



WORK HEALTH & SAFETY POLICY & PROCEDURES

SEPTEMBER 2022



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Glossary of terms

Term	Definition
Hazard	Source of potential harm.
Monitoring	Continual checking, supervising, critically observing or determining the status in order to identify change from the performance level required or expected.
Participant	A person who meets the NDIS access requirements.
Review	Activity undertaken to determine the suitability, adequacy, and effectiveness of the subject matter to achieve established objectives.
Risk	<p>Effect of uncertainty on objectives</p> <ul style="list-style-type: none"> • An effect is a deviation from the expected, positive or negative; • Objectives may have different aspects and apply at different levels; • Often characterised by reference to potential events and consequences or as a combination of these; • Often expressed in terms of a combination of an event and the associated likelihood of occurrence; <p>Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood.</p>
Risk reporting	Form of communication intended to inform particular internal or external stakeholders by providing information regarding the current state of risk and its management.
Work Health & Safety (WHS)	Workplace Health and Safety (WHS), often referred to as Occupational Health and Safety (OH&S) involves the assessment and mitigation of risks that may impact the health, safety or welfare of those in your workplace. This may include the health and safety of your customers, employees, visitors, contractors, volunteers and suppliers. As a Director there are legal requirements that you must comply with to ensure your workplace meets WHS obligations.
Workplace bullying	Workplace bullying is a persistent pattern of mistreatment from others in the workplace that causes either physical or emotional harm. It can include such tactics as verbal, nonverbal, psychological, physical abuse and humiliation.



Policy Purpose

ICAS is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare of the working environment for its staff, contractors and visitors. This includes complying with relevant legislation and ensuring that the workplace is safe and without risk to health.

Objectives:

The Work Health and Safety policy aims to achieve the following:

- To ensure that risks associated with provision of supports are identified, analysed, prioritised, and treated.
- To inform and train all persons to whom this procedure applies in relevant policies, procedures and health and safety obligations.
- Integration with governance and operational management. Our WHS policy considers risks across:
 - Incident Management;
 - Complaints Management;
 - Work Health and Safety;
 - Human Resources Management;
 - Financial Management;
 - Information Management;
 - Infection Prevention; and
 - Governance and Operational Management.

This policy applies to all personnel.

Scope

This policy applies to all employees of ICAS.

Policy Statement

ICAS supports the rights of all persons covered by the policy to work in an environment that is, so far as is reasonably practicable, safe and without risks to health.

We are committed to the consultation and resolution of Work Health and Safety issues.

ICAS is committed to improving health and safety with a view to improving workplace efficiency and productivity.

This will be accomplished through the ongoing development, of management systems and procedures designed to:

- identify, assess and control workplace hazards;
- uphold our duty of care by providing a safe, healthy and environmentally friendly work place by conducting all activities with a hazard management approach;
- reduce the incidence and cost of occupational injury and illness;
- commit to communicate and consult with all staff on relevant WHS matters. This includes providing all staff and others the information and training required to perform their work in compliance with our WHS requirements; and



- provide a rehabilitation system for those affected by occupational injury or illness.
- Work Health and Safety statutory requirements, including regulations and codes of practice, are minimum standards and so the aim is for them to be improved upon, where practicable.

Bullying and violence at work

ICAS is committed to reducing bullying and occupational violence so far as is practicable in the workplace.

Bullying is repeated, unreasonable behaviour directed toward a person, or a group of persons, that creates a risk to their health and safety.

- Examples of bullying can include:
 - verbal abuse;
 - excluding, ignoring or isolating a person;
 - psychological harassment;
 - intimidation;
 - assigning meaningless tasks unrelated to a person's job;
 - giving a person impossible assignments and deadlines;
 - unjustified criticism or complaints;
 - deliberately withholding information vital for effective work performance; and
 - constant taunting, teasing or playing practical jokes on a person who is not a willing participant.
- Bullying can be verbal, or in writing (including online).
- Occupational violence refers to any incident where a person is physically attacked, abused, assaulted or threatened in the workplace.

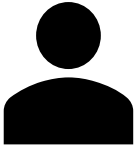
Breach of this Policy

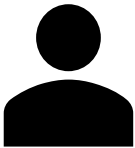
Any breach of this policy may result in counselling and/or disciplinary action, which, in the case of employees, may lead to dismissal.


Any breach of this policy by a contractor may result in cancellation by ICAS of the services provided by that contractor.



Roles and Responsibilities

Director	Responsibilities / Accountabilities
	<ul style="list-style-type: none"> • Accountable for the provision and maintenance of a healthy and safe workplace. • Accountable for meeting WHS legislative requirements; • Use risk identification, assessment and control principles to reach ICAS health and safety objectives. • To inform and train all persons to whom this procedure applies in relevant policies, procedures and health and safety obligations. • Participate in inductions and implement all safety procedures. • Review and investigate all accidents/incidents reports of a serious nature within the delegated areas of responsibility. • Support employees to follow policies and safe work procedures developed. • Be committed to the provision and maintenance of a healthy and safe workplace. • Consult and participate in the health and safety program; • Use risk identification, assessment and control principles to reach health and safety objectives. • Inform and train all staff in relevant policies, procedures and health and safety obligations.

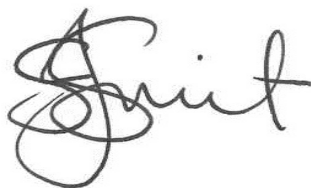
Quality Assurance Officer	Responsibilities / Accountabilities
	<ul style="list-style-type: none"> • To inform and train all persons to whom this procedure applies in relevant policies, procedures and health and safety obligations. • Participate in inductions and implement all safety procedures. • Review and investigate all accidents/incidents reports of a serious nature within the delegated areas of responsibility. • Support employees to follow policies and safe work procedures developed. • Be committed to the provision and maintenance of a healthy and safe workplace. • Consult and participate in the health and safety program. • Use risk identification, assessment and control principles to reach health and safety objectives. • Inform and train all staff in relevant policies, procedures and health and safety obligations.

All staff	Responsibilities / Accountabilities
	<ul style="list-style-type: none"> • Participate in health and safety training, actions and activities and in its efforts to reach its health and safety and, where relevant, rehabilitation objectives. • Follow reasonable health and safety instructions from managers or supervisors. • Report any serious incidents, accidents, injuries or hazards in the workplace to supervisors or designated representatives. • Aim to work in a way that does not endanger the health or safety of themselves or others. • Properly use and maintain safety equipment. • Participate in induction programs and implement all detailed safety procedures.

Last Reviewed: 18th September 2022

Last Updated: 18th September 2022

Signed: Director





Dissemination of Policy and Procedure

The Workplace Health & Safety Policy and related procedures will be displayed in the workplace and all employees will be provided with a copy by the Director. New employees will be provided with a copy of the documents as part of their induction.

The policy and related procedures will be reviewed as required, to ensure continued compliance with the relevant legislation. ICAS is developing a range of procedures relating to all aspects of work health and safety including:

- WHS training and education
- Development of safe work procedures
- Emergency procedures and drills
- Development of lone worker safety guidelines
- Fire Safety
- First Aid
- Hazard Management
- Waste Management Procedure
- Reporting and recording of incidents, accidents, injuries and illnesses.

Related documents/resources

Applicable Practice Standards Policies and Procedures

- **Work Health & Safety Policy and Procedure**
- Risk Management Policy & Procedures
- Quality Management Policy & Procedures

Applicable Forms / Registers

- Hazard identification Form
- Client Incident Report Form
- Feedback & Complaint Form
- Incident Register
- Individual Risk Assessment Form
- Risk Identification Form
- Risk Register
- Risk Treatment Plan Form
- Risk Treatment Plan Register

Applicable Legislation and NDIS Requirements

QLD

Work Health and Safety Act 2011

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018>



Useful resources

Model Code of Practice: Managing the risk of falls at workplaces

<https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-risk-falls-workplaces>

Model Code of Practice: First aid in the workplace

<https://www.safeworkaustralia.gov.au/doc/model-code-practice-first-aid-workplace>

Model Code of Practice: Work health and safety consultation, cooperation and coordination

<https://www.safeworkaustralia.gov.au/doc/model-code-practice-work-health-and-safety-consultation-cooperation-and-coordination>

Model Code of Practice: Managing the work environment and facilities

<https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-work-environment-and-facilities>

Model Code of Practice: How to manage work health and safety risks

<https://www.safeworkaustralia.gov.au/doc/model-code-practice-how-manage-work-health-and-safety-risks>