

Management of Work Health and Safety Risks

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we value the safety and wellbeing of all employees as the highest priority. All employees, contractors and visitors are required to follow the safety guidelines provided at all times in order to promote, maintain and improve a culture of safety for everyone involved at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service.

Every individual has a personal responsibility to ensure that all safety procedures are not only followed accordingly, but also to communicate with management to either eliminate risks entirely, or to look for ways to minimise risk so far as is reasonably practicable to improve the overall safety for everyone involved.

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Policy Statement

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

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will make resources available to comply with relevant Acts and Regulations associated with workplace/occupational health and safety and to ensure that the organisation's workplaces are safe and without risk to health.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will undertake regular reviews and take steps to enhance workplace/occupational health and safety on a continuous improvement basis.

This document complies with NDIS 2018, standard 2.2 Risk Management, and ACIS 2013, section 4.1 Safe Working Environment. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to	
Legislation or other requirements	Work Health and Safety Act 2012 (SA) Work Health and Safety Regulation 2012 (SA)

Definitions of key terms

Hazard means a situation or thing that has the potential to harm a person. Hazards at work may include noisy machinery, a moving forklift, chemicals, electricity, working at heights, a repetitive task, bullying and violence in the workplace.

Risk is the possibility that harm (death, injury or illness) might occur when exposed to a hazard.

Risk control means taking action to eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.

Responsibilities of the Management Team

The Management Team is responsible for promoting and maintaining [workplace/occupational] health and safety (WHS).

It is the responsibility of the Management Team to:

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

Responsibilities of Management

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

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

In implementing these responsibilities, the People and Culture Manager will ensure:

- the dissemination of information about WHS to all employees
- that the office notice board carries required WHS notices
- regular discussion about WHS issues at team meetings
- regular consultation with employees about matters impacting on WHS
- the maintenance of a log of accidents, incidents and injuries, and the use of this information to identify risk throughout the organisation
- the conduct of annual inspections of health and safety risks throughout the organisation in consultation with the Risk Sub-committee and development of control measures.

If the People and Culture Manager does not have the necessary authority to fix a particular problem, s/he will report the matter promptly, with any recommendations for remedial

action, to the Executive Officer and where necessary to the owner of the premises.

Responsibilities of employees

All employees are required to follow WHS policy and safety procedures and:

- report observed safety hazards to the People and Culture Manager
- participate in consultation and training about WHS
- observe and promote safe working practices.

WHS Officer

The People and Culture Manager will act as the Workplace/Occupational Health and Safety Officer and will establish and ongoing consultative mechanism with employees The People and Culture Manager will take responsibility for coordination and oversight of the following:

Ensuring safety responsibilities are clearly defined and understood

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

Undertaking hazard and risk assessment

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

Implementing safe work procedures

- Ensure, where applicable, safety procedures are displayed appropriately for all key functions

- Ensure safe work procedures are a component of staff induction.
- Ensure safe equipment is purchased, maintained and used properly

Monitoring and reviewing safety performance

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

Managing workplace injuries

- Provide first aid and/or transport to medical treatment
- Notify all injuries to the relevant manager as soon as possible
- Ensure all injuries are reported in an incident report

Workers compensation insurance policy

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

Return to work program

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

Training in WHS

The People and Culture Manager, acting as the WHS Officer, will be appropriately trained to perform the role and will ensure ongoing awareness of any relevant new or revised

WHS practices. Where required, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will:

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

WHS Consultative Framework

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will adopt a consultative framework for addressing WHS to ensure it:

- meets the requirements for consultation under the Work Health and Safety Act 2012 (SA)
- draws on the knowledge, experience and ideas of employees and encourages their participation and input to improve the management of WHS.

The Work Health and Safety Act requires that consultation be undertaken in the following circumstances:

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

11.1. Training

Managing workplace injuries

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will keep a register of accidents, incidents and injuries. The register will be maintained by the People and Culture Manager and will be used to record:

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

In the event of a workplace injury:

- It is the staff member's responsibility to notify the People and Culture Manager, or immediate supervisor, of any injury within 24 hours, and to complete the organisation's register of accidents, incidents and injuries as soon as is practicable.
- Once an injury is notified the People and Culture Manager will ensure that the injured person has received appropriate first aid and/or medical treatment and will conduct an investigation of the accident in order to prevent a recurrence.
- When the People and Culture Manager is notified of an injury they will notify Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service workers compensation insurance company. For a 'significant injury' the insurance company will be notified within 48 hours. For other types of injury, the insurance company will be notified within 7 days.
- For a 'significant injury' that is catastrophic (i.e. amputation, death) the People and Culture Manager will also notify SafeWork SA immediately.

Workers compensation

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service complies with all statutory requirements in relation to the provision of insurance against work related injury. A worker's compensation insurance policy will be kept current for the number of staff and the roles performed.

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

The certificate must be forwarded to the People and Culture Manager so that the appropriate paperwork may be completed for the insurer. The worker's compensation

claim must be lodged within seven (7) days of the injury occurring. The decision about whether the claim is accepted or not rests wholly with the insurance provider.

Managing risks

Management Commitment

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is committed to an effective risk management strategy by investing the necessary time and resources to provide effective safety policies and procedures as well as the right equipment to enable all employees and contractors to complete the tasks effectively and safely. In order to provide a safe work place, we will require the involvement and cooperation of all employees to provide both input and feedback on a continual basis to correctly gauge the effectiveness of the safety procedures provided.

There are some practical things that you can do as an employee to identify risks while doing your job with Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service. Things such as thinking through your job or task and think about what could possibly go wrong and what could be the consequence or the injury resulting from such occurrences.

The risk management process involves four main steps which are:

1. **Identify Hazards** – Find out what could cause harm
2. **Assess Risks** – Understand the nature of the harm that could be caused, how serious, and the likelihood of it happening.
3. **Control Risks** – Implement the most effective control measures that are reasonably practicable.
4. **Review Control Measures** – Ensure the measures implemented are working effectively to eliminate or reduce the risk.

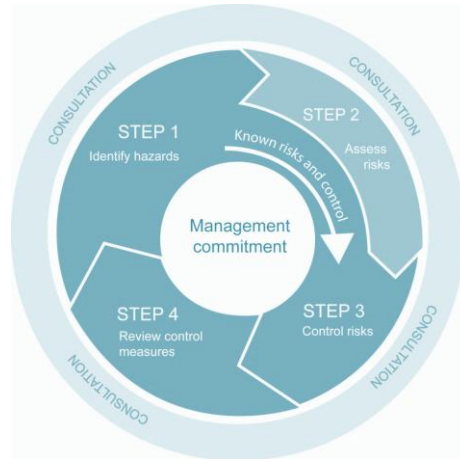


Figure 1: The Risk Management Process

References from the WHS Act

Section 47: The WHS Act requires consultation, so far as is reasonably practicable, with employees who carry out work who are (or are likely to be) directly affected by a work health and safety matter.

Section 48: If the employees are represented by a health and safety representative, the consultation must involve that representative.

Consultation with employees

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is committed to the safety of our employees by continually consulting with each employee or contractor by giving our employees a reasonable opportunity to express views and taking these views into account before making decisions on health and safety matters.

Consultation with employees and their health and safety representatives will be required at each step of the risk management process. By drawing on the experience, knowledge and ideas of our employees, we are more likely to identify all hazards and choose effective control measures to help everyone involved at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service to experience a safe and productive work environment.

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we encourage all employees to report any hazards and health and safety problems immediately so that risks can be managed and/or eliminated before an incident or injury occurs.

Section 46: The WHS Act requires consultation, co-operation and co-ordination activities are conducted with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

From time to time, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service may share responsibility for a health and safety matter with other business operators who are involved in the same job tasks, projects or activities at the same workplace. For example, we may engage on-hire employees as part of our workforce, and we also share a duty of care to these employees with the business that provides them. In these situations, we must discuss the hazards and risks associated with the work and what precautions will be taken with the on-hire firm, and it is the responsibility of all our personnel to co-operate accordingly.

Never assume that someone else is taking care of a health and safety matter. Find out who is responsible in a co-operative and co-ordinated way so that all risks are eliminated or minimised as far as reasonably practicable. Remember that you cannot transfer your responsibilities to another person. Everybody is responsible for safety, including you.

When should risk management be applied?

Managing work health and safety risks is an ongoing process at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service. Risk Management should be applied when any changes affect your work activities. Risk Management and Assessments should be applied for examples such as:

- Changing work practices, procedures or the work environment.
- Using equipment or new substances.
- New information about workplace risks becomes available.
- Responding to workplace incidents (even if they have caused no injury)

Identifying Hazards

Every employee of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is responsible for identifying hazards in the workplace while conducting your job role which is why we are proactive in educating our employees on all aspects of work health and safety. Identifying Hazards involves finding things and situations that could

potentially cause harm to people. Hazards generally arise from the following aspects of work and their interaction:

- physical work environments
- equipment, materials and substances used
- work tasks and how they are performed
- work design and management

Some hazards can be part of the work process, such as mechanical hazards, noise or toxic properties of substances, while other hazards may result from equipment or machine failures and misuse, chemical spills and structural failures.

Finding Hazards

Regular inspections at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will be conducted to observe job tasks and to assess if any unsafe work practices exist, as well as the general state of housekeeping and cleanliness.

Things to look out for will include such things as the following:

- Does the work environment enable employees to carry out work without risks to health and safety? (For example, space for unobstructed movement, adequate ventilation and lighting)
- How suitable are the tools and equipment for the task and how well are they maintained?
- Have any changes occurred in the workplace which may affect health and safety?

As a valuable employee at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we will also need you to be aware of any other risks or hazards. Be aware that hazards are not always obvious. Some hazards can affect health over a long period of time or may result in stress (such as bullying) or fatigue (such as shift work). Also think about hazards that you may bring into your workplace as new, used or hired goods.

As you conduct your daily tasks, you may spot straightforward problems and action should be taken on these immediately, for example cleaning up a spill. If you find a situation where there is immediate or significant danger to people, it is your responsibility as an individual to warn others in the immediate vicinity and then contact the Service Delivery Team or a Manager to deal with the matter effectively to eliminate or control the risk.

Risk Assessments

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, risk assessments will be carried out. Risk assessments involve considering what could happen if someone is exposed to a hazard and the likelihood of it happening. Risk assessments help us determine how severe the risks are, whether or not the existing control measures are effective and what action should be taken to control the risk at what level of urgency.

A risk assessment can be undertaken with varying degrees of detail depending on the type of hazards or can be as simple as a discussion with our employees and details recorded.

A risk assessment will be carried out when:

- there is uncertainty about how a hazard may result in injury or illness
- the work activity involves a number of different hazards and there is a lack of understanding about how the hazards may interact with each other to produce new or greater risks
- changes at the workplace occur that may impact on the effectiveness of control measures

Be aware that risk assessments are mandatory under WHS Regulations for high risk activities such as entry into confined spaces and live electrical work. As an employee or contractor of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, if you are ever unsure about a task or project, please check with a member of the Service Delivery Team to confirm if the task you are performing is included in the list of high risk work.

Controlling Risks

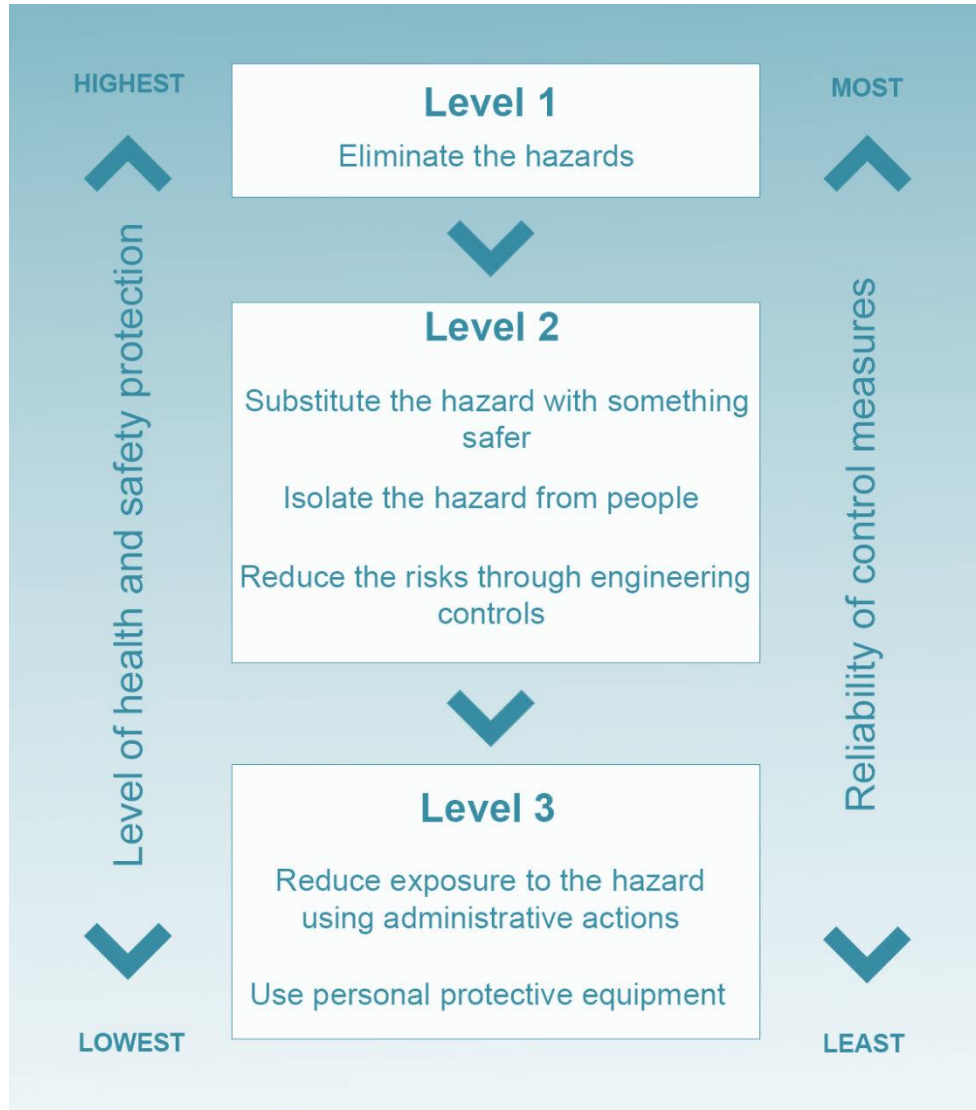
As part of our risk management approach at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we endeavour to do everything that is reasonably practicable to either eliminate or at the very least control the risks and minimise them to a workable manner as far as is reasonably practicable.

