

WORKPLACE HEALTH AND SAFETY POLICY AND PROCEDURE

The purpose of this policy and procedure is to demonstrate that the organisations commitment

to providing workplace that is safe and minimize risks to employees and participants by encouraging all employees and Management to take fair and reasonable means to ensure safe work practices.

Definitions

Duty of Care – A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonably foreseeable risk of injury. In the context of this policy, duty of care refers to the responsibility of Clover Care Pty Ltd staff to provide participants, students, volunteers, contractors and anyone visiting the service with an adequate level of care and protection against reasonably foreseeable harm and injury.

Safety Data Sheet (SDS) – Provides staff and emergency personnel with safety procedures for working with toxic or dangerous materials. The safety data sheet includes all relevant information about the material such as physical properties (e.g., melting/boiling point, toxicity and reactivity), health effects, first aid requirements and safe handling procedures (e.g., personal protective equipment, safe storage/disposal and management of spills).

Workplace – any place where work is carried out on behalf of Clover Care Pty Ltd.

POLICY

The health and safety of staff and participants is of paramount importance to Clover Care Pty Ltd. Workplace Health and Safety is the responsibility of all Clover Care Pty Ltd stakeholders including management staff, employees, volunteers, contractors, participants, families, carers and visitors.

If services are delivered in participants' homes, participants must provide a safe and health working environment for Clover Care Pty Ltd's staff. We will take steps to ensure the health, safety and wellbeing of employees, participants and their representatives, volunteers, contractors and visitors.

Our employees and volunteers are expected to stop work that is unsafe.

PROCEDURE

- Clover Care Pty Ltd will develop best practice working routines, instructions, procedures, processes and systems that minimize reduce or remove risks for staff and participants
- Provide protective clothing and equipment (PPE) as required, to protect employees.
- Consult about and endeavour to continuously improve, safety measures.
- Staff complete risk assessments before commencing work in a participant's home.
- Provides staff with annual emergency training.
- Maintains a system of hazard identification and outcomes with the aim to reduce hazards.
- Provide manual handling as mandatory yearly training for staff.
- Workplace Health Safety are reported to the appointed manager.
- Management will address or respond to WH&S issues or nominate a suitable staff representative to do so.
- Track issues progress and outcomes in Workplace Health Safety Improvement Register and.
- Workplace Health Safety matters are to be reported to the Management Team monthly bases.
- Upon commencement, all staff will undergo Induction, which will include general and task specific WH&S training where appropriate.
- The Management Team is responsible for ensuring the company meets its obligations under WH&S legislations.

Management Team Responsibilities

Management Team will be vigilant in ensuring that each employee is safe from injury and risks to health while at work by actioning the following:

- Provide and maintain a safe working environment.
- Provide adequate facilities.
- Provide instruction, orientation and training.
- Monitor working conditions including home safety assessments.
- Monitor health and safety of employees (review any injuries).
- Keep records of any work-related injuries.
- Identify hazards and potential risks and minimise or eliminate where possible.
- Develop, implement and regularly review WHS procedures and policies.
- Consult regularly with employees and have WHS as a mandatory part of all meetings.
- Be aware of and always follow, the WHS Act.
- Ensure WHS policies and procedures are followed.
- Ensure any risks or potential risks are identified, assessed and controlled.
- Provide employees with a thorough induction and information, instruction and ongoing training and supervision to ensure all work is carried out safely.
- Provide contractors with relevant information to safely carry out their work and to comply with the Company WHS responsibilities.

Staff Responsibilities

- Take reasonable care to protect own health and safety
- Use equipment provided by Company to protect own and participant health, safety and wellbeing
- Follow the company's health and safety instructions and procedures
- Do not be affected by drugs or alcohol at work
- Report hazards and incidents/injuries to Management immediately
- Be aware of and follow Workplace Health & Safety Act.

Responsibilities of contractors, participants, families and representatives

- Be familiar with this policy.
- Report hazards or incidents immediately to Management to enable effective control and management of any problems.
- Public liability insurance to cover any injuries they cause to their participants and/or the public (contractors)
- Cooperate with reasonable WHS rules and practices implemented by Clover Care Pty Ltd.
- Not act recklessly or placing the health and safety of others at risk.
- Ensure their actions or failure to act do not put themselves or Clover Care Pty Ltd's staff at risk.
- If services are delivered in participants' homes, participants must provide a safe and health working environment for Clover Care Pty Ltd's staff.

Monitoring and Review

Clover Care Pty Ltd Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Our Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Clover Care Pty Ltd service planning and delivery processes.

WORKPLACE INCIDENT MANAGEMENT POLICY AND PROCEDURE

The purpose of this procedure is to provide guidelines for reporting, investigating and applying appropriate control measures when an accident or near miss occurs. The aim is to provide safe systems of work along with a safe working environment in all Clover Care Pty Ltd worksites.

POLICY

Clover Care Pty Ltd is committed to providing a safe workplace for all staff, participants and other stakeholders and to establishing a formal process to report and investigate all workplace accidents, incidents and near miss occurrences. This includes identifying contributing factors and making the necessary recommendations to prevent a recurrence.

