



**OCCUPATIONAL
HEALTH
AND
SAFETY
HANDBOOK**

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1. OCCUPATIONAL HEALTH AND SAFETY POLICY

Note: Unless otherwise stated the term “employee/s” relates to direct and on-hired employees.

Obligations

Workforce Extensions recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, clients and visitors. This commitment extends to ensuring that the organisation’s operations do not place the local community at risk of injury, illness or property damage.

Objectives

Workforce Extensions will:

- ✖ Ensure employees are provided with a working environment that is safe and without risk to health;
- ✖ Implement and maintain safe systems of work;
- ✖ Consult with all employees on OHS matters;
- ✖ Take reasonable steps to ensure risk are controlled at the client’s workplace;
- ✖ Monitor and review the effectiveness of measures to protect employees.
- ✖ Ensure compliance with legislative requirements and current industry standards;
- ✖ Provide employees with necessary information, instruction, training and supervision.

Responsibilities

Managers and Consultants are accountable for implementing this policy in their area of responsibility. This will be measured via their annual performance reviews. Managers and Consultants are responsible for:

- ✖ Gathering information to determine:
 - the safety at each client site;
 - the tasks to be undertaken by the employee at the client’s workplace;
 - the qualifications and experience required by the employee to perform the work adequately and safety at the client’s workplace;
- ✖ Evaluate, monitor and review the client’s OHS systems and workplace to ensure the client is providing and maintaining to the employee a work environment that is safe and without risk to health;
- ✖ Determine adequacy of risk control measures and if required negotiate change.
- ✖ Consult with employees in the development, promotion and implementation of health and safety policies and procedures.
- ✖ Ensuring that on-hired employees receive training in the safe performance of their assigned tasks by the client.
- ✖ The provision of resources to meet the health and safety commitment.

Employees are to:

- ✖ Report all identified hazards, near misses and injuries to your Consultant or to the appropriate client's representative when at a client's site;
- ✖ Participate in skills development and training to actively improve competencies;
- ✖ Follow all health and safety policies and procedures.
- ✖ Follow safe work procedures as set down by Workforce or the client.

Consultation

Workforce Extensions is committed to consultation and co-operation between management, employees and the client. The organisation will consult with employees in any workplace change that may affect the health and safety.

Please review anything you are unsure of in this handbook and if you require further clarification please ask your Consultant.

Policy Authorised by _____ Date 1st August 2010

For Workforce Extensions - Monbulk

2. INTRODUCTION

This handbook is an introduction to the safe work practices you are to follow while at work to protect both yourself and others. Workforce is committed to ensuring that clients provide you with a safe and healthy workplace. Safety is everybody's responsibility and you are expected to play your part in maintaining the health and safety standards at any workplace you go to.

We will ensure that the client instructs you in all general and specific safety matters relating to your job. If, at any time, you have any queries or concerns about the safety aspects of your work, discuss these with the person you report to at the client's premises or with your Consultant.

3. DEFINITIONS

Consultation: is a two-way exchange between employers and employees that involves:

- Sharing information about health and safety
- Giving employee a reasonable opportunity to express their views, and
- Taking those views into account.

Employee: a person employed under a contract of employment or contracts of training. Unless otherwise stated the term "employee/s" relates to direct and on-hired employees.

Hazard: a source or situation with a potential to cause injury, illness or disease.

Hazard identification: the process of recognising that a hazard exists and defining its characteristics.



HSR: Health and Safety Representative (employee elected to represent employees of a designated workgroup)




Near miss: potentially significant event that did not occur due to prevailing conditions, but could have resulted from a sequence of events that did occur.

Risk: the likelihood of an injury, illness or disease occurring

4. EMPLOYEE SAFETY RESPONSIBILITY

Your health and safety responsibilities while at work are:

-  To work with care and consideration for your health and safety and the health and safety of others.
-  To follow all safe working practices and procedures adopted by the client.

-  To report to the client or to your Consultant any workplace hazards or any incidents or injuries that happen to you.
-  To use protective equipment issued to you and to maintain it in good order.
-  The consumption of alcohol or the use of illegal drugs whilst working is a dangerous practise and is not permitted.

5. ACCIDENT AND INJURY REPORTING

All accidents, incidents including “near misses” must be reported immediately, even if they do not result in injury or damage. In the event of an injury, you must obtain first aid treatment to ensure the injury does not worsen.

All accidents and incidents are to be investigated by both the client and Workforce Extensions. The aim is to find the reasons for the accident so that it does not happen again. You must co-operate with this investigation.

It is important that you report an incident immediately as some incidents require notification to the Authority.

6. HAZARD REPORTING

If you identify a hazard report it to the client. If it is within your authority to do so; implement a control to eliminate the risk of the hazard. It is the responsibility of the client to take necessary action to control the risk of the hazard.