In deciding how to control risks we will consult with employees and representatives. Your experience as an employee or contractor with Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will be valuable in helping us choose appropriate control measures to ensure a safer workplace for everyone employed at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Management will consider various control options and choose the control that most effectively eliminates

the hazard or minimises the risk in the appropriate circumstance. This may involve single control measures or a combination of controls together providing the highest level of protection that is reasonably practicable while prioritizing highest risk hazards first.

The hierarchy of risk control

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we will ensure that the ways of controlling risks are ranked from the highest level of protection and reliability to the lowest as shown in Figure 2 below. This ranking is known as the hierarchy of risk control. WHS Regulations requirements are to work through this hierarchy when managing risk under WHS Regulations.



Implementing controls

The control measures that Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service puts into operation may require changes to the way work is carried out due to new or modified equipment or processes, new or different chemicals or new personal protective equipment. In these situations, we will as far as reasonably practicable support the control measures with resources such as:

- **Work procedures**

Safe work procedures describing tasks, identifying hazards and documents how the task is to be performed to minimise the risks for our employees.

- **Training, instruction and information**

Training our employees in work procedures to ensure demonstration of competency. Information and instruction will also be provided to others who enter the workplace, such as volunteers or visitors when deemed appropriate.

- **Supervision**

The level of supervision will depend on the level of risk and the experience of the employees involved of each task. High levels of supervision may be necessary where inexperienced or new employees are expected to follow new procedures or carry out difficult and critical tasks.

Reviewing Controls

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service's safety control measures will be reviewed regularly to make sure they work as planned. There are certain situations where control measures must be reviewed under WHS Regulations and, if necessary, revise them. A review is required:

- when the control measure is not effective in controlling the risk
- before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- if a new hazard or risk is identified
- if the results of consultation indicate that a review is necessary
- if a health and safety representative requests a review.

Record Keeping

As part of our safety approach, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service's safety control measures will be recorded for future reference in order to continually improve on our safety performance as a company, target training at key hazards, demonstrate accountability and provide a basis for preparing safe work procedures.

By combining your likelihood and consequence estimates you can rate the risk. There are many ways of rating risks of injury or illness, one of the most common ways is to use a government approved risk management form.

All records will be kept on file and will be accessible for any specific requirements. Please contact a member of the People and Culture team if you require any specific information or tools.

Identification Badge Policy

An identification badge must be presented by all employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service when required to do so. Care Workers are to present their identification badge to a Customer/Client when attending for the first time on shift or any other time when required. This is an important aspect of organisational security. Access to a Customer/Client's home may be refused if an identification badge is not presented.

Identification Badge is a plasticised badge with the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service logo. The identification badge will display the employee's photograph and state their name, position title and will also include on the reverse side their qualifications and expiry dates.

Responsibilities

All employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service are responsible for:

- Keeping the identification badge in a safe place (purse or wallet) so that it can be presented when required
- Ensuring that the identification badge is easily read and not obscured
- Understanding that the identification badge remains the property of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service and is returned upon termination of employment or when a new identification badge is to be issued
- Providing appropriate identification when collecting a new or replacement identification badge
- Requesting the People and Culture Manager for a replacement identification badge if the badge is more than five years old, lost or severely damaged
- People and Culture are responsible for keeping requests for identification badges on individual employee files

Procedure

- People and Culture will create an identification badge for all new employees including full name, position title and qualifications with expiry dates
- At induction, People and Culture will take a digital photograph and create the identification badge
- People and Culture will record in the employee's individual employee file the date the identification badge was created and provided to the employee

Further Information

For further information, contact the People and Culture team on 08 8363 4477.

General tools and Equipment

Everyone who works at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is responsible for ensuring a safe work environment. If you notice or consider any workmate or contractor to be working in an unsafe method, it is also your responsibility to contact Management without delay and notify of any details including the location and unsafe work methods used.

Use of Tools and Equipment

Incorrect and irresponsible use of tools and equipment is one of the main causes of injuries and fatalities in the workplace. Each day we aim to ensure that all employees return home healthy and whole to their families, which is why we have the following guidelines for the use of tools and equipment:

Only qualified and/or experienced personnel are to use the tools and equipment. Any personnel must first be trained by a competent person in the use of any tools or equipment. Do NOT use any tool or equipment if you are not qualified (formally and/or experientially) or unless under the instruction of an experienced operator.

All tools and equipment are to be used in a safe method and according to the manufacturer's recommendations. If you are unsure of how to use the tools or equipment appropriately, please see the instruction booklet that is provided with

purchase on how to operate the tool or equipment in its appropriate use, or ask a trained and competent person to show you.

If you notice or consider any work practices or tools and equipment to be unsafe, please inform the Service Delivery Team without delay including as much detail as possible so that adequate response and rectifications may be made to avoid any chance of an injury or incident in the future.

All tools and equipment must be handled carefully and responsibly. It is the responsibility of every individual to look after the tools provided and ensure they are handled and treated with care.

Please ensure you thoroughly read and understand your position description and the scope in which you can practice. If you are ever asked to perform duties that do not fit within your scope of practice, skills and qualifications, please contact the People and Culture team as a matter of urgency.

Damaged Tools and Equipment

Never use any tool or equipment that is faulty. Before operation, always inspect leads for electrical tools to ensure there are no frays, cuts and exposed wires. Never operate electric tools or equipment where there is the possibility of contact with water.

If you identify any faulty tools or equipment DO NOT operate or use it. Isolate and tag the equipment as unsafe and isolate the tools or equipment immediately. After tagging and isolating the tool or equipment be sure to notify the Service Delivery Team immediately.

At all times work areas must be kept clean and tidy. This includes cleaning up any spills in the workplace without delay and floors must be kept clear of scrap material and equipment at all times to avoid any tripping or falls which may cause injury to yourself, and/or another individual.

Drug and Alcohol Policy

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service believes that the safety of employees at work is of paramount importance. In order to ensure the health and safety of all individuals associated with its operations, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will take all reasonable steps to ensure that its employees are in a fit and competent state to work safely.

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service we aim to provide a pleasant atmosphere and a safe environment for our employees, contractors, Customers/Clients and visitors.

Definitions

Fit for work: An employee is fit for work if they have a blood alcohol content of 0.00 and test negative for drug use, in accordance with the levels contained in clause 4 of this policy.

On duty: An employee is on duty any time they are undertaking the duties and responsibilities associated with their contract of employment.

RESPONSIBILITIES

Management and Customer/Client

Management and Customer/Client is responsible for:

- assessing the fitness for work of employees under their control while they are on duty;
- upholding the provisions of this procedure;
- Leading by example.

Management is responsible for:

- conducting all investigations, counselling and/or disciplinary action with procedural fairness.

Where a Manager suspects that an employee is under the influence of alcohol or other drug or is otherwise unfit for work, the employee will be required to leave the workplace immediately. The employee must not return to work until they are able to demonstrate that they are fit for work.

Each employee is responsible for:

- ensuring that they are not in an unfit state for any reason, including the adverse effects of alcohol or other drug;
- notifying their Manager or Service Delivery Officer of any concerns that their fitness for work may be impaired;
- ensuring that any prescription or non-prescription medication is taken safely and in accordance with the requirements in clause 4.5 of this policy;
- raising any concerns about a person's fitness for work with that person;

- notifying their Manager or other responsible person of any situation in which this policy may have been breached, including:
 - any situation in which other individuals are believed to be unfit for work;
 - the unauthorised possession or consumption of alcohol or other drugs on site or during work;
 - any other apparent breach of the policy.

All such information will be dealt with in strict confidence.

Employees should also be aware that rights to workers' compensation or a common law claim may be affected if they are involved in a work related accident while under the influence of alcohol or drugs.

Alcohol

An employee must not be under the influence of or affected by alcohol while on duty. This means that all employees are expected to have a 0.00 blood alcohol content at all times they are required to undertake the duties and responsibilities associated with their contract of employment however, we understand that at times you may be at dinner with a Customer/Client and they request that you have a glass of wine or beer. Employees are permitted to consume one standard glass of wine or beer with dinner if the Customer/Client permits it. Employees are to ensure that they do not exceed one standard glass of alcohol and that it does not affect their driving ability or place them over 0.05%.

If a Manager or Customer/Client believes that an employee is unfit for work, the employee will be asked to consent to drug and alcohol screening and will not be permitted to return

to the workplace until such time as Management is satisfied that they are fit for work and they have a blood alcohol content of 0.00.

An employee is prohibited from operating any machinery or equipment, including any motor vehicle, if they are under the influence of alcohol.

There may be occasions when alcohol may be consumed as part of a work function or other recognised work event. Where the consumption of alcohol has been properly approved by Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, employees must continue to act in a sensible and responsible manner and with due care for their own and other people's safety and well-being. Failure to act in a sensible and responsible manner or to follow any directions with regard to the consumption of alcohol may result in disciplinary action.

Drugs

Employees must not consume or be under the influence of any unlawful drug anywhere on Enhanced Lifestyle's premises or grounds or Customer/Client's home while on duty. This means that employees are expected to return a negative urine test for the following substances in accordance with the following table.

Substance	Micrograms/litre
Amphetamines	300
Cannabinoids/THC/marijuana	50

Opiates	300
Barbiturates	200
Benzodiazepines	200
Cocaine	300
Methadone	300
LSD	0.5

If an employee tests positive for any other substance, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service may obtain relevant expert advice to determine whether the employee will be considered unfit for work. If an employee tests positive for drugs in accordance with clause 4.1 they will be considered unfit for work until such time as Management is satisfied that they are fit for work and they return a negative drug test.

An employee must not cultivate, sell or supply or have in their possession or control any unlawful drug or drug taking implement anywhere on Enhanced Lifestyle's premises or ground Customer/Client's home while on duty. The use, possession, cultivation, manufacture and distribution of an unlawful drug is illegal. If Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service becomes aware that an employee has, or has had, in their possession or control or are cultivating or supplying any unlawful drugs or drug taking implements whether for profit or otherwise on Enhanced Lifestyle's premises or grounds or Customer/Client's home while they are on duty, then the police will be notified and we will actively assist the police in their enquiries.

Any drugs prescribed by a medical practitioner must be used in accordance with medical advice. Any non-prescription drugs must be used in accordance with the manufacturer's recommendations. If an employee is taking prescription or non-prescription drugs which could cause drowsiness or otherwise affect their fitness for work, they must advise their Manager or Service Delivery Officer so that their ability to work safely can be monitored. If necessary, a medical opinion must be obtained.

The unauthorised possession or consumption of drugs at the workplace or Customer/Client's home will result in disciplinary action and the possession or consumption of any illegal drugs at the workplace or Customer/Client's home may result in termination of employment.

Alcohol & Drug testing requirements

Random testing for alcohol and other drugs may be carried out from time to time with or without notice at the discretion of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service. If you are required to undergo drug and/or alcohol testing, you will be contacted the People and Culture team and provided with information regarding consent / non-consent to testing.

For Cause Testing

Testing may also be carried out where:

- an employee is involved in an accident or incident;
- an employee displays any unsafe behaviour or causes injury to any other person or commits an act of negligence or carelessness or shows disregard for safety;
- there is reason to believe that an employee is affected by alcohol or drugs;
- an employee who has previously tested positive is being monitored to ensure safe practice; or
- evidence of alcohol or drug use at the workplace or Customer/Client's home is discovered and the employee or employees concerned can be identified with reasonable certainty.

Consent

No employee will be tested unless that employee has given their consent. The person undertaking the test will sign a consent form (Refer to Q232 – Alcohol/Urine Test Consent Form).

This form outlines the reason for testing, substances tested for, confidentiality of information and consequences of refusing to provide a sample or sign the consent form

Refusal to be Tested

Unreasonable refusal to provide a test sample or sign the consent form by an employee will be dealt with as potential serious misconduct and managed accordingly through appropriate disciplinary action, which may include termination of employment.

Interference with Testing

The actual or attempted adulteration, substitution or other interference by a person with a test sample or result, will result in disciplinary action which may include termination of employment.

Disciplinary Procedure

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service may take the following disciplinary action where an employee is found to be under the influence of alcohol or other drug:

- immediate termination;
- final warning; or
- warning.

The appropriate disciplinary action will depend on the individual circumstances of each matter. In making this decision, Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will take into account factors including but not limited to:

- a) the seriousness of the employee's behaviour;
- b) the risk posed to the safety of the employee and others;
- c) any previous breaches of this policy.

An employee who receives a warning will be counselled by their Manager regarding:

- a) the fitness for work policy and the obligations and responsibilities under it;
- b) the serious and unacceptable nature of the their behaviour;
- c) the risk posed for safety of the employee and others;
- d) the employee's responsibility to demonstrate that the problem has been effectively addressed;

- e) the consequences for future breaches of the policy; and
- f) the reasons why they have used alcohol or other drugs to the extent that they are in an unfit state.

The employee will be advised that they may be monitored for a period of time to ensure that the problem has been addressed and that during this period they may be subject to periodic alcohol and drug testing.

