a) immediate treatment as an in-patient in a hospital; or (b) immediate treatment for: (i) the amputation of any part of his or her body; or (ii) a serious head injury; or (iii) a serious eye injury; or (iv) a serious burn; or (v) the separation of his or her skin from an underlying tissue (such as de gloving or scalping); or (vi) a spinal injury; or (vii) the loss of a bodily function; or (viii) serious lacerations; or (c) medical treatment within 48 hours of exposure to a substance, and any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.  |
| **Shift work** | Shift work is defined as any system of working whereby out of hours work is required. This includes weekend, afternoon, night and rotating shifts, split or broken shifts, extended shifts, rostered overtime and (un-rostered) extended working hours.  |
| **Trained first aid personnel** | Trained first aid personnel means either:* a person who holds a current first aid certificate issued after successful completion of a Work Cover- approved first aid course; or
* a person who holds a current occupational first aid certificate issued after successful completion of a Work Cover-approved occupational first aid course; or
* a registered nurse; or
* a level 3 or greater New South Wales ambulance officer; or a medical practitioner.
 |
| **Worker** | Anyone carrying out work, in any capacity, for a PCBU including direct employees; contractors and subcontractors, and their employees; labour hire employees engaged to work in the business or undertaking; outworkers; apprentices, trainees and students on work experience; and volunteers.  |
| **Work Group** | **A *work group*** is the group of people represented by the HSR. This could be a specific department, shift (e.g. day/night shift), location or type of worker. Work groups are determined by negotiation between the PCBU and workers (and their representative if required).  |
| **Work Health and Safety (WHS)** | The main objective of the model Work Health and Safety Act is to: *‘provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces.* |
| **Workplace** | ***A workplace*** is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.  |
| **Work Health and Safety Entry Permit Holder** | ***A WHS entry permit holder*** is representative of a relevant union of the workers for the purpose of consultation on work health and safety matters with, and provides advice on those matters to, one or more relevant workers who wish to participate in the discussions.  |

**Incident Management**

Incident management forms part of operational management and is integrated into all aspects of Your Choice Matters’ planning processes. All stakeholders are encouraged to raise any concerns regarding risk, incidents or safety. Identified care delivery issues and their contributing factors are identified and utilised as Your Choice Matters’ performance measures.

* Your Choice Matters Management are ultimately accountable for incident management throughout Your Choice Matters services.
* Your Choice Matters’ accountability is reinforced by governance structures including policy, performance management and delegations, and defines the acceptable level of risk for Your Choice Matters.
* The Directors are responsible for overseeing the incident management system including monitoring, reviewing and reporting on its effectiveness.
* The Directors are responsible for the management, review and implementation of the contingency disaster plan, including the establishment and maintenance of service agreements.
* The Directors have overall responsibility for incident management processes.
* The Directors are required to inform of results and analysis of incident investigations.
* The Directors are responsible for evaluating and documenting actual and potential risks with a formal risk assessment.
* All staff within Your Choice Matters have a responsibility to identify and engage in the minimisation of clinical risks that may exist in care service delivery.

**Responding and Reporting Obligations**

* Your Choice Matters has a responsive risk management hazard, incident and accident reporting system in place.
* All incidents of any nature are a matter of concern and as such should be recorded through incident and hazard reports.
* All notifiable incidents will be reported to *Return to Work SA* and *NDIS Commission* as per regulatory requirements.
* Details of incidents are to be documented through the incident management system.

**Documentation**

* All information is gathered with due regard to privacy and confidentiality, recorded comprehensively and stored securely.
* The incident report is for the use of The Director only as it will contain identifying information. Minimal information includes description of the event, damage, injuries, and reporting requirements, parties/persons involved and recommendations.
* When discussing the Incident Findings and Recommendations in a meeting, care must be taken not to minute the any identifying information.

**Evaluation and Feedback**

* Staff involved in the incident should be advised of the findings and recommendations of the incident investigation.
* Information may be reported through the meeting system
* Your Choice Matters may trend incidents and accidents and critical events
* Reviews of policy, procedure and equipment may occur as a result of the incident/accident

**Support for Stakeholders**

* Any staff member, Client and visitor involved in or affected by an incident is offered support.

