SAFETY AND SECURITY POLICY AND PROCEDURE

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Purpose and Scope

The purpose of this policy and procedure is to set out Bilingual Care's security arrangements, so that it can provide a safe and secure work and service delivery environment for staff, consumers, and others. It also outlines the ongoing requirements for maintaining the premises and any equipment in good condition.

It applies to all staff and meets relevant legislation, regulations, and Standards. It should be read in conjunction with Bilingual Care's *Work Health and Safety Policy and Procedure* and *Social and Physical Accessibility Policy and Procedure*.

For processes relating to consumer and staff personal safety, see Bilingual Care's *Protecting Consumers from Harm Policy and Procedure*, *Elder Abuse and Neglect Policy and Procedure* and *Workplace Bullying, Discrimination and Sexual Harassment Policy and Procedure*.

Applicable Strengthened Aged Care Quality Standards

- *Standard 2. The Organisation*
- *Standard 4. The Environment*

Policy

Bilingual Care is committed to maintaining a safe, secure and fit-for purpose environment for all staff, consumers and visitors. This is achieved through the implementation of effective safety and security systems, risk management processes, ongoing monitoring of the physical environment.

The built and landscaped environments at Bilingual Care will be designed, maintained and reviewed to ensure they are safe, accessible and appropriate for the services provided. These environments will promote the safety, security and wellbeing of all persons accessing or working at the premises.

Bilingual Care is committed to continuous improvement of its physical environment to ensure it remains responsive to the needs, preferences and safety of consumers and the workforce.

Procedures

Entry to Premises and Security

Bilingual Care's Head Office is located at Shop 6/8 Ashton St ROCKDALE NSW. It is located on the ground floor of the building. Access to the office is through the foyer the front of the building, just outside the Western exit of Rockdale Plaza.

The foyer doors are unlocked between 8.30am and 5.00pm. Outside of business hours,

access can only be gained using a swipe card. The building is monitored by Rockdale Plaza Security, who can be contacted on (02) 91921150.

Visitors

Visitors can access Bilingual Care's Head Office at any time during businesses hours by entering the building's foyer and announcing themselves at Reception.

Visitors are required to sign-in and sign-out to ensure everyone is accounted for in the event of an emergency evacuation. All visitors must complete the *Sign-in Register* located at the reception desk when they arrive at the premises and before they leave.

All visitors must be escorted by a staff member when in Bilingual Care's office.

Staff

Staff can access the office during business hours without needing a swipe card, however, can only access the office itself with a key. The Managing Director must ensure that all keys provided to staff are recorded in the *Key / Swipe Card Register* and returned prior to their employment ending.

After-hours access to the office can be gained via the foyer doors and lift or stairs for staff who have a swipe card. After-hours access and swipe cards must be approved by the Managing Director and all swipe cards recorded in the *Key / Swipe Card Register*.

Loss of theft of staff keys or swipe cards must be reported to the Managing Director as soon as possible.

All staff are expected to keep the office door always locked.

Parking

Ample parking for visitors and staff is available on the ground floor of Rockdale Plaza.

Staff with an allocated building car park can gain entrance to the car park via Ashton St, using their swipe card.

Staff are advised to lock car doors and windows when entering or departing the car park for their safety.

Exit from Premises

The last staff member to leave Bilingual Care each day must turn off all the office lights and lock the office door behind them.

General Premises Requirements

Bilingual Care will take reasonable steps to identify and remove barriers within its physical environment, systems and practices to ensure equitable access and use of its premises and services. The specific measures and processes for promoting accessibility and inclusion are outlined in Bilingual Care's *Social and Physical Accessibility Policy and Procedure*.

Entry and Exit

Entries and exits must be clearly lit, slip-resistant, signed and clearly marked. Appropriate entries and exits must be available for mobile equipment, such as wheelchairs.

Aisles and walkways must be at least 600mm wide, free of furniture and other obstacles, and where necessary, clearly marked. Staircases must be guarded with upper and lower rails, with a handrail on at least one side.

Power-operated doors and gates must have safety features to prevent people being struck or trapped. They will also be suitably signed, to warn of potential hazards.

Work Areas

Staff must always maintain good housekeeping practices and a tidy workplace, to reduce the risk of injury from slips and trips.

Work areas must have enough space to allow someone to move about freely without strain or injury and evacuate quickly in the event of an emergency.

Where noise, heat or manual tasks are involved, a larger work area should be used where possible.

Floors and Other Surfaces

Floors must be slip resistant and free of any hazards, such as cables and loose tiles, which can cause slips or trips. Carpets or mats should be used in office areas and where staff are undertaking static standing work.

Lighting and Ventilation

There must be sufficient light to enable staff to perform tasks without straining their eyes or adopting awkward postures. Additional lighting should be used in areas of low lighting.