The employee will receive a written warning which will reflect the key points covered in this process. A copy of this will be placed on their personnel file.

Employees will not be paid for the period for which they are unfit for work.

An employee who receives a final written warning will be counselled by their Manager as set out in the statement above and will be required to demonstrate that the threat to work performance and/or safety has been effectively addressed before they are permitted to return to work.

The final written warning will have the effect that any further breaches of this policy may result in termination of their employment. A copy of the warning will be placed on their personnel file. Employees will not be paid for the period for which they are unfit for work.

Fatigue

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is responsible for ensuring that roster cycles are monitored and reviewed to address the potential for fatigue, especially among employees engaged in out of ordinary hours work and/or potentially hazardous activities.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is responsible for ensuring that out of ordinary hours' work is monitored to prevent excessive time working. Provision will be made where necessary for appropriate rest breaks during additional time worked to ensure that employees have adequate opportunity for rest.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will take all practical steps to assess and manage the work environment to minimise the impact of fatigue.

Using Company Vehicles

We expect that any person/s provided with a company vehicle will be totally responsible and accountable for the use and condition of the vehicle.

When driving a company vehicle it is the responsibility of the employee to be familiar with and obey all applicable laws in your South Australia (or the state in which you are driving). If you are not familiar with the traffic laws of South Australia, ensure you contact the People and Culture team in order to acquire the relevant information.

Further information about the use of company vehicles can be obtained by reading and familiarising yourself with the Use of Company Vehicles Policy.

Driving Behaviour, Speeding & Fines

Always be courteous to other drivers. Remember that you are presenting the company image of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service while on the road. Your conduct on the road should also be professionally presented.

If in traffic and needing to be stationary or the vehicle stalls, becomes immobile or breaks down always be sure to use the hazard lights as to warn off any other vehicles in order to

avoid an unnecessary accident. In the event of an accident, refer to the Incident Reporting Policy. Be sure to travel at a speed within the confines of the speed limit. Speeding in Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service vehicles is strictly prohibited.

Tailgating has been responsible for many accidents. Under no circumstances whatsoever should you tailgate another driver. Where practical be sure to always remain at least 4 car lengths behind other vehicles. Always allow for sufficient room to respond safely should the car in front of you suddenly brake.

Any speeding fines incurred will be at the expense of the person driving the vehicle at the time of the incident. Never drive while talking on a mobile phone. Always ensure that the vehicle is in park and stationary when talking on a mobile phone. Road Rage will not be tolerated under any circumstances and will result in instant dismissal. You must also remain fully qualified to drive the vehicle.

Keep, maintain and use the vehicle that always meets and is in accordance with the manufacturer's warranty, including being serviced as per the manufacturer's recommendation and also ensure that the conditions of any insurance policy on the vehicle are observed.

You must not drive the company vehicle in a manner or at a time which would be a breach of laws including the law relating to blood alcohol content.

Internet Use

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we aim to provide our employees with the best facilities possible. The internet can be a valuable tool for research and aiding you in gathering resources in order to perform your job role with greater ease and comfort. To ensure against the abuse and misuse of internet use, this policy applies to the use of internet services and your co-operation in using these facilities appropriately is required.

In order to use our internet facilities to provide you with better working conditions, you agree to treat these facilities in a responsible manner. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service may at any time monitor record and/or restrict internet access in order to maintain our standard of appropriate internet use.

It is the policy of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service' that:

Internet access is only provided and allowed to employees who will need to use the facility as an aid in order to perform their work efficiently and effectively. All information collected from use of the internet as a result of performing company business will remain the intellectual property of the company.

Searching through the internet's resources must only be performed for activities that directly relate to your job role and for matters that relate to the company's business.

Certain software applications can be harmful to computer hardware, especially if they are downloaded from uncertified sites, which is why downloading of any software is strictly prohibited. If for any reason you have to download any software it must be only for the company's business matters and the approval of your manager must be provided beforehand.

From time to time, joke emails, spam and other non-work related emails are sent from various resources and are received in an employees' inbox. It is the individuals' responsibility who uses the email facility to ensure that emails are kept for company use and any emails which are of an unclean nature including sexually explicit, offensive, discriminatory or profane must not be displayed but are to be deleted immediately .

If you are aware of any other person/s who are abusing their privilege to use the internet facilities provided by the company is to notify and give as much details as possible about the incident to the People and Culture Manager.

It is a privilege to be provided with these facilities and we ask that you treat these facilities responsibly and ethically. No illegal activities are also to be conducted on the company's internet facility.

E-Mail Use

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we aim to provide the best facilities possible. Email can be a valuable tool for research, efficient communication and aiding you to gather resources in order to perform your job role with greater ease and comfort. To ensure against the abuse and misuse of email, this policy also applies and your co-operation in using these facilities appropriately is required. The confidentiality, workplace harassment, and privacy policies also are applicable when using the company's email facility.

In order to use our email facilities to provide you with better working conditions, you agree to treat these facilities in a responsible manner. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service may at any time monitor record and/or restrict staff member's internet access in order to maintain our standard of appropriate internet use.

It is the policy of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service that:

Access to the company's email facilities is only provided and allowed to personnel who will need to use the facility as an aid in order to perform their work efficiently and effectively. All information collected and created from use of the provided email facility as a result of performing company business will remain the intellectual property of the company.

Please also be aware that other employees will be using the email facility also and the larger the attachments that are being sent, the longer it takes to clear the servers from completing the send. This can at times overload the server and can result in the server being jammed with delayed message deliveries. We ask that you be considerate of your colleagues when sending email messages by keeping the attachment size to a minimum.

Certain software applications can be harmful to computer hardware, especially if they are downloaded from uncertified sites, which is why downloading of any software through an email attachment is strictly prohibited. If for any reason you have to download any software it must be only for the company's business matters and the approval of your manager must be provided beforehand.

From time to time, joke emails, spam and other non-work related emails are sent from various resources and are received in a employees inbox. It is the individuals' responsibility who uses the email facility to ensure that emails are kept for company use and any emails which are of an unclean nature including sexually explicit, offensive, discriminatory or profane must not be displayed but are to be deleted immediately .

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It is a privilege to be provided with these facilities and we ask that you treat these facilities responsibly and ethically. No illegal activities are also to be conducted on the company's email facility.

Equal Employment Opportunity Policy

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we aim to provide a positive work environment for all employees. Research has proven that people who enjoy their time at work and who have good relationships with their work colleagues are happier, healthier and more productive than in places where they feel uncomfortable, discriminated or harassed. We are dedicated to an unbiased workplace and will follow the current legislation regarding Anti-Discrimination and Equal Employment.

Any type of harassment has a detrimental effect on people in the workplace and has been known to reduce team morale and can be destructive to a persons' emotional and physical health. Discrimination and harassment comes in many different forms which include intimidation, the giving of insults, humiliation or in more subtle forms it can come in sarcasm, belittlement and snide remarks. Our policy regarding equal employment is that we will not discriminate against anyone in our recruitment methods or in the provision of our products and services.

The way we perform our recruitment selection of successful applicants is always based on the employment advantages of selecting an applicant over another. All applicants who apply for a position with our company will be given an equal opportunity to apply, provided they meet the qualifications necessary for the position. The successful applicant will be someone who best meets the specific requirements of the position we are seeking to fill.

We will not discriminate against anyone on the basis of race, age, marital status, sex, health status, political preferences, affiliations, disability or any other reason. It is our policy that all personnel employed by Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will uphold the same values regarding equal employment. We pride ourselves in developing and fostering individuals that act responsibly and professionally.

Emergency Evacuation Policy and Procedure

Policy

The management team has ultimate responsibility for safeguarding the organisation and its employees, Customers/Clients and visitors. It is the responsibility of the management team to ensure that emergency and evacuation procedures and facilities are established, maintained and reviewed regularly and that they are appropriate and adequate for the organisations identified needs.

It is also the responsibility of the management team for ensuring that employees have the

appropriate training, information and instruction in emergency procedures and the use of emergency equipment and facilities.

As a part of its risk management processes Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will do everything in its control to prevent injury or harm to individuals as a result of any emergency. To reduce the risk to employees the management team will be responsible for providing a work environment where all employees are trained and prepared for emergencies. Emergencies may include:

- Fire
- Medical emergency
- Power outage
- Bomb threat
- Personal threat
- Hazardous materials
- Natural disaster
- Evacuation for any reason

The management team will ensure that adequate resources are allocated to enable an appropriate response to any emergency (e.g. employee training, personal protective clothing or first aid equipment).

Procedures

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we aim to provide a safe workplace and environment for all employees. In the unfortunate event of a fire or any other emergency requiring evacuation of the premises, the following procedures should be adhered to:

- **STAY CALM, DO NOT PANIC** – In a state of panic, people tend to think irrationally. Ensure to the best of your ability to stay calm in order to think clearly and rationally.
- **STAY ALERT** – Beware and remove yourself from any immediate danger.

- Alert everyone within the vicinity immediately, then only if it is safe to do so, help and remove any person/s in any danger.
- Call the emergency number “000” or “112” from some mobile phones.
- Employees who are properly trained in the use of fire extinguishers should use them to confine the fire only if it is safe to do so. If there are any risks in performing this, evacuate the building or area immediately.
- After evacuating the building advance as quickly as possible to the evacuation assembly area provided, which should be located furthest away from the incident.
- A responsible person should be selected to make sure that everyone has been accounted for by conducting a role check while another responsible person maintains directions of everyone at the evacuation assembly point. Be sure to inform the emergency services with the details of what has occurred and of any people unaccounted for.
- Remain at the evacuated point until you are given permission by the authorised person to re-enter the area.
- Refer to the Emergency Evacuation Diagrams located within the office for further information.

The management team will be responsible for ensuring that:

- organisational structures are developed that clearly show roles and responsibilities in the event of an emergency
- all reasonably foreseeable situations that constitute an emergency have been identified and assessed with appropriate controls in place
- regular emergency evacuation drills are conducted to test procedures and systems
- employees designated as emergency contacts (e.g. Fire Wardens and First Aid officers) receive appropriate training for coordinating emergency responses
- all employees are familiar with the emergency response procedures and emergency alarm sounds
- actively participate in the development and review of the emergency policy and procedures
- in the event of an emergency, they (or a nominated member of staff) is to be

responsible for alerting people to the emergency and communicating adequately with all stakeholders during the emergency

The management team will also ensure that procedures are in place to respond to emergencies, which may include:

- Fire
- Medical emergency
- Power outage
- Bomb threat
- Personal threat
- Hazardous materials
- Natural disaster
- Evacuation

Each manager will be responsible for ensuring their team members have:

- been informed of the organisation's policies and procedures regarding all aspects of work health and safety (e.g. emergencies, critical incidents, risk management)
- been trained in how to respond to any emergency and provided with information on:
 - fire related emergencies (e.g. location of fire extinguishers according to the Evacuation Diagram and how to use extinguishers)
 - medical/ first aid related emergencies (e.g. who is the first aid officer(s), where the first aid kit is located)
 - who to call if there is a power outage and what to do (e.g. if people are trapped in a lift)
 - what to do if a bomb threat is received
 - personal threats (e.g. harassment, assault, robbery)
 - what to do if there is an incident with hazardous materials (e.g. gas leak or chemical spill)
 - how and when evacuations will be managed (e.g. evacuation assembly areas as per Evacuation Diagram)
 - aware of their responsibilities regarding documentation (e.g. internal reports, incident forms)

Emergency Response Plan

If a Care Worker arrives at a Customer/Client's home and the Customer/Client does not respond to knocking on the door or calling out, the following procedures should be followed:

- If a key is available to the Customer/Client's home, with the Customer/Client's permission (obtained on commencement of service), the Care Worker may enter and check the Customer/Client's premises.
- If the Care Worker does not have a key, they should attempt to ascertain if the Customer/Client is in the house or not.

Note: Under NO circumstances may a Care Worker break into a Customer/Client's home.

- If the Care Worker cannot see the Customer/Client and is fearful for their welfare, they should, if practicable, check with neighbours to ascertain whether the Customer/Client has left the premises for any reason, and then contact Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service immediately.
- If the Care Worker can see the Customer/Client, and the Customer/Client is conscious and can direct them to the location of a key, the Care Worker may use the key and enter the home to assist the Customer/Client.
- If the Customer/Client directs the Care Worker to a neighbour who has a key, the Care Worker may go to the neighbour's home and request they enter the Customer/Client's home to help render assistance. The neighbour can enter the home with the Care Worker.
- If the Care Worker can see the Customer/Client but they are not responding and the Care Worker is unable to enter the home, the Care Worker should telephone 000 immediately and then contact Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service.
- Once the Care Worker has contacted the office, they are to remain at the Customer/Client's premises to assist the emergency service.
- A member of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will immediately attend the Customer/Client's home to support the Care Worker and assist emergency services.

In the case of a critical incident, the appropriate Manager should:

1. Ensure that the Care Worker is escorted home.
2. Document the incident detailing: times, dates, Customer/Client details, employee details, police report number etc.
3. Offer the Care Worker counselling through the Employee Assistance Program.
4. Notify the Customer/Client's Case Manager or Funding body.
5. Ensure the Care Worker is called 24hrs after the incident to ensure that they are coping with the situation, offer further assistance if required.

Care Worker's do not under any circumstances:

- Enter the Customer/Client's home if the Customer/Client is not there
- Contact the Customer/Client's family or friends
- Contact the Customer/Client's Case Manager

Fire Safety Policy

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is committed to providing a safe environment for its employee, Customers/Clients and the community by ensuring that systems and procedures are established and maintained which:

- ensure appropriate preventive measures are taken to minimise risk of fires and damage to property and contents;
- provide a fire-safe environment for all persons on Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service property;
- establish proper emergency evacuation procedures and provide appropriate training for building occupants;
- provide levels of fire protection at least consistent with Australian Standards;
- apply Australian Standards relating to fire protection to its workplace

Procedures

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will maintain an Emergency Plan to prepare for fire emergencies that endanger life and property. This plan will be prepared and reviewed in consultation with other entities co-occupying the premises and the Fire Brigade.