**Manual Handling**

* Your Choice Matters has a minimal lift policy, and all staff are instructed in this procedure at induction and as required.
* Maintenance of Clients’ independence, by encouraging mobility is a priority.
* The manual handling needs of Clients is assessed at documented on entry to Your Choice Matters.
* Manual handling is a component of the annual education and training program.
* Staff members are instructed on the correct manual handling and lifting techniques (see Manual Handling Policy).
* All staff members are assessed on their manual handling techniques during induction, monthly during probation and then annually.
* All manual handling injuries and incidents are reviewed, and risk assessments are conducted, and risks are controlled.
* Risk identification, assessment and control are carried out in consultation with staff.
* Incidents and accidents and hazards identified from manual handling activities are reported through the Communication meeting and other associated meetings as deemed by management as appropriate.
* Appropriate equipment is provided for manual handling activities to be safely executed.
* Personal manual handling equipment such as ‘slide sheets’ are maintained according to infection control guidelines.
* The Directors will ensure that the general layout of the workplace is conducive to the safe handling of Clients and safe use of equipment.

**WHS Consultation**

Your Choice Matters will establish and maintain systems for WHS consultation to enable staff to contribute to the making of decisions affecting their health, safety and welfare at work.

It is intended that as an outcome of this policy:

* The risk of injury to workers and others will be prevented
* Workers will be consulted in the risk management process
* The social and financial costs of work health and safety hazards will be reduced
* Safe systems of work will be established and maintained.
* Your Choice Matters will maintain regulatory compliance.
* Consultation on WHS matters will be undertaken in a timely manner taking into consideration the level of risk involved in any specific WHS issue.
* WHS training will be available for staff and will be updated according to current regulatory WHS requirements.

**Nature of consultation**

* Sharing health and safety information
* Providing workers with a reasonable opportunityto:
	+ Express their views
	+ Raise work health and safety issues
	+ Contribute to the decision-making process
* Taking the views of workers into account
* Advising workers on the outcome in a timely manner.

**When consultation is required**

* Consultation is required when:
	+ Identifying and assessing risks to health and safety
	+ Deciding ways to eliminate or minimise those risks
	+ Deciding on the adequacy of facilities for worker welfare
	+ Proposing changes that may affect the health and safety of workers

**WHS Resolution**

Employees will be consulted on all proposed changes to the work environment, equipment, policies, protocols and procedures that may affect their health and safety.

Information on hazards, Work Health & Safety activities and achievements will be disseminated to employees through staff meetings, memos.

Staff may approach The Directors to bring forward issues in the workplace.

The Directors will attempt to resolve the issue locally.

A reasonable effort to achieve a timely, final and effective resolution will be made.

Work related problems, concerns or complaints in relation to Work Health & Safety shall be managed in accordance with the Complaints Procedure documented in the Human Resource Policy Manual.

Only after reasonable efforts have been made to resolve the issue can the parties seek the assistance of an inspector. This right arises whether all, some or only one of the parties have made reasonable efforts to have the work health and safety issue resolved. This means that a party’s unwillingness to resolve the issue would not prevent an inspector being called in.

The inspector’s role is to assist in resolving the issue, which could involve the inspector providing advice or recommendations or exercising any of their compliance powers, for example issuing a notice.

Even if an inspector has been called in to assist with resolving a work health and safety issue, the rights of a worker to cease unsafe work under the model WHS Act remain.

If the issue is resolved, the details of the issue and the resolution will be set out in writing to the satisfaction of all the parties.

As soon as reasonably practicable after the issue is resolved;

* the workers affected by the issue are informed of the details of the agreement between the parties
* a copy of the agreement to the resolution of an issue may be forwarded by any of the parties involved or Your Choice Matters that represents the party.

**Workplace Incidents**

Your Choice Matters will:

* Have a current workers’ compensation insurance policy that covers all workers.
* Notify Workcover of any workplace incidents as per legislative requirements.
* Make suitable duties available to injured workers.
* Keep a record of wages according to regulatory requirements.
* Keep a register of workplace-related injuries and illnesses.
* Forward any worker’s compensation payments to injured workers.
* Not dismissing an injured worker because of their injury within six months of the injury or illness occurring and the injured worker’s incapacity to work.
* Maintain a register of acceptable modified duties.
* Make offers for modified duties in writing and provide these to the injured worker and healthcare practitioner.
* Educate employees in relation to the causes of the injury and subsequent risk.
* Keep associated records as required.
* Display an “If you are injured” (or similar) poster for employees.
* Ensure all employees are aware of responsibilities and rights in relation to RTW (return to work) through training and education.
* Manage disputes according to regulatory requirements.