Clover Care Pty Ltd will respond to any incident or injury immediately and will support injured staff to return to work in a safe and sustainable way.

Definitions

- **Accident** – an unforeseen event that causes damage to property, injury or death.
- **Harm** – Includes death, or injury, illness (physical or psychological) or disease that may be suffered by a person as a consequence of exposure to a hazard.
- **Hazard** – a situation that has the potential to harm a person (cause death, illness or injury) or environment or damage property.
- **Hazard Identification** – A process that involves identifying all foreseeable hazards in the workplace and understanding the possible harm that each hazard may cause.
- **Hazard Management** – A structured process of hazard identification, risk assessment and control, aimed at providing safe and healthy conditions for staff, contractors and visitors while on the premises.
- **Incident** – an occurrence that causes (or could have caused, in the case of a 'Near Miss) damage to property, injury/illness or death.
- **Dangerous Incident (including 'Near Misses')** - an incident that exposes any person to a serious risk.

PROCEDURE

- Management will acquire and keep up-to-date knowledge of WH&S matters including legislative requirement for reporting incidents.
- Management will ensure Clover Care Pty Ltd has appropriate resources and processes in place to minimise or eliminate risks to health and safety.
- Management will ensure Clover Care Pty Ltd has appropriate resources to manage incidents.
- Staff will follow mandatory reporting where the incident involves a participant, in accordance with relevant legislation and standards.
- Staff will undergo induction, which will include training in mitigating and responding to incidents, as well as mandatory reporting responsibilities.

Responding to Incidents

- Assess the situation and check for danger.
- Remove the person from danger if it is safe to do so.
- Call Emergency Services (dial 000) if required.
- Attend to the immediate needs of the person/s involved.
- Assess the situation and ensure no others are at risk of harm.
- Do not alter the scene
- Notify relevant emergency contacts by telephone as soon as possible.
- Should the person not need medical treatment, notify the representatives, or family member.

Types of incidents

- Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability
- Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person
- Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability
- The Clover Care Pty Ltd is fully in compliance with the NDIS incident management guideline and monitor updates.

Reporting Incidents

All incidents and near misses must be reported to the Management within 24 hours through completion of the Incident Report.

Where an incident results in injury to a staff member, this must be recorded in the Injury Register.

The Clover Care Pty Ltd is fully in compliance with the NDIS incident management guideline and monitor updates. All reportable incidents to regulatory bodies including NDIS will be reported immediately.

Investigating and Resolving Incidents

1. The Management will work with the relevant state Workplace Health Safety authority and/or other relevant authorities to investigate the incident.
2. The Management or their nominated representative will commence investigations immediately upon receiving a completed Incident Report.
3. Management will implement the most effective controls that do not introduce other hazards and monitor and review the situation.
4. Consult with staff who are, or are likely to be, directly affected.
5. Provide information and feedback to the Management Team
6. Track all relevant information in the Incident Register.
7. Upon completion of the investigation the Management must finalise the relevant Incident Report and record the outcomes in the Incident Register.
8. The completed Incident Report should be stored on the relevant staff members or participant's file.
9. Incidents will be reviewed by the Management Team on a monthly basis, in order to determine if there are any trends or preventive measures that Company can take to prevent future incidents.

Debrief and Support

Facilitate an informal debrief amongst supervisors and colleagues.

Ensure appropriate support and access to counselling is made available for person involved in incident.

Workers Compensation

All work-related injuries or illnesses must be reported in accordance with the 'Reporting Incidents' section of this policy and procedure.

A staff member who has a work-related injury or illness who is away from work for more than seven consecutive days should nominate and be assessed by a doctor. The doctor will determine the kind of treatment they require, including the frequency and duration of treatment. The doctor will also issue a Certificate of Capacity, which is required to make a worker's compensation claim. The original Certificate of Capacity must be provided to Clover Care Pty Ltd.

The staff member should also complete a Worker's Injury Claim Form and submit it to the Director.

The Director must submit the completed Worker's Injury Claim Form, along with the Certificate of Capacity, to Clover Care Pty Ltd's workers compensation insurer within 7 days of receiving it.

The insurer will write to the staff member and Clover Care Pty Ltd to advise if the claim has been accepted or if further information is required. Insurers are required to provide their decision about the staff member's work capacity and entitlements to the staff member in a single notice.

If awarded workers compensation, staff can claim medical expenses and may receive weekly payments if they need time off work. If they need more than 7 days off work, they must participate in an injury management plan.

Return to Work Program

Clover Care Pty Ltd's Return to Work Program is a summary of the process that will be followed to manage staff with work-related injuries or illnesses. The program must align with the injury management program administered by Clover Care Pty Ltd's workers compensation insurer.

Clover Care Pty Ltd's Management Team and Return to Work Coordinator are responsible for maintaining the program. It must be reviewed at least every two years and should be written in plain English. The policies, procedures, roles, responsibilities and communications described in the plan must support timely, safe and durable recovery at work and align with requirements in the Work Health and Safety Act 2011 and Work Health and Safety Regulation 2011.

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