The Fire Emergency Plan will address:

- the establishment of an Emergency Co-ordination Group to organise and supervise the safe movement of all those occupying the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service building(s) and surrounds in an emergency
- training of fire officers and defining roles and responsibilities
- comprehensive fire safety audits
- regular building evacuation exercises
- fire detection and suppression equipment
- escape routes and exits
- mobility impaired employees or Customers/Clients
- assembly areas
- shut down operations for e.g. computer systems, cash security etc.
- assessment of evacuation exercises and fire safety audits and consequent revisions to the emergency plan as necessary

The Emergency Co-ordination Group

The primary role of the Emergency Co-ordination Group is not to combat the emergency but to safeguard occupants and ensure an effective evacuation if necessary.

This group should be selected from employees who are normally in the building during work hours, have thorough knowledge of the building's layout, and have been appropriately trained. They should possess relevant leadership, authority, decision making and communication skills, and the ability to perform effectively under pressure.

The following roles are to be filled:

- Chief Warden
- Qualified First Aid Officer(s).

- Fully qualified deputies for all the above positions
- A communications coordinator (The Chief Warden)

Names and contact details for all Emergency Co-ordination Group personnel should be circulated to all employees.

Key Responsibilities in the event of a fire

Any person detecting a fire is to:

- alert people in the immediate vicinity and request assistance
- call the fire brigade and alert the Administration/Reception Officer and the Chief Warden
- operate fire-fighting equipment if it is judged adequate to extinguish the fire and such action can be undertaken safely

The Administration/Reception Officer is to:

- contact the fire brigade to confirm the alarm has been noted/ advise them of the emergency
- alert the Chief Warden/ Deputy Warden

The Chief Warden/ Deputy Warden is to:

- take charge of fire evacuation, and other emergency related action until the Fire Brigade arrives
- assess the emergency, decide appropriate action
- ensure emergency services are notified
- initiate a general alarm and evacuation if required
- ensure fire/ smoke doors are closed and remain closed except to allow occupants to escape
- ensure that access to stairways is not impaired
- alert all floor occupants if evacuation is needed and direct them to escape stairs or to an assembly location
- ensure that evacuation is orderly, via stairs and not via lifts
- check that nobody remains on the floor
- ensure people with a disability and those needing special care are assisted
- undertake the roll call at the designated assembly area and report to the chief warden when evacuation has been completed.

- oversee any evacuation
- fully brief emergency services on arrival and then follow the Fire Brigade's instructions.

First Aid Officer(s) is to:

- carry the first aid kit in the event of an emergency and be ready to treat casualties as needed
- remain with disabled evacuees (provided it is safe to do so) until no further treatment or assistance is required, or until ambulance, other medical or emergency services personnel take over.

On-going Fire Emergency Procedures and Responsibilities

Chief Warden will:

- maintain a comprehensive knowledge of the building layout, the location of all fire-fighting equipment and be familiar with any high risk areas
- inspect fire-fighting equipment and fire doors and report defects, obstructed exit routes and hazardous use/storage of flammable materials or electrical equipment or heating appliance.
- ensure that the deputy warden is fully trained and capable of acting as chief warden in his/ her absence
- maintain a list of current floor wardens that notes their phone numbers and locations. This list is to be displayed on each floor/ in each area occupied.
- ensures that all personnel know the evacuation procedure and assembly areas

Deputy Chief Warden will:

- be ready and capable of acting as Chief Warden / be of assistance as needed

Emergency Procedures Information

Emergency procedures should be approved by the local Fire Authority/ Brigade, endorsed by The Boards, then distributed to all employees. Emergency procedures are to include the following:

- plans of the building showing all means of exit, and notes of any emergencies that might be anticipated within it
- description of the role and members of the Emergency Co-ordination Group
- roles, responsibilities and procedures for all personnel nominated as fire emergency officials, including wardens, security employees, switchboard employees and first aid officers, fire brigade, police and emergency services personnel
- procedures for assisting people with disabilities/ special needs
- clear instructions for all building occupants including:
 - evacuation procedures
 - location of designated outside safe assembly areas where roll calls can be made by
 - floor wardens

In addition:

- Notice boards should display key actions to be taken by any person detecting a fire, including Floor Warden contact details and floor plans showing fire exits.
- Exit signs and other direction guides are to be clearly visible and properly maintained.

Fire Safety Training

- it is a requirement that both key Emergency Co-ordination Group and all other building occupants are fully familiar with evacuation procedures and how to locate and contact their floor warden.
- fire safety education and regular partial or full evacuation exercises are essential to ensure safe outcomes in emergencies. These should be initiated on completion of Emergency Procedures, procedures refined where necessary and planned into the organisation's calendar. Local fire brigades should be advised of fire practices.
- Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service should ensure that the correct use of the building's fire-fighting equipment is demonstrated on a regular basis
- Fire Brigades will be invited to advise on Fire Safety and train Wardens.

Fire Prevention

All building occupants should be made aware of factors that may increase the risk of fire and/ or prejudice the safe evacuation of occupants such as:

- accumulation of litter
- incorrect use or storage of flammable materials in buildings or car parks
- placement of furniture which might impede easy exit etc.
- careless use of matches, portable heaters, electrical appliances etc.

Wardens should ensure:

- fire doors and smoke doors are kept shut except during use or are not improperly wedged or fixed open
- passage ways and exits are kept free of obstructions
- fire extinguishers are correctly mounted, signposted, and maintained and that any accidental discharges or damage is immediately reported.
- outdoor hazards such as blocked gutters and trees which are too close to buildings are addressed

Fire Equipment

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will ensure that:

- fire equipment is maintained regularly and service and checking dates are logged
- fire extinguishers are in place and properly mounted
- detection, alarm and sprinkler systems are maintained regularly and checking dates are logged

Method of Operation of Fire Fighting Equipment

Fire Extinguishers

1. Select appropriate extinguisher for type of fire.
2. Pull pin from squeeze handle.
3. Test extinguisher by squeezing handles briefly.
4. Approach fire aiming nozzle at base of fire.

5. Squeeze handles and operate extinguisher in a sweeping motion.

Hose Reels

1. Hose reels are used on fires involving wood, paper and textiles only, they are not to be used on live electrical appliances or flammable liquids.
2. To release the hose reel, turn the valve on this will charge the hose and release the nozzle (if fitted with a nozzle release lock).
3. The hose can then be pulled out to the fire, the nozzle operates like a garden hose in most cases by twisting the nozzle, and the nozzle can be adjusted to give a spray pattern or a straight jet.

FURTHER INFORMATION

Metropolitan Fire Service of SA Woodville Station
In Emergency Ring 000
Administrative – 8204 3600

Once the incident has been dealt with, an incident report must be completed and recorded in case of further investigation by the Department or Safe Work SA.

Workplace First Aid

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service has the primary duty of care under the WHS Act to ensure, so far as is reasonably practicable, that all employees are not exposed to health and safety risks arising from the performing of your duties.

All employees have the responsibility of taking reasonable care for their own health and safety and must not adversely affect the health and safety of other employees. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service employees (and contractors) must comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace, such as procedures for first aid and for reporting injuries and illnesses.

First Aid Consultation

Consultation involves sharing of information and providing our employees a reasonable opportunity to express views and then taking those views into account before making decisions on health and safety matters.

The WHS Act states: A business must consult, so far as is reasonably practicable, with employees who carry out work for the business or undertaking who are (or likely to be) directly affected by a work health and safety matter.

If the employees are represented by a health and safety representative, the consultation must involve that representative.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will consult and discuss with our employees when making decisions about what facilities are needed, including those required for administering first aid. Consultations will include:

- the number, location and contents of first aid kits and other equipment (such as defibrillators – if applicable)
- the type of first aid facilities that may be needed
- first aid procedures, and
- the number of trained first aiders on site

First Aid Equipment

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service requests that if you think of any risks that may be associated with your role, ensure you advise the People and Culture team with valuable feedback. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will also conduct risk assessments of the workplace to determine the types of accidents and incidents which could possibly occur and then add the items to our first aid kits which would treat such injuries.

First aid facilities will be located at convenient points and in areas where there is significant risk of an injury or illness occurring. First aid kits will also be supplied in all company vehicles.

A first aid kit should at the minimum include the following items.

Item	Standard Workplace Kit	Small Workplace Kit
	Quantity	
Basic instructions for providing first aid	1	1
Note book and pen	1	1

M400

WORKPLACE HEALTH and SAFETY MANUAL

Item	Standard Workplace Kit	Small Workplace Kit
	Quantity	
Resuscitation face mask	1	-
Resuscitation face mask or face shield	-	1
Cardio-Pulmonary Resuscitation (CPR) flow chart	1	1
Disposable gloves like low-protein, powder-free latex gloves, vinyl gloves or nitrile gloves. (NB: Latex-free gloves should be provided if any first aider is allergic to latex)	5 pairs	2 pairs
Gauze Pieces 7.5cm x 7.5cm, sterile (5 pieces per pack)	5 packs	2 packs
Saline (30mls)	5	■
Saline (15mls)	■	4
Wound cleaning swab (single 1% Cetrimide BP)	10	2
Adhesive dressing strips (packet of 50)	1	1
Splinter probes (disposable)	10	5
Tweezers	1	1
Antiseptic liquid, spray or swabs (single use packs)	1	1
Non-adherent wound dressing/pad 5cm x 5cm (small)	6	3
Non-adherent wound dressing/pad 7.5cm x 10cm (medium)	3	1
Non-adherent wound dressing/pad 10cm x 10cm (large)	1	■
Conforming cotton bandage, 5cm x 1.8m	3	1
Conforming cotton bandage, 7.5cm x 1.8m	3	1
Conforming cotton bandage, 10cm x 1.8m	1	■
Scissors	1	1
Alcohol swabs – single	10	4
Non-stretch, hypoallergenic adhesive tape – 2.5cm wide roll	1	1
Safety pins (packet of 12)	1	1
BPC wound dressings No. 14, medium	1	1
BPC wound dressings No. 15, large	1	■
Plastic bags - clip seal (set of small, medium and large) (NB: these can be used for amputated body parts)	1	1
Triangular bandage (calico or cotton minimum width 90cm)	2	1
Emergency rescue blanket (for shock or hypothermia)	1	■
Eye pad (single use)	4	2

Item	Standard Workplace Kit	Small Workplace Kit
	Quantity	
Access to 20 minutes of clean running water or (if this is not available) hydro gel (3.5gm sachets)	5	5
Reusable/instant ice pack – (treatment of soft tissue injuries/stings).	1	■

Record keeping & Confidentiality

A first aid recording system should be maintained at the workplace. A copy of the first aid record should accompany the ill or injured person if the person is transferred to a medical service or hospital. The original copy of the first aid records should be retained at the workplace and a copy should be given to the employee or be available on request. Personal information about the health of an employee is confidential including details of medical conditions, treatment provided and results of tests.

First aid signs

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will have standardised first aid signs displaying where the first aid station is which will assist in easily locating first aid equipment and facilities.

Note: First aid signs may be constructed to suit individual requirements but should comply with AS 1319: 1994 - Safety Signs for the Occupational Environment.



Please see the People and Culture team to be shown where the First Aid points are located.

Trained First Aiders

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will ensure that an adequate number of employees are trained to administer first aid at the workplace or that employees have access to an adequate number of other people who have been trained to administer first aid.

Note: Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service first aiders are instructed not to exceed their training and expertise in first aid.

Emergency Numbers

- Ambulance, Fire or Police Call - triple zero (000) or 112 from some mobile phones.
- Non Urgent Transport Call - 13 12 33 (after authorised by a medical practitioner)
- Deaf Emergency Number Call - 106
- Poisons Information Centre Call - 13 11 26

Response to an Emergency or an Urgent Condition

There are a number of critical factors that need to be followed during an emergency. In any emergency, it is important to initially confirm that it is safe to approach a casualty and assess the situation for any life threatening hazards.

The first aid provider should do the following in the case of an emergency:

1. Assess the incident area and determine whether or not it is safe to approach the casualty.
2. Phone for help – Call (000)
3. Assess the casualty for life threatening injuries – This includes aiming to get a response from the casualty. Do not shake the person, instead use the touch and talk method which you should incorporate soft touching with loud talking. The touch and talk method will help you to determine the level of consciousness to the casualty.

Immediate Attention

There are a number of situations which will require immediate attention, they are:

Breathing - Check the persons breathing by gently tilting their head backward and looking into the mouth for foreign objects such as food, loose dentures and fluid. Unless the persons' airway is blocked by water, vomit, blood or any other fluids, checking the airway should be done while the casualty is on their back. If the airway is obstructed with any fluids however, place the injured person on their side and clear the airway from any obstruction as best as possible. If the casualty is breathing, the first aid provider should keep the casualty on their side while maintaining neck stability and then call (000) for assistance. Keep checking the

airway and breathing regularly and look for other injuries while waiting for the ambulance paramedics to arrive.

Bleeding - When dealing with blood or other bodily fluids use the appropriate PPE at all times, including equipment such as gloves, overalls, aprons and glasses where contact may occur. Bleeding is considered severe when it is spurting or cannot be controlled. Such severe bleeding is life threatening and should be addressed as quickly as possible by applying firm, direct pressure to the injury using a sterile pad or clean cloth. **DO NOT** remove any penetrating objects if there are any lodged in the wound.

Apply a clean dressing directly over the wound and firmly secure it with a bandage if possible, ensuring the entire wound remains covered, then elevate the wounded part of the body and restrict any movement as much as possible. Keep the casualty calm to avoid going into shock while occasionally checking to make sure that the bandage is not restricting circulation.