**Notification of injuries**

* All injuries must be notified to The Directors as soon as possible.
* All injuries will be recorded.
* The workers’ compensation Agent will be notified of any injuries within 48 hours.
* Workcover will be notified immediately for any serious incidents involving a fatality or a serious injury or illness.

**Recovery**

* The management will ensure that the injured worker receives appropriate first aid and/or medical treatment as soon as possible.
* The injured worker must nominate a treating doctor who will be responsible for the medical management of the injury and assist in planning return to work.

**Return to work**

**Management will:**

* Arrange a suitable person to explain the return to work process and the injury management plan to the injured worker.
* Ensure the injured worker’s right to confidentiality of medical information.
* Ensure that no information will be used to discriminate against the injured worker.
* Provide the ability to communicate across cultures, including ethnicity, gender and age,
* Ensure RTW plans are completed within the legal timeframes.
* Return to work plans will be based on the advice of the employee’s own treating health practitioner/doctor, and the work rehabilitation provider.
* Be compliant with the relevant legislation and agreed consultation procedures,
* Suitable work will be made available where possible, when an employee’s injury does not allow an employee’s return to immediate pre-injury duties.  These duties shall be made available on a temporary basis.
* Contact and communication with an injured employee shall be maintained during the period of incapacity and absence from work.
* Confidentiality of the injured employee’s information and records will be maintained.

**Work Health and Safety – Management Program**

The program consists of a set of activities, policies and procedures that are updated as required and relates to all aspects of work health and safety including:

* WHS training and education
* Work design, workplace design and standard/safe work procedures
* Emergency procedures
* Provision of WHS equipment, services and facilities
* Workplace inspections and evaluations
* Reporting, recording and reviewing incidents, accidents, injuries and illnesses
* Hazard identification activities
* Equipment assessment procedures and practices
* Client risk assessment procedures and practices
* Risk assessment procedures and practices
* Information on WHS to employees, Clients and their families
* Implementing safe manual handling procedures and safe work procedures

**Education/Training:**

Every employee shall, within seven (7) days of commencing employment be given instruction in relation to:

* Identification and minimisation of hazards; in/or around a client’s home
* Procedure to be followed in the event of an emergency
* Every employee will receive emergency training at least annually.
* Education/training will be conducted by appropriately authorised and skilled personnel.

**Hazard Identification and Risk Management**

* Management actively encourages the reporting of hazards and promotes a positive and timely response.
* Employees, visitors and visiting health professionals are informed of the mechanism for hazard identification.

On identification and reporting of a hazard, employees, visitors and visiting health professionals will:

* where possible, take immediate action to minimise the hazard(s)
* report to the person in charge immediately where action is beyond role limitations and the hazard poses a high risk
* record the hazard according to the hazard reporting requirements.

Identified hazards are reported and reviewed using Your Choice Matters’ continuous improvement and risk management processes. Refer to Risk Management Policy and Continuous Improvement Policy.

**Risk Management**

Your Choice Matters considers risk management to be fundamental to good management practice. Effective management of risk will provide an essential contribution towards the achievement of Your Choice Matters’ strategic and operational objectives and goals. Risk management must be an integral part of Your Choice Matters’ decision making and must be incorporated within the strategic and operational planning processes at all levels across Your Choice Matters.

Your Choice Matters will maintain strategic and operational risk management plans.  Management is committed to ensuring that all staff are provided with adequate guidance and training on the principles of risk management and their responsibilities to implement risk management effectively.

Your Choice Matters will regularly review and monitor the implementation and effectiveness of the risk management process, including the development of an appropriate risk management culture across Your Choice Matters.

