

Adelaide Quality Care Core Standards Policy Manual

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Version: 1

Approval date: 16/04/2019

Review date: 16/04/202

Work Health Safety Environmental Management

POLICY

Adelaide Quality Care 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.

Adelaide Quality Care will make resources available to comply with relevant Acts and Regulations associated with workplace health and safety and to ensure that the organisation's workplaces are safe and without risk to health.

Adelaide Quality Care will undertake regular reviews and take steps to enhance workplace health and safety on a continuous improvement basis.

Statement of Injury Management and Return to Work

Adelaide Quality Care is committed to:

- Establishing and reviewing the return to work program that is consistent with the injury management program to ensure injured workers return to work in a timely and safe manner.
- The effective management of claims and return to work of employees injured in the workplace.
- The establishment of individualised injury management plans according to legislative requirements as outlined in the policy and procedures.
- Consultation with employees and other stakeholders on health and safety issues.
- Compliance with relevant WHS legislation and regulations and associated legislation.
- Providing and maintaining equipment and associated personal protection equipment for the safe use by employees.
- Providing employees with information, training and supervision, as it is necessary to enable them to work in a safe manner and without risks to health.

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- The documentation, investigation and review of incidents.
 - Document, display and/or distribute the WHS policy and associated documentation in the workplace including the return to work program.
 - The maintenance of required insurance cover.
 - The appointment of a designated person to manage all claims for workers' compensation, occupational rehabilitation and return to work programs.
 - Clearly outlining roles and responsibilities of all relevant parties in the return to work process.

Regular review of Workers Compensation claims.

Environmental Management

Management will endeavour to minimise environmental impact on the following:

- Adelaide Quality Care waste
- Site contamination and spills
- Unnecessary energy consumption

Adelaide Quality Care will actively take part in the following:

- Identify waste streams and options for effective waste management.
- Review purchasing (buy recycled materials, reduce waste, use less harmful/volatile chemicals).
- Improve storage (reduce quantity, waste and spills, reduce odours by keeping containers closed).
- Conserve energy (eco-friendly lights, turn lights off, emergency efficient equipment, greener fuel sources).
- Emergency planning and spill response.
- Improve education/awareness.
- Notify relevant authority in the event of a major environmental impact.

Incident Management

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

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

Responding and Reporting Obligations

- Adelaide Quality Care have a responsive risk management hazard, incident and accident reporting system in place.
- All incidents of any nature are a matter of concern and as such should be recorded through incident and hazard reports.
- All notifiable incidents will be reported to Safe Work SA, Department of Health and / or NDIS Commission as per regulatory requirements.
- Details of incidents are to be documented through the incident management system.

Documentation

- All information is gathered with due regard to privacy and confidentiality, recorded comprehensively and stored securely.

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- ~~The incident report is for the use of Operational committee only as it will contain identifying~~ information. Minimum information includes description of the event, damage, injuries, and reporting requirements, parties/persons involved and recommendations.
 - When discussing the Incident Findings and Recommendations in a meeting, care must be taken not to minute any identifying information.

Evaluation and Feedback

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

Support for Stakeholders

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

Manual Handling

- Adelaide Quality Care have a minimal lift policy and all staff are instructed in this procedure at induction and annually.
- Maintenance of clients' independence, by encouraging mobility is a priority.
- The manual handling needs of clients is assessed and documented on entry to Adelaide Quality Care.
- Manual handling is a component of the annual education and training program.
- Staff members are instructed on the correct manual handling and lifting techniques
- All staff members are assessed on their manual handling techniques they must provide evidence of completion of manual handling within the last 12 months and then annually.
- All manual handling injuries and incidents are reviewed, and risk assessments are conducted, and risks are controlled.
- Risk identification, assessment and control are carried out in consultation with staff.
- Incidents, accidents and hazards identified from manual handling activities are reported through the communication meeting and other associated meetings as deemed by management as appropriate.

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- ~~Appropriate equipment is provided for manual handling activities to be safely executed~~
 - Personal manual handling equipment such as 'slide sheets' are maintained according to infection control guidelines.

The Case Managers will ensure that the general layout of the workplace is conducive to the safe handling of clients and safe use of equipment.

WHS Consultation

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

It is intended that as an outcome of this policy:

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

Nature of consultation

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

When consultation is required

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Consultation is required when:

- Identifying and assessing risks to health and safety.
- Deciding ways to eliminate or minimise those risks.
- Deciding on the adequacy of facilities for worker welfare.
- Proposing changes that may affect the health and safety of workers.

WHS Resolution

- Employees will be consulted on all proposed changes to the work environment, equipment, policies, protocols and procedures that may affect their health and safety.
- Information on hazards, Work Health & Safety activities and achievements will be disseminated to employees through: staff meetings, memos, policies accessible in the internal dropbox, and informally on the internal facebook page.
- Staff may approach The Care Managers of Administration to bring forward issues in the workplace.
- The Care Manager will attempt to resolve the issue locally.
- A reasonable effort to achieve a timely, final and effective resolution will be made.