Internal workplaces must be properly ventilated with windows and doors, fans, or air-conditioning.

Extreme Temperatures

The work and service delivery environment should be maintained between 20°C and 26°C.

Where the optimal temperature cannot be controlled or achieved, alternate controls should be implemented through the risk assessment process (see Bilingual Care's *Work Health and Safety Policy and Procedure* for further guidance).

Noise

The working environment and/or equipment in the workplace must not exceed the maximum noise levels recommended by the Standards Association of Australia. Noise is considered excessive when:

- total (continuous) noise exceeds 85 dB when averaged over an 8-hour period (known as 85dB(A) or
- noise that exceeds a peak noise level of 140 dB(C) at any time during the day.

Bilingual Care will actively aim to keep noise below:

- 50 dB(A) if the work requires high concentration or effortless conversation or
- 70 dB(A) if the work is routine, fast paced and demands attentiveness, or if it is important to carry on conversations.

Equipment must not produce noise that exceeds the maximum noise level recommended by the Standards Association of Australia.

Bilingual Care will also consider ways that sounds and noise can be reduced to support people who may have noise sensitivities. This could include minimising unnecessary noise, using soundproofing materials, closing windows or designating quiet areas/rooms with a calming atmosphere.

Personal Facilities

Staff and visitors must have access to clean, safe, and accessible toilets, drinking water, washing, and eating facilities, and secure storage for personal items.

Specific Types of Work

Where staff, consumers or others are working or undertaking activities outdoors, they must have access to shelter for eating meals and taking breaks, and to protect themselves in adverse weather conditions. They must also have or be given personal protective equipment (PPE) for protection from the weather.

Working in Consumer's Homes

Where supports are to be provided in a consumer's home, the *Consumer Risk Assessment* and *Home Risk Assessment* must be completed, monitored, and reviewed (see Bilingual Care's *Risk Management Policy and Procedure*).

A consumer's home can change between visits. Changes may include:

- furniture positioning
- faulty electrical equipment
- people or animals being present
- altered storage patterns
- spills or leaks
- new equipment or furniture and
- obstructed access.

Staff must determine the safety of consumers' homes at each visit and before commencing their duties. This includes undertaking a visual scan of the home immediately on arrival, and of any equipment to be used before it is used. Where possible, hazards should be fixed/rectified before services start. Staff must report any identified High Risks to Bilingual Care's Managing Director immediately for review and action before commencing services.

Consumers, families, carers, and others in the home are responsible for:

- maintaining a safe work environment for staff (for example, repairing broken steps, mowing long grass, restraining animals, providing adequate lighting, etc.)
- looking after their own in-home safety (for example, maintaining electrical equipment and installing smoke alarms and safety switches to switchboards)
- cooperating with staff to ensure they can work in a safe way (for example, moving

furniture to allow adequate workspace, etc.)
- keeping their equipment safe, well maintained and in good order and
- informing staff of any known hazards.

Where consumers do not have facilities for managing extreme temperatures in their home (e.g., heaters or fans/air conditioners), staff should dress appropriately to meet the expected weather temperatures. Refer to Bilingual Care's *Work Health and Safety Policy and Procedure* for further guidance.

Remote or Isolated Work

Remote or isolated work is work undertaken when isolated from the assistance of other people because of the location, time or the nature of the work being done. Bilingual Care has in place safe systems of work to reduce the risks from working alone or isolated – see Bilingual Care's *Work Health and Safety Policy and Procedure* for further details.

In the Event of an Emergency or a Fire Drill

Bilingual Care's Premises

All staff and visitors must follow instructions given by Bilingual Care's nominated fire warden during security and fire drills or an emergency. Refer to Bilingual Care's *Emergency and Disaster Management Policy and Procedure* for more information.

In the event of a drill or emergency, staff must ensure that all visitors are escorted to the evacuation point, provided it is safe to do so.

Consumer's Homes

Bilingual Care will support and encourage consumers to develop a personalised *Emergency Planning Guide,* as per the *Emergency and Disaster Management Policy and Procedure* and *Initial Assessment and Care Planning Policy and Procedure*. Consumers will be prompted to follow their personalised *Emergency Planning Guide* (if developed) and to follow the directions of Emergency Services and government advice (e.g. remain in place or evacuation orders).

Bilingual Care will continue to provide services to consumers with as limited disruption as possible depending on the nature of the situation. See Bilingual Care's *Staffing Policy and Procedure* for guidance on continuity of supports during an emergency or disaster.

Theft or Damage to Property or Premises

All staff are provided with a key lockable drawer or cabinet in which to keep their valuables.