**REFERENCE LIST**

* Safety and Quality SA
* NDIS Quality and Safeguards Commission
* Safe work Australia: National Code of Practice
* Safe Work SA

Workcover SA Guidelines/Code of Practice – https://www.safework.sa.gov.au/

# **Appendix 2 – Safe Operating Procedures**

* Manual Handling
* Slips, Trips and Falls
* Working Alone
* Managing aggressive and violent behaviour
* Managing Psychological Health
* Vehicle and Driver Safety

## ***MANUAL HANDLING***

*This Safe Work Procedure does not necessarily cover all possible hazards and should be used with other references. It is designed to be used as an adjunct to teaching Safety Procedures and to act as a reminder to users prior to handling items.*

*Client Manual Handling risks are common when support workers provide home care services. However, Manual Handling also occurs during services which provide community access. E.g. daily outings, attending appointments etc. It is essential that our Support Workers are familiar with Manual Handling risks and manage them safely.*

**Hazards and Risks**

|  |
| --- |
| **Warnings**Prohibition Signs - No Mobile Phones-Picto OnlyProhibition Signs - No SmokingProhibition Signs - Do Not Wear Thongs |
| **Possible PPE**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Foot Protection** | **Hearing Protection** | **High Visibility** | **Head Protection** | **Eye Protection** | **Face Protection** | **Hand Protection**  | **Protective Clothing**  | **Breathing Protection** |
| Description: Footwear | Description: Hearing Protection | Description: High Visibility Clothing copy 3 | Description: Head Protection | Description: Eye Protection | Description: Face Protection | Description: Hand Protection | Description: Clothing | Description: Breathing |

 |
| **Hazards** * Heavy items
* Awkward loads
* Repetitive actions
* Poor ergonomic set up
 | **Risks*** Cuts, bruises, fractures
* Damage to the musculoskeletal system of the body resulting in musculoskeltal disorders
 |

**Procedure**

**Manual Handling**

* Assess the hazards at the client’s house by using the **Client Home Safety Checklist**
* Determine the Manual Handling Risks associated with the activity; Consider the following:
* Eliminating unnecessary manual handling tasks where possible e.g. encourage clients to move themselves;
* Consider changing the layout of the home/workplace to make it safer;
* Providing mechanical aids;
* Changing the client’s posture/position;
* Carrying smaller loads/carrying loads in two or three trips;
* Consider if there is any available equipment and resources to assist moving the load;
* Relocate the bed/furniture to allow enough space;
* Use two workers when lifting/moving a heavy load;
* Change workflows/mix up the task to prevent repetitive movements;
* Taking sufficient breaks;
* Putting on the appropriate Personal Protective Equipment if required for the task at hand;

**How to lift**

* Keep spine in a neutral position (i.e. s-shaped curve).
* Keep a wide base of support.
* Ensure you are balanced;
* Bend at your knees and hips.
* Brace your abdominal muscles slightly.
* Beep the object close to you.
* Push up with your legs.
* Avoid twisting.
* Ensure the following when lifting aid:
	+ lift within physical capabilities only
	+ push rather than pull the aid
	+ do not pull large loads towards yourself
	+ do not jerk to get the aid moving
	+ seek assistance if the load is too heavy or consider breaking down the load to make it lighter
	+ never try to move or push a loaded air or skid by hand
	+ use proper lifting techniques when loading and unloading
	+ when going down an incline, push don’t pull
	+ ensure objects are to be lifted in suitable conditions (dry, stable, even weight distribution, handles where possible, no sharp edges, no vision blockage, no chemical or waste residue on object etc.)

**Review**

* Ensure all controls are reviewed as per the following:
* have controls reduced risk adequately
* are there changes to the workplace that creates new/different risks where controls may no longer be effective
* have new hazards identified
* has consultation with relevant persons indicated that a review is needed.

**Relevant Legislation/ Guidelines/ Standards**

*Work Health and Safety Act 2012*

*Work Health and Safety Regulations 2012*

*Managing the Risk of Falls in the Workplace (SafeWork SA).*

*Safe Work Australia (2011):*

* *Managing the Risk of Falls at Workplaces*
* *Managing the Risk of Plant in the Workplace*
* *How to Manage Work Health and Safety Risks*
* *Hazardous Manual Tasks*
* *WHS Consultation, Cooperation & Coordination*
* *Managing the Work Environment and Facilities*
* *Managing Noise and Preventing Hearing Loss at Work*
* *Managing Electrical Risks in the Workplace*
* *Safe Design of Structures*

*All Images used in this procedure were sourced from Google images.*

## ***SLIPS, TRIPS AND FALLS***

*This Safe Work Procedure does not necessarily cover all possible hazards and should be used with other references. It is designed to be used as an adjunct to teaching Safety Procedures and to act as a reminder to workers to avoid slips, trips and falls.*

*Slip Trip and Fall hazards are common in all workplaces and particularly in client’s homes. It is essential that the Support Worker manages these risks and ensures their own safety at all times. Any hazards should be reported immediately by the Support Worker. If a Support Worker feels that the environment is unsafe for any reason, please call the Your Choice Matters office before entering the property.*

**Hazards and Risks**

|  |
| --- |
| **Warnings**Prohibition Signs - No Mobile Phones-Picto OnlyProhibition Signs - No SmokingProhibition Signs - Do Not Wear Thongs |
| **Possible PPE**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Foot Protection** | **Hearing Protection** | **High Visibility** | **Head Protection** | **Eye Protection** | **Face Protection** | **Hand Protection**  | **Protective Clothing**  | **Breathing Protection** |
| Description: Footwear | Description: Hearing Protection | Description: High Visibility Clothing copy 3 | Description: Head Protection | Description: Eye Protection | Description: Face Protection | Description: Hand Protection | Description: Clothing | Description: Breathing |

 |
| **Hazards** * Uneven ground or floor surfaces
* Inappropriate footwear
* Slippery surfaces as a result of cleaning or spillages
* Environment e.g. inadequate lighting or excessive noise
* Poor housekeeping and storage resulting in objects being left in walkways
 | **Risks*** Sprains or strains
* Other musculoskeletal damage including broken bones
* Back injury
* Burns if the fall occurs near hot surfaces or if the person is handling hot fluids of any kind
* Cuts if the fall occurs near sharp objects
 |

**Procedure**

**General housekeeping**

* Assess the hazards at the client’s house by using the **Client Home Safety Checklist**
* Assess the Slip, Trip and Falls risks when at the workplace, whether it be at the office, in the community or at a client’s house.
* Work areas, client’s houses, fire escapes, walkways, and other means of access and egress are to be kept clear and unobstructed so far as is reasonably practicable.
* Do not leave items/rubbish in a walkway/where someone could trip;
* Lunch areas must be kept tidy and clean.
* Toilets should be left clean and tidy.
* Tools, electrical cords etc. are not to be placed in areas or used in such a way where they may be subjected to damage or cause a trip hazard.
* Rubbish is not to be left lying where it may create a hazard.
* All rubbish should be disposed of as soon as possible and placed in correct bins.
* The workplace must be left as tidy as reasonably practicable at the end of the day’s work; and
* Housekeeping should be performed on a daily/scheduled basis as part of normal work practices or at the end of the day.

**Safe personal practices**

* Ensure footwear is suitable for the position.
* Walk at a reasonable pace.
* Clean up after yourself.
* Never leave equipment lying around where others will walk.

**Review**

* Ensure all controls are reviewed as per the following:
* have controls reduced risk adequately
* are there changes to the workplace that creates new/different risks where controls may no longer be effective
* have new hazards identified
* has consultation with relevant persons indicated that a review is needed

**Relevant Legislation/ Guidelines/ Standards**

*Work Health and Safety Act 2012*

*Work Health and Safety Regulations 2012*

* *Managing the Risk of Falls at Workplaces*
* *How to Manage Work Health and Safety Risks*
* *WHS Consultation, Cooperation & Coordination*
* *Managing the Work Environment and Facilities*

## ***WORKING ALONE***

*This Safe Work Procedure does not necessarily cover all possible hazards and should be used with other references. It is designed to be used as an adjunct to teaching Safety Procedures and to act as a reminder to workers when they are working alone.*

*Support Workers at times find themselves alone in situations where their access to support/help is limited. It is important to maintain effective communication with workers who work alone/or in remote areas.*

*Where possible, the PCBU should look at sending two workers rather than one if the Support Workers are going to a client’s residence. Support Workers must assess the risks when they are at the Clients home.*

**Hazards and Risks**

* increase the risk of exposure to violence or result in poor access to emergency assistance
* Injury
* Serious disability
* Death

**Procedure**

**Working alone**

* Assess the hazards at the client’s house by using the **Client Home Safety Checklist**
* Ensure you have the relevant emergency numbers stored in your phone;

Check that you have the correct location details for the client;

* Ensure Communication arrangements are in place; Ensure family or friends know your whereabouts and have the relevant contact details and can advise the workplace if the worker does not arrive home at the required time;
* Arrange a check in procedure;
* Ensure the worker is familiar with local emergency numbers;
* Ensure information of expected times of departure and return are known;
* Neverengage in any behaviour in which puts yourself at risk;
* Never engage in behaviour in which you feel uncomfortable.

**Relevant Legislation/ Guidelines/ Standards**

*Work Health and Safety Act 2012*

*Work Health and Safety Regulations 2012*

* *How to Manage Work Health and Safety Risks*
* *WHS Consultation, Cooperation & Coordination*
* *Managing the Work Environment and Facilities*

## ***MANAGING AGGRESSIVE AND VIOLENT BEHAVIOUR***

*This Safe Work Procedure does not necessarily cover all possible hazards and should be used with other references. It is designed to be used as an adjunct to teaching Safety Procedures and to act as a reminder to workers when they are working in an environment with challenging or aggressive behaviours.*

*Workplace violence is defined as any incident where an employer or worker is abused, threatened or assaulted in situations relating to their work and includes issues such as sexual harassment, bullying and challenging client behaviours. Threats to personal safety of support workers may arise from interactions with clients, client’s family members or friends, or members of the public.*

*Challenging behaviour may include the following:*

* *Verbal Abuse*
* *Inappropriate sexual behaviour*
* *Difficult personalities*
* *Those with unrealistic expectations or who repeatedly refuse services*
* *Aggressive or threatening behaviours directed at themselves, property or others.*
* *Inappropriate Allegations*

*These behaviours can put the workers physical or psychological health at risk.*

**Hazards and Risks**

* increase the risk of exposure to violence or result in poor access to emergency assistance
* Injury
* Psychological damage
* Serious disability
* Death

**Procedure**

*Preventative Measures for Managing Aggressive Behaviour*

* Ensure as much information has been obtained about the client before the worker visits the client.
* Assess the hazards at the client’s home using the **Client Home Safety Checklist.** If there is any suspicion of risk, do not enter the premises and call the Director immediately.
* Ensure you have the relevant emergency numbers stored in your phone.
* Check that you have the correct location details for the client.
* Ensure Communication arrangements are in place; Ensure family or friends know your whereabouts and have the relevant contact details and can advise the workplace if the worker does not arrive home at the required time.
* Listen for conflict prior to entry
* Respect that you are entering another person’s environment.
* Stand back and to the side after ringing/knocking on the door
* Know where the exit doors are
* Park your vehicle in a safe, well-lit area (as much as possible)
* Be aware of your interpersonal skills and how they may affect the situation. Be aware of your own limitations (e.g. response to conflict, values, commitment to safety etc)
* Never assume the environment is 100% safe or the client is 100% safe. Always be prepared for the unexpected.

*If the Client/Family member/Friend of the Client becomes aggressive:*

* Maintain a distance of safety and/or place a barrier between you and the person
* Read body language as best as possible to predict aggressive behaviour
* Stay as calm as possible and speak slowly, clearly and quietly
* Listen carefully and nod in agreement. Keep silent and be patient
* Use good interpersonal skills to gain information and take time to consider your options
* Contact the relevant persons as soon as possible.

*If the Client/Family member/Friend of the Client becomes aggressive whilst driving:*

* Stay calm and focus on your driving
* Read body language as best as possible to predict aggressive behaviour
* Stay as calm as possible and speak slowly, clearly and quietly
* Listen carefully and nod in agreement. Keep silent and be patient
* Do not aggravate behaviour by arguing or disagreeing with the Client
* If the client tries to physically touch the worker, pull the vehicle over as soon as possible
* Once the vehicle is pulled over, try and maintain calm and keep the Client as safe as reasonably possible.
* Phone the relevant persons immediately for help.
* Report the incident as soon as possible.

*A useful strategy for assessing a situation is by using the THREAT model.*

*T - Do I feel threatened?*

*H – Am I hidden?*

*R – Am I at risk?*

*E – is there an escape route?*

*A – Can I raise an alarm?*

*T – Am I working at a risky time?*

**Relevant Legislation/ Guidelines/ Standards**

*Work Health and Safety Act 2012*

*Work Health and Safety Regulations 2012*

* *How to Manage Work Health and Safety Risks*
* *WHS Consultation, Cooperation & Coordination*
* *Managing the Work Environment and Facilities*

## ***MANAGING PSYCHOLOGICAL HEALTH***

*This Safe Work Procedure does not necessarily cover all possible hazards and should be used with other references.*

*Psychological ill health may result from ongoing work-related stress. Working in the disability industry can have a significant impact on a Workers mental health. Workers may be subject to high demands and expectations that are out of keeping with their needs, abilities, skills and coping strategies (Safe Work SA, 2020).*

*Factors that may contribute to psychological health may include but are not limited to the following:*

* *Lack of skills/training for the job;*
* *Unrealistic expectations by clients/family members;*
* *Conflicts with clients;*
* *Inability to discuss issues/problems;*
* *Challenge behaviours of Clients;*
* *Lack of counselling following an incident;*
* *Complaints not taken seriously.*

**Hazards and Risks**

* Psychological stress/injury

**Procedure**

* Upon employment with Your Choice Matters, ensure that you feel comfortable starting your shifts.
* Ensure open communication with the workplace if you feel there are areas where you need extra training/guidance.
* Follow all company protocols for your safety and wellbeing.
* Undertake all required training modules to ensure that you are always furthering your skills
* If there is an incident/complaint, ensure that you fill out the Incident Report form and contact the relevant person(s) as soon as possible.
* Ensure that you ask or reach out if you are uncomfortable in any situation when working as a Support Worker.

**Relevant Legislation/ Guidelines/ Standards**

*Work Health and Safety Act 2012*

*Work Health and Safety Regulations 2012*

* *How to Manage Work Health and Safety Risks*
* *WHS Consultation, Cooperation & Coordination*
* *Managing the Work Environment and Facilities*

## ***VEHICLE AND DRIVER SAFETY***

*This Safe Work Procedure does not necessarily cover all possible hazards and should be used with other references. It is designed to be used as an adjunct to teaching Safety Procedures and to act as a reminder to workers when they are transporting Clients in their vehicle*

*Traveling between client’s homes and/or community venues presents a number of hazards for workers in community settings. If Workers are using their car for work purposes, they must display that it is suitable and safe for work.*

*Factors that need to be considered when transporting Clients are:*

* *Maintenance of vehicle safety e.g. tyres, brakes, lights, seatbelts*
* *Assisting clients in and out of vehicles*
* *Distractions within the car*
* *Mobile phone distractions*
* *Storage and unloading of heavy loads (shopping etc)*
* *Procedures following Motor Vehicle Accidents*
* *Insurance over for transporting clients*
* *Licences for Workers*

**Hazards and Risks**

* Motor Vehicle Collisions causing Injury/Death

**Procedure**

* Ensure that the Vehicle Safety Checklist has been completed on your vehicle before transporting clients and then once every three (3) months or if your vehicle changes.
* Ensure that you have provided the relevant documentation (Licences, Comprehensive Car Insurance)
* Do not use your mobile phone or any other electronic device unless you have a handsfree Bluetooth function in your vehicle.
* Ensure that your car is clean and safe before transporting Clients. Checking the following before operating the vehicle:
* Oil Level, brake fluid level, water and windscreen washer level
* Adjust seat and controls
* Seat belts
* Parking brake
* Foot Brake
* Clutch and Gear Shift (if required)
* Mirrors clean and adjusted
* Doors operate correctly
* Steering moves smoothly
* Lights working properly
* Horn operational
* Vehicle reverse alarm
* Emergency Equipment
* Ensure that the Director is contacted immediately if any of the following occurs
* Loss of Licence
* Loss of Insurance
* Being under the influence of drugs and alcohol
* Taking medication which may impact on your driving ability
* Having a medical condition which impacts on your driving ability.

**Relevant Legislation/ Guidelines/ Standards**

*Work Health and Safety Act 2012*

*Work Health and Safety Regulations 2012*

* *How to Manage Work Health and Safety Risks*
* *WHS Consultation, Cooperation & Coordination*
* *Managing the Work Environment and Facilities*

# **Sign off on Safe Operating Procedures**

I ­­­……………………………………………………. agree to follow *Your Choice Matters* Safe Operating Procedures

…………………………………………………….. (Employee Signature) ………………………………………… (Date)

# **Appendix 3 – Induction Checklist**

This is an example Template only of the Induction checklist received by Employees during their Induction at Your Choice Matters.

