

## WORK, HEALTH AND SAFETY

### PURPOSE

The purpose of this document is to ensure that healthy and safe work practices are implemented which protect employees, volunteers, contractors, families, visitors and service users from harm.

### POLICY

LifeScope Health is committed to the health, safety and wellbeing of its employees, service users and others associated with the organisation. It is committed to the implementation of all work, health and safety legislation and regulations.

### SCOPE

This policy applies to all employees of On Call Staffing Solutions (trading as *LifeScope Community, Health & Support* and *Meditech Staffing*), service users, as well as their families, guardians and advocates.

### DEFINITION

- **Incident:** is usually an unplanned and unexpected event that injures or damages or has the potential to injure or damage. It can be actual or alleged, and may be accidental or deliberate.
- **Hazard:** is a situation that poses a level of threat to life, health, property, or environment
- **Safe working procedure:** is a written instruction outlining the preferred method of performing a task/activity, outlining potential hazards and associated controls measures to be applied.

### PROCEDURES

1. Senior management at On Call Staffing Solutions are committed to ensuring that the Work, Health and Safety Policy is effectively implemented in their respective business units, and will support the Director, staff members, and volunteers and hold them accountable for their specific responsibilities.
2. Managers will take responsibility for ensuring implementation of the policy and any safety procedures and take all practical measures to make sure that:
  - The business unit under their control is safe and without risks to health and wellbeing

- The behaviour of all persons in the organisation is safe and without risk to health and wellbeing
  - If they do not have the necessary authority to fix a problem, they will report the matter promptly with any recommendations for remedial actions, to the appropriate person.
3. All employees are required to follow safety procedures to ensure their own health and safety and the health and safety of others in the organisation. They are required to:
- Report observed safety hazards to their Coordinator or Manager
  - Participate in relevant consultation processes and training about work, health and safety
  - Actively promote safe working practices in the organisation.

## **WORK ENVIRONMENT**

1. On Call Staffing Solutions aims to ensure that as far as is reasonably practicable that all employees' work environments are safe and risk free. In order to do this risk management systems have been implemented to assist with identifying hazards and ensuring that control factors are in place to minimise risks associated with those hazards. Hazards may arise from the environment in which the work is conducted, the activities being undertaken, and the service users receiving assistance.

## **WORK ENVIRONMENT – HOME CARE/ATTENDANT CARE SERVICES (LIFESCOPE)**

1. Being an in-home support services provider LifeScope will carry out or ensure that an inspection of the home environment and the equipment being used is undertaken prior to commencing the service. The assessments will continue on a regular basis due to potential changes.
2. An initial intake assessment of the service user as well as specific behaviour or manual handling assessments will be undertaken by LifeScope or relevant associated party prior to commencing services and regularly thereafter. The assessment will also include identification of service user activities such as bowling, swimming etc. to determine suitability for the service user and controls required.

## **WORK ENVIRONMENT – NURSING AGENCY**

1. As a service provider to residential aged care will carry out or ensure that an inspection of the facility and the equipment being used is undertaken prior to commencing the service. Meditech Staffing will also consult the facility's own WHS policies and procedures and assessments to ensure the work environment is consider safe for all employees.

## **HAZARD IDENTIFICATION**

1. To assist with safe work environments, reduce the risk of injury and meet the duty of care requirements imposed by the legislation, hazard identification strategies are used by On Call

Staffing Solutions. All employees are required to notify the coordinator or manager of any hazards not identified in the above assessments due to a service user's change of status, deterioration of the workplace etc. All employees are required to complete Hazard Report Form when applicable.

## **INCIDENT REPORTING**

1. As part of work, health and safety legislation, On Call Staffing Solutions will ensure that all incidents are recorded by staff and others whether they result in an injury or not as well as any first aid provided. The incidents will be documented on an incident report form and incident register and reviewed on a regular basis to identify any trends which may identify the presence of a hazard.

## **SAFE WORK PROCEDURES**

1. At On Call Staffing Solutions, safe working procedures are relayed to new employees during their induction to ensure their safety and also that of the service user whilst performing activities such as using specific equipment. The statements are created to include a description of the hazards involved in a task, controls to be implemented and a breakdown of the steps to be followed to safely complete the task.

## **HAZARD CONTROL PROCEDURES:**

- Staff to have access to first aid or be aware of its location within their workplace
- Staff to be aware of emergency procedures which includes evacuation, lockdown, medical emergency etc. Information to be documented within the service user's person-centred plan or risk assessment and provided to relevant staff
- Staff to have access to service user's Behaviour Support Plan where applicable to assist with managing challenging behaviours
- Staff to receive copy of service user's person-centred plan or facility fact sheet which will detail specific work, health and safety requirements such as manual handling etc
- Staffing ratios to be determined prior to service commencing and based on risk assessment of care or activity or venue etc. to ensure safety of all parties
- Food safety practices are to be adhered to by staff when preparing meals
- Staff to be made aware of safety guidelines when transporting service users. Vehicle safety plan to be developed if required
- Staff to be provided with personal protective equipment (PPE) where applicable to ensure infection control from risk of biohazards such as body fluids and dirty linen

## **WHS MANAGEMENT SYSTEM**

1. As a part of the work, health and safety management system, LifeScope will regularly review its policies and procedures to ensure that they are functioning as designed. This will include a

quality assurance review of all documented policies and procedures in consultation with relevant staff and also include an audit of the system.

## **LEGISLATION AND CROSS-REFERENCE**

**Aged Care Act 1997**

**NSW Disability Services Act 1993**

**NSW Work Health and Safety Act 2011**

**NSW Workers Compensation Amendment Act 2012**

**NSW Disability Services Standards**

- Standard 1      Rights
- Standard 3      Individual Outcomes
- Standard 6      Service Management

### **Other relevant On Call Staffing Solutions Policies and Procedures**

- Dignity of Risk and Duty of Care
- Documentation and Record Keeping
- Incident Reporting
- Risk Management of Service Users