Poisoning – In all cases of poisoning, call triple zero (000) and then seek advice from the Poisons Information Centre on 13 11 26 (Available 24hrs). If the casualty is unconscious, do not leave them alone if possible by asking someone else to seek help. Do not induce vomiting. Find out as much information as possible about what poison has been taken in order to advise the paramedics when they arrive.

Electrocution - NEVER try to cut leads or power lines. Do not go anywhere near a high tension power line. Electrical current can arc (jump) 1 inch per every 10,000 volts being carried. A person does not have to touch the source to sustain an injury. Always ensure the power source has been switched off before handling the casualty, then dial triple zero (000) for an ambulance. Commence any resuscitation if required. If the casualty is conscious, away from danger and has suffered burns as a result, cool the area by flushing with clean water. Be aware that excessive cooling can lead the casualty to becoming dangerously cold. Stabilise the casualty and wait for an ambulance to arrive.

Risks of Exposure

First aid employees and employees may be at risk of exposure to infectious diseases or biological hazards if they receive:

- a skin penetrating injury such as a needle stick injury
- if blood or body substances come into contact with broken skin, open wounds, eyes or mouth
- contaminated first aid equipment or materials are used

Infectious diseases which may be transmitted by blood and some body substances include:

- hepatitis B
- hepatitis C
- human immunodeficiency virus (HIV), the virus that causes AIDS

Be sure to remove any risks of infection or exposure to biological hazards.

Standard precautions

Assume all blood body substances are infectious. Standard precautions include:

- good hygiene practices
- use of Personal protective equipment (PPE)
- correct handling and disposal of sharps and other infectious waste

There are several areas to take into consideration when administering first aid. They are:

Risk of infection/s

First aid employees and employees may be at risk of exposure to infectious diseases or biological hazards if they receive:

- a skin penetrating injury such as a needle stick injury
- if blood or body substances come into contact with broken skin, open wounds, eyes or mouth
- contaminated first aid equipment or materials are used

Infectious diseases which may be transmitted by blood and some body substances include:

- hepatitis B
- hepatitis C
- human immunodeficiency virus (HIV), the virus that causes AIDS

All workplaces should undertake a review of their first aid practices to remove the risks of infection or exposure to biological hazards.

Standard precautions

Always assume that all blood body substances are infectious. Standard precautions include:

- good hygiene practices
- use of personal protective equipment (PPE)
- correct handling and disposal of sharps and other infectious waste.

Hygiene

Hands should be washed using soap and water:

- before and after contact with an ill or injured person
- when there is contact with blood or body substances or contaminated items
- when protective gloves are removed

When soap and water is not available, use an alcoholic chlorhexidine hand wash or equivalent.

Waterproof dressings should be available to allow first aid personnel to cover injuries. This reduces the risk of an injured person's blood or body substance coming into contact with the broken skin of the first aid person.

Management of blood or body substance spillage

Spills should be attended to immediately and protective gloves should be worn. Absorbent material such as paper towels should be used to absorb the bulk of the blood or body substance. These contaminated materials should be disposed of in a sealed, leak-proof waste bag.

A spills kit should be available where there is a risk of blood or body substance spills. A 'spills kit' should contain:

- PVC household rubber or disposable latex gloves
- cleaning agents
- disposable absorbent material
- a leak-proof bag

Cleaning the area when finished

When finished, the area should be cleaned with warm water and detergent and then disinfected. Mops and buckets should be rinsed with warm water and detergent and stored dry. Reusable gloves and other protective clothing should be removed and disinfected after cleaning the contaminated area and equipment.

Cleaning, disinfecting and sterilising

- Single use disposable sterile items like disposable splinter forceps, should be used to reduce the risk of cross infection. When disposable items are used for first aid they should not be reused.
- Non-disposable items need careful handling and should be processed after each use. The method of processing depends on the purpose for which the equipment is to be used.
- If first aid equipment has contact only with intact skin, such as bandage shears, then it requires cleaning.
- Cleaning removes soil and reduces the number of germs from the surface.
- If the equipment becomes contaminated with blood such as used kidney dishes and liquid containers, or has contact with intact mucous membranes, such as a thermometer in the mouth, then the equipment needs cleaning and disinfecting.
- Disinfecting inactivates bacteria, viruses and fungi, but not necessarily bacterial spores.
- When reusable equipment such as reusable splinter forceps come into contact with wounds or are used to penetrate the skin, they should be cleaned and sterilised immediately.
- Sterilising completely destroys all germs. The only practical means of achieving sterilisation, in the first aid setting, is by using an autoclave.
- Thorough cleaning of all items should start as soon as possible after use. Protective gloves should be worn during cleaning and care should be taken to avoid eye splashes.

Waste management

Contaminated waste should be placed in a leak-proof bag or container and sealed. The bag or container should not be overfilled. All waste should be handled with care to avoid contact with blood or body substances. Gloves should be worn when handling waste bags and containers. Waste bags, appropriate for the type of waste, should be used when large amounts of waste are generated. Waste disposal practices must comply with state or local government requirements.

Laundry and storage of equipment

- Soiled linen should be identified and kept separate from clean linen.
- PVC latex or household rubber gloves and protective clothing should be worn when handling soiled linen.
- Soiled linen should be washed immediately in hot water with detergent.
- Heavily soiled items should be placed in a leak-proof bag and closed and soaked in bleach where possible.

All first aid items and equipment should be stored to maintain an appropriate state of cleanliness and sterility. All items and dry, sterile, packaged instruments should be stored in a clean, dry environment.

Sharps

Sharps are a major cause of accidents involving potential exposure to biological hazards which can pose a risk of transmission for Hepatitis B, C and HIV viruses. Sharps include hypodermic needles, syringes (with or without the attached needle), scalpel blades, suture needles and lancets.

The following practices should be followed:

- if there is a risk of finding discarded sharps, tongs or a similar item should be available to pick up the sharp items safely
- sharps should be disposed of in a puncture proof container
- sharps containers should be located as close as possible to the area where sharps are used
- dispose of sharps containers in accordance with local government requirements

Immunisation

If you will be regularly exposed to bodily substances, consider enrolling in an immunisation program. Medical advice should be sought in this matter. For instance, a Hepatitis B immunisation program should be assessed for first aid personnel who are at risk of regular exposure to blood or body substances.

Personal protective equipment (PPE)

Personal protective equipment (PPE) should be used to protect first aid employees and ill or injured persons from risks of exposure to infections. PPE should comply with the relevant Australian standards.

PPE includes but is not limited to:

- protective gloves such as disposable PVC, latex gloves or heavy duty gloves where there is a risk of exposure to sharp objects or when cleaning blood or body substance spills
- protective clothing such as disposable non-porous overalls or plastic aprons
- eye protection such as goggles and safety glasses
- safety footwear to protect feet from sharp objects
- resuscitation mask to reduce the risk of exposure to blood and body substances

Skin penetrating injuries (SPI)

Management of skin penetrating injuries (SPI) and other blood or body substance exposures:

- encourage the wound to bleed by gently squeezing
- wash the area with cold running water and soap if available
- apply an antiseptic if available then cover the wound with a band aid or dressing

When a person has exposure to blood or body substances

- wash away the blood or body substance with soap and water. If water is not available then use a 60-90% alcohol based hand rinse or foam
- if the eyes are contaminated, rinse eyes while open with tap water or saline solution
- if blood gets into the mouth, spit it out and then repeatedly rinse with water

If exposed to blood or body substances the person should be referred for medical assessment as soon as possible. The doctor can then assess the degree of exposure and arrange blood tests and immunisation where appropriate. Access to professional counseling should also be available if needed.

Records of blood or body substance exposure should be documented and kept on file. Records of exposure and treatment should be kept confidential.

MANAGING RISKS OF HAZARDOUS CHEMICALS

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we highly value the health and wellbeing of our personnel which is why we have adopted a strict policy when it comes to the use of hazardous chemicals. Exposure and contact to hazardous chemicals could result in an array of health effects including but not limited to skin irritations, occupational asthma, allergic reactions, chemical burns and cancers. Various hazardous chemicals also have the potential to cause fatalities.

Before handling any hazardous chemicals at the workplace, be sure to conduct a Risk Assessment and follow all directions on the Safety Data Sheet. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service has an obligation to our employees as an organisation to:

- manage risks to health and safety associated with using, handling, generating and storing of hazardous chemicals at a workplace as well as review and if necessary revise control measures
- obtain the current Safety Data Sheet (SDS) from the manufacturer, importer or supplier of the chemical when or before it is first supplied for use at the workplace, or as soon as practicable after the hazardous chemical is first supplied but before the hazardous chemical is used at the workplace
- ensure the SDS is readily accessible to a employee who is involved in using, handling or storing the hazardous chemical at the workplace and an emergency service employee, or anyone else, who is likely to be exposed to the hazardous chemical at the workplace
- ensure that a hazardous chemical is correctly labelled in accordance with the GHS and it complies with Part 3 of Schedule 9 of the WHS Regulations
- identify any risk of a physical or chemical reaction in relation to a hazardous chemical used, handled, generated or stored
- ensure that, when storing flammable or combustible materials at the workplace, they are kept at the lowest practicable quantity
- if there is a possibility of fire or explosion in a hazardous area being caused by an ignition source, ensure that the ignition source is not introduced into the area
- ensure that the workplace is provided with fire protection, fire fighting equipment and emergency equipment that is designed and built for the types of hazardous chemicals used, handled and stored at the workplace, and the conditions under which they are used, handled, generated or stored

- prepare an emergency plan if the quantity of a class of hazardous chemical used, handled, stored or generated at a workplace exceeds the manifest quantity for that hazardous chemical, including providing a copy of the emergency plan to primary emergency services organisation
- ensure that no-one at the workplace is exposed to a substance or mixture in an airborne concentration that exceeds the exposure standard for the substance or mixture
- ensure a spill containment system is provided wherever the hazardous chemical is used, handled, generated or stored
- provide any supervision to a employee that is necessary to protect the employee from risks arising from the work at the workplace if the employee uses, handles, generates or stores a hazardous chemical or operates, tests, maintains, repairs, or decommissions a storage or handling system for a hazardous chemical

Labels and Safety Data Sheets (SDS)

Most hazard information on chemicals will be available from the label and the SDS. However, some product labels do not contain all hazard information—for example: where the label is too small to fit all relevant hazard information, or when hazardous chemicals that are dangerous goods are labelled to meet transport requirements.

Always read the label in conjunction with the SDS to make sure all chemical hazards are identified. If you don't have a safety data sheet for a hazardous chemical, please speak to the People and Culture Manager. If an SDS hasn't been supplied, one must be obtained from the supplier of the chemical before the chemical is used at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service.

WHS Regulations require suppliers to supply a current SDS for the product on the first supply. WHS Regulations also require the person conducting a business or undertaking to obtain the current SDS from the supplier.

The SDS will provide you with information relevant to the safe use, handling, generation and storage of the chemical. It contains information on the identity of the product and any hazardous ingredients, potential health effects, toxicological properties, physical hazards, safe handling and storage, emergency procedures, and disposal requirements specific to the chemical.

Unlabelled containers

If you find a container that does not have a label or incorrectly labelled, contact the Service Delivery team immediately. Note: Action must be taken to correctly label the container in accordance with the Code of Practice: Labelling of Workplace Hazardous Chemicals.

If the contents of the container are unknown, this must be clearly marked on the container, for example, 'Caution - do not use: unknown substance'. Such containers must be stored in isolation until its contents can be identified and, if hazardous, the container is appropriately labelled. If the contents cannot be identified, they should be disposed of in accordance with relevant waste management requirements while taking into consideration the applicable environmental laws in your area.

Chemicals with exposure standards

Once you have identified all the chemicals and substances at your workplace, you must determine whether any have a workplace exposure standard. Chemicals with workplace exposure standards are listed in the Safe Work Australia publication, Workplace Exposure Standards for Airborne Contaminants which is available from the Safe Work Australia website. These exposure standards are also available from the Hazardous Substances Information System, which can also be accessed from the Safe Work Australia website.

Hazardous chemical register

WHS Regulations require that a register of hazardous chemicals at the workplace be prepared and kept up to date. The register must also be readily accessible to employees involved in using, handling or storing hazardous chemicals and to anyone else who is likely to be affected by a hazardous chemical at the workplace. The register must include a list of hazardous chemicals used, handled or stored at the workplace and must contain the current SDS for each hazardous chemical listed.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will provide a Hazardous Chemical Register and will be updated as new hazardous chemicals are introduced to the workplace or when the use of a particular hazardous chemical is discontinued.

Note: A manifest for hazardous chemicals is also required under the WHS Regulations where threshold quantities are exceeded. See the codes of practice for further details if your company uses high volumes of hazardous chemicals.

Chemicals requiring health monitoring

Organisations must ensure that health monitoring is provided to a employee carrying out work for the business or undertaking if the employee is carrying out ongoing work using, handling, generating or storing a hazardous chemical and:

- there is significant risk to the employee's health because of exposure to a hazardous chemical referred to in Schedule 14 of the WHS Regulations, or
- there is a significant risk to the employee's health if the employee is exposed to a hazardous chemical that is not referred to in Schedule 14 and valid techniques are available to detect the effect on the employee's health.

Results of health monitoring that indicate that an employee is experiencing adverse health effects or signs of exposure to a hazardous chemical means Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will review and revise existing control measures to manage the risks to employees as far as reasonably practicable.

Handling Hazardous Chemicals

- Make sure you have had the appropriate training to use or handle the substance
- Follow the Safety Data Sheet (SDS) and risk assessment for safe handling and personal protective equipment (PPE) to be used
- Prevent contact of chemicals with food or personal goods. Follow your training and Safety Data Sheet if exposure or contact to hazardous substances occurs
- If transporting the substance, follow the transportation recommendations of the Safety Data Sheet (SDS)
- Always follow directions of the SDS, labels and risk assessments when storing, disposing

Incident Report Policy

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we aim to provide a safe and productive environment for all of our employees, Customers/Clients and visitors. Certain incidents have the potential of occurring in any workplace. Wherever people working exist, there is almost always a certain element of risk.