7. REHABILITATION

If you suffer an injury while at work which will stop you from working and you wish to submit a claim for compensation, you must forward the appropriate claim form to your Consultant along with any authorised medical certificates and medical accounts. Your Consultant will forward the claim to the insurance company who will approve or reject the claim. Please remember that the insurance company has 28 days to make a decision, so you may not be advised as to whether your claim has been accepted for up to a month.

It is Company policy to take all reasonable steps to help with your rehabilitation if you suffer an injury at work. The primary focus of rehabilitation is to enable you to return to a normal life as soon as possible after your injury.






It is your responsibility to co-operate in a rehabilitation program when this is part of the recovery process. This program may involve alternate or modified duties with another client and will depend on your degree of injury. Your co-operation may also be required to assist in a rehabilitation program for a fellow employee who is recovering from an injury.

8. EMERGENCY PROCEDURES

Many clients will have emergency plans in place to ensure that potential life threatening events are handled with maximum efficiency in order to protect people's lives. It is important that you are aware of your responsibilities in the event of an emergency.

The client should discuss their emergency procedures with you and involve you in emergency evacuation drills when they are scheduled to occur. Some general guidelines are:

KEEP CALM, THINK CLEARLY AND ACT QUICKLY

-  Protection of life is the first consideration in an emergency. Property protection is secondary.
-  Learn the emergency telephone number if the client has one.
-  Find out where you have to go in an evacuation of the premises.
-  Find out who your Fire Warden is.
-  Find out who you have to notify if an emergency occurs.



If you are trained in the use of fire fighting equipment, make sure you know the location of it.

9. WORKPLACE AMENITIES

Amenities are facilities essential for the welfare or personal hygiene needs of employees. They prevent spread of germs and disease, prevent ill health from exposure to contamination and meet the basic human needs of employees.

Workplace amenities include toilets, shelter sheds, seating, dining rooms, change rooms, drinking water, personal storage and washing facilities.

The client must provide adequate facilities and they must be kept clean, secure and maintained in a good working order.

The facilities that the client needs to provide depends on the industry you are working in. If you have any concerns with the facilities at the clients workplace, report it to your consultant and supervisor.

10. FIRST AID

Qualified first aid people are available at most workplaces. In the event of an accident, make sure that the First Aider is notified as quickly as possible. It is important that you learn who your First Aiders are and where they can be contacted.

Report all injuries to your first aider immediately – **DO NOT** treat yourself. This is important to ensure that necessary treatment can be administered prior to you leaving the site.

Do not interfere with first aid boxes or supplies. However, get to know where the nearest first aid box is located for use in an emergency.

11. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Some jobs have a certain element of risk associated with them (e.g. working in areas of excessive noise or in areas where flying objects may occur).

Where this is the case, personal protective equipment will be provided by the client, except for wet weather gear which is your responsibility. Wearing PPE reduces the risk of injury. It is your responsibility to wear this equipment when and where required. The client will explain the rules about protective equipment to you and should display PPE signage in areas where it must be worn. You will be required to observe and follow these rules.

11.1 HEARING PROTECTION

Hearing protection must be worn whenever the noise level exceeds the noise exposure standard and the client has implemented hearing protection as a control. You will be told if hearing protection is required. You must wear this protection at all times in designated areas to protect your hearing and to protect you from noise induced hearing loss. As an employee the client must provide you with periodic hearing tests and audiometric testing (if required).



11.2 EYE PROTECTION

Eye protection may be required for certain jobs or work areas. It is important that you wear this protection to prevent serious eye injuries. You will be told where eye protection is required and the type of protection to be worn. The client must display signage in areas where eye protection is to be worn.



11.3 FOOT PROTECTION

Safety boots or shoes must be worn in designated areas to protect your feet from falling objects. If you are unable to wear your safety footwear for any reason, you must notify your Consultant. You are to provide a medical certificate specifying that you are unable to wear safety footwear.



11.4 OTHER SPECIFIC PROTECTION







Other types of protective equipment may be required, depending on the work you are doing. These may include spats, aprons, gloves (not to be worn near moving machinery), helmets, etc. You will be advised of any other protective equipment required and whether specific training is required in the use of this equipment.

For your added protection, gloves, loose clothing, neck ties, bulky rings, and dangling jewellery must not be worn when working with or near moving machinery. Long hair should be tied back or enclosed in a hair net.






12. MANUAL HANDLING

Manual handling is any activity requiring the use of force exerted by a person to lift, push, pull, carry or otherwise move, hold or restrain any object.

Hazardous manual handling refers to those activities that have:

-  Repetitive or sustained application of force;
-  Repetitive or sustained awkward posture;
-  Repetitive or sustained movement;
-  Application of high force;
-  Exposure to sustained vibration;
-  Handling live persons or animals.

While not all manual handling tasks will cause injury, hazardous manual handling can lead to many serious musculo-skeletal disorders (MSDs), including;

-  Muscle sprains and strains;
-  Back injuries;
-  Soft-tissue injuries to the wrists, arms, shoulders, neck or legs;
-  Abdominal hernias;
-  Chronic pain

12.1 MANUAL HANDLING RISK CONTROL

The client is required to implement effective measures to eliminate or reduce the risk of musculo-skeletal disorder. Eliminating the manual handling tasks that create risk is the most effective way of protecting your safety. Examples of elimination include implementing a “no lift” policy in health care, using pallet containers instead of manual lifting or outsourcing a task that you do manually to another company who has the equipment to do the task safely.

If elimination is not possible then the client is required to implement controls to reduce the risk of musculo-skeletal disorder, this may include:

- ✖ Alter the workplace, or the environmental conditions, where the manual handling task is carried out;
- ✖ Alter the systems of work used to carry out the manual handling task;
- ✖ Change the objects used in the manual handling task;
- ✖ Use mechanical aids.

If none of the above controls are practicable, the client may provide you with information, training or instruction in manual handling techniques to control the risk.

12.2 LIFTING TECHNIQUE

A good manual handling technique involves planning/preparing before lifting. The technique includes the following steps:

- ✖ Size up load / prepare
- ✖ Face the load
- ✖ Proper foot placement;
- ✖ Good grip;
- ✖ Load close to body;
- ✖ Back straight;
- ✖ Bend your knees;
- ✖ Do not twist – use feet to move.



Get help if the load is too heavy for you. Always help anyone who asks for your assistance to lift an object (if safe to do so). Use mechanical lifting equipment (e.g. trolleys, cranes, etc.) whenever possible.

The client should have a risk assessment for each manual handling task, which would include the physical environment and local work practices.

12.3 REPETITIVE ACTIVITIES

Many activities are repetitive in nature. This can result in muscle soreness, tiredness and general aches and pains. If your job involves doing the same thing continually, you need to take short breaks on a regular basis to “give the muscles a break”. During these breaks, you should do some of the following exercises to relax your overworked muscles.

If the work involves sitting for long periods, make sure your seat is adjusted properly and use a footrest to ease the strain on your legs.

12.4 SIMPLE EXERCISES TO RELIEVE WORK STRAIN

Neck Stretch

Drop your head to one side and hold for 10 seconds. Repeat to the other side. Drop your head to your chest and hold 10 seconds. Turn head slowly from side to side.

Chin tucks

Raise the head to straighten the neck. Tuck the chin in and upwards creating a double chin. This also results in a forward tilt of the head. Repeat several times.

Upper and lower back stretch

Interlace fingers and turn palms upwards above head; straighten arms then slowly lean slightly from side to side. Repeat movement several times.

Back arching

Stand up. Support your lower back with hands and gently arch back and hold for 5 to 10 seconds. Repeat as often as is needed.

Pectoral stretch

Raise both arms to shoulder height and bend elbows. Pull both elbows back slowly to bring shoulder blades towards each other.

Shoulder Shrug and Roll

Raise your shoulders toward your ears. Hold and release. Roll shoulders forward and repeat in the opposite direction.

Finger Fan

Spread your fingers wide with palms down and hold 6 seconds. Make a tight fist and release.

Wrist and elbow stretch

Interlace fingers, palms outward, and straighten arms in front. Hold for 10 seconds and repeat several times.

Wrist stretch

Straighten your arm in front and bend your wrist forward, gently assist the stretch with your other hand. Hold for 10 seconds then stretch your wrist back and hold for 10 seconds. Repeat with other arm.

13. SAFE WORK PRACTICES

13.1 LICENSING & REGISTRATIONS

There are certain activities, equipment or substances in the workplace that can pose a risk to employees or the public. Employees and employers engaged in this work, or who use particular equipment or materials, are required to hold a licence. Having a licence demonstrates a capacity to work safely.





A licence is required if you will be performing high risk work (e.g. scaffolding and rigging, operating cranes and forklifts, and using boilers and other pressure equipment).

If you already hold a **certificate of competency** or 'ticket' you will need to transfer to the new **licence for high risk work**.

Before applying for a licence, you should contact the WorkSafe Advisory Service in consultation with your Workforce Extensions Consultant to find out which licence(s) you need to perform your work and what requirements you must meet to be eligible for a licence.








13.2 TRACTOR SAFETY

Tractors and associated equipment are one of the major causes of death and serious injury in the agricultural and horticultural industries. Many fatalities and serious injuries have occurred when:







-  Tractors have back flipped or rolled over.
-  When people have fallen off the tractor and been run over by the wheels.
-  When people have been caught in poorly guarded power take-off shafts.
-  When caught in other attachments.

You must not drive a tractor unless you have been adequately trained to do so!

Some safety precautions are:

-  Be aware of the position of the tractor and any associated equipment when working adjacent to a tractor.
-  Do not ride on a tractor unless there is a passenger seat.
-  Never dismount while the tractor is moving.
-  Keep long hair tied back or in a hair net when working near rotating shafts.
-  Don't stand in front of or behind a tractor.
-  Wear the seat belt if one is fitted.
-  Keep away from power take-off shafts and attachments.

If driving a tractor:

-  Never drive a tractor unless you have been trained.
-  Ensure the tractor is in good working order, particularly that the brakes and steering work correctly.
-  Use extreme care when travelling down or across a hill – this is when most serious accidents occur.
-  Don't take passengers unless there is a separate passenger seat.
-  Be careful of low branches as these can knock you out of the tractor.
-  Never dismount while the tractor is moving.

13.3 FORKLIFTS

Forklifts must only be operated by trained people who have the applicable licence or Certificate of Competency. If you don't have the certificate, don't use the forklift!

Passengers are not permitted on forklifts, tractors and other mobile equipment unless there is a passenger seat. Don't ride on forklifts, tractors and other mobile equipment!

Use of forklifts for lifting people is an unsafe, prohibited work practice unless an approved safety cage is correctly used. Don't work from the tines of a forklift!

13.4 TRAFFIC MANAGEMENT








The interaction between traffic and pedestrians can create a significant risk of injury. There is an expectation that the client should be able to separate traffic from pedestrians, by establishing designated areas for traffic movement and ensuring pedestrians do not enter those areas.

You must be made aware if there is operation of forklifts at the client's workplace. The usage of forklifts in the workplace increases the risk of serious injury or death as this is often the outcome when a forklift incident occurs.

In compliance with OHS legislation, the client must carry out hazard identification on all powered mobile plant over which the operator has control. Where risk of powered mobile plant striking pedestrians or colliding with other powered mobile plant is identified, the client must implement control measures to eliminate the risk, or if not practicable, reduce it as far as practicable.





13.5 MACHINERY & POWER TOOLS

The range of machinery you may come across on the job is extensive and may include augurs, conveyors, spraying equipment, mixing equipment, balers, packing machines and an extensive array of tractor attachments. Each has its own inherent hazards. Some safety aspects are:









-  Do not use this equipment unless you have been trained and are aware of the hazards.
-  Keep away from mobile machinery – if you have to work near this machinery, make sure the operator knows where you are.
-  Do not remove any guards – they are there to protect you.
-  Wear close fitting clothing when working near rotating equipment.
-  If you have long hair, wear a hair net when working near rotating equipment.
-  Do not try to repair broken equipment.
-  Do not clean the moving parts of a machine whilst the machine is operating.

13.6 HAND TOOLS

Hand tools present a range of hazards in the workplace. Injuries that can be sustained as a result of hand tool use include:

-  Cuts and abrasions
-  Eye injuries
-  Punctures and bruises
-  Broken bones

To minimise your risk of injury with hand tools:

-  Choose the right tool for the job (avoid using homemade tools);
-  Wear appropriate PPE;
-  Inspect tool for any hazards prior to use;
-  Report any problems or hazards with the tool to your supervisor;
-  Follow any safe operating procedures that may have been provided to you by the client;
-  Use lighter tools that can be held comfortably for longer periods;
-  Remove any jewellery and avoid loose fitting clothes if they present a risk;
-  Store tools properly so that they do not present a hazard.





13.7 WORK PERMITS

There are some tasks that when undertaken in certain environments can be very hazardous. As the legislation requires the employer to provide and maintain a system of work, the client should have in place a work permit system for any task that requires hot work or confined space entry.

A work permit indicates that a competent and experienced person has identified the hazards, assessed the task, inspected the work area and implemented adequate controls to eliminate and/or minimise potential risks to health and safety. The permit also needs to be authorised by a management representative prior to any work commencing. Once the work is completed, sign off is required by the person who has performed the task and the management representative.

13.8 MACHINERY GUARDING

Machine guards are required to protect you from the hazards of the machine. Some important points to note are:

-  A machine must only be operated with the guards in place and operating correctly.
-  Guards must only be removed by authorised people after the machine has been “locked out”.
-  Guards must be refitted prior to starting the machine.
-  Report any faulty guards to your Supervisor.






13.9 VEHICLE SAFETY

Drive carefully at all times including to and from work. Obey all road rules and regulations including workplace speed limits. Do not speed!





Park your vehicle safely and in a designated parking spot. If you must park the vehicle elsewhere, ensure the vehicle will not present a hazard to other vehicles or to people.

While walking, be aware of vehicles being driven in the work area. Keep to designated walkways.

Refuelling Petrol Vehicles

-  By law you must switch off your engine before and during refuelling;
-  Take care when operating the fuel cap on your petro vehicle. Static discharge from some type of clothing can ignite petrol vapours from your vehicle tank;
-  Dropping a mobile phone or switching it on or off can cause sparks, which may ignite petrol vapours;
-  Using mobile phones while refuelling can cause a lapse in concentration;
-  By law, you and your passengers are required to extinguish your cigarettes, cigars or pipes prior to entering the service station.

Autogas

-  If you detect an LPG leak, press an emergency stop button and advise staff immediately;
-  Before connecting to your car, always check that the vehicle fill point and nozzle connections are clean and in good condition.
-  Take care when connecting the nozzle to your car to ensure it is not cross threaded!
-  Avoid direct contact with LPG which can cause cold burns.









13.10 CHEMICALS

Many chemicals are used in the workplace. These can range from relatively harmless chemicals such as some fertilizers through to highly toxic pesticides and herbicides.

You are not to handle chemicals without the express permission of your Consultant as part of the contract with the client. If you are asked to handle chemicals, please contact your Consultant.

Chemicals can affect your health by entering your body through breathing (e.g. dusts or pesticide sprays), through skin absorption (e.g. some solvents such as kerosene or petrol) or through ingestion (e.g. by eating or drinking the chemical).

If you are using chemicals, you must follow these safety precautions:

-  Identify the chemical you are using – refer to the label;
-  Obtain and refer to the Material Safety Data Sheet (MSDS);
-  Obtain a copy of the safe operating procedure from the client;
-  Use the recommended personal protective equipment, including respiratory protection – refer to the MSDS;
-  Never put left over chemicals in cordial or soft drink bottles.
-  Dispose of excess chemicals safely – seek advice from your Supervisor and refer to MSDS.
-  Make sure all containers are correctly labelled.
-  WASH YOUR HANDS THOROUGHLY AFTER USING ANY CHEMICAL AND BEFORE EATING, DRINKING OR SMOKING.

13.11 ELECTRICAL SAFETY

UNDER NO CIRCUMSTANCES ARE YOU TO ATTEMPT TO MAKE ELECTRICAL REPAIRS

Only qualified electricians can work on electrical equipment and installations. If you find an electrical fault, you must report it to the client.

Only non-conductive fire extinguishers (e.g. dry chemicals, carbon dioxide) should be used around electrical fires.

13.12 HOUSEKEEPING

Good housekeeping is fundamental to good safety. Trips, slips and falls can result from poor housekeeping. It is everybody's responsibility to ensure that their work areas are kept clean and tidy.






All materials, equipment and tools not in use must be safely stored. All rubbish and waste must be placed in the bins provided. All aisles and access to fire extinguishers must be kept clear.

Liquid spills must be cleaned up immediately with absorbent material. DO NOT wash the spill into a drain.

Remember that cleaning up after a job is part of doing that job the right way.

13.13 WASTE MANAGEMENT

Clients will inform you of the requirements of waste management during the induction. Some guidelines are:









-  Check signage to see if the item can be recycled and if it has a particular waste container.
-  Segregate all waste into correct containers:
 - General
 - Recyclables
-  Flatten cardboard and place paper in the area provided.
-  Recycle drink cans, glass, plastic bottles and milk cartons.
-  Refer to MSDS for guidelines on disposal of chemicals, also seek advice from your Supervisor.

13.14 PERSONAL HYGIENE

Personal cleanliness is important in helping to prevent illness and the spread of infection. Wash your hands before eating, immediately after using any chemicals and before and after going to the toilet.

13.15 INDUSTRIAL GASES









Cylinders of compressed gas are often used at workplaces. These may include oxygen, acetylene, LP gas and pesticides. If you are required to use cylinders, it is essential that you know the safe handling procedures. Some general guidelines are:

-  Check that you are using the correct gas.
-  Check hoses and couplings are suitable and in good order.
-  Work with gases only in well ventilated areas.
-  Always keep cylinders upright.
-  Secure cylinders in racks or with chains.
-  Always wear the correct protective clothing for the job.
-  Treat oxygen with care - DO NOT USE AS A SUBSTITUTE FOR COMPRESSED AIR.
-  Store empty cylinders separate from full cylinders

14. OFFICE SAFETY

It is just as important to observe good safety and housekeeping in offices as it is in other workplaces. Some general guidelines for office safety are:

-  Keep walkways and aisles clear.

-  Don't open more than one filing cabinet drawer at a time.
-  Don't have power cables stretched across aisles - if necessary; cover them with duct/masking tape.
-  Don't use double adaptors or overload a power point.
-  Don't use a chair to reach high places - use a step ladder.
-  Watch for worn carpet or slippery surfaces, especially on steps and stairs.
-  Think about how you sit - adjust your chair if necessary.
-  Don't forget to stretch and move about from time to time.
-  Wear appropriate clothing and footwear.

It is important to be aware of your office/workstation situation and to understand that workplaces can be adjusted to ensure that you are as comfortable as possible. You should also monitor any symptoms of fatigue and take action. The early signs and symptoms of occupational overuse are localised fatigue and discomfort relieved overnight and during the weekends. It is more efficient to take periodic stretch breaks than to keep on working even when fatigued. Report any problems with your equipment of furniture immediately. The following points are designed to assist you:

14.1 POSTURE









Check your posture before commencing work and adjust your furniture to enable you to maintain a good posture while working on your keyboard or at your desk. Start by adjusting your seat height until your feet are flat on the floor, and the floor therefore supports the weight of your legs. This allows your forearms to be about horizontal while using the keyboard. It is recommended that the lumbar curve of the backrest should fit approximately into the lumbar hollow of your back. This helps to maintain some curvature in the lower back. The weight of the upper body is then taken through the spine, and a minimum of back muscle effort is required (the upright posture is recommended for typing).

Avoid musculoskeletal problems, (e.g. stiff neck or shoulders, sore arms or wrists, back pain and sore legs). Problems occur by repetitive motions, and awkward body positions, as this puts undue stress on muscles, tendons and nerves. Pressure under the thighs when sitting or concentrated pressure under the forearms when keying can reduce blood flow and also cause premature tiredness.

Adopting a range of comfortable postures maintains energy and efficiency. Avoid the same posture for long periods, by ensuring that you take appropriate 'pause breaks' (stretch/rest), when a lot of repetitive motion is necessary. Also, by arranging your work area you should ensure that all materials, equipment and controls can be easily reached without stretching or twisting. A document holder is highly recommended when keying from a hard copy, because it minimises neck flexion. It should be placed as close to the monitor as possible or be directly in front of you and the monitor to one side. The aim is to minimise twisting your neck.

When using the telephone, avoid cradling the handpiece between your ear and shoulder which can lead to neck stiffness. Always hold the handpiece in your hand or else use a head set.







Ensure good posture by:

-  relaxing shoulders
-  have elbows level with the home row of keys and to the side of your body
-  keep wrists straight
-  make sure you have ample leg room
-  keep a balanced upright head position
-  make sure the backrest is supporting your spine
-  avoid pressure at the front edge of the seat
-  keep your feet firmly supported

Easy Office Stretches Take a few minutes to relax tight muscles, by using the stretches from Section [11.8](#)

S-t-r-e-t-c-h and check!

Stretching exercises help to relax muscles which have been working and move those which have been in a fixed position. If possible, stand up to do your stretches.

-  Do a few of these exercises a few times every day
-  Make sure you relax and perform them gently
-  Hold the stretch or repeat as indicated
-  Do not over-stretch
-  Stop if you feel discomfort when performing an action
-  Remember to do each side

14.2 VISUAL (COMPUTER SCREENS)

Avoid visual fatigue, e.g. sore eyes, blurred vision and headaches by checking your computer screen. A good starting point is to have the screen on a slightly downward gaze, i.e. 10-15 degrees below the horizontal. The screen should be about 600 mm from the eyes (a comfortable distance), then the top of the screen would be just below eye level. A simple way to set it would be to get the top of the monitor at eye level. Have the screen reasonably high as this gives the most scope for tilting it down in order to minimise any reflections on the screen, usually from bright light through windows or overhead lights. To avoid window reflections, the windows need to be screened or the computer repositioned. "Anti-glare" screens can also be used.

The best position for a monitor in an office or workstation is adjacent to windows. If the window is behind the screen the eyes adjust to the bright light from the window making it harder to read the less bright display on the screen.












In order to minimise the effects of both reflections and glare, it is useful have a display of high brightness. A positive image, with black letters on a white background, is best. The positive display is also well matched to hard copy of black print on white paper, minimising the needs for the eyes to adjust when shifting attention one to the other.

Easy Office Stretches Take a few minutes to relieve eye strain

1. *Blink your eyes often and take a break by alternating tasks when necessary.*
2. *Now and then, focus on an object at least 6 metres away.*
3. *Close your eyes and breathe deeply for 30-60 seconds.*

15. UNACCEPTABLE BEHAVIOUR

The following behaviour is unacceptable and in the interests of you, your fellow employees and Workforce will not be tolerated:

-  Horseplay and practical jokes.
-  Bullying.
-  Fighting or instigating a fight.
-  Assaulting, threatening or interfering with other employees.
-  Abuse, damage or destruction of property.
-  Interfering with, or removing without permission, the property of the Company, the client or any person.
-  Interfering with, bypassing or rendering inoperative, controls designed to provide protection or safety of yourself or another person.
-  Failing to adhere to safe operating procedures.
-  Being under the influence of drugs or alcohol while on Company or client property, or bringing or consuming drugs or alcohol on Company or client property.
-  Driving a Company vehicle while under the influence of drugs or alcohol.
-  Smoking in a non-smoking area.

16. BULLYING

Bullying is repeated, unreasonable behaviour directed to an employee or group of employees that creates a risk to health and safety. Bullying has been linked to situations of role conflict and uncertainty.

The client should make sure you understand your role and have the appropriate skills to your job. During your client induction you should be made aware of the clients bullying policies and procedures.

If you feel you are experiencing bullying at work there are a number of actions you can take:

- ✖ If you can, tell the person who is behaving inappropriately that you are offended and want it to stop.
- ✖ Get advice from your Consultant and/or client Health and Safety Representative or Supervisor.
- ✖ Keep a record of events, including the name of people involved (eg witnesses). Make sure the records focus on the facts of the situation (what happened, including dates and times, and if possible, copies of any documents).
- ✖ Use the workplace or OHS procedure to report the situation.
- ✖ Seek professional counselling and/or advice.
- ✖ Talk to people you trust (consultant, supervisor, manager, HSR or someone from human resources).

Further action can be taken by the Authority.

17. OCCUPATIONAL VIOLENCE

Occupational violence is a physical attack or threat to an employee or group of employees that creates a risk to health and safety. It includes aggression and challenging behaviours and can be categorised as client-initiated and external or intrusive occupational violence.

The key risks of Occupational Violence are:

Client-initiated occupational violence:

- ✖ Providing care to people who are in distress, afraid, ill or incarcerated
- ✖ People who feel anger, resentment, feelings of failure or unreasonable expectations of what an organisation or worker can provide them
- ✖ Carrying (or having access to) drugs
- ✖ Handling cash or valuables.

External or intrusive occupational violence:

- ✖ Working alone or in an isolated area
- ✖ Having few workers on site
- ✖ Working at night
- ✖ Communicating face to face with customers
- ✖ Working where money, drugs or valuables are kept

If you are involved in or witness an incident of occupational violence at the client workplace, report it through the clients incident reporting process.

18. DISCRIMINATION AND HARASSMENT

18.1 HARASSMENT

It is the policy of Workforce Extensions that harassment in the workplace is totally unacceptable and will not be tolerated under any circumstances.

Harassment on the basis of sex, sexual preference, marital status, race, religion, political beliefs, age and mental or physical disability must not occur.

18.2 SEXUAL HARASSMENT

Sexual harassment is one of the most common types of harassment. Sexual harassment occurs when a person makes an unwelcome sexual advance, an unwelcome request for sexual favours or engages in unwelcome conduct of a sexual nature in circumstances which causes another person to feel offended, humiliated or intimidated by that conduct.

Sexual harassment can include a wide variety of behaviour of a sexual nature. Unwelcome physical contact, "dirty" jokes, persistent requests for dates, comments about a person's sexual behaviour and the display of sexually explicit material pin-ups, calendars, etc., are examples of conduct that may constitute sexual harassment.

If you believe that you have been subjected to harassment of any kind, you should notify your Consultant who will ensure the situation is confidentially investigated and any necessary action is taken. The normal disciplinary procedures will apply if harassment is found to occur.

It is everyone's responsibility to maintain a workplace that is free of harassment of any kind.

18.3 DISCRIMINATION

Workforce Extensions is committed to the principles of equal opportunity and non-discrimination in all areas of employment. If you feel that you have been discriminated against, you should notify your Consultant who will ensure the situation is confidentially investigated and any necessary action is taken.





19. RISK MANAGEMENT AND OCCUPATIONAL REHABILITATION PROGRAM

POLICY

Workforce Extensions is committed to providing a safe and healthy workplace for all workers. In the event of a work related injury we will take all necessary steps to ensure the injury does not happen again. Should one of our workers incur a work related injury that means they are unable to continue their normal work we will provide the necessary assistance for them to remain at work, or return to work as soon as possible. We will do this through risk management and occupational rehabilitation and our commitments are as follows:


19.1 RISK MANAGEMENT

Workforce Extensions will:









-  Take all practicable steps to identify, assess and control any known or potential risks to their workers;
-  Encourage the early reporting of any symptoms of an injury or disease related to the work our workers undertake;
-  Investigate all incidents, accidents, injuries or near misses to identify their cause(s) and prevent them happening again;
-  Comply with our legal obligations, including notification of incidents to Worksafe Victoria when required.

19.2 OCCUPATIONAL REHABILITATION PROGRAM

Workforce Extensions will:



-  Assist our workers to remain at work or return to work at the earliest opportunity.

Specifically our RETURN TO WORK POLICY is that:

-  Return to work planning will commence as soon as possible after an injury, consistent with medical advice;
-  Remaining at or early return to work following injury is a normal expectation of this organisation;
-  Treatment, return to work activities and any reasonably necessary occupational rehabilitation services will begin as soon as they are necessary;
-  Suitable employment, including modified or alternate duties, consistent with medical opinion, will be made available to all injured workers at the earliest opportunity;
-  An individual return to work plan will be established with any worker who has had an incapacity for work. This plan will be developed as soon as practicable, but no later than 10 days after the relevant day, in consultation with our injured worker and their treating practitioner.
-  Consultation and communication with the individual worker in the development and review of the individual return to work plans will occur;
-  Confidentiality of workers information obtained during their return to work or while undertaking occupational rehabilitation services will be maintained;
-  Participation in a return to work plan will not, of itself, prejudice any injured worker.

19.3 RETURN TO WORK COORDINATOR

Following any workplace injury our return to work coordinator will:

-  Contact our injured worker and their treating practitioner to implement the commitments outlined in the risk management program and return to work policy;
-  Determine the need for any occupational rehabilitation assistance in consultation with our injured worker and their treating practitioner, and when appropriate refer to the recommended approved occupational rehabilitation provider.

