

## ► Policy 4.15 Occupational Safety and Health

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DATE OF BOARD ENDORSEMENT	JANUARY 2008 (Reserved for Board)
LAST REVIEW DATE	OCTOBER 2016
NEXT REVIEW DATE	OCTOBER 2017
CURRENT VERSION	V1.4

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### **Reference Documents**

- Interchange Induction Manual
  - Interchange's Occupational Safety and Health Guide
  - WorkSafe Code of Practice
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### **Policy Statement**

Interchange is committed to providing, as far as is practicable, a workplace that is safe, has safe systems of work and is without risks to the health and wellbeing of staff, volunteers, customers, and visitors.

Staff will be properly informed and adequately protected so as to minimise the risk of illness, accident or injury at work by promoting good occupational safety and health practices which are consistent with legislative requirements.

We believe that:

- Most work-related injuries and illnesses are preventable, and that a "zero accident" target is desirable;
- There is nothing more important in the undertaking of anyone's job than prevention of injury or ill-health to people in their workplace;
- The Board and the Chief Executive Officer have primary responsibility for maintaining a working environment that is safe, has safe systems of work and is without risks to health; and that
- Staff, volunteers and students on placement have a duty to take the care of which they are capable for their own health and safety, and of others affected by their actions at work.

Interchange guidelines on the hazards associated with the undertaking of this line of work are detailed in the Interchange Staff Manual, and include:

- Workplace accidents, injuries and hazards
  - Fire safety
  - Communicable diseases
  - Workplace aggression
  - Alcohol and drugs in the workplace
  - Smoking
  - Working at off-site locations
  - Infection Control
  - Management of OSH incidents related to supporting customers
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## Procedures

- The Executive Operations Manager has the formal role of OSH Manager and at least one other senior manager will be trained in Occupational Safety and Health in the workplace by an accredited training provider.
- Interchange is committed to a culture of continuous improvement by:
  - ✓ Ensuring a health and safety representative from each service centre attends the monthly OSH Committee meetings.
  - ✓ Discussing and resolving OSH matters through the OSH Committee using the Interchange Risk Management Framework.
  - ✓ Disseminating minutes of meetings to all staff via notice boards and/or email.
  - ✓ Establish open and consistent dialogue via an OSH standing agenda item at weekly Service Centre meetings.
- All new staff are provided an overview of known hazards related to the industry and an explanation of Duty of Care and how it relates to their role.
- Interchange encourages staff to identify and eliminate potential workplace hazards by reporting any matters in respect of workplace health and safety to their Line Manager immediately they observe the hazard.
- Details of all work related accidents, injuries and illnesses are documented in a standardised way through an Incident Report Form.
- Outcomes of investigations into work related incidents, accidents, injuries and illnesses including identification of strategies to minimise future occurrences are documented.
- The following procedures should be noted in response to an OSH event or incident:
  - ✓ Report to the Line Manager or any other manager as soon as practicable following the event. The OSH Manager should be notified as soon as practicable.
  - ✓ Should the event result in physical injury, obtaining appropriate medical attention shall be the first priority.
  - ✓ Staff, volunteers and students on placement who are traumatised and require counselling will be referred to Interchange's Employee Assistance Program provider as soon as possible.
  - ✓ When the immediate issues arising from the incident have been addressed, it will be investigated and documented and where possible remedial action taken.
  - ✓ All incidents related to OSH are viewed and discussed for their greater implications related to the Risk Management Framework.
  - ✓ A quarterly summary report will be provided to the Board for review.
  - ✓ Significant events will be escalated to the Chair of the Board.
- The OSH Manager has the responsibility to promptly investigate, remedy and document reports of work place hazards made by any staff member, volunteer or student, or any grievances regarding Occupational Safety and Health matters.
- Staff will:
  - ✓ Cooperate with the Management and the Board to ensure a safe and healthy workplace.
  - ✓ Comply with the safety procedures and directions as set out in the Occupational Safety and Health section of the Staff Manual.
  - ✓ Not wilfully misuse or interfere with items or facilities provided in the interests of health, safety and welfare.
  - ✓ Report potential and actual hazards to their Line Manager as soon as practicable.
  - ✓ Refrain from smoking inside the Interchange office, inside any Interchange motor vehicle or anywhere that passive smoke could be likely to be inhaled by others.

## INJURY MANAGEMENT

Injury management and the return to work plan is managed by the effected employee's Line Manager in conjunction with the Executive Operations Manager who will keep the HR Manager informed as appropriate.