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

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

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

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

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

As soon as reasonably practicable after the issue is resolved;

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- ~~• the workers affected by the issue are informed of the details of the agreement between the parties.~~
- a copy of the agreement to the resolution of an issue may be forwarded by any of the parties involved or Adelaide Quality Care that represents the party.

Work Place Incidents

Adelaide Quality Care will:

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

Notification of injuries

- All injuries must be notified to The Care Manager, and ultimately the Director as soon as possible.
- All injuries will be recorded.
- The workers' compensation Agent will be notified of any injuries within 48 hours.
- Worker will be notified immediately for any serious incidents involving a fatality or a serious injury or illness.

Recovery

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

Return to work

Management will:

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

Work Health and Safety – Management Program

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

- WHS training and education
- Work design, workplace design and standard/safe work procedures
- Emergency procedures
- Provision of WHS equipment, services and facilities
- Workplace inspections and evaluations

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- ~~Reporting, recording and reviewing incidents, accidents, injuries and illnesses~~
 - Hazard identification activities
 - Equipment assessment procedures and practices
 - Client risk assessment procedures and practices
 - Risk assessment procedures and practices
 - Information on WHS to employees, clients and their families
 - Implementing safe manual handling procedures and safe work procedures

Education/Training

Every employee shall, be given instruction in relation to:

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

Hazard Identification and Risk Management

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

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

Identified hazards are reported and reviewed using Adelaide Quality Care's continuous improvement and risk management processes. Refer to Risk Management Policy and Continuous Improvement Policy.

Risk Management

Adelaide Quality Care considers risk management to be fundamental to good management practice. Effective management of risk will provide an essential contribution towards the achievement of Adelaide

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Quality Care's strategic and operational objectives and goals. Risk management must be an integral part of Adelaide Quality Care's decision making and must be incorporated within the strategic and operational planning processes at all levels across Adelaide Quality Care.

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

Adelaide Quality Care will regularly review and monitor the implementation and effectiveness of the risk management process, including the development of an appropriate risk management culture across the Organisation.

DEFINITIONS

Bullying	According to the Law Society of SA, bullying can be defined as "unreasonable and inappropriate workplace behaviour that may intimidate, offend, degrade, insult or humiliate an employee (or another person), possibly in front of others and which can include physical or psychological behaviours"
Clinical Risk Management	Clinical Risk Management is an approach to improving quality of care which places special emphasis on identifying circumstances which put clients at risk of harm, and then acting to prevent, control or accept those risks. The aim is to improve the quality of care for clients and to reduce the costs of risks for care providers.
Dangerous Goods	Those substances that give risk to an immediate physical effect, such as fire, explosion, vapour release and are defined as such under WHS Legislation.
Due Diligence	Where the Director is conducting a business there is an Duty to ensure health and safety and must exercise 'due diligence' to ensure they meets that duty

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	<p>Due diligence means taking reasonable steps:</p> <ul style="list-style-type: none"> • To gain and update knowledge of WHS matters; • To understand the nature of the business/undertakings operations and the general hazards and risks involved; • To ensure the business has appropriate resources for eliminating/minimising risks, and that these resources are used; • To ensure the business has processes for receiving, reviewing and responding to information about incidents, hazards and risks; and • To ensure the business implements processes for complying with their duties, such as: <ul style="list-style-type: none"> • Consultation; • Providing training and instruction; and • Reporting of notifiable incidents.
Environment	<p>Components of the earth, including:</p> <ul style="list-style-type: none"> • land, air and water; • any layer of the atmosphere; • any organic or inorganic matter and any living organism; • Human-made or modified structures and areas and includes interacting natural ecosystems.
Hazard	<p>Something with the potential to cause injury, illness or disease.</p>
Hazardous Substances	<p>Those substances which can cause detrimental health effects, such as damage to respiratory tract, skin, eyes, etc., including carcinogens and are defined as such under WHS Legislation.</p>
Health and Safety Representative (HSR)	<p>The person identified / elected by members within the business, or across several businesses (e.g. multiple workplaces) to represent that work group during consultation on work health and safety issues</p>
Health and Safety Committee (HSC)	<p>A business must establish an HSC where requested to do so by the HSR, or a minimum of 5 or more workers at the workplace or at the Directors's own initiative. The HSR can be a member of the HSC if they consent.</p>

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	<p>The key functions of the HSC are to:</p> <ul style="list-style-type: none"> • facilitate co-operation between the BUiness and workers in instigating, developing and carrying out measures designed to ensure the workers' health and safety at work; and • to assist in developing standards, rules and procedures relating to health and safety that are to be followed or complied with at the workplace; and • Other functions under the regulation or agreed to between the business and the HSC.
Incident	<p>Incidents can be either an event that has occurred, or a 'near miss', and include all complication of care, accidents and side effects, a common feature being that incidents are either potentially or harmful.</p>
Notifiable Incident	<p><i>Notifiable incident</i> means:</p> <ol style="list-style-type: none"> 1. The death of a person 2. A serious injury or illness of a person 3. A dangerous incident 4. Abuse or neglect of a person 5. Unlawful sexual or physical contact or assault of a person 6. Sexual misconduct committed against or in the presence of a person. 7. The unauthorized use of a restrictive practice in relation to a person
Dangerous Incident	<p><i>A dangerous incident</i> means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:</p> <ol style="list-style-type: none"> (a) an uncontrolled escape, spillage or leakage of a substance; or (b) an uncontrolled implosion, explosion or fire; or (c) an uncontrolled escape of gas or steam; or (d) an uncontrolled escape of a pressurised substance; or (e) electric shock; or

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Safety Data Sheet (SDS)	Information containing data regarding the properties and effects of a particular substance that must be provided by the manufacturer, supplier or importer of the hazardous substance/dangerous good. SDS must be current –within 5 years of the issue date and meet specific legislated format requirements
Officer of the Business	A person who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business or undertaking.
Person conducting a business or undertaking (PCBU)	A person or entity that conducts the business or undertaking alone or with others whether or not the business or undertaking is conducted for profit or gain.
Personal Protective Equipment (PPE)	Personal Protective Equipment (PPE) is defined as safety clothing or equipment for specified circumstances or areas, where the nature of the work involved or the conditions under which people are working, requires it's wearing or use for their personal protection to minimise risk.
Provisional Improvement Notice (PIN)	A written notice from a Health and Safety Representative to a person or the PCBU, advising there either has been a breach of the Act that is likely to be repeated, or there is a current breach of the Act.
Reasonably Practicable	Taking all steps, a duty holder was reasonably able to, taking into account:

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	<ul style="list-style-type: none"> • Likelihood of the hazard or risk happening; • Consequences (or degree of harm) if it does occur; • What the person knows, or should know about the hazard/risk and ways of eliminating or minimising it; • Availability and suitability of ways to eliminate or minimise the risk. • The cost of eliminating or minimising the risk, and whether this cost far exceeds the level of reduction of risk.
Risk	The chance of something happening that will have an impact upon the services Adelaide Quality Care provides. Measured in terms of likelihood and consequences.
Risk Analysis (Incident)	Seriousness of the event's consequences and its likelihood or frequency of occurring again. This provides a Category Code (CAT), generating a numerical rating which guides appropriate action.
Risk Identification	Data sources that assist identification of risk include Coroners reports, clinical indicators, variance analysis, incident reporting, complaints and other feedback.
Risk Register	All levels of Adelaide Quality Care are responsible for the continual monitoring of the strategic risk profile. A risk register identifies major risks for Adelaide Quality Care including an indication if existing controls or management systems are in place to manage that risk.
Risk Treatment	Risk can be avoided, controlled, retained or eliminated. Two major approaches to control risk are reducing risk before it arises (in essence proactive system design such as WHS Risk Management Site for Safe Work Method Statement, equipment maintenance) or reducing the risk after the problem arises (counter measures or barriers such as increased training).
Serious injury or illness	<i>Serious injury or illness</i> of a person means an injury or illness requiring the person to have:

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	<p>(a) immediate treatment as an in-patient in a hospital; or</p> <p>(b) immediate treatment for:</p> <ul style="list-style-type: none"> (i) the amputation of any part of his or her body; or (ii) a serious head injury; or (iii) a serious eye injury; or (iv) a serious burn; or (v) the separation of his or her skin from an underlying tissue (such as de gloving or scalping); or (vi) a spinal injury; or (vii) the loss of a bodily function; or (viii) serious lacerations; or <p>(c) medical treatment within 48 hours of exposure to a substance, and any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.</p>
Shiftwork	<p>Shiftwork is defined as any system of working whereby out of hours work is required. This includes weekend, afternoon, night and rotating shifts, split or broken shifts, extended shifts, rostered overtime and (un- rostered) extended working hours.</p>
Trained first aid personnel	<p>Trained first aid personnel means either:</p> <ul style="list-style-type: none"> • a person who holds a current first aid certificate issued after successful completion of a Work Cover- approved first aid course; or • a person who holds a current occupational first aid certificate issued after successful completion of a Work Cover-approved occupational first aid course; or • a registered nurse; or • a level 3 or greater New South Wales ambulance officer; or a medical practitioner.
Worker	<p>Anyone carrying out work, in any capacity, for a PCBU including direct employees; contractors and subcontractors, and their employees; labour hire employees engaged to work in the business or undertaking; outworkers; apprentices, trainees and students on work experience; and volunteers.</p>
Work Group	<p>A work group is the group of people represented</p>

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	by the HSR. This could be a specific department, shift (e.g. day/night shift), location or type of worker. Work groups are determined by negotiation between the PCBU and workers (and their representative if required).
Work Health and Safety (WHS)	The main objective of the model Work Health and Safety Act is to: <i>'provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces'.</i>
Workplace	A workplace is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.
Work Health and Safety Entry Permit Holder	A WHS entry permit holder is representative of a relevant union of the workers for the purpose of consultation on work health and safety matters with, and provides advice on those matters to, one or more relevant workers who wish to participate in the discussions.

RELATED DOCUMENTS

- Incident Form
- Hazard Form
- Position Descriptions
- Compliments, Complaint/Feedback Form
- Staff Handbook