Work Health and Safety Incident Notifications

If an injury, illness or dangerous incident has occurred in the workplace, report it to the People and Culture Manager as soon as practicable, as there are certain legal obligations Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will have to comply with under the Work Health and Safety Act.

Notifiable Incidents

The Work Health and Safety Act 2011 and the Safety in Recreational Water Activities Act 2011 set out what sort of incidents are notifiable. An incident is notifiable if it arises out of the workplace and results in the death, serious injury or serious illness of a person or involves a dangerous incident.

Serious Injuries or Illness

The Work Health and Safety Act 2011 and the Safety in Recreational Water Activities Act 2011 set out that a serious injury or illness of a person is:

- an injury or illness requiring the person to have:
- immediate treatment as an in-patient in a hospital
- immediate treatment for:
- the amputation of any part of his or her body
- a serious head injury
- a serious eye injury
- a serious burn
- the separation of his or her skin from an underlying tissue (such as de-gloving or scalping)
- a spinal injury
- the loss of a bodily function
- serious lacerations; or
- medical treatment within 48 hours of exposure to a substance
- that involves providing treatment or care to a person that involves contact with human blood or body substances.

There are a number of other incidents which are reportable under the Act. Please contact the People and Culture Manager if you are unsure about a particular incident who will contact the relevant government body in such cases.

Dangerous Incidents

A dangerous incident is an incident in relation to a workplace that exposes a employee or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- 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
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel.

Continuation of Work Where Incidents Occur

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service must ensure, so far as is reasonably practicable, that the site where the incident occurred is not disturbed, unless it is for a prescribed reason, until an inspector arrives at the site. The site includes any plant, substance, structure or thing associated with the notifiable incident.

A prescribed reason to disturb an incident site is action only to:

- to assist an injured person
- to remove a deceased person
- that is essential to make the site safe or to minimise the risk of a further notifiable incident
- that is associated with a police investigation
- for which an inspector has given permission – directions and permission that a scene may be disturbed may be given in person or by a telephone call from a local government authority.

It is Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service policy that a site must not be disturbed by any employees until clear permission is provided by Management. If you see or suspect any employees to be disturbing an incident scene at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, please report it to the office immediately.

Record Keeping of Incidents

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service must keep a record of each notifiable incident for at least five (5) years from the date notified to the local government body. All files will be recorded and kept in a confidential file accessible only to Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Management.

Recording and Investigating Non-Notifiable Incidents

A non-notifiable incident is one that does not result in a person suffering from a serious bodily injury or death and is not a dangerous event. While Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service **does not have to notify** a local government body about non-notifiable incidents, **it is important to record and investigate all incidents** including 'near misses' so action can be taken to prevent similar incidents occurring in the future, and to aid in our risk management approach.

Recording a Non-Notifiable Incident

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service records must be made within three days of management becoming aware of the incident. The records will be kept confidential and for one year after the date record was made.

According to the WHS Act, If the incident is a work caused illness, or work injury, the following persons must make a record:

- if it happened to a employee - the employee's employer
- if it happened to an employer - the employer
- if it happened to a self-employed person - the self-employed person
- if it happened at a construction workplace - the principal contractor

If the incident is a dangerous event, the following persons must make a record of it:

- if it happened at a workplace - the employer or self-employed person

- if it happened at a construction workplace - the principal contractor

Investigating an Incident

All Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, employees should be educated and familiar on the principles of investigating incidents in the workplace in order to help management establish an effective Risk Management approach to the workplace.

Ways to investigate an incident include collecting information and establishing facts about the incident, asking questions like: who was involved, what happened, where and how it happened and why the incident was caused.

One of the keys to avoiding any future occurrences of the same nature is to isolate the contributory factors, for example, what are the underlying causes of the incident?

Next, determine how to fix the problem.

Note: Investigations should make recommendations based on the underlying causes.

Finally, fix the problem and involve the right people to implement recommendations and corrective actions.

Robbery, hold up and Cash Management Policy

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we value the health & safety of all our employees, Customers/Clients and visitors. It is for this reason that we require all staff to be well informed in what procedures must be followed, should a robbery occur. The priority over everything else is to survive a robbery or violent incident in the workplace.

Priority: Survive a Robbery

1. **Follow instructions** - do exactly what the offender says (no more, no less)
2. **Stay calm and quiet**
3. **Avoid eye contact**
4. **Do not make sudden movements**
5. **Remain inside the workplace** - do not chase the offender
6. **Show your hands** - if you must move, keep your hands where the offender can see them. Advise the offender what you are doing before you move

7. **Do not attack the offender**
8. **Take mental notes** - if it is safe to do so, note as much as you can about the offender (e.g. height, hair and eye colour, physical condition, special marks or tattoos)

Priority: After a Robbery

After a robbery or violent incident, follow these steps:

Persons in Charge:

1. Call for prompt medical help for injured victims
2. Raise the alarm when it is safe to do so
3. Close the premises
4. Notify the employer (if not on site)
5. Prepare an incident report

Employer's Procedure:

1. Notify the police (if not already called)
2. Arrange counseling for victims to deal with post-traumatic stress (symptoms include increased heart rate, insomnia, muscle tension, hypersensitivity, fear of returning to work, depression, grief, guilt and anxiety)
3. Notify your local WorkCover, WorkSafe, or Safety Industry Government Body if the incident results in serious injury or illness
4. Contact Return to Work SA or Safe Work SA and be sure to comply with their notification requirements.

HAZARDOUS MANUAL TASKS

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service values the health and wellbeing of all employees and we are dedicated to finding ways to reduce musculoskeletal disorders by reducing the risks associated with manual tasks as much as possible. Manual tasks are those workplace activities requiring the use of force exerted by a person to manually handle, lift, carry etc.

Manual tasks may cover a wide variety of activities including stacking shelves right through to data entry and can contribute to injuries affecting all parts of the body, particularly the back, shoulder and wrist. These are commonly called musculoskeletal disorders and account for more than half of the cost of employees compensation claims

including the number of days lost from work and personnel absences over six months. As a company we are committed and responsible for preventing work related injuries or disorders caused by manual tasks.

Understanding what injuries may occur and the causes of them will go a long way in helping all personnel to avoid such needless injuries. Always follow the hierarchy of controls found in risk management when reducing the risks with manual handling.

Musculoskeletal Disorders (MSD)

A musculoskeletal disorder, as defined in the WHS Regulations, means an injury to, or a disease of, the musculoskeletal system, whether occurring suddenly or over time. It does not include an injury caused by crushing, entrapment (such as fractures and dislocations) or cutting resulting from the mechanical operation of plant.

MSDs may include conditions such as:

- sprains and strains of muscles, ligaments and tendons
- back injuries, including damage to the muscles, tendons, ligaments, spinal discs, nerves, joints and bones
- joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knee, ankle, hands and feet
- nerve injuries or compression (e.g. carpal tunnel syndrome)
- muscular and vascular disorders as a result of hand-arm vibration
- soft tissue hernias, and
- chronic pain.

MSDs mainly happen in two ways:

- gradual wear and tear to joints, ligaments, muscles and inter-vertebral discs caused by repeated or continuous use of the same body parts, including static body positions
- sudden damage caused by strenuous activity, or unexpected movements such as when loads being handled move or change position suddenly.

Injuries can also occur due to a combination of these mechanisms, for example, body tissue which has been weakened by cumulative damage may be vulnerable to sudden injury by lower forces.

Hazardous Manual Tasks

A hazardous manual task, as defined in WHS Regulations, means a task that requires a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing involving any, or a combination, of the following:

- repetitive or sustained force
- high or sudden force
- repetitive movement
- sustained or awkward posture
- exposure to vibration.

These factors (known as characteristics of a hazardous manual task) directly stress the body and can lead to injury.

The task involves a risk of MSD if you have answered 'yes' to any of the following:

- The task involves repetitive or sustained postures, movements or forces, and it involves long duration.
- The task involves high force or sudden force.
- The task involves vibration

A task may involve more than one risk factor. Where a number of risk factors are present and interact within a task, the risk of MSD increases significantly.

Working at Heights

- Tasks with high visual demands should be performed above elbow height and work surfaces may need to be tilted, for example, tasks involving delicate or precise functions.
- Tasks where the hands make a narrow range of movements and can rest on the work surface should be performed at, or just above, elbow height. A sloping surface may reduce the amount of neck flexion required to perform desk-based tasks, such as drafting.
- Light precise tasks or tasks involving the use of a keyboard should be performed at just below elbow height.
- Tasks incorporating a range of arm movements using the shoulder should be performed at between hip and shoulder height, for example, taking items from a stack and placing them on a conveyor.
- Tasks requiring considerable muscular effort or use of the body for leverage, for example, drilling at a workbench, should be performed at hip height and no higher.

Where possible, place items used in manual tasks so they are:

- in front of the employee and between waist and shoulder height, close to the midline of employees and orientated towards the employee
- on the employee's preferred side
- positioned within comfortable reaching distance, and positioned avoiding double handling.

Working Positions

Do not remain in a seated, standing or otherwise static posture for prolonged periods without varying the postures and movements.

For seated tasks, seating should have the following features:

- adjustable seat height and angle
- a contoured backrest with a lumbar curve except those where the backrest would interfere with the actions to be performed
- a swivel action to prevent the employee from twisting to reach workstation components
- rounded seat edges
- a five point base with casters to allow movement on carpet, and gliders fitted to the base for low resistance flooring, where access to work items located beyond normal reach is required, and
- a footrest or foot ring fitted on drafting or higher chairs to support the feet.

Employees carrying out standing tasks should be provided with:

- a chair, stool or support so that the employee can alternate between sitting and standing
- a footrest (large enough for the whole foot) to allow the employee to stand with either foot raised, and
- where possible, suitable floor covering to cushion concrete and other hard floors.

Lifting Guide

- **Keep your back straight while keeping the load as close to the body as possible.**

- Grip the object firmly and use careful manoeuvring and avoid any sudden movements.
- Use a mechanical lifting device if possible (e.g. Trolley, Lifting Jack).
- If you are unsure if you can carry the load alone, ask for assistance.
- If the load is required to be carried over a long distance, take breaks frequently if necessary.
- DO NOT lift with the back fully bent or twist or bend sideways.
- DO NOT lift after prolonged periods with the back bent.
- DO NOT lift after a prolonged period of whole body vibration as in driving a vehicle.
- DO NOT lift loads alone that are unevenly balanced with weight distribution.
- DO NOT lift loads which are loose or unstable with the contents likely to shift.

Reducing Risks and Injuries

- Ensure employees are trained in correct lifting methods and provide mechanical lifting devices (Trolleys, Lifting Jacks etc)
- Adjust the workplace environment, such as whether slopes or stairs have to be negotiated when carrying loads, or whether access ways are clutter free. For more information see Hazardous Manual Tasks Code of Practice.

Managing Noise and Prevention of Hearing Loss

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we are committed to the safety and wellbeing of all personnel. Hearing loss and ear damage is a common issue in the workplace which can greatly affect the quality of living for individuals who have been unfortunately exposed to loud noise at work.

Meanings of Key Terms

Decibels (dB) are the units for measuring sound levels. Exposure standards for noise as defined in the WHS Regulations are 85 dB(A) or a peak of 140 dB(C). Noise can either cause gradual hearing loss over a period of time or be so loud that it causes immediate hearing loss.

Basically, personnel should not be exposed to 85 dB of noise for longer than eight hours continuously, as determined in accordance with AS/NZS 1269.1. Take into account both the noise level and the length of time the person is exposed to the noise for a more

accurate assessment. For example: Loud, sudden noises such as gun shots or hammering are usually above 140 dB(C) and may cause immediate damage to hearing.

First, eliminate the risks so far as is reasonably practicable, and if that is not possible, minimise the risks so far as is reasonably practicable.

Table 1 below indicates the length of time a person without hearing PPE can be exposed before the standard is exceeded.

Table 1: Equivalent Noise Exposures	
Noise Level dB(A)	Exposure Time
80	16 hours ¹
82	12 hours ²
85	8 hours
88	4 hours
91	2 hours
94	1 hour
97	30 minutes
100	15 minutes
103	7.5 minutes
106	3.8 minutes
109	1.9 minutes
112	57 seconds
115	28.8 seconds
118	14.4 seconds
121	7.2 seconds
124	3.6 seconds
127	1.8 seconds
130	0.9 seconds

Therefore, workplace noise should be kept lower than the exposure standard for noise if reasonably practicable.

How to find noise hazards

It doesn't take specialist skills to identify sources of hazardous noise, however Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service must undertake the process in consultation with our employees and their health and safety representatives.

As a basic guide, if you need to raise your voice to communicate with another employee about one metre away, the noise is likely to be hazardous to hearing.

A checklist below is provided to aid in determining sources of hazardous noise.

Typical sound level in dB	Sound source
140	Jet engine at 30m
130	Rivet hammer (pain can be felt at this threshold)
120	Rock drill
110	Chain saw
100	Sheet-metal workshop
90	Lawn-mower
85	Front-end loader
80	Kerbside Heavy traffic
80	Lathe
70	Loud conversation
60	Normal conversation
40	Quiet radio music
30	Whispering
0	Hearing threshold

Noise Assessments

Unless Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service can reduce the exposures to below the standard immediately, we will assess the risks by carrying out a noise assessment. A noise assessment will be done by a competent person in accordance with the procedures in AS/NZS 1269.1 Measurement and assessment of noise emission and exposure. For more information on how to manage the risks at the workplace associated with noise see the codes of practice: Managing Noise and Preventing Hearing Loss at Work.