19.4 APPROVED OCCUPATIONAL REHABILITATION PROVIDER

Appropriate approved occupational rehabilitation provider(s) will be nominated by our Workers Compensation Insurance Agent:




19.5 CONSULTATION

Our injured workers and their treating practitioners will be involved in all aspects of their return to work, and return to work plans will be developed and reviewed in consultation with them.

19.6 COMMITMENT

This program represents our commitment to workplace occupational rehabilitation and return to work following a work related injury.

20. REFERENCES

-  Occupational Health and Safety Act 2004
-  Occupational Health and Safety Regulations 2007
-  WorkSafe Victoria www.worksafe.vic.gov.au

Information for workers IF YOU ARE INJURED

STEP 1 – SEEK MEDICAL TREATMENT

The most important thing to do if you have a work-related injury or illness is to seek appropriate medical treatment. You can choose which medical practitioner or healthcare professional you visit.

STEP 2 – TELL YOUR EMPLOYER

You should report any work-related injury or illness to your employer as soon as possible, and in any event, you must report it within 30 days of becoming aware of it.

The easiest way to notify your employer is to record the details of your injury or illness in the Register of Injuries which must be kept at every workplace.

You can also give your employer notice in writing as long as it includes all of the information required to be listed in the Register of Injuries. If you are unable to notify your employer, someone else can give notice on your behalf within the 30-day limit. If you don't notify your employer in writing you may not be entitled to compensation.

STEP 3 – FILL IN A CLAIM FORM

You must complete a WorkCover Worker's Claim Form if you require time off work or medical treatment because of a work-related injury or illness and want to claim WorkCover entitlements.

Claim forms are available from Post Offices, WorkSafe Victoria branches, your WorkCover Agent or by calling the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444. Your employer, your union and Union Assist may also have forms.

If you are unable to perform your normal duties you will need a WorkCover Certificate of Capacity from your medical practitioner.

For more information on making a claim, get the How to Make a WorkCover Claim brochure at www.workcover.vic.gov.au or call the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

STEP 4 – LODGE THE CLAIM

Give the completed WorkCover Worker's Claim Form and the WorkCover Certificate of Capacity to your employer as soon as you can.

By law, your employer can't refuse to receive your WorkCover claim, and can't dismiss you for making one.

If you want to make sure that your Agent is aware of your claim, you can send a copy of the completed claim form and any WorkCover Certificates of Capacity to your Agent or the Victorian WorkCover Authority once you have given the original documents to your employer. You can use the Early Notification Copy of the claim form to do this.

If your claim is for weekly payments, your employer is required to forward these documents to your Agent within 10 days of receiving them, and the Agent then has up to 28 days to accept or reject your claim.

IF YOUR CLAIM IS ACCEPTED

If your claim is accepted you will be entitled to payment for the reasonable costs of medical and like services. If you need time off work, your Agent will assess your entitlement to weekly payments. Weekly payments are determined by a percentage of your pre-injury average weekly earnings (PIAWE) capped at a maximum rate. The first 26 weeks of weekly payments may include overtime and shift allowances.

The amount you receive will depend on:

- your current work capacity
- how long you have been receiving weekly payments
- whether you are earning an income from remaining at work or returning to work.

For more information on how your claim will be managed, get the Introducing WorkCover, A Guide for Injured Workers brochure at www.workcover.vic.gov.au or call the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

IMPAIRMENT BENEFITS AND COMMON LAW

If you have a permanent impairment directly resulting from a work-related injury or illness, you may be entitled to a lump sum benefit. If your injury occurred on or after 20 October 1999, you may also be able to sue for damages under common law.

For more information on impairment benefits and common law, talk to your Agent, visit www.workcover.vic.gov.au or call the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

IF YOU DISAGREE WITH A DECISION

If you disagree with a decision relating to your claim, talk to your employer, your Agent or call the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

The Accident Compensation Conciliation Service (ACCS) can also help resolve your dispute without a solicitor or going to court. Contact the ACCS on freecall 1800 635 960 or (03) 9940 1111 or visit www.conciliation.vic.gov.au

FOCUS ON GETTING BACK TO WORK

Getting back to work after a work-related injury or illness is an important step. In many cases, it helps both your physical and psychological recovery. Job satisfaction, social contact, and being part of a team are some of the things you might miss when you're not at work.

Your employer might be required to prepare a return-to-work plan for you, in conjunction with your treating healthcare professional.

This might mean you stay at work during your recovery on modified duties. Focus on your goal of returning to work as soon as possible and talk regularly with your employer and healthcare professional to keep them updated on your progress.

For more information on returning to work, talk to your Agent.

You are required by law to display this poster in a prominent place for your employees.



CGU Workers Compensation (Vic) Limited ABN 41 005 297 781. An IAG Company.
Authorised Agent of the Victorian WorkCover Authority

Level 5 477 Collins Street Melbourne VIC 3000 Australia DX 605 Melbourne GPO Box 2090S Melbourne VIC 3001
Tel. (03) 8630 1000 Fax (03) 8630 1001

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