



Policy Manual

Section 7: Work Health Safety

Last reviewed and endorsed by Executive Officer: March 2018

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Glossary

PCBU = person with management or control. This includes team leaders , executive officers and and directors on the board.

Workers = Anyone undertaking activities on behalf of RDAS including paid workers, volunteer, directors or visitors, who undertake any activity relating to work or operation of any equipment would be deemed a worker under Section 28 of the WHS Act 2011, and Section 25 of the Victorian OHS Act 2004, therefore would need the same level of information, instruction and training provided to paid staff.

2. Work Health Safety and Environment Policy

It is the policy of Regional Disability Advocacy Service (RDAS) to recognise our responsibilities for providing and maintaining a safe and healthy workplace. We are committed to ensuring that the health and safety of all workers, volunteers and the general public are not put at risk in terms of health and safety.

The primary focus of all activities within RDAS will be compliant with the WHS Act 2011 and WHS Regulation 2011 in alignment with the Victorian OHS Act 2004 and OHS Regulation 2017 through the safe provision of services and administrative tasks. This is to ensure the safety of all workers and volunteers, and those affected by our work practices.

The goal for RDAS in health and safety is to

1. maintain a high standard of pro-active prevention of work related injuries and illnesses,
2. develop and promote safe systems of work, and the workers and volunteers The PCBU/person with management or control acknowledges that active co-operation of all workers is required for ensuring safe and healthy working environment.
3. encourage activity that assists optimum wellbeing.

Our commitment is to have a consultative approach to work health, safety & the environment.

The PCBU/person with management or control will:

- Ensure safe and healthy working conditions and safe systems of works.
- Actively consult/communicate with workers to ensure participation and representation
- Provide and maintain suitable equipment and personal protective equipment.
- Establish & continually monitor safe and healthy work practices of all workers & volunteers.
- Provide adequate information, instructions, training and supervision for all tasks performed
- Identify hazards and eliminate or control the risks to the highest assessed level
- As soon as possible address identified problem areas.
- Ensure that all workers are aware of their work health and safety responsibilities, through effective workplace WHS training, documented policies, procedures and safe work practices.
- Ensure safe work practices are identified prior to carrying out work that could impact on the environment
- Ensure workers take every precaution to ensure health; safety and the environment are not compromised. And
- In consultation with staff identify activities that promote wellness.

- Be safety conscious and observe health and safety practices and procedures amongst service users at all times
- Maintain safe conduct in their performance around the office and off site to ensuring they do not endanger their own or others safety.
- Report any health, safety, welfare or environmental concerns, issues or problems.
- To the best of their ability, ensure all vehicles and equipment in use are in a safe working condition.
- Comply with any additional WHS standards required when performing work in a client's home or other locations.

3. Alcohol and Other Drugs Policy

The management of RDAS is committed to maintaining a safe and healthy working environment for anyone entering its premises or with connection RDAS' business operations. Service users have a right to receive the best service possible while maintaining a safe and healthy work environment.

In demonstrating management's duty of care in accordance with Section 19 of the WHS Act and Section 21 of the Victorian OHS Act 2004, we will make every reasonable effort to provide a working environment that minimises incidents of risk or personal injury, ill health or damage to property from the misuse of alcohol and other prescribed or illicit drugs.

These include:

- Workers & volunteers shall not present themselves for work or resume duties under the influence of alcohol or other prescribed or illicit drugs, which may impede either physiological or psychological health, safety or welfare requirements.
- No RDAS workers or volunteer is to carry out any work while under the influence of alcohol or drugs.
- No alcohol or drugs are to be carried or stored in any RDAS vehicle/property unless authorised by the Executive Officer.
- At no time is it acceptable for any worker or volunteer to be under the influence of drugs or alcohol when driving a RDAS vehicle.
- During working hours, no worker or volunteer shall ingest, inhale or inject any alcohol or any other drug (except where the drug has been legally prescribed for a medical condition by a registered medical practitioner which does not affect, nor negatively impact on the health, safety or welfare of the worker or others who may be affected by their practices).
- The PCBU will provide the opportunity for assistance and support in rehabilitation from alcohol or other drug dependency provided the worker has not breached his/her obligations under the WHS Act 2011 or Victorian OHS Act 2004.