Name of employee being inducted\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| **Introduction:** | **Employee Signature** | **Date** |
| Introduction to other staff |  |  |
| Nature of structure of the business |  |  |
| Roles of key people of the business |  |  |
| **Employment conditions:** | **Employee Signature** | **Date** |
| Employment contract, position description |  |  |
| Time management procedures |  |  |
| Leave arrangements (sick, holidays etc) |  |  |
| **Payroll** | **Employee Signature** | **Date** |
| Rates of pay  |  |  |
| Payday, bank details have been provided |  |  |
| Taxation (completion of required forms) |  |  |
| Superannuation |  |  |
| Timesheet  |  |  |
| Relevant award |  |  |
| Staff handbook - PDF (signature page) |  |  |
| **Safety**  | **Employee Signature** | **Date** |
| **Safety Procedures** |  |  |
| **Working at a Clients Checklist** |  |  |
| **Responsibility under the WHS Legislation** |  |  |
| **Other** | **Employee Signature** | **Date** |
| **Online Training - NDIS and Disability Awareness** |  |  |
| **Dress code - polo, sporty, clean** |  |  |
| **Shift Care** |  |  |
| **Incident Report/Hazard Report** |  |  |
| **Shift cancellation policy** |  |  |
| **Other** |  |  |

Conducted by: (name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# **Appendix 4 – Incident and Hazard Reporting Links**

The links below are for reporting incidences. And hazards These links are highlighted to the Worker during the Induction.

**Incident Report Form** - <to be completed>

**Hazard Report Form** - <to be completed>

# **­­**

# **Appendix 5 – Working from Home Checklist**

*Inspection should be undertaken on every occasion that the Employee is working from home. The Employee must ensure that the working environment is kept safe. The Employee is required to complete the Home Safety Checklist and keep a copy for the Employer. The Employee can either keep a hard copy or an electronic copy. In the case of an incident in the Workers Home, an Incident Form must be filled out IMMEDIATELY and First Aid applied/emergency services contacted. If in doubt, please contact the Director.*

| **Area** | **Yes** | **No** | **N/A** | **Corrective Action**  | **Date Completed** |
| --- | --- | --- | --- | --- | --- |
| **Lounge Area** |  |  |  |  |  |
| Is floor surface smooth and free of trip hazards |  |  |  |  |  |
| Is there sufficient light |  |  |  |  |  |
| Are chairs/couches safe and sturdy |  |  |  |  |  |
| Cords and PowerPoints are in good condition on visual inspection |  |  |  |  |  |
| Is the floor clear of stored items |  |  |  |  |  |
| Are chairs in good condition |  |  |  |  |  |
| Are computer stations set up ergonomically (if using the computer) |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Area** | **Yes** | **No** | **N/A** | **Corrective Action**  | **Date Completed** |
| **Home Kitchen** |  |  |  |  |  |
| Is floor surface smooth and free of trip hazards |  |  |  |  |  |
| Is there sufficient light |  |  |  |  |  |
| Cords and PowerPoints are in good condition on visual inspection |  |  |  |  |  |
| Is the floor clear of stored items |  |  |  |  |  |
| Is there clear access to the lunch table |  |  |  |  |  |
| Are chairs in good condition |  |  |  |  |  |
| Is the fridge clear of items passed their Use-By date |  |  |  |  |  |
| Are items such as microwave, toaster etc clean |  |  |  |  |  |
| Is the bin clean and free of odour |  |  |  |  |  |
| Are all dangerous goods stored away safely |  |  |  |  |  |
|  |  |  |  |  |  |
| **Emergency Management** |  |  |  |  |  |
| Are First Aid Kits accessible and serviced |  |  |  |  |  |
| Are Fire Extinguishers accessible and serviced |  |  |  |  |  |
| Is the Emergency Procedure in place |  |  |  |  |  |

**Employee Sign off**

*I have undertaken a site safety check of the home and I confirm that my home workplace is safe*

 Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Management Sign Off**

 *If there are any corrective actions as outlined above, these have been implemented to my satisfaction.*

 Director\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# **Appendix 6 – Client Home Safety Checklist**

Client home safety checklist to be attached.