



## WHS Policy Statement

### General Policy

The health and safety of all workers within this service, including employees, volunteers, and contractors as well as clients and visitors are considered to be of utmost importance. Resources in line with the importance attached to work health and safety will be made available to comply with all relevant Acts and Regulations and to ensure that the workplace is safe and without risk to health.

### Management Responsibility

The promotion and maintenance of work health and safety is primarily the responsibility of management. Management at all levels is required to contribute to the health and safety of all persons in the workplace. To this end, it is the responsibility of management to develop, implement and keep under review, in consultation with its workers, the organisation's WHS Programs.

### Specific Responsibilities

a) *Children's Services Manager and Nominated Supervisor*

The Children's Services Manager and Nominated Supervisor Officers are responsible for ensuring that this organisation meets its obligations under Work Health and Safety Legislation by using all due diligence to understand the nature of the work and associated hazards and ensuring that appropriate resources are allocated to control any identified risk. They are also required to ensure that this policy and any WHS Programs is developed and effectively implemented in their areas of control, and to support supervisors and hold them accountable for their specific responsibilities.

c) *Person in day-to-day charge/ Responsible Person*

The daily Person in day-to-day charge/ Responsible Person is responsible, and will be held accountable, for taking all practical measures to ensure that:

- WHS Programs are complied with in their areas of control
- Workers are supervised and trained to meet their requirements under these programs
- WHS risk are identified and control measures implemented
- Workers are consulted on issues which affect their health and safety and any concerns they may have adequately addressed in a timely manner and/or are referred to management.



### c) *Workers*

All workers including volunteers, agency staff and contractors are required to co-operate with the WHS Policy and Programs to ensure their own health and safety and the health and safety of others in the workplace. All workers will receive induction training and task specific training where appropriate. All workers are expected to comply with all policies and procedures and any reasonable instructions from managers. These requirements will be written into contractor and agency contracts.

### e) *Families and visitors*

All families and visitors in our workplaces have a responsibility to ensure that their actions or failure to act does not put themselves or our workers at risk and to follow any reasonable instructions that we may give including providing all relevant information and allowing for relevant risk assessments to be undertaken.

### **Work Health and Safety Programs**

In order to implement the general provisions of this policy, a program of activities and procedures will be set up, continually updated and effectively carried out. The programs will relate to all aspects of work health and safety including:

- WHS training and education;
- Provision of information, training, and supervision to workers;
- Undertaking of risk assessments and reporting of hazards;
- Development of safe work procedures;
- Emergency procedures and drills;
- Development of lone worker safety guidelines;
- Provision of WHS equipment, services and facilities;
- Regular inspections and evaluations; and
- Reporting and recording of incidents, accidents, injuries and illnesses.

### **Duty of care:**

Under WHS legislation we acknowledge that we are legally responsible for the health, safety and wellbeing of all adults and children who are on our premises during operating hours or with approval to be here outside of those hours.

We recognise that duty of care, as defined by SafeWork NSW includes:

- observing all legal requirements regarding health and safety
- resourcing and implementing health and safety procedures and programs
- planning to do all work safely
- making sure that all work is conducted without risk to workers' health and safety
- identifying health and safety training required for an activity
- ensuring workers undertake appropriate and specific safety training



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- consulting workers about health and safety
- investigating hazard reports and making sure corrective actions are undertaken
- making sure workers can quickly receive and respond to information regarding incidents, hazards and risks.

### **Risk management:**

- All areas of the environment will have a risk assessment completed on them and the outcome communicated so that all employees are aware of the risks and how to manage these.
- All new equipment or changes to the environment will have a risk assessment completed on them that will be communicated.
- All employees will be trained in how to identify, assess and respond to risks within their role including yard checks etc.
- Where a risk has been identified it is to be reported using the appropriate documentation and then either removed from the environment, labelled clearly, or the area is to be closed off from use.
- Risks must be dealt with in line with their assessed level of risk as per the risk matrix, and responses to risks must be appropriate to their level of risk.
- Where appropriate signage and/or procedures will be created to address identified risks that are a necessary aspect of the service (e.g. chemical use, power points).

### **Injury/near miss reporting and investigation:**

- Where an employee, contractor or visitor has an injury or is involved in a near miss on the premises this must be reported using the Employee/Volunteer/Visitor Incident Form. A near miss is where an injury could have occurred if the person involved did not move out of the way, or manage to stop themselves from falling, or someone else intervened. Examples of near misses include slipping on wet floor but not falling, jumping out of the way as a box fell from a high shelf, having someone else move a cable before you tripped over it.
- This must then be communicated to the Responsible Person who will conduct an investigation to identify what happened and how it could be prevented in the future.
- The outcomes of this investigation must be recorded and shared with the employees and the person involved in the incident.

### **Sharing information regarding safe work practices:**

- The employer has a responsibility, under WHS legislation, to communicate appropriate safe work practices to all employees, visitors and contractors.
- This should be done through an induction process, but then must occur on an ongoing basis.
- Ways this will occur include meetings, memos, signage, policy review, procedure review and audits.
- Where an incident or near miss has occurred this will be communicated with the team and re-induction may occur around this.



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### Providing a safe work environment:

- We are committed to providing a safe workplace for all including consideration for mental healthy, physical health and bullying.
- Physical health:
  - We will support and encourage appropriate manual handling techniques including correct lifting procedure, correct storage of heavy items, and reducing repetitive lifting tasks.
  - We will provide appropriate furniture and equipment that reduced strain on the body including adult sized chairs.
  - We will reduce any hazards within the environment that could impact others, or use signage to alert to these.
  
- Mental health:
  - We will recognise the need for mental health days where employees are not coping.
  - We will provide information and access to mental health services where applicable and appropriate. This includes the following organisations:
    - Beyond Blue – 1300 224 636
    - Lifeline – 13 11 14
    - NSW Mental Health Line – 1800 011 511
    - Suicide Call Back Service – 1300 659 467
  - We will work closely with employees to ensure that their workplace is not contributing to their mental health issues.
  
- Bullying:
  - We have a zero tolerance approach towards bullying of any sort. Any bullying that is reported will be investigated and may lead to instant dismissal or performance management depending on the outcome.
  - According to Fair Work Australia, a person is bullied in the workplace if they are repeatedly subjected to unreasonable behaviour by another person or group of people, or if that behaviour creates a risk to the health and safety of the bullied employee.
  - Bullying includes teasing, exclusion and unreasonable work demands, but does not include reasonable disciplinary action or control of workflow.
  - In line with the Australian Human Rights Commission we identify that workplace bullying can include:
    - repeated hurtful remarks or attacks, or making fun of your work or you as a person (including your family, sex, sexuality, gender identity, race or culture, education or economic background)
    - sexual harassment, particularly stuff like unwelcome touching and sexually explicit comments and requests that make you uncomfortable
    - excluding you or stopping you from working with people or taking part in activities that relates to your work



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- playing mind games, ganging up on you, or other types of psychological harassment
- intimidation (making you feel less important and undervalued)
- giving you pointless tasks that have nothing to do with your job
- giving you impossible jobs that can't be done in the given time or with the resources provided
- deliberately changing your work hours or schedule to make it difficult for you
- deliberately holding back information you need for getting your work done properly
- pushing, shoving, tripping, grabbing you in the workplace
- attacking or threatening with equipment, knives, guns, clubs or any other type of object that can be turned into a weapon
- initiation or hazing - where you are made to do humiliating or inappropriate things in order to be accepted as part of the team.

### Source:

- NSW Government - Family and Community Services
- <http://idfnsw.org.au/whs-policies-forms-and-templates?fbclid=IwAR0Vq9F21MfshopLqjlrKQqhZJo7seolbiEdYVriQ3-UJogcVaKFQXEXecQ>
- Education and Care Services National Regulations
- Guide to the NQF
- A Guide to The Child Safe Standards – Office Of The Children’s Guardian (8)
- Workplace bullying: Violence, Harassment and Bullying Fact Sheet – Australian Human Rights Commission -  
<https://humanrights.gov.au/our-work/employers/workplace-bullying-violence-harassment-and-bullying-fact-sheet>
- 22 Types of Workplace Bullying Behaviour – HR Daily -  
<https://community.hrdaily.com.au/profiles/blogs/22-types-of-workplace-bullying-behaviour>
- Primary duty of care – SafeWork NSW -  
<https://www.safework.nsw.gov.au/legal-obligations/employer-business-obligations/primary-duty-of-care>
- Mental Health Services and Support Contact List – NSW Health -  
<https://www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx>

### Compliance evidence

National Quality Standard: 2.1, 2.2, 3.1, 4.1, 4.2, 7.1. 7.2

Supports Child Safe Standards: 8. New in the 2024 version.

### Review Dates

Date of current review: May 2025

Date of last review: Apr 2024

Date of next review: May 2026



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