If any personal property is lost or stolen, staff and visitors should inform the Managing Director, who will take further action such as contacting the Police.

If any Bilingual Care property is lost or stolen, staff must inform the Managing Director, who will take further action, such as contacting the Police and relevant insurance company.

Training

Staff will be provided with and instructed in the use of building entry keys and swipe cards, as well as visitor and staff entry and exit procedures, as part of their Induction.

Maintenance and Management of Premises, Equipment, Furniture and Lighting

The Managing Director will formally inspect Bilingual Care's premises on a six-monthly basis using the *Workplace Inspection Checklist*, in accordance with the *Schedule 2. Internal Review and External Audit Checklist*. The checklist covers items such as:

- chemicals
- electrical equipment/electricity
- storage
- furniture
- floor coverings
- ventilation
- lights
- fire extinguishers and
- evacuation.

The Managing Director will take necessary corrective action to ensure any unacceptable condition or identified hazard is resolved. If a maintenance issue is identified and it poses an immediate threat, the staff member must notify the Leadership Team immediately, and where possible, isolate the risk.

Bilingual Care also has a *Maintenance Book* located at its premises. The Managing Director will record any items that require maintenance in this book. The Managing Director will engage an external maintenance person to attend to these issues. If the matter is of an urgent manner a tradesman will be notified immediately.

The Managing Director will develop Risk Management and Risk Treatment Plans relating to fire safety, building and equipment maintenance and security systems. See Bilingual Care's *Emergency and Disaster Management Policy and Procedure* for further details.

Equipment Hazards

All staff are required to care for Bilingual Care equipment in an appropriate manner and to ensure that it is clean and safe.

Broken equipment or furniture, lighting or ventilation should be reported to the Managing Director immediately and removed where possible. Hazardous equipment will be stored in appropriate places to prevent injury.

Repairs that do not present an immediate risk to staff, consumers or other stakeholders will be assessed by the Managing Director and passed on to the appropriate person to repair the problem.

For identified risks that relate to electrical equipment or electrical safety, refer to Bilingual Care's *Work Health and Safety Policy and Procedure*.

Consumer Equipment

Consumers may use their own equipment while receiving services from Bilingual Care. If Bilingual Care staff are also required to use, or work in conjunction with, consumer-owned equipment, this must be done in a manner that ensures the safety, wellbeing and dignity of both the consumer and staff.

Prior to use, staff must assess consumer equipment to ensure it is safe, appropriate and fit for

purpose. This includes checking for visible damage, wear and tear, or any other issues that may impact safe use. Where equipment is identified as unsafe or unsuitable, staff must not use the equipment and must report the issue in accordance with *Bilingual Care's Work Health and Safety Policy and Procedure.*

Consumers are responsible for maintaining their own equipment as per manufacturer's guidelines, unless alternative arrangements have been agreed with Bilingual Care. Regardless of ownership, Bilingual Care will take reasonable steps to ensure that equipment used in service delivery does not pose a risk to consumers or staff.

Where consumer equipment is used as part of service delivery, requirements relating to its use and maintenance (including responsibilities and risk management strategies) must be documented in the consumer's *Care Plan*, as per Bilingual Care's *Initial Assessment and Care Planning Policy and Procedure*.

Reporting

Incidents relating to safety, security or maintenance of the premises should be reported in accordance with Bilingual Care's *Incident Management* policies and procedures.

If noise causes discomfort, staff, consumers, and other stakeholders should report the problem to the Managing Director and options to reduce noise/provide PPE may be considered.

Supporting Documents

Documents relevant to this policy and procedure include:

- *Consumer Incident Management Policy and Procedure*
- *Elder Abuse and Neglect Policy and Procedure*
- *Emergency and Disaster Management Policy and Procedure*
- *Initial Assessment and Care Planning Policy and Procedure*
- *Risk Management Policy and Procedure*
- *Social and Physical Accessibility Policy and Procedure*
- *Work Health and Safety Policy and Procedure*
- *Workplace Bullying, Discrimination and Sexual Harassment Policy and Procedure*
- *Workplace Incident Management Policy and Procedure*
- *Care Plans*
- *Consumer Risk Assessment*
- *Continuous Improvement Plan*
- *Emergency Planning Guide*
- *Home Risk Assessment*
- *Key / Swipe Card Register*
- *Maintenance Book*
- *Sign-in Register*
- *Schedule 2. Internal Review and External Audit Checklist*
- *Workplace Inspection Checklist*

Monitoring and Review

This Policy and Procedure will be reviewed at least annually by the Leadership Team. Reviews will incorporate staff, consumer, and other stakeholder feedback, where relevant.

Bilingual Care's *Continuous Improvement Plan* will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of Bilingual Care's service planning and delivery processes.

DOCUMENT CONTROL

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