A safe working culture is the responsibility of everyone and this can be best achieved through cooperative efforts of workers. A safe culture will be reinforced through:

- All PCBU representatives will continue to identify and control possible risks to the health and safety of people that may arise from the use of alcohol and drugs in the workplace including the restriction of alcohol consumption beyond legal limits at social and official events.
- Ensure that those workers dependent upon alcohol or other drugs are not discriminated against for seeking assistance to overcome the dependency and that any requests for assistance or subsequent support shall be provided with confidentiality maintained.
- Monitor workers to determine visual or behavioural characteristics of workers to ensure each individual is unaffected by drugs or alcohol prior to commencing work.
- Administer severe penalties and consequences such as termination of employment if this policy is breached.

In the interests of maintaining safety all persons are required to observe and comply with this policy during working hours, whilst on RDAS premises, and whilst representing RDAS at any time.

4. Emergency Recognition and Evacuation Policy

RDAS management will take all reasonably practicable steps to minimise the risks of incidents arising from an emergency situation. Management is committed to providing a safe place of work and safe systems of work, as well as protecting the health and safety of people during reasonably foreseeable emergency situations and to the best of its ability, containing the consequences of any emergency situation until that emergency situation has been fully controlled.

RDAS management are accountable for complying with Division 4 of the WHS Regulation 2011 relating to Emergency Plans and will ensure a “Site Emergency Response Plan” is maintained and identifies the emergency procedures for the site including:

- The necessary effective responses to emergencies required of the “Emergency Planning Board” and “Emergency Control Organisation”
- Notification procedures to emergency response service organisation at the earliest opportunity
- Provision of medical treatment and assistance provided by registered qualified practitioner
- Conduct drills annually to test the emergency procedures as per the “AS 3745-2010 Emergency Control in Facilities” Australian Standard, and review to ensure this procedure is functioning at its optimum.
- Effective communication mechanisms between the PCBU and emergency response personnel at the workplace.

The plan will take into account:

- The nature of work being carried out and the nature of the hazards at the workplace
- The size, location and the number of the workers and other persons at the workplace.

A detailed diagram of the evacuation plan is to be prominently displayed at strategic points around the workplace such as notice boards and fire exits, clearly showing:

- The general layout; position of buildings, plant, utilities, usual entrances and exits; emergency exit doors; position of fire alarm points and fire protection and firefighting equipment; the safe assembly areas and contact details for emergency services.

Workers will be given information and training as often as is necessary to facilitate a better understanding of the emergency response arrangements and procedures. Any concerns which workers may have regarding the organisation's emergency procedures should be reported to management immediately. The necessary measures will be taken to investigate and remedy the situation.

Workers are responsible for carrying out their duties prescribed in the emergency response plan in a manner which does not adversely affect their own health or safety, or that of others at work, whilst cooperating with measures introduced in the interests of workplace health and safety.

Workers must take prompt action to secure or isolate any hazardous situation in an emergency which comes to their notice, and which is within their capacity to safely remedy without placing themselves at risk, in order to protect others in the workplace immediately report any concern.

5. Fatigue Management Policy

RDAS management are committed to preventing workers from suffering from fatigue related conditions based on workplace conditions in line with the primary duty of care responsibilities stated in Sections 19 and 20 of the WHS Act 2011 and Sections 20 and 21 of the Victorian WHS/OHS Act 2004.

Management representatives must ensure that scheduling of tasks and duties does not create unsafe practices for workers due to increased hours of work beyond what is deemed safe by RDAS, PCBU and the individual worker/s concerned.

Management must adopt safe working procedures to identify and control fatigue related working conditions. This includes prevention of visual fatigue when eye muscles can become tired constantly focused on close work. To identify if this is an issue in your office, management will ask people if they get tired eyes or other eyestrain symptoms. To control visual fatigue, management will enable workers to change of focus, such as a view out of a window or to a picture along a

hallway at a distance from the operator, as this can provide exercise to other muscles of the eyes while resting the tired muscles.

Management representatives will implement the highest level of control possible to either eliminate the possibility of fatigue or minimise to a safe and acceptable level including ensuring adequate breaks; provide awareness of fatigue symptoms' and provide safe travel arrangements.

This fatigue management policy is crucial for the safe working practices by all workers at RDAS due to the nature of works being conducted.

Workers are actively encouraged to consult with management over any practice that could pose a hazardous fatigue risk this will enable management to investigate how to avoid the risk and adopt the appropriate control measure.

Appropriate control to minimise fatigue, in line with what is reasonably practicable as per Section 18 of the WHS Act 2011.

Individual workers have a responsibility to ensure he/she manages their own levels of fatigue and not arrive at the workplace in a condition which makes them susceptible to fatigue related behaviours based on a lack of rest.

Workers are required to identify if he/she has alternate work in addition to his/her contract with RDAS. This is to ensure the hours being worked do not create unsafe working conditions for the individual due to fatigue from excess hours being worked at the alternate workplace.

Workers will not be expected to arrive back at the workplace after a scheduled late completion of duties or emergency call out the evening before, if the hours between the finalisation of the call out and commencement of their next shift is deemed unsafe by RDAS in consultation with the worker.

Workers will not be expected to work more than 12 hours during any 24 hour period. If staff is required to travel to a meeting they will expected to stay overnight if they are unable to complete the journey within 12 hours, unless they are using public transport.

6. Fitness for Work Policy

RDAS is committed to preventing workers from suffering from any aggravation of pre-existing injuries or illnesses based on what tasks are expected within the working environment. This includes dealing the public, in addition to the operation and use of vehicles and equipment in line with the primary duty of care responsibilities stated in Sections 20 and 21 of Victorian OHS Act 2004 & Sections 19 & 21 of the WHS Act 2011.

RDAS will be required to adopt safe working procedures to identify and control any impairment, condition, and illness or related working conditions that could potentially affect the worker.

This policy encompasses the health, safety and welfare of all workers and volunteers, based on a culture of mutual respect and consultation to protect all parties that could be personally affected by works conducted by RDAS.

Management must ensure that at the time of recruitment, any issue that could affect the ability of the potential worker to carry out the tasks required are identified and assessed to ensure the applicant will not be placed in a situation which could impact on his/her, or other person's physiological or psychological wellbeing.

Issues, which could potentially be aggravated and therefore need to be reviewed and cleared by a medical practitioner before commencing work include:

- Back injuries; reoccurring muscle and joint injuries; eyesight issues; hearing issues; inability to understand and interpret written safety guidelines; lack of tolerance to other cultures or individuals; excessive anger issues and Mental Health issues.

Workers and potential workers are required to acknowledge if he/she has any pre-existing injury/illness/disease or condition/belief, which could be aggravated or cause disharmony within the working environment.

Management will seek medical certificates of capacity if there is a question as to the ability of the worker or potential workers to safely carry out tasks assigned based on personal injuries, illnesses or conditions. This is a requirement prior to commencing any task after the injury; illness or condition has been identified.

Workers' rights to privacy will always be a prime consideration and the questions asked will not infringe on any individuals personal health or conditions. The intent is just the acknowledgement that any person's health or wellbeing issue will not be able to be aggravated or cause aggravation within the workforce due to the activities required by the works conducted.

7. Harassment and Bullying Prevention Policy

This policy is to be read in conjunction with the staff grievance policy

At RDAS we are committed to providing a work environment, which is pleasant for workers to work in, and which is conducive to good workplace relations. Management considers that harassment is unacceptable behaviour and is committed to the prevention and elimination of harassment within the workplace.

This policy is aimed at ensuring that workers are not subjected to any unwanted workplace harassment. Harassment/Bullying in the workplace is against the law and will not be tolerated. It also decreases productivity; increases absenteeism and can cause harm.

Any worker who feels he/she is a victim of harassment is encouraged to bring the matter to the attention of a management, and submit an incident report.

All management and workers must understand and accept that harassment is an uninvited and unwelcome behaviour, which interferes with an individual's right to live and work in a non-threatening environment.

Harassment may be physical or verbal. Possible bases of harassment may be:

- Sex, gender, marital status; religion; political beliefs; homosexuality, transgender; or other sexual preferences; race, national or ethnic origin, Aboriginality; physical impairment; physical features or HIV/Aids vilification
- Distribution or display of offensive material and/or graffiti
- Offensive jokes of a sexual or lewd nature, derogatory comments or verbal abuse
- Offensive gestures or physical behaviour
- The creation of a hostile, intimidating or isolating environment; physical or psychological abuse.

All workers of RDAS have a role in both setting a good example in their personal conduct and in ensuring that appropriate standards of conduct are maintained.

People in team leader roles have a special responsibility in this regard and are particularly well placed to detect potential problems.

No person or persons are to use strength or power (physical or psychological) to coerce others by fear, or act in inappropriate ways towards others such as:

- Putting someone down, spreading rumours or innuendo about others
- Verbal abuse or interfering with someone's personal property or work environment
- Unjustified complaints or criticisms about someone
- Deliberately denying access to information or other resources

- Withholding information vital for the effectiveness of work performance
- Setting unrealistic tasks beyond or below a workers ability
- Deliberately changing work arrangements such as rosters and leave to inconvenience a specific person or excessive scrutiny

8. Injury Management and Return To Work Policy (RTW)

RDAS is committed to preventing work related injury and illness by providing a safe and healthy working environment.

Management are committed to preventing injuries from occurring through effective hazard identification, risk assessment and control strategies.

In the event of any injuries or illness occurring, management is committed to providing effective injury management including a safe and early return to work commensurate with medical advice.

The Executive Officer has developed a return to work program for the management of workers who are injured at work. This program forms part of the operating procedures and is consistent with the insurance companies Injury Management Program and will be reviewed every two years.

In order to achieve these objectives, RDAS will:

- Ensure that rehabilitation is the usual course of action immediately following work related injury or illness.
- Assist any worker who has or is suffering from a work related illness or injury to return to his/her pre-injury job or to other suitable employment through an individually planned RTW program. An injured worker will not be prejudiced while undertaking rehabilitation.
- Maintain a network of support internally and externally to ensure a return to work program is initiated, monitored and progressed to a satisfactory conclusion
- Support the return to work policy by providing, where possible and when required, modified or alternative duties for injured workers
- Ensure that suitably trained health personnel are made available to implement a program of rehabilitation.

Workers will, where possible and practicable:

- Take all necessary care in the performance of their duties and to prevent work related injuries to themselves and others
- Support the principles of this injury management and return to work policy
- Actively co-operate in a program of modified or alternative duties when this is recommended as part of the recovery process.

The RDAS Management will act as the Return to Work Coordinator with the responsibility of coordinating the rehabilitation of workers suffering from work related injuries or illness in conjunction with medical advice and consultation with the organisation's providers, management and the workers.

Those responsibilities are in accordance with both States' legislative requirements.

9. Manual Handling and Ergonomics Policy

RDAS recognises that manual handling legislation, Australian Standards and the manual handling regulation have been developed to help reduce the number & severity of manual handling injuries.

Management's aim is to protect people at work against musculoskeletal disorders (MSD) caused by manual handling. The Codes of Practice and WHS regulation set out specific duties and commitments for PCBU's and workers, any designers, manufacturers, importers and suppliers of plant, for the minimisation of manual handling.

Management will ensure that any equipment or appliances purchased will comply with the Codes of Practice and WHS Regulations 2011.

It is also management's duty to identify tasks involving hazardous manual handling practices and to undertake risk assessments. Management must ensure that WHS manual handling risks to workers are reduced so far as is practicable by applying the hierarchy of control.

Management has a duty to consult with workers over any WHS issues that have an impact on their health, safety or welfare.

This includes consulting with workers to eliminate or control risk when:

- altering or checking the workplace or environmental conditions and controls
- altering the systems of work or changing the objects used
- Using mechanical aids or providing information, instructions & training if the other options are not practicable.

Workers have a responsibility to work safely and must not misuse any equipment or workplace appliance including ergonomic items designed to reduce strains etc.

To support this, the codes and regulations require workers to cooperate with the PCBU's actions to identify tasks involving hazardous manual handling and to assess and control the risk of Muscular Skeletal Disorders in the workplace.

Workers have a duty to:

- participate in hazard identification, risk assessment and risk control if management requests it including ergonomic assessments of their work stations which once completed must be adopted for the safety of the worker at the work station.
- follow any information, training and instruction received
- use the risk controls that have been provided by management.

10. Off Site and Home Visit Safety Policy

RDAS recognises that some of the duties performed by staff members will be conducted in a client's home. It is therefore essential that every person representing RDAS keep themselves in a safe and orderly manner. This is to ensure all organisational related policies and procedures or protocols are followed.

Every person representing RDAS understands and accepts their specific responsibilities in order to protect themselves and others on the site he/she is visiting.

It is the responsibility of the staff member to report to management any unsafe site related conditions immediately. These could include:

- Requirement to travel in unsafe vehicles
- Inappropriate behaviours of clients.
- Potential of violence by the client or other personnel.
- Dangerous or unacceptable requests by clients to complete unsafe tasks
- Any other hazard identified that cannot be controlled by the staff member safely.

It is the staff member's responsibility to raise the issue with the client(s) to have their home safety enforced where a home visit is required. If the client refuses or ignores the requests, the RDAS staff member is to bring the issue to the immediate attention of management to ensure no staff member or other persons could be injured or affected by the unsafe condition(s).

Procedure

Home Visit Procedures objective

To ensure that work in client's homes does not pose a risk to health and safety risk identification and remedial efforts are acted upon as soon as possible and before a staff member attends the home visit.

Before attending a home visit a Pre Home Visit Assessment form must be completed (refer to the appendix) and all possible risk factors must be considered, removed or prepared for, including:

- Identifying reasonably foreseeable abnormal conditions that may arise while traveling to a site, while on the site and when returning from the site.
- At the first visit conduct a risk assessment on the site being visited to identify any further potential issues that may arise while on site and were not foreseeable when conducting the Pre Home Assessment
- Ensuring an escape plan is prepared to have a realistic way of removing yourself from the situation if it becomes unsafe.

If staff are conducting business away from the RDAS office, the staff member will take a mobile phone with them. If there is any concern the staff member will telephone or text the office at the beginning of the interview, provide estimated time of interview, and call office at completion of interview.

The worker will only undertake the activities listed on the home visit form and will leave immediately should circumstances change.

11. Risk management

Hazard identification

A number of factors may influence a staff member's safety whilst working with clients at the RDAS office, on a home visit or at another location. They may be assessed as follows:

Emotional factors

- Client history and other services history of that client
- Clients current behaviour
- Likelihood of changes in client behaviour, health status, domestic, social and support networks

Physical factors

- Substance abuse, access to weapons by client or by others on the premises
- Hazardous substances used in the home
- Manual handling activities involved
- Heat/cold/confined spaces/noise/light/electricity/moving or falling objects
- Threat of violence by client or others, including neighbours, relatives and pets.

Safe Work Practice – General Principles

- In situations where safety may be an issue, the client visit should take place at a neutral venue. This venue should not be an isolated place
- If safety is an issue, staff may choose not to go to client's home but provide support via the office where possible
- If a home visit is the only option and staff has any concerns about their welfare or safety while visiting client's home, two workers should attend the visit. This can be achieved by having the person who referred the client attend, a person from another but local service/agency, or another RDAS staff member.
- Before leaving the office, the staff member should confirm the visit and ensure that there are no changes to risk management screening tool including who may be at the house at the time of the visit. If the door is answered by an unfamiliar person check that the client is present and expecting your visit before entering

- Before leaving the office workers will advise reception or another staff member of the address where they will be visiting a client and their expected time of return. The staff member's calendar must be kept up to date at all times so RDAS office staff know where to expect the staff member to be. If the staff member is undertaking a first home visit or the client has any risk factor's the diary entry must be coloured red.
- The staff member should share any concerns about safety with their supervisor before leaving the office to meet the client. A contact person should remain in the office until the staff member rings to report that he/she has left the situation.
- The staff member must ensure they have an emergency beacon, and the GPS App on the mobile telephone activated. The Beacon and mobile phone are to be kept on the staff member's person until their return to the office, and activated at any sign of threat or risk. The GPS App will enable RDAS management/office staff to track where the staff are so again their location is known and any detection of a changed route will be followed up with the staff member immediately.
- Staff should monitor emergency broadcast warnings, in Victoria visit emergency.vic.gov.au or in NSW <http://emergencynsw.info/>. If emergency conditions exist in the area proposed to visit, i.e. bush/grass fire, flooding, storm etc. the staff member is to reschedule the appointment to when conditions are safe.
- If there is a total fire ban staff members are not to go into areas of high risk (refer to CFA in Victoria or RFS in NSW website for information) and again the staff member is to reschedule the appointment to when conditions are safe
- Upon arriving at the home check for unsafe situations such as uncontrolled pets, unexpected visitors and heated arguments; **Do Not** enter premises if you feel unsafe
- Maintain a level of professionalism and do not become over-involved with an issue
- Staff should not give home or mobile phone numbers or home addresses to clients (also see Privacy of staff)
- Carry identification such as a business card which has office contact details included.

- Unless absolutely necessary, do not use a client's phone; if ringing from the client's phone, punch in other numbers after the call to ensure that a 'recall' facility cannot be used to trace the call.
- Staff should always park their car to allow for a quick exit and facing the direction of travel and not in clients driveway.
- Avoid carrying valuables into the home whenever possible – consider use of a lanyard with car keys and mobile phone attached or carry in a pocket.
- In the client's home, choose a safe place to sit. Be aware of access and exits of the premises and ensure exits are not locked.
- Staff should always estimate the length of the visit and arrange to ring the office (or if out of office hours their supervisor) on completion or to advise that extra time is required
- Where staff are visiting a number of clients a schedule of visits should be provided so that they can be contacted and the staff member should ring the office at the end of the visits or if problems arise.
- If the staff member feels unsafe, or if circumstances change, they must leave the situation immediately. The staff member always has the right to refuse to see a client.
- Any incident must be recorded on the appropriate form even if considered minor and when the visit has been completed as it may warn of future more serious problems. (See WHS form folder.)
- Any unsafe conditions should be reported to the supervisor verbally and then recorded in a hazard report form to ensure follow-up action
- Only undertake agreed activities and refer any requests for other tasks as appropriate
- Request that clients do not smoke in the house during a visit. (Also see Smoke Free Environment Policy)

Supervision

Team leaders and Managers are to provide support and counselling, including referral to the workers Assistance Program (EAP) if appropriate in the event of a minor or major traumatic incident experienced by staff or volunteers.

Training

Training in the areas of personal safety and the handling of difficult situations, such as aggressive clients, will be provided to staff and volunteers and in response to perceived needs. This training will cover issues highlighted in this procedure and in the Workplace Aggression and Harassment Procedure.

12. Smoke Free Environment Policy

The management representatives of the RDAS are committed to maintaining a safe and healthy working environment for its workers and anyone entering upon its premises or with connection to the company's business operations.

In accordance with the obligations of the Work Health and Safety Act 2011, and the Occupational Health and Safety Act 2004 the management of RDAS must maintain a smoke free workplace for the health, safety and welfare of every worker, including volunteers and visitors to our workplace and any site our workers and volunteers are working at.

This policy applies equally to management and all workers on any part of the RDAS premises.

Management recognises the Code of Practice – Passive Smoking which specifies that any PCBU that provides a smoking area in the workplace is not fulfilling its obligation under the Duty of Care requirements of the Work Health and Safety Act 2011.

Any person being assisted by RDAS workers or volunteers must respect the rights of our workers to be in a smoke free environment. Smoking while our workers are within 10 metres of the person being assisted will not be accepted due to the effects of passive smoking.

Smoking is not permitted in areas within 10 meters of the boundaries of any RDAS facility and never in company vehicles.

Failure to comply with this requirement will lead to disciplinary action and may lead to termination of employment.

WORKERS WHO SMOKE ARE ENCOURAGED TO CONSULT WITH MANAGEMENT REPRESENTATIVES AND THEIR NOMINATED TREATING DOCTOR TO IDENTIFY INDIVIDUAL WAYS TO AVOID ISSUES RELATING TO THE PREVENTION OF SMOKING ON SITES MANAGED BY RDAS AS PER THIS POLICY.

13. Visitor to RDAS Safety Policy

Also see Policy 4. [Privacy Dignity and Confidentiality](#)

RDAS management are committed to consulting on all matters relating to the health safety and welfare of visitors including children who enter the workplace. They are also committed to keeping client information confidential.

This is in line with duties stated in Section 19 of the WHS Act 2011 and Section 23 of the Victorian OHS Act 2004 for the duties of the PCBU to people who are not workers. It is also consistent with standard 4 of the National Disability Advocacy Standards.

Each office site will have very clear visitor's areas and staff work areas. Visitors (including directors) must not enter work areas without permission of management and signing the visitor's book, including the confidentiality agreement. Management will be required to be aware of the attendance of all those not deemed workers in the work areas, to ensure they can be protected from harm and client confidentiality is maintained.

Workers and visitors who bring a family member including a child to the workplace must notify management to ensure access and restrictions are granted and confirmed for the duration of the visitor's attendance at the workplace.

If Management deem it unsafe for the visitor, including a family member such as a child to be in the work area or sees a potential for breach of confidentiality, the worker must accept the decision and prevent the visitor from entering the premises or restricted areas.

Visitors, who undertake any activity relating to work or operation of any equipment would be deemed a worker under Section 28 of the WHS Act 2011, and Section 25 of the Victorian OHS Act 2004, therefore would need the same level of information, instruction and training provided to workers.

With safety and client confidentiality as our priorities, all visitors including family members and children are **not permitted**:

- To carry out any work while at the workplace or representing RDAS.
- To operate or be affected by the use of any equipment such as paper shredders, metal scissors, staplers, photocopiers, guillotines, hot surface appliances, electrical equipment etc.
- To enter hostile environments such as workplaces where violence may occur or hazards have not been identified or controlled.

Restricted areas where children are not able to enter without strict supervision at all times are confidential work areas, storerooms, sheds and the kitchen.

Workers must understand and accept decisions to restrict or prevent access that may result in injury or illness.

14. CRITICAL INCIDENT RESPONSE POLICY

As reflected in the organisations WHS and supervision policy, RDAS is committed to providing a supportive and safe workplace for its staff and clients. It acknowledges however that incidents do happen within the workplace and as such provides procedural steps to be taken should an incident occur.

This policy further reinforces that if at any time a staff member feels threatened or believes that the situation is beyond their ability to control, they have the full support of the management Board to remove themselves from the immediate threat if this is possible.

To assist in defining whether an incident is critical the following factors should be considered:

- Emotional impact of the issue on an individual
- Aggression – physical, verbal, emotional
- Number of people involved in the incident
- Where the incident occurred – in public or isolation
- Length or duration of incident
- Staff perception of the incident – belief that it was significant, blaming of self
- Police contacted
- Described and accepted by the community as critical – e.g.: armed hold up.

Staff members will be responsible for advising the Executive Officer of the occurrence of an incident, taking into account the factors listed above.

Attempts will be made to contact the supervisors or the Executive Officer by mobile phone if not available in the office, to report the incident. The time frame required for this will take into account the immediate needs of the staff member and other factors that may need to be resolved first, for example – contacting police.

The management will provide an opportunity for debriefing for staff affected by the incident either directly or indirectly and monitor the impact of the incident on the staff member's health and wellbeing. This may take place over a period of time after the incident has occurred depending on the severity.

RDAS will make an EAP available for all workers. If the Executive Officer is involved in the incident, then the Chairperson of RDAS will be contacted and advised of the situation. Depending on the severity, arrangements will be made to utilise external debriefing if this is deemed appropriate. External supervision arrangements may also be used for individual debriefing purposes.

This policy will be reviewed on an annual basis in a consultative process as part of its management practices with the Board, staff, clients, members and interested community members to ensure that it meets the changing needs of clients. Review of this policy will also occur at any time considered appropriate by the Board , for example, after a complaint or feedback is received by a consumer.

Approved by Martin Butcher Executive Officer.

February 2018

Next review November 2018

RISK SCREEN TOOL FOR HOME VISITS

Client's Name: _____ DOB: _____

Address: _____

Phone Number: (H) _____ (M) _____

Risk screening tool for home visits where possible to be completed prior to each home visit (or first home visit).

Date: _____ Arrival time: _____ Est departure time: _____

Purpose of the visit*Questions to ask the client/carer before the visit*

Do I have your consent/permission to do this visit?	Yes	No
Do we have your right address?	Yes	No
Is your house easily identified?	Yes	No
Is there a number on your letter box easily seen?	Yes	No
Do you have mobile phone coverage in the area? Emergency phone number 112? <i>If "no" or "unsure", discuss with your manager for time to "phone in"</i>	Yes	No
Is your home easily accessible from the street? If "no" obtain details.	Yes	No
Are there any hazards the worker needs to be aware of? I.e.: Weather, flooding, road conditions. Details:		
Which door is used for entry?		
Who else lives in your home? Details:	Yes	No
Will there be anyone else present during the visit? Details:		
Are there any incidents of aggression, drug and alcohol abuse or other issues? Tell me about these issues and what strategies we can put into place to enable our home visits to go ahead in a safe manner. Comment :	Yes	No
Are the firearms or other weapons stored at the house.	Yes	No

If yes are they locked in a safe		yes	no
Do you have a dog or other animal that may become aggressive? How does the dog react with strangers? If yes, do you agree to restrain your animal(s) while the worker is present?		Yes	No
Do you or anyone else in the home smoke? We request that no one smokes in your home while the worker is present. Do you agree to this?		Yes Yes N/A	No No
Screen done:	In person	Phone	
Spoke to:	Client	Carer/ NOK	

Other comments:

This form has been completed to the best of my knowledge. I agree that if circumstances change, I will leave immediately and notify the office.

Name: _____ Signature: _____

Position _____ Date: _____

Supervisor's Authorisation

Name: _____ Signature: _____

Position _____ Date: _____

Once authorised this form is to be scanned and saved on the Client's risk management profile