Personal Protective Equipment (PPE)

Ear Plugs and Ear Muffs

- Ear protection must comply with AS1270

Where there are noise levels exceeding 85dBA ear protection must be used. Deciding on which ear protection should be used in each situation needs to be determined by a qualified person. Never share ear protection with other staff or Customers/Clients due to the risk of infection.

The next page contains a hazard identification checklist to aid in the process of identifying noise as a hazard.

Hazard Identification Questions 'Yes' to any of the below indicates the need to carry out a noise assessment if exposures to noise cannot be immediately controlled.	Yes	No
1. Is a raised voice needed to communicate with someone about one metre away?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do your employees notice a reduction in hearing over the course of the day? (This may only become noticeable after work, for example, needing to turn up the radio on the way home)	<input type="checkbox"/>	<input type="checkbox"/>
3. Are your employees using noisy powered tools or machinery?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are there noises due to impacts (such as hammering, pneumatic impact tools) or explosive sources (such as explosive powered tools, detonators)?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are personal hearing protectors used for some work?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do your employees complain that there is too much noise or that they can't clearly hear instructions or warning signals?	<input type="checkbox"/>	<input type="checkbox"/>
7. Do your employees experience ringing in the ears or a noise sounding different in each ear?	<input type="checkbox"/>	<input type="checkbox"/>
8. Do any long-term employees appear to be hard of hearing?	<input type="checkbox"/>	<input type="checkbox"/>

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9. Have there been any employees' compensation claims for noise-induced hearing loss?	<input type="checkbox"/>	<input type="checkbox"/>
10. Does any equipment have manufacturer's information (including labels) indicating noise levels equal or greater than any of the following: (a) 80 dB(A) LAeq,T (T= time period over which noise is measured)? (b) 130 dB(C) peak noise level? (c) 88 dB(A) sound power level?	<input type="checkbox"/>	<input type="checkbox"/>
11. Do the results of audiometry tests indicate that past or present employees have hearing loss?	<input type="checkbox"/>	<input type="checkbox"/>
13. Are any employees exposed to noise and ototoxins in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>
14. Are any employees exposed to noise and hand-arm vibration?	<input type="checkbox"/>	<input type="checkbox"/>

PREVENTING AND MANAGING FATIGUE

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we highly value the emotional health and wellbeing of our employees. We understand that sometimes workloads can increase due to the demands that are placed on our business by the industry. This is why we have developed a risk management approach to Stress and Fatigue.

What is Fatigue?

Fatigue is an acute, ongoing state of tiredness that leads to mental or physical exhaustion and prevents people from functioning within normal boundaries. It is more than feeling tired and drowsy, it is a physical condition that can occur when a person's physical or mental limits are reached.

Fatigue can occur as a result of various factors that may be work-related, lifestyle-related or a combination of both. Work-related factors may include:

- working time
- scheduling and planning (for example, roster patterns, length and timing of shifts)
- inadequate rest breaks
- lengthy periods of time being awake
- insufficient recovery time between shifts
- payment incentives that may lead to working longer shifts
- environmental conditions (for example, climate, light, noise, workstation design)
- type of work being undertaken (for example, physically or mentally demanding work)
- work demands placed on the person (for example, timeframes, deadlines, intensity)
- the organisation's culture, and
- the person's role within the organisation.

Lifestyle-factors can include:

- inadequate or poor quality of sleep due to sleep disorders (for example, sleep apnoea)
- social life
- family responsibilities
- other employment
- travel time (may be considered work time in some cases), and
- health and wellbeing (for example, nutrition and diet, exercise, pain, illness).

How to tell if someone is fatigued

A person can display the following signs which could mean they are fatigued:

- continual headaches and/or dizziness
- wandering or disconnected thoughts, daydreaming, lack of concentration
- constant yawning, a drowsy relaxed feeling or falling asleep at work
- moodiness, such as irritability

- short term memory problems
- low motivation
- hallucinations and/or blurred vision or difficulty keeping eyes open
- impaired decision-making, judgment increased errors
- slowed reflexes and responses
- reduced immune system function
- extended sleep during days off work
- falling asleep for less than a second to a few seconds, and being unaware they have done so (otherwise known as micro-sleeps), and
- drifting in and out of traffic lanes or missing gear changes and turn offs when driving.

Policy

We are committed to identifying the causes of Stress and Fatigue by establishing systems that help minimise the amount of stress and fatigue imposed on our employees. By far, the most effective way to minimise and deal with Stress and Fatigue is through awareness. We are dedicated to ensuring that clear channels of communication are open between all management and employees and will review our systems to ensure that sufficient breaks, effective productivity systems and task variety is provided to aid in the reduction of Occupational Stress and Fatigue.

It is also Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service policy that if you notice either yourself, or a fellow employee who is showing signs of fatigue, to report it to your Manager immediately so that necessary steps can be taken to ensure that all personnel remain fresh and alert as possible. Safety in the workplace is everyone's responsibility and by keeping an eye out for your colleagues, you will be working towards ensuring that everyone has the privilege of a safe working environment.

Tips for reducing Stress and Fatigue

Relaxation is a useful tool, either used on its own or combined with other exercises. You will be amazed by how quickly the tension you experience will be minimised.

We can reduce the amount of stress and fatigue we experience each day simply by organizing our time effectively. Allow plenty of time to get all of the things on your list done.

We often cope better with our problems and stresses in life simply by having someone to talk to. This may be as simple as talking to your best friend, or a professional therapist. At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we encourage

employees to seek professional assistance if needed and fully support any endeavour to effectively deal with stress and fatigue.

FATIGUE HAZARD CHECKLIST

This checklist can be completed by a range of parties including Management and Health and Safety Representatives. If the answer is yes to any of the questions in the shaded areas, or yes to three or more of the questions in the non-shaded areas, you should assess fatigue risks and implement control measures. Employees should read through this checklist and notify management with feedback if they feel any of the below relate to their tasks also.

Mental and physical work demands	
Does anyone undertake work for long periods that is physically demanding? (for example, tasks that are especially tiring and/or repetitive such as bricklaying, typing, process work, moving bags of cement, felling trees)	Yes/No
Does anyone undertake work for long periods that is mentally demanding? (for example, work that requires vigilance, work that requires continuous concentration and minimal stimulation, work performed under pressure, work to tight deadlines, emergency call outs, interacting/dealing with the public)	Yes/No
Work scheduling and planning	
Does anyone consistently work or travel between midnight and 6am?	Yes/No
Does the work scheduled prevent full time employees having at least one day off per week?	Yes/No
Does the schedule make it difficult for employees to consistently have at least two consecutive nights sleep per week?	Yes/No
Do work practices include on-call work, call-backs and/or sleepovers?	Yes/No
Does the schedule differ from the hours actually worked?	Yes/No
Does the work schedule include rotating shifts?	Yes/No
Does anyone have to travel more than one hour to get to their job?	Yes/No

Does anyone work in excess of 12 hours regularly? This would include any overtime worked.	Yes/No
Does anyone have less than 10 hours between each shift? (for example, split shifts, quick shift changeovers)	Yes/No
Is work performed at low body clock times (between 2 am and 6 am)?	Yes/No
Environmental conditions	
Is work carried out in harsh or uncomfortable conditions? (for example, hot, humid, cold temperatures)	Yes/No
Does anyone work with plant or machinery that vibrates?	Yes/No
Is anyone exposed to hazardous chemicals?	Yes/No
Is anyone consistently exposed to loud noise?	Yes/No

USE OF COMPANY INFORMATION AND PRIVACY

In line with the Information Privacy Act 2009, our organisation operates according to strict policy guidelines, which covers the privacy of your personal details and business practices. Our Company complies with the eleven National Privacy Principles contained within the Act, which are:

- Collect personal information in a manner that is fair, lawful and non-intrusive
- Only use or disclose information for the primary purpose for which it was collected
- Ensure personal information is accurate, complete and up-to-date
- Protect personal information from misuse and loss, and from unauthorised access, modification or disclosure
- Have a policy document outlining your information handling practices and make this available to anyone who requests it
- Give an individual access to their personal information you hold when requested to do so
- Inform an individual, upon request of the type of information you hold about them when requested to do so
- Only adopt, use or disclose a Commonwealth Government identifier if particular circumstances apply that would allow you to do so
- Give people the option to transact with you anonymously whenever it is lawful and practical to do so

- Only transfer personal information to a recipient in a foreign country if the information will have appropriate protection
- Do not collect sensitive information unless the individual has consented; the collection is required by law; or in other special circumstances

In line with the Act, this privacy policy discloses how Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service manages information you provide us.

Collection of Personal Information

We need to collect personal information for the purposes of performing business transactions with you. This information will only be collected with your knowledge and consent, and includes your business name, ABN, business address, and contact information and any service-specific information including technical and business specifications.

Use and Disclosure

Your personal information is only used for the purpose it was collected. This allows us to provide our services to you. If you decide to cease dealing with Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, you can request your private information to be deleted. No information collected at Our Company is transferred or sold to third parties for the use of promotional marketing.

Accuracy of Information

You can contact us to view and amend any of the information we store about you upon request. We also require accurate information from you in order to provide you with the best of our services.

Access to Information

You may at any time request copies of the information we hold about you. We will gladly provide you with all the information we have collected from you. However, we may charge an administration fee to provide you with this information if it involves over one hour preparing.

Use of Commonwealth Government Identifiers

We use ABNs for all businesses that we provide our products and services. This information is used to conduct legitimate business checks on your organisation. This information will be stored offline and inaccessible from the internet.

Anonymity

We cannot provide services anonymously as we require identifiable information to deliver all the services we provide. However we can provide pre-sales information such as quotations and analysis anonymously. Please specify this when you make initial contact. Personally-identifiable information is only collected with your consent, or when you send us information such as a letter or an email.

Consent

We do not collect any of your personal information without your consent.

Further Information

If you have any further questions about our Privacy Policy, please do not hesitate to contact the People and Culture team.

USE OF EMPLOYEE INFORMATION AND PRIVACY

In line with the Information Privacy Act 2009, we operate according to strict policy guidelines, which covers the privacy of your personal details and business practices. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service complies with the eleven National Privacy Principles contained within the act.

Which are:

- Collect personal information in a manner that is fair, lawful and non-intrusive
- Only use or disclose information for the primary purpose for which it was collected
- Ensure personal information is accurate, complete and up-to-date
- Protect personal information from misuse and loss, and from unauthorised access, modification or disclosure
- Have a policy document outlining your information handling practices and make this available to anyone who requests it
- Give an individual access to their personal information you hold when requested to do so

- Inform an individual, upon request of the type of information you hold about them when requested to do so
- Only adopt, use or disclose a Commonwealth Government identifier if particular circumstances apply that would allow you to do so
- Give people the option to transact with you anonymously whenever it is lawful and practical to do so
- Only transfer personal information to a recipient in a foreign country if the information will have appropriate protection
- Do not collect sensitive information unless the individual has consented; the collection is required by law; or in other special circumstances

In line with the act, this privacy policy discloses how we manage information you provide us.

Collection of Your Personal Information

We need to collect personal information for the purposes of conducting employment applications and interviews with you. Throughout the stages of an interview and in the commencement of your employment with us, there will be certain personal details we will need to collect from you in order to continue your employment with us. You are under no obligation to provide these details, however a lack of required information may make it difficult for us to assess your employment aptitude.

This information will only be collected from you directly, and if we need to source information from a third party such as a previous employer, we will only do so with your knowledge and consent. The information we collect includes information such as your Name, Address, Date of Birth, Employment History, Medical History, Allergies or Medical Conditions, Bank Details for Payments etc including any other information such as Medical Contacts in the case that you fall ill while at work. We will collect only information that is relevant to the job you are applying for and we will also collect information from previous employers to aid in the assessment of your suitability to the job.

Use and Disclosure of Your Personal Information

No information collected by us is transferred or sold to third parties for the use of promotional marketing.

Accuracy and Amendments of Your Personal Information

You can ask to amend any of the information we store about you upon request. We also require accurate information from you in order to provide you with the best of our care while being employed with us.

Protection of Your Personal Information

All of our Management Personnel who are required to be exposed to your personal information are required to sign a non-disclosure agreement. All sensitive information, such as bank account details, are stored on a computer system with limited staff access. This computer system is inaccessible from the internet and no sensitive information is stored on servers accessible from the internet. All confidential information is stored behind industry-standard firewalls to protect from unauthorised access. You can request that we do not use the internet to transmit or store this information. Any sensitive information on hardcopy is stored in lockable filing cabinets, and is destroyed when no longer useful.

Access to Your Personal Information

You may at any time request copies of the information we hold about you. We will gladly provide you with all the information we have collected from you.

Your Consent

We do not collect any of your personal information without your consent. Before you commence employment with us you will be required to provide personal information to us. Your consent is given by signing and returning any agreements and forms containing your personal information

Further Information on Our Commitments to Privacy

If you have any further questions about our Privacy Policy, please do not hesitate to contact the People and Culture team.

REHABILITATION AND RETURN TO WORK

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we aim to continually foster an environment which protects, encourages and supports all employees. Although we aim to keep a safe workplace, unfortunately accidents can sometimes occur. Injuries sustained to a person can not only affect the individuals' physical health but can also sometimes be damaging to their emotional health resulting in lack of confidence, a sense of helplessness and inaptitude.

We are dedicated to supporting all employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service by providing suitable treatment to ensure they

are restored back to their job role with full health if the unfortunate event of an injury does occur.

Rehabilitation Objectives:

- To return the employee to their pre-injury duties and full health as soon as reasonably practicable.
- If it is not feasible to return the employee to their pre-injury duties – then to provide suitable duties for the employee either temporarily or permanently if practicable.
- Develop a return to work plan that is consistent with the injured employees needs and medical examination certificate.
- Employ the services of a Return to Work Coordinator to aid in the progress and development of the return to work plan including a suitable duties program.
- Maintain confidentiality of the injured employees details and personal information.

Rehabilitation Phase:

A Rehabilitation and Return to Work Coordinator will be employed to make early communication with the injured employee to assess the need for rehabilitation and to notify the relevant parties. The Coordinator will oversee the coordination of the injured employees return to work including developing a suitable duties program in consultation with the employer and the injured employee.

The Coordinator will also ensure that the suitable duties program is consistent with the Doctors' Current Medical Examination Certificate or Report. The Coordinator will liaise with all parties including the insurer and indicating as early as possible, if there is a need for the insurer to intervene.

Return to Work Plan:

A Return to Work Plan will be developed in conjunction and consistent with the injured employees needs and will also be consistent with the Medical Examination Certificate supplied by the approved Doctor, while also being developed in consultation with the injured employee and other relevant parties.

The Return to Work Plan will contain the following matters:

- Clear and appropriate objectives with ways of achieving
- the objectives;
- Details of rehabilitation required to meet the objectives;

- the time frames for rehabilitation;
- Review mechanisms and dates for review;
- progress to date;
- If it is practicable to provide the employee with suitable duties, a suitable duties program.

Suitable Duties Program

A Suitable Duties Program will also be developed in consultation with the injured employee undertaking rehabilitation.

Notes:

- The employer must develop the program in consultation with the employee.
- The program and any amendments to the program must be consistent with the current medical certificate or report for the employee's injury.
- The program must document what are suitable duties for the employee.
- Suitable duties assigned to a employee must be meaningful and have regard to the objective of the employee's rehabilitation.
- The employer must give the insurer a copy of the suitable duties program.
- The employer must review a employee's suitable duties on a regular basis and progressively upgrade the program consistent with the employee's recovery.

Approval from the Doctor for the Return to Work Program and the Rehabilitation plan will be obtained and documented first before commencement of any activities. The Return to Work Program and the Rehabilitation Plan will be based and structured on the examining doctors' report.

A confidential file will be kept with all relevant documentation, correspondence and accounts and consent from the injured employee must be obtained in order to gather and release related information.

Social and Informal Functions

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service we are continually striving to improve our conduct and level of service in order to uphold the reputation we have in the community.

We have a number of policies relating to upright conduct in the workplace. These policies outline appropriate conduct when communicating with other individuals. In particular, the Code of Conduct Policy and the Drug and Alcohol Policy and explain the required standard of etiquette regarding general conduct in regards to drugs and alcohol, discrimination and harassment.

There may be times while employed with Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service that we request your presence at certain social gatherings where important Customers/Clients and potential Customers/Clients may attend. It is at these gatherings that we would expect you to act as a responsible individual and treat these contacts with the utmost respect as this is paramount to our success and upholding a good reputation as a company.

We would ask you to consider it a privilege to attend these gatherings. It is also to your benefit by attending these functions as it gives you an opportunity to meet and build relationships with important people. We also ask and expect you to follow the guidelines and rules that the function venue has put into place in regards to smoking.

We thank you in advance for making every social gathering a positive, enjoyable and successful experience for not only Our Company, but also our Customers/Clients and prospective Customers/Clients.

Ensure that you familiarise yourself with the Code of Conduct Policy and the Drug and Alcohol Policy before attending these events. If there is any conduct that you are not sure would be appropriate then please speak with the People and Culture Manager who will clarify any doubts or uncertainties.

This policy also applies to anywhere you are representing Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service and we trust that you will be dependable ambassadors for the company.

Slips trips and Falls in the Workplace

Research shows that each year more than 13,000 employees in individual states alone suffer an injury as a result of a slip, trip or fall costing businesses more than 256,000 lost work days and over \$60 million in Employees' Compensation payments.

In addition to employees' compensation costs, there are financial, physical and emotional costs for the injured employees and their families. A workplace injury often affects injured employees' well-being by restricting their usual home and leisure activities.

This policy aims to provide you with a basic understanding of what causes a slip or trip and Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service's commitment to reduce the risk as much as possible to stop these incidents occurring.

Consequences of Slips, Trips and Falls

Slips, trips and falls can happen in any workplace. They can occur at the entry of a building, within the building and even as you walk outside the building.

More serious slips or trips together with the resulting falls may result in:

- Sprains or strains.
- Broken bones when trying to break the fall.
- A back injury due to the sudden and forceful impact during a fall.
- Burns if it occurs near hot surfaces or if the person is handling hot fluids.
- Cuts if it occurs near sharp objects.

Causes of Slips, Trips and Falls

There are various factors that contribute to the risk of slips and trips. Slips usually occur when there is a loss of grip between the shoe and the floor. This commonly occurs when there is a contaminant between the shoe and the floor. Trips occur when a person's foot hits a low obstacle in the person's path, causing a loss of balance. Often, the obstacle is not easily visible or noticed. The following factors can contribute to the risk of slips and trips. It is usually a combination of these factors that create the risk of a slip or trip.

Contaminants

Contaminants can be considered as anything that ends up on a floor. Contaminants can be wet such as water, oil or grease, or dry such as dust, metal shavings, plastic bags or off-cuts. Preventing floor contaminants is one of the best things you can do to prevent slips, which is why Enhanced Lifestyles and Lifestyle Assistance and Accommodation

Service Incorporated has adopted a “Clean Work Area” policy to ensure proper housecleaning.

Floor surfaces

Floor surfaces require sufficient grip to prevent slipping, especially in areas which may become wet or contaminated. The greater the thickness or viscosity of the contaminants, the greater the slip resistance of the flooring required to protect against slipping. Be sure to watch your step and be aware of any potentially slippery surfaces.

Cleaning

Cleaning affects every workplace and everyone in the workplace. Besides regular cleaning programs, everyone has a role keeping the work area clear and taking responsibility for their own spills. Floors need to be cleaned properly to ensure that:

- Contaminants are effectively removed.
- A build-up of cleaning product residue is avoided.
- The floor does not become too slippery.
- Floors maintain slip resistant properties (of non-slip flooring).

Prompt attention to spills is also important in order to prevent slips.

Obstacles and other trip hazards

Trips most often occur because of uneven flooring or cluttered walkways with low obstacles which are not easily visible or noticed. Common examples of low obstacles include trailing cables, uneven edges to flooring, gratings or covers, loose mats or carpet tiles and changes of floor surface level.

Trips can be prevented by:

- Good housekeeping practices.
- Ensuring the floor surface is in good order such as being free from holes, uneven surfaces, curled up linoleum or carpet edges.

- Avoiding any changes in floor surface level, or if this is not possible, highlighting these changes.
- Providing adequate storage facilities.

Environment, including lighting

Poor lighting and distractions such as unfamiliar or unexpected loud noises, or extreme environmental conditions, such as extreme cold or heat, can impact a person noticing slip or trip hazards in their path. Adequate light levels without glare or shadowing is required to highlight potential slip or trip hazards. Other distractions, like those mentioned, should be minimised as much as possible.

People and activity

Work activities, the way the work is organised and attitudes to safety can affect the employee's ability to see or think about where they are going. For example, people hurrying, carrying large objects, pushing high trolleys or talking on a mobile phone could contribute to the cause of a slip or trip.

Employees need to be able to maintain their balance when performing tasks and be able to recover if they slip or trip. For example, when handling loads, employees should have full view of where they need to travel and should also have a free hand to hold onto a rail when walking down steps.

Consideration should be given to:

- Individuals physical attributes such as vision, balance and agility.
- The work being carried out and how it is organised.
- Who will be walking through the area, including the public.

Footwear

Footwear plays an important role in reducing the risk of slips, trips and falls. Footwear should be:

- Suitable for the type of work and work environment.
- Comfortable with an adequate non-slip sole and appropriate tread pattern.
- Checked regularly to ensure treads are not worn away or clogged with contaminants.

- Thongs/flip flops are not to be worn and you may be asked to return home and change should you attend to work wearing thongs/flip flops.

How to manage slips, trips and falls risks

The simplest way of preventing slips, trips and falls injuries in your workplace is to develop a risk management plan which identifies, assesses, controls and monitors safety hazards and risks.

As part of your assessment you should also consider:

- How many people are exposed.
- The consequences of the slip or trip – a slip or trip with or without a fall can be more serious if it occurs near hot, sharp or moving objects, or at a height, such as near stairs.
- How often the situation occurs.

Fix the problem

Look at the assessed risks and decide what needs to be done to eliminate or reduce the risks and how quickly these measures need to be implemented.

Sun Protection Policy

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we are proactive about ensuring our employees are “Sun Smart” when it comes to working outdoors. Personal Protective Equipment (PPE) should always be worn while working outdoors, especially if working in direct sunlight.

Specific PPE for working in the sun

- Protect your skin by applying a broad spectrum, water resistant SUNSCREEN with an SPF of 30+, 20 minutes before working outdoors or working in direct sunlight.
- Wear a hat with a broad brim (7.5-8cm) or a flap at the back in order to shade both the face and back of the neck.
- If wearing a safety helmet, make sure there is a brim attached.
- When purchasing clothing for working outdoors, always choose garments that have the label “UV Protection Factor”

- A loose-fitting, long-sleeved, collared shirt made from woven, rather than knitted, fabrics. It is also advised to wear a dark, close weave fabric (a dark colour gives better protection than a light colour or white)
- Wear loose trousers to allow for good ventilation.
- Wear sunglasses with side protection, or safety glasses designed to minimise UV radiation exposure to the eyes. Sunglasses should comply with AS 1067:2003 and Safety Glasses should comply with AS1337 and AS1338

Steps to minimise the risk of excessive sun exposure and heat exhaustion

- Always wear PPE (sunscreen, sunglasses and suitable clothing), take precautions and set limits during summer's highest risk time – between 10am and 3pm.
- Reorganise work schedules so that outdoor tasks are done early in the mornings or later in the afternoons.
- Rotate or job-share tasks that involve direct exposure to the sun.
- Implement 'sun smart' policies such as a written policy that directs employees to drive with their vehicle windows up between 10am and 2pm.
- Plan your work around the movement of the sun. For instance, perform outdoor tasks on the western and northern side of a building in the mornings, and perform tasks on the eastern and southern sides of an afternoon.
- Where possible, do not work in an environment heated by several sources.
- Use trees, buildings and structures such as awnings or tarps to shade the work area and/or rest areas.
- Insulate plant and machinery to reduce radiant that heat emits.
- Where possible, fit a shade to plant and machinery (such as mowers, tractors, small earthmovers, etc). Do not remove shade attachments that are provided on plant or machinery.
- Provide laminated windscreens and tinted side windows to vehicles.
- Where possible, mechanise physically demanding tasks.
- Take rest or meal breaks in shady areas often.
- Drink plenty of cool water to prevent dehydration and heat exhaustion.
- Keep an eye on fellow employees for heat exhaustion.
- If you are on medications such as sedatives, tranquillisers, antidepressants, amphetamines, or medication affecting blood pressure, always follow a doctor's advice before working in hot conditions.

Harassment and Conflict at work

At Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service, we are dedicated to a pleasant and productive work environment.

Workplace harassment is where the behaviour or communication is repeated, unwelcome and unsolicited and the person being harassed considers the behaviour or communication to be offensive, intimidating, humiliating or threatening. This type of behaviour in our workplace is unacceptable and the person who instigates this type of behaviour will be subject to disciplinary action.

Resolving an issue at the workplace

If a complaint of workplace harassment is raised, how it is responded to can greatly influence how and when the issue is resolved. Generally, complaints at Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service can be resolved either informally or formally.

Before deciding on how to resolve a complaint you should:

- Clearly define your concerns and desired outcome.
- Assess the advantages and disadvantages of the informal versus formal process.
- Consider the complexity of the situation (a formal option may need careful consideration if the situation is very complex).
- Be aware of support mechanisms available, for example counseling etc.
- Acknowledge the consequences of making malicious, frivolous or vexatious complaints (complaints that are deliberately harmful, spiteful, trivial or unworthy of serious attention or resources).

It is recommended to Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service employees that an independent third party (e.g. External Consultant or workplace health and safety representative) be present to help validate experiences and aid in making a well-informed decision regarding the most appropriate resolution options if such a claim is made. If you feel at any time you are being harassed, we encourage you to speak directly with the person/s demonstrating the harassing behaviours and address the situation in a sincere, respectful manner. If after you have confronted the person instigating the harassment and it still continues, report the incident with specific details to the People and Culture Manager.

If your Manager is the instigator of the harassment, we encourage you to approach Management one level up who will take the appropriate action to end the behaviour with as little disruption to the workplace as possible.

If your Management is the instigator of the harassment and there is no one level up manager to approach, report the situation to the Chairperson of the Board who will deal with the situation appropriately.

Please always consider treating your fellow employees in a respectful and polite manner as we are all part of one team and healthy relationships in the workplace helps make work more fun, enjoyable and fulfilling. We trust that you will be a positive contributor to our team and the overall morale of our workplace.

DOCUMENTATION

Documents related to this policy	
Related policies	Work Health and Safety Act 2012 (SA) Work Health and Safety Regulation 2012 (SA)
Forms, record keeping or other organisational documents	Incident records Induction records

INDUCTION COMPLETION ACKNOWLEDGEMENT

I _____ (Full Name) understand that Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service endeavours to provide a safe, positive and productive working environment and I understand that my responsibility in contributing to this environment is by following the policies and procedures outlined in the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Policy Manual.

I understand what I have read and agree to follow the policies and procedures in the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service Policy Manual and have raised any questions or concerns that required explanation or clarification with Management. I am aware that any infringement of these company policies and procedures will be subject to disciplinary action if required.

Signature of Declaration

Signature:	Date:
Full Name:	Date:

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WORKPLACE HEALTH and SAFETY MANUAL

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Witness Name:	Date:
Witnesses Signature:	Date: