

[insert organisation name/logo]

Work Health and Safety Policy

Document Status: Draft or Final

Date Issued: [date]

Lead Author: [name and position]

Approved by: [insert organisation name] Board of Directors on [date]

Scheduled Review Date: [date]

Record of Policy Review

Review Date	Person Initiating/Leading Review	Other People Consulted

Triggers for Policy Review (tick all that apply)

- Standard review is timetabled.
- A gap has been identified
- Additional knowledge or information has become available to supplement the policy.
- External factors
 - Policy is no longer relevant/current due to changes in external operating environment.
 - There are changes to laws, regulations, terminology and/or government policy.
 - Changes to funding environment, including requirements of funding bod(y)ies
- Other (please specify).
- Internal / organisational factors
 - A stakeholder has identified a need, eg by email, telephone etc
 - A serious or critical incident has occurred, requiring an urgent review.
 - Need for consistency in service delivery across programs and organisations.
 - Separate, stand-alone policy is now warranted
 - A near miss has occurred, requiring a review to prevent a serious/critical incident in the future

Additional Comments

[for example, policy now covers details related to new legislation].

Work Health and Safety Policy

1. Purpose, Scope and Outcomes

The purpose of this policy is to guide **[organisation]** to provide a safe and healthy work environment.

This policy applies to all **[organisation]** staff, Board of Directors, visitors, contractors, volunteers and clients.

Outcomes

A safe and healthy workplace is provided for staff, Board members, volunteers, students, visitors and clients.

[organisation] WHS policies are effective in guiding worker's compensation, return to work (RTW) Rehabilitation, preventing and dealing with workplace bullying, manual handling, slips, trips and falls, working from home, travel and vehicle usage, security and visitor safety.

2. Work Health and Safety Definitions

Complex trauma refers to a condition resulting from multiple exposures to one or more traumas. When repeatedly exposed to traumatic stress, disruptions can occur in brain structure and function, central and autonomic nervous system arousal, endocrinological and immunological function. These biological disruptions interact with psychological, emotional, cognitive and spiritual processes

Consultation required under the WHS Act involves:

- sharing relevant information
- giving workers a reasonable opportunity to express their views, raise issues and contribute to decision making
- taking workers' views into account
- advising workers of the outcome of consultation in a timely manner.

If the workers are represented by a Health and Safety Representative (HSR), the consultation must involve that representative.

Other agreed arrangements are flexible alternatives for establishing agreed consultation arrangements that meet **[organisation]**'s needs and improve decision making, especially where there is no health and safety representative (HSR) or health and safety committee (HSC).

A critical incident is a traumatic event which is likely to cause unusually strong emotional reactions in people (staff, young people or others) and is outside their normal range of experience. Symptoms may be psychological and physical. It may interfere with their ability to function, at the time or later. Providing appropriate supports following a critical incident is part of emergency management.

- A critical incident might affect a person because:
 - they were a victim of the incident
 - they were a potential victim of the incident
 - they witnessed the incident
 - they are close to (personally or professionally) a victim of the incident
 - they identify with the type of people affected by the incident
 - they have experienced a previous trauma or grief.

Some incidents may also involve staff or clients as perpetrators.

Examples of incidents which may be critical in some circumstances:

- natural disaster (bushfire, flood, storm etc)

- major accident
 - death of a significant person, or witnessing the death of any person
 - suicide, attempted suicide or self-harm
 - critical illness
 - serious fire, vandalism, burglary, theft or robbery
 - threat to staff, young people or premises
 - serious assault or fight involving weapons
 - sexual assault, child abuse or domestic violence
 - alleged sexual or physical abuse by staff
 - false allegation of misconduct
 - negative media coverage of the agency
 - threat to funding or potential loss of premises.
- Critical Incident Debriefing (CID) is a preventative health measure to minimise the impact of traumatic events and the development of major psychological health problems such as Post Traumatic Stress (PTS) Disorder.

Due diligence requires an employer to take every precaution reasonable in the circumstances to protect the health, safety and welfare of all who work in, are contracted to and visit **[organisation]**.

An emergency is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed.

Emergencies may be a specific event with a clear beginning, end and recovery process, or a situation that develops over time and where the implications are gradual rather than immediate.

Emergency management is the coordination of an emergency response and management of recovery. The aim of emergency management is to minimise physical and psychological impacts on all parties and to minimise damage to assets, operations, reputation and staff productivity

First aid is the immediate, initial attention to a person suffering an injury or illness. The aims of first aid are to prevent the occurrence of further dangerous incidents, preservation of life, stabilisation of the person's condition, promotion of recovery and protection and comfort of the person.

- First aiders are any people providing first aid.

Persons conducting a business or undertaking (PCBU) conduct a (for profit or non-profit) business or undertaking alone or with others, and employs any person to carry out work. **[organisation]** is a PCBU.

A worker is anyone who carries out work for a PCBU, such as:

- an employee
- a contractor or sub-contractor
- an employee of a contractor or sub-contractor
- an employee of a labour hire company
- an apprentice or trainee
- a student gaining work experience
- an outworker
- a volunteer

An officer is a person who makes decisions, or participates in making decisions, that affect the whole, or a substantial part, of a business or undertaking and has the capacity to significantly affect the financial

standing of **[organisation]**. An officer of a PCBU must exercise due diligence to ensure that the PCBU complies with their duties under the WHS legislation.

Hazard means a situation or thing that has the potential to harm a person. Hazards at work may include (but are not limited to):

- electrical hazards
- lifting heavy weights
- a repetitive job
- bullying and violence,
- working with people effected by trauma,
- a badly designed workplace,
- inadequate management systems (for example, poor supervision and support, no procedures for performing tasks safely).
- chemicals (in any agency, for purposes such as cleaning)
- noisy machinery, a moving forklift, working at heights (which may be encountered by, for example, people associated with a supported employment agency)

Health and Safety Representative (HSR) are employees elected or selected for the role, who represent the health and safety interests of employees within their designated work group in **[organisation]**. HSRs play an important role in developing and maintaining a partnership between employers and employees on work health and safety issues.

An Incident is any accident or event that occurs in the course of **[organisation]** work, which involves:

- occupational illnesses
- disabling injuries
- psychological, primary and secondary injury
- serious equipment plant or property damage
- dangerous occurrences which could have, but did not, injure any person
- exposure to hazardous substances or circumstances
- minor injuries
- any other serious incident that could put people or property at risk.

Infection requires three main elements — a source of the infectious agent, a mode of transmission and a susceptible host.

- Infection control is preventing the transmission of infectious organisms and managing infections if they occur.
- Infectious agents are biological agents that cause disease or illness to their hosts.

Injury management is about ensuring the prompt, safe and durable return-to-work of an injured worker. It includes treatment of the injury, rehabilitation back to work, retraining into a new skill or new job, management of the workers compensation claim and the employment practices of an employer.

Notifiable incidents are death of a person, serious illness or injury of a person or dangerous incidents (i.e. incidents in relation to a workplace that expose persons to serious risks to their health or safety) and must be reported to the regulator by the PCBU out of which the incident arose.

- A serious injury or illness is an injury or illness requiring for example, immediate treatment as an in-patient in a hospital or medical treatment within 48 hours of exposure to a substance at a workplace.
- A dangerous incident is an incident that exposes a person to serious risk to their health or safety arising from an immediate or imminent exposure to matters such as an uncontrolled escape,

spillage or leakage of a substance, an uncontrolled implosion, explosion or fire and an uncontrolled escape of gas or steam.

Premises include offices and vehicles.

A private motor vehicle is owned by a staff member, is roadworthy and is available for use, if required.

Reasonably practicable, in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters including:

- the likelihood of the hazard or the risk concerned occurring, and
- the degree of harm that might result from the hazard or the risk, and
- what the person concerned knows, or ought reasonably to know, about:
 - a) the hazard or the risk, and
 - b) ways of eliminating or minimising the risk, and
- the availability and suitability of ways to eliminate or minimise the risk, and
- after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Rehabilitation providers operate in the NSW Workers Compensation system to assist injured workers return to work by providing expert advice and services in consultation with workers, employers and insurers that are tailored to their specific circumstances.

- Occupational Rehabilitation is the process of helping an injured worker return to work following a workplace injury.
- Occupational Rehabilitation services include:
 - assessment of the worker's and employer's needs
 - advice about equipment or modifying the job the worker does
 - helping employers to find suitable duties for the worker
 - facilitating communication between the worker, employer, doctor and insurer
 - assistance with identifying and obtaining a new job if the worker is unable to return to their job.

A Return-to-work program "consists of the formal policy and procedures that an organisation must have in place to help injured workers with their recovery and return to the workplace. It outlines an organisation's commitment to assist injured workers with accessing necessary treatment and rehabilitation, and specifies the steps to be taken to achieve a safe, timely and durable return-to-work¹."

Risk is the likelihood that a harmful consequence (death, injury or illness) might result when exposed to a hazard.

Risk control means taking action to first eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.

A Return to Work Coordinator (RTWC) is an employee nominated by an employer (or a contractor engaged for the role) whose principal purpose is to assist injured workers to return to work in a safe and

¹ Workcover - Workers Compensation and injury management - Fact sheet 2: injury management and return-to-Work programs. http://www.workcover.nsw.gov.au/formspublications/publications/Documents/injury_management_and_return_to_work_fact_sheet_02_1291.pdf Accessed 2nd December 2011

durable manner. The RTWC ensures the policy and procedures in **[organisation]**'s return to work program are followed.

- Under workers compensation law, category 1 employers (*ie employers whose basic tariff premium exceeds \$50,000 annually, self-insurers, and employers who are insured by a specialised insurer and employ more than 20 workers*) must have a RTWC who has completed a relevant 2-day course with an accredited provider, and who is engaged by the employer to effectively manage the rehabilitation process of injured workers.

Standard precautions are work practices which require everyone to assume that all blood and body substances are potential sources of infection, independent of perceived risk.

Suitable duties:

- are short term work duties with a goal and regular review dates
- are agreed between the employer, injured worker and nominated treating doctor
- must comply with the current medical certificate.

A traumatic event is one in which a person experiences, witnesses or is confronted by experiences that involve actual, threatened or perceived death or serious injury and/ or threat to own or others physical and emotional integrity. The person's response may then include intense fear, feelings of helplessness and horror, which impact on their sense of 'self'.

Transmission:

- Contact transmission usually involves transmission of an infectious agent by hand or via contact with blood or body substances. Contact may be direct or indirect.
- Direct contact transmission occurs when infectious agents are transferred from one person to another, for example, *a client's blood entering a healthcare worker's body through an unprotected cut in the skin.*
- Indirect contact transmission involves the transfer of an infectious agent through a contaminated intermediate object or person, for example, *an employee touches an infected body site on one client and does not perform hand hygiene before touching another client.*

Visitors are defined as anyone who attends the premises and is not a Board member, paid staff member, student or volunteer.

A workplace is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.

WHS Act is the Work Health and Safety Act 2011 (NSW).

Workers Compensation Insurers ("*Scheme agents*") are appointed by WorkCover to:

- issue workers compensation insurance policies
- determine and collect insurance premiums
- manage workers compensation claims
- provide support for injured workers, including rehabilitation
- pay workers compensation benefits to injured workers
- manage any third party service providers (eg medical or rehabilitation services).

[organisation]'s Worker's Compensation insurer is **[INSURER]** **[insert contact phone number]**

3. Principles

The work health and safety (WHS) of employees, contractors, volunteers, clients, and all other persons employed within or visiting **[organisation]** is considered to be of the utmost importance.

[organisation] is committed to providing and maintaining, so far as is reasonably practicable, a working environment that is safe and without risk to health. This includes:

- the provision and maintenance of operations, premises, equipment, plant and substances that are safe and without risks to health
- the provision of adequate facilities for the welfare of staff, volunteers and clients
- the provision of information, training and supervision to employees and contractors that enables them to work in a safe and healthy manner.

In order to ensure work health and safety, **[organisation]** is required:

- to eliminate risks to health and safety, so far as is reasonably practicable, and
- if it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable.

The basics of keeping **[organisation]**'s workplace safe include:

- management commitment
- consultation
- management of risk
- training and supervision
- reporting safety
- return to work and workers compensation.

Consultation provides an opportunity to share relevant information and participate in meaningful discussion on work health and safety matters.

The emotional health and well-being of staff is crucial to the success of **[organisation]** and its ability to deliver high quality services to clients and the community.

Everyone involved is required to cooperate and participate in injury management, including the insurance company, **[organisation]**, injured worker, treating doctor and all treating practitioners.

Employers who work closely with the insurance company and the injured worker will be able to influence the progress of the worker's recovery. The earlier an injury is treated and managed, the sooner the worker will return to work and recover from the injury. This means less downtime and lost productivity, as well as a saving in claims costs (and therefore lower premiums) for **[organisation]**.

4. Policy Detail

[organisation] will ensure, so far as is reasonably practicable:

- the health and safety of:
 - o workers engaged, or caused to be engaged by **[organisation]**
 - o workers whose activities in carrying out work are influenced or directed by **[organisation]** while the workers are working at/for **[organisation]**.
 - o other persons is not put at risk from work carried out as part of the conduct of **[organisation]**.
- the provision and maintenance of:
 - o a work environment without risks to health and safety
 - o safe plant and structures
 - o safe systems of work
- the safe use, handling, and storage of plant, structures and substances
- the provision of:
 - o adequate facilities for the welfare at work of workers in carrying out work for **[organisation]**, including ensuring access to those facilities

- any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of **[organisation]**,
- that the health of workers and the conditions at the workplace are monitored to prevent illness or injury of workers arising from the conduct of **[organisation]**.

4.1 Management commitment

- Manager, supervisor and worker safety responsibilities clearly understood and acted upon.
- Time and money are allocated to meet safety responsibilities.
- Managers and supervisors promote safety as a high priority.
- Managers and supervisors are involved in all safety initiatives.
- Managers and supervisors lead by example.

4.2 The **[organisation]** Board

The **[organisation]** Board is responsible for ensuring that **[organisation]** has a risk management policy and strategy in place. This policy and strategy clearly illustrates the manner in which **[organisation]** identifies, assesses, minimises, eliminates, monitors and manages risks. See [Risk Management Policy](#)

[organisation] recognises and acknowledges its responsibility as a 'person conducting a business or undertaking' (PCBU) under the WHS Act 2011 (NSW) and associated legislation.

[organisation] cannot transfer its work and safety responsibilities to another person. **[organisation]** never assumes that someone else is taking care of a health and safety matter.

4.3 Risk Management

In realising its commitment to a risk management approach, **[organisation]** complies with the requirements of NSW Work Health and Safety Act 2011 and all other relevant legislation. The WHS risk management system includes procedures for:

- identifying and reporting workplace hazards
- assessing identified hazards
- analysing medium to high level risks
- eliminating or controlling risks
- monitoring and reviewing the risk management system.

To ensure a safe workplace **[organisation]** has the following systems in place:

- Clearly documented safe work practices, procedures and responsibilities exist and are made available to all staff.
- WHS orientation is provided to all new staff and ongoing training in safe work practices is made available to existing staff.
- Accountability is of the utmost importance to effective WHS management. Managers, supervisors and employees are therefore all held accountable and responsible for WHS performance.
- WHS consultation is afforded at all times to ensure feedback and input from all stakeholders.
- A pro-active risk management approach to WHS is in place which includes the identification of hazards, the assessment of risks and the elimination or control of hazards.
- Safe systems of work are in place through the implementation of strategies for managing workplace violence and aggression.
- Reporting policies and procedures are in place for emergencies and critical incidents.
- Appropriate support services are provided for all staff, including supervision, debriefing after incidents, and access to support and/or ongoing counselling as required.
- Effective and constructive return-to-work strategies are in place for injured workers.

- Adequate information and instruction are provided to contractors and visitors.
- **[organisation]** compiles with all work safety and workers' compensation legislation and all relevant standards or codes of practice.

[organisation] does whatever it can (whatever is 'reasonably practicable') to ensure its workers, clients and other people are not harmed by activities of **[organisation]**. See Risk Management Policy.

4.4 Staff Training

[organisation] ensures staff are trained in work health and safety awareness, **[specify training]** and designated staff have appropriate and current qualifications.

4.5 Visitors

All visitors are directed to the main reception area and welcomed by a staff member.

[organisation] has a system for ensuring the whereabouts of visitors to **[organisation]** is known at all times, while at **[organisation]** premises.

4.6 Consultation

Consultation is mandatory for **[organisation]** under the WHS Act 2011. Agreed consultation arrangements are used to discuss safety issues and are working effectively.

The views of workers are valued and taken into account; workers are involved in safety decisions and developing procedures.

Consultation with workers must take place on all work health and safety matters including:

- undertaking risk management activities
- proposing changes that may affect workers
- making decisions about any work health and safety procedures
- the adequacy of facilities for the welfare of workers.

Where **[organisation]** has concurrent duties under the WHS Act with another PCBU, it will consult, cooperate and coordinate with the other PCBU and its workers, so far as is reasonably practicable.

Consultation processes include:

- Health Safety Representative
- Work Health Safety Committee
- Annual audit of staff meeting minutes and agenda to review WHS items discussed and resolved - this audit will be presented to the Board
- Quarterly inspection of premises and a record of findings, with a roster to ensure all employees are involved in workplace inspection and hazard identification
- Where a new work practice is introduced, employees are consulted and potential and existing hazards reviewed - this information is disseminated to staff as required
- WHS is a standard agenda item Board and staff meetings.

See WHS Consultation Procedures

4.7 Safe work procedures

All tasks with safety risks have been assessed and safe work procedures developed and implemented for these tasks.

Workers are involved in developing safe work procedures.

Procedures are followed in day-to-day operations, and are reviewed.

4.8 [organisation] Facilities and Work Environment

[organisation] ensures, as far as is reasonably practicable, that the following issues are considered to allow work to be carried out safely:

- entry and exit to the workplace
- movement and lighting within the workplace, both under normal working conditions and in an emergency
- space in work areas
- design, installation and maintenance of floors and other surfaces
- ventilation
- temperature
- work in relation to or near essential services

[organisation] ensures, so far as is reasonably practicable, the provision of adequate facilities for workers, including toilets, drinking water, washing and eating facilities. These facilities must be in good working order, clean, safe and accessible.

When considering how to provide and maintain facilities that are adequate and accessible, **[organisation]** considers all relevant matters including:

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

4.8.1 Premises and Property Security

[organisation] is proactive in implementing necessary security arrangements and ensures effective measures are taken to protect the safety, security and welfare of staff and others whilst on premises of the organisation.

[organisation] is responsible for the security of premises by ensuring:

- premises has a monitored alarmed system that is activated when the last staff member departs each day and disarmed when the first staff member arrives each day
- entry points to premises are locked and accessible only to staff and authorised visitors
- general building walkways and stairwells are well lit and kept free of obstacles

[organisation] implements effective security measures by:

- undertaking consultation with staff to identify security issues
- developing procedures to manage identified security risks
- ensuring security issues are reported and recorded in the WHS Incident Register, and actioned within a reasonable time frame
- monitoring and reviewing new security procedures.

4.8.2 Vehicle Usage and Travel

[organisation] provides safe means of travel and guidance regarding the responsibilities of both the employer and employee in relation to the use of work vehicles and travel commitments.

Staff are encouraged to use safe, environmentally friendly, and time-efficient, alternatives to motor vehicle use, where possible.

All work vehicles have current registration, are maintained and are fully comprehensively insured.

Staff authorised to drive work vehicles hold a current, relevant driver's licence valid for use in NSW.

Staff are aware of employee responsibilities when travelling by public transport, taxi or airplane in relation to their own safety and the safety of others.

Staff are aware of procedures to follow if involved in an accident or a breakdown when in possession of a work vehicle.

For more details on the use work vehicles, refer to the [Vehicle Use Procedure](#).

Use of private vehicles

No staff member can be directed to use his or her private motor vehicle.

While undertaking **[organisation]** activities, the use of private motor vehicles is strongly discouraged; alternatives such as **[organisation]** vehicles, hire vehicles, taxis and public transport are preferred, taking into consideration factors such as safety, cost, transport time and availability.

Approval for the use of a private motor vehicle on **[organisation]** activities will not be considered, and (if approval has already been obtained) will not continue, unless the vehicle is registered, in safe working order, and covered by a current comprehensive insurance policy.

[organisation] will not accept any liability, which may arise from the use of a privately owned motor vehicle for **[organisation]** activities.

All fines incurred through motor vehicle or traffic infringements will be the responsibility of the driver.

All use of a private motor vehicle on **[organisation]** activities must be approved in advance, and in writing, by the **Operations Manager**.

A copy of the written approval must accompany claims for reimbursement, otherwise no payment will be made.

Where a staff member uses his or her private motor vehicle and the value of the employees claim exceeds the cost of an economy airfare, the lesser amount will be paid.

Transporting clients

When transporting clients in **[organisation]** vehicles or private vehicles, staff safety is paramount and will be managed through the implementation of effective risk management processes. These processes are designed to prioritise staff safety and to prevent injury to staff wherever possible. For more details, see [Safe Transportation of Clients](#).

4.9 Remote or isolated work

Managers and supervisors should make adequate provisions to address possible safety concerns for staff involved in home visits, working out of standard business hours or working in isolated workplaces.

Maintenance of a safe work environment for staff is a joint responsibility of staff and managers/supervisors.

[organisation] manages the risks associated with remote or isolated work, including ensuring effective communication with the worker carrying out remote or isolated work.

[organisation] ensures, as far as is reasonably practicable, that the following issues are considered to allow such work to be carried out safely:

- The length of time the person may be working alone
- The time of day when a person may be working alone
- Communication systems

- The location of the work
- The nature of the work
- The skills and capabilities of the worker
- Personal security systems,
- Movement records
- Training, information and instruction

As part of any safe workplace, staff employed by **[organisation]** are strongly encouraged to always use past experience and to consult with colleagues and managers wherever possible.

4.9.1 Working From Home [if applicable]

[organisation] recognises that promoting flexible working arrangements has mutual benefits. Allowing home-based work arrangements for staff assists them in balancing the demands of work and family/personal life.

An employer must provide safe systems of work and safe working environments for employees at a home-based site, as far as reasonably practicable. An assessment of the home working environment, approval from **the Operations Manager** and a work from home agreement signed by the employee and **Operations Manager** are required before a staff member can work from home. For more details, see Working from Home Agreement

Workers compensation arrangements apply to all injuries arising out of or in the course of employment, whether the injury occurred while the person was working from home or in another office. Incident and reporting policies and procedures apply as for injuries occurring at the usual work site.

4.9.2 Home Visits

[organisation] will not provide a service in a client's home if formal assessments identify an unacceptable level of risk indicating it is not safe for the employees providing the service.

[organisation] will assist staff through training, education and support to prevent and minimise safety risks with expectations clearly documented.

Staff conducting home visits

Before leaving work premises to conduct a home visit, staff:

- Phone the client to confirm the staff member is expected and welcome.
- Ensure he / she has been fully briefed and prepared.
- Test his / her mobile phone and any other communication equipment.
- Ensure the **[insert position, eg receptionist, supervisor]** knows his / her exact movements and return time, and that a response plan is in place in the event that the staff member does not return at the stated time.
- Be aware of how his / her behaviour may play a part in both triggering and preventing aggression in others.

[consider establishing emergency codes that alert office staff to incidents in the community]

See Safe Practice Procedure - Home Visits for further guidance.

4.10 Manual Handling

Manual handling injury is one of the most common causes of injury in the community services sector. As far as reasonably practicable **[organisation]** will:

- Identify hazardous manual handling tasks in the workplace
- Provide a work environment that makes it possible to handle objects safely

- Support safe work practices
- Address and minimise the risks relating to manual handling
- Provide mechanical aids (such as trolleys)
- Ensure employees are made aware of safe manual handling practices.

[organisation] employees take reasonable care of their own health and safety and the health and safety of others in relation to manual handling. Refer to the Manual Handling Procedure for further guidance.

4.11 Slips, Trips and Falls

Falls are another significant cause of injury in the community services sector. Staff are expected to work in a manner which does not adversely affect their own health and safety or that of others while undertaking activities which may involve the possibility of slips, trips and falls.

[organisation] identifies and reduces or eliminates possible risk by:

- Providing safe systems of work and a safe working environment in relation to slips, trips and falls
- Identifying, controlling or eliminating hazards which may cause risk of injury from slips, trips and falls through regular WHS inspections
- Ensuring any slip, trip or fall incidents are recorded, investigated and responded to
- Monitoring and reviewing safe work practices in relation to slips, trips and falls.

4.12 Clients who are Experiencing Personal Distress

A client experiencing personal distress may act in a way that could be hazardous to him/herself or others, including other **[organisation]** clients or employees.

[organisation] has procedures in place for employees to respond safely when a client is acting in a way that may be hazardous to him/herself or others.

4.13 Professional boundaries

Professional boundaries not only result in better outcomes for clients; they help to provide safety for **[organisation]** employees.

[organisation] expects its employees to be mindful of professional boundaries in areas such as:

- Sharing personal information
- Emotional responses
- Nicknames / endearments
- Tone of voice
- Gifts / favours
- Unscheduled time
- Symptomatic behaviour
- Touch
- Romantic and sexual relationships
- Secrets

See Professional Boundaries for more information

4.14 Preventing and Dealing With Work Place Bullying

Workplace bullying is repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Single incidents of unreasonable behaviour may also create a risk to health and safety, including harassment and offensive behaviour. Bullying in the workplace may cause the loss of trained staff, reduce productivity and morale and create legal risks.

Managers and all staff ensure that employees do not engage in bullying behaviour. **[organisation]** encourages all employees to report bullying in the workplace and ensures all people who make reports, and anyone who may be involved, are not victimised.

All reports of workplace bullying are treated seriously and investigated promptly, confidentially and impartially. See Discrimination, Harassment and Bullying Policy.

4.15 Workplace stress and psychological injury

[organisation] is aware that workplace stress and psychological injury are workplace issues when they affect the employee's ability to work, and supports it workers by:

- implementing policies and procedures that promote a fair and supportive workplace
- providing clearly defined job roles
- making time for communication and team development
- valuing and respecting workers' feelings and experiences
- ensuring continuous identification of hazards and assessment of risks and activities in all workplaces
- supporting staff if incidents occur to reduce the impact on the staff member's health and wellbeing
- providing appropriate support and effective return to work strategies for injured staff
- taking staff concerns seriously
- providing appropriate support services for:
 - regular supervision
 - debriefing after incidents
 - managing injuries
 - emotional or physical distress
- providing access to support services that offers staff confidential counselling and support for work and personal issues.

[organisation] expects its employees to help themselves, colleagues and clients by:

- respecting and following workplace policies and procedures
- participating in and requesting appropriate training
- reporting all incidents
- reporting all changes and concerns regarding home and community visits
- not taking shortcuts
- not responding reactively
- managing professional boundaries with clients
- planning work time
- asking for help or advice when needed
- supporting colleagues
- being a team player
- taking allotted breaks
- getting exercise
- planning time away from work
- asking a supervisor for access to support services if needed
- not transferring personal problems into the workplace – seeking help.

4.16 Training and supervision

[organisation] educates and assists individuals to meet their WHS responsibilities. This includes the provision of training to managers, workers and others as relevant.

All new employees are required to complete an induction.

Managers are expected to provide training to employees on the job. This type of training should be used to introduce new or redesigned standard work processes and associated equipment.

Formal, structured training sessions are provided to **[organisation]** employees to improve knowledge and skills in relation to WHS. **[organisation]** ensures an accredited provider is responsible for the design, delivery and administration of formal training.

In order to enable them to more effectively fulfil their responsibilities, particular staff are provided with training in emergency procedures:

- the **[insert position]** is given access to training in emergency procedures, including fire safety, evacuations and bomb/arson threats,
- **[eg Emergency Team]** members are given the following training:
 - o evacuation procedures
 - o area familiarisation
 - o fire extinguisher handling as appropriate
 - o CPR

[insert position] is responsible for ensuring their Team members are provided with the necessary training.

Other specific training is provided as required.

The training provided to employees must be evaluated and reviewed at least annually to ensure it is meeting current requirements.

For more information about training, see [Professional Development Policy](#).

4.17 Emergency Plans

The WHS Regulations require **[organisation]** to ensure that an emergency plan is prepared for the workplace that provides for emergency procedures.

[organisation] emergency procedures include:

- an effective response to an emergency
- evacuation procedures
- notification of emergency services at the earliest opportunity
- medical treatment and assistance; and
- effective communication between the person authorised by **[organisation]** to coordinate the emergency response and all persons at the workplace.

See [Emergency and Critical Incident policy](#)

4.18 Training and supervision

All workers are inducted and trained in safe work procedures before commencing tasks. Workers understand procedures and demonstrate they can do the tasks safely.

Workers are supervised to ensure safe work procedures are followed.

4.19 Reporting Hazards, Near Misses, Incidents and Injury / Illness

Procedures for reporting safety issues and incidents are developed and implemented.

Staff are required to record all accidents, near misses and incidents that occur to staff, Board members, volunteers, visitors and clients while on the premises, at other places while working on behalf of **[organisation]**, or while travelling for work related purposes (including to and from work). All incidents

must be reported within 24 hours of occurrence using the Incident Report Form. This form is to be signed by the relevant parties and filed in the register of injuries file located **[insert location]**.

Safety issues and incidents are reported and acted upon, including notifications required to WorkCover.

Safe work procedures and training are reviewed following incident reports.

The **[insert position]** ensures implementation of processes to record, investigate, analyse and review all workplace related incidents.

a) Incident Investigation

- There is systematic investigation following all incidents
- Investigation of serious incidents is undertaken by senior managers
- Results of incident investigations / corrective actions are recorded centrally
- Recommendations for corrective actions following incident investigation are implemented

b) Reviewing hazard/incident data

- injuries, ill health and other unplanned events are analysed quarterly
- notices issued by NSW WorkCover are reviewed
- there is quarterly management reporting of incident trends, which results in management action
- results of the analysis are reviewed by the CEO and reported to the Board quarterly

Actions arising from reviewed incidents are prioritised and implemented to reduce the future likelihood and severity of accidents/injuries.

The **[insert position]** ensures that that information from the analysis of accidents, injuries, incidents and notices is incorporated into the risk management system.

4.20 Reporting an incident or injury to Workcover and/or Insurer

The Operations Manager ensures that **[organisation]**'s workers compensation insurer is notified as soon as possible (within 48 hours) of an injury being reported to **[organisation]**.

[organisation] may avoid paying a claims excess by notifying its insurer of the injury within the required timeframes.

The initial notification can be made in a number of ways, electronically, in writing or by phone. Once notified, the insurer will provide **[organisation]** with a notification number; this number will be used to track the notification.

When notifying an injury to the insurer, the following information will be provided:

1. worker's information – their name, residential address, contact details and date of birth
2. employer's information – the business name, current business address and employer contact
3. treating Doctor information – the name of the doctor or hospital where the injured worker is being treated
4. injury or illness details – the date of the injury, description of how it happened and a description of the injury itself
5. notifier information – the name of person making the notification, relationship to injured worker and contact details
6. supporting information – anything else the notifier considers necessary.

If **[organisation]** is having difficulty notifying a workplace injury, the WorkCover Assistance Service may make the initial notification on **[organisation]**'s behalf. The WorkCover Assistance Service can be contacted on 13 10 50.

The **[organisation]** Operations Manager will ensure that incidents and injuries will be reported to workcover and/or **[organisation]**'s workers compensation insurer as follows:

1. *Notifiable incidents involving a fatality or a serious injury or illness:*
 - call WorkCover immediately on 13 10 50 as an urgent investigation may be needed and
 - if the injury is to a worker, notify the insurer within 48 hours
 - the work health and safety legislation requires preservation of the incident site until an Inspector attends (or the inspector or regulator directs otherwise)
2. *Notifiable incidents that present a serious risk to health and safety at the workplace (dangerous incidents) - eg the collapse of a ceiling and there is no injury:*
 - call WorkCover immediately on 13 10 50 as an urgent investigation may be needed and
 - the work health and safety legislation requires preservation of the incident site until an Inspector attends (or the inspector or regulator directs otherwise)
3. *Other incidents involving an injury or illness where workers compensation is payable (or may be payable for eg time lost and/or medical expenses):*
 - notify the insurer within 48 hours.

4.21 Workers Compensation

[organisation]'s workers compensation insurance policy accurately reflects the nature of its business, the number of workers and total wages.

[organisation] provides the name and contact details of its workers compensation insurer to employees.

The **operations manager** ensures that the workers compensation insurer is contacted within 48hrs of an employee injury.

[organisation] follows relevant processes relating to the management of a worker's compensation claim.

4.22 Injury Management

[organisation] ensures injury management is integrated into human resources and other policies across the organisation. For more information, see [Injury Management Policy](#).

4.23 Monitoring the WHS Policy

Specific monitoring activities undertaken include:

- Review of WHS Policy by the Operations Manager (or authorised delegate) every two years at a minimum, or earlier in the event that a policy review is triggered – see [Policy Development and Review Policy](#).
- Responsibility for emergency procedure management by identified officers
- WHS is a standard agenda item at Board and staff meetings
- Quarterly WHS premises inspection by delegated staff members.

5. Functions and Delegations

Position	Delegation/Task
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Board	<p>Officers of companies or other bodies now have a duty to make sure that the organisation is meeting all its duties under the WHS Act. This is a positive duty in that it is allocated to the officer in his/her own right. Due diligence includes taking reasonable steps for all of the following:</p> <ul style="list-style-type: none"> • to acquire and keep up-to-date knowledge of work health and safety matters; • to gain an understanding of the nature of the operations of the business or undertaking and of the hazards and risks associated with those operations; • to ensure that [organisation] has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of its conduct; • to ensure that [organisation] has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information; • to ensure that the person conducting the business or undertaking has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act; • to verify the provision and use of these resources and processes <p>Ensure:</p> <ul style="list-style-type: none"> • that [organisation] has a risk management policy and strategy in place • sufficient resources are available so that [organisation] can effectively develop, implement, monitor and review its risk management policies and procedures • the health and safety of board members, employees, clients and volunteers of the organisation and that these individuals and members of the public are not exposed to unreasonable risks as a result of their interaction with [organisation] • that through compliance with all legislative and regulatory requirements, [organisation] is not subject to any preventable and/or avoidable legal risk • [organisation] has a current workers compensation policy and systems in place to manage workers compensation • management deals with any internal or external OH&S audit findings in an efficient and timely manner • systems are in place to regularly measure the effectiveness of [organisation]'s risk control processes • expectations regarding employee conduct and behaviour are appropriately documented and effectively communicated within [organisation]
<i>Eg CEO</i>	<p>Ensure:</p> <ul style="list-style-type: none"> • Clearly defined roles and responsibilities for all employees. • Clearly documented safe work policies and procedures that are communicated to all staff. • WHS orientation for all new staff. • Ongoing training in safe work practices for management and staff. • Continuous identification of hazards, risk assessment and elimination or control of hazards. • Consultative mechanisms and follow-up procedures. • Incident reporting procedures. • Management of violence and aggression in work environments. • Support for injured staff and return to work strategies. • Information and instructions for contractors and visitors.

<p>Eg Operations Manager</p>	<p>Lead and participate in work health and safety consultation processes.</p> <p>Establish and implement systems that provide for the health and safety of all persons in the organisation.</p> <p>Ensure, so far as is reasonably practicable, that:</p> <ul style="list-style-type: none"> • the workplace, including entry and exit and anything arising from the workplace are without risks to health and safety • the fixtures, fittings or plant are without risks to health and safety • the plant, substance or structure is without risks to health and safety <p>Return to Work coordination.</p> <ul style="list-style-type: none"> • Responsible for the management of the rehabilitation process for the injured worker • Development of a return to work program • Act as a link between all parties involved, including the employer, injured worker, employees, doctor, insurer and other health professionals <p>Provide support for the HSR and:</p> <ul style="list-style-type: none"> • allow the HSR adequate time at normal pay to carry out their role • consult and confer with the HSR on work health and safety issues (eg when proposing measures to eliminate or minimise risks) • allow the HSR access to information about hazards and risks at the workplace as well as information relating to the health and safety of workers at the workplace (excluding workers' personal medical information without the workers' consent) • allow the HSR to be present at an interview relating to work health and safety issues if a worker consents • provide the resources, facilities and assistance that are reasonably necessary for them to perform their functions • allow any person assisting the HSR, access to the workplace as necessary • permit the HSR to accompany an inspector on an inspection
<p>Eg Team Leader</p>	<p>Develop, implement and monitor guidelines and policies for safe home visiting, including:</p> <ul style="list-style-type: none"> • client and environmental risk assessments • briefing for staff prior to visits • monitoring of staff movements • prevention and management of critical incidents • communication with staff and stakeholders • adequate supports for staff.
<p>Health and Safety Representatives (HSRs)</p>	<ul style="list-style-type: none"> • representing workers in a work group • monitoring actions taken by [organisation] • investigating complaints from workers of the work group • looking into anything that might be a risk to the WHS of workers they represent <p>If an HSR has completed approved HSR training, they can exercise additional powers:</p> <ul style="list-style-type: none"> • to direct unsafe work to stop when they have a reasonable concern that carrying out the work would expose a worker to a serious risk • to issue a 'Provisional Improvement Notice' (PIN) when they reasonably believe there is a contravention of the WHS Act.

<p>All Staff</p>	<p>All staff are required to fully comply with all relevant WHS legislation, regulations, standards, guidelines, and codes of practice in all aspects of their work.</p> <ul style="list-style-type: none"> • Understand management and staff responsibilities including HSRs and WHS consultation processes. • Read, understand and comply with policies and procedures relating to workplace safety and risk management. • Attend training as required. • Understand professional boundaries. • Report all incidents and hazards immediately. • Complete office log / attendance board when leaving and returning to the office. • Raise any issues or concerns and seek support when required. • Use all equipment correctly and adhere to vehicle use policy. • Exercise due diligence to ensure that [organisation] complies with the WHS Act and Regulations. This includes taking reasonable steps to: <ul style="list-style-type: none"> ○ gain an understanding of the hazards and risks associated with the operations of the business or undertaking, and ○ ensure that the business or undertaking has and uses appropriate resources and processes to eliminate or minimise risks to health and safety <p>Lead and participate in Work health and safety consultation processes.</p> <p><u>All Staff</u></p> <p>(a) take reasonable care for his or her own health and safety, and</p> <p>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and</p> <p>(c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by [organisation] to allow the person to comply with the WHS Act, and</p> <p>(d) co-operate with any reasonable policy or procedure of [organisation] relating to health or safety at the workplace that has been notified to workers.</p> <p><u>[insert position eg Fire Warden and First Aid Officer]</u> – effective implementation of emergency management.</p>
<p>Other people at the workplace</p>	<p>(a) take reasonable care for his or her own health and safety, and</p> <p>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and</p> <p>(c) comply, so far as the person is reasonably able, with any reasonable instruction that is given by [organisation] to allow [organisation] to comply with the Work Health and Safety Act 2011.</p>

6. Cross Reference with Internal Documents

Critical Incident Reporting
Emergency & Critical Incident Policy
First Aid Policy
Feedback and Complaints Policy
Human Resources Policy
Infection Control Policy
Incident and Injury Report Form
Manual Handling Procedure
Professional Development Policy

Vehicle Use Procedure
Premises and Property Security Procedure
Safe Practice: Home Visits
Safe Transportation of Clients.

7. Legislation

Work Health and Safety Act 2011

http://www.austlii.edu.au/au/legis/nsw/consol_act/whasa2011218/

Model Work Health and Safety Regulations 2011

[Model Work Health and Safety Regulations 2011](#)

Workers Compensation Act 1987 No 70

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+37+2011+cd+0+N>

Workers Compensation Regulation 2010

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+37+2011+cd+0+N>

Workplace Injury Management and Workers Compensation Act 1998 (NSW)

8. Other References and Resources

Australian Safety and Compensation Board 2007, *National Standard for Manual Tasks*, Australian Government.

Safe Work Australia, 2010. *DRAFT Code of Practice: Managing the work environment and facilities.*

<http://safeworkaustralia.gov.au/Legislation/AdministrativeRegulations/Documents/Managing%20the%20Work%20Environment%20and%20Facilities.pdf> Accessed 27th November, 2011.

Safe Work Australia, 2010. *DRAFT Code of Practice: Work health and safety consultation, co-operation and co-ordination.*

<http://safeworkaustralia.gov.au/Legislation/AdministrativeRegulations/Documents/Work%20Health%20and%20Safety%20Consultation%20Cooperation%20and%20Coordination.pdf> Accessed 27th November, 2011.

Safe Work Australia, 2010. *DRAFT Code of Practice: How to manage work health and safety risks.*

<http://safeworkaustralia.gov.au/Legislation/PublicComment/Documents/Model%20work%20health%20and%20safety%20public%20comment%202010/Draft%20Model%20Codes%20of%20Practice%20for%20public%20comment/HowToManageWorkHealthAndSafetyRisks.pdf> Accessed 27th November, 2011.

Safe Work Australia, 2011. *Model Work Health and Safety Regulations, 2011.*

<http://safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Pages/Model-WHS-Regulations.aspx> Accessed 15th November, 2011.

MHCC (2010) *Working Safe Toolkit: Overview.*

<http://www.mhcc.org.au/documents/Working-Safe/Working-Safe-Overview.pdf> Accessed 15th November, 2011.

NADA, 2010. *Occupational Health and Safety Policy.*

http://www.nada.org.au/index.php?option=com_content&task=view&id=236&Itemid=44

Workcover Authority of NSW website:

www.workcover.nsw.gov.au

Workcover NSW, 2011. *Fact sheet: PCBUS, workers and officers.*

http://www.workcover.nsw.gov.au/formspublications/publications/Documents/whs_pcbus_workers_officers_fact_sheet_3063.pdf Accessed 15th November, 2011.

Workcover NSW, 2004 *The Community Services Safety Pack: A Guide to Occupational Health & Safety.*
Workcover NSW, Gosford.

9.3 Quality and Accreditation Standards

EQUIP4

Provided by the Australian Council on Healthcare Standards (ACHS)

Standard 2.1: The governing body leads the organisation in its commitment to improving performance and ensures the effective management of corporate and clinical risks.

Criterion 2.1.3: Health care incidents, complaints and feedback are managed to ensure improvements to the systems of care.

Standard 3.2: The organisation maintains a safe environment for employees, consumers/patients and visitors.

Criterion 3.2.1: Safety management systems ensure safety and wellbeing for consumers/patients, staff visitors and contractors.

Criterion 3.2.5: Security management supports safe practice and a safe environment.

EQUIP5

Provided by the Australian Council on Healthcare Standards (ACHS)

Standard 2.1: The governing body leads the organisation in its commitment to improving performance and ensures the effective management of corporate and clinical risks.

Criterion 2.1.3: Health care incidents are managed to ensure improvements to the systems of care.

Standard 3.2: The organisation maintains a safe environment for employees, consumers/patients and visitors.

Criterion 3.2.1: Safety management systems ensure safety and wellbeing for consumers/patients, staff visitors and contractors.

Criterion 3.2.5: Security management supports safe practice and a safe environment.

Health and Community Service Standards (6th edition)

Provided by Quality Improvement Council (QIC)

Standard: 1.7: Risk Assessment and Management

The organisation identifies, assesses and manages risks to ensure continuous, safe, responsive and efficient services.

Evidence questions: What is the evidence that:

- a) the organisation understands that risk has dimensions that include strategic, governance, operational, property, financial and clinical risks.
- b) the organisation complies with the legislative context in which it operates and which defines relevant risks.
- c) there are planned and systematic ways of collecting and analysing data that address potential and actual risks to the organisation as a whole and to the services it provides?
- d) procedures are implemented to manage and respond to risks in a timely way.

Standard 1.9: Safety and quality systems are integrated and are managed systematically with clear lines of accountability to ensure continuously improving performance.

Evidence Question: What is the evidence that:

- a) the organisation has specified safety and quality performance requirements?
- b) there are cross organisational forums, processes and procedures for ensuring communication, planning and learning about safety and quality?
- c) responsibility for managing and leading safety and quality improvement is assigned, those responsible are accountable, and routine reporting of safety and quality performance to senior management and the governance structure occurs?
- f) safety incidents are managed and reported, and future planning is informed by data and analysis arising from such incidents?

9.4 National Mental Health Standards

Criterion 2.6 The organisation meets its legal occupational health and safety obligations to provide a safe workplace and environment.

Criterion 2.8 The organisation can demonstrate investment in adequate staffing and resources for the safe delivery of care.

Criterion 2.9 The organisation conducts a risk assessment of staff working conditions and has documented procedures to manage & mitigate identified risks.

Criterion 2.10 Staff are regularly trained to, wherever possible, prevent, minimise and safely respond to aggressive and other difficult behaviours.

Criterion 2.12 The organisation conducts regular reviews of safety in all MHS settings, including an environmental appraisal for safety to minimise risk for consumers, carers, families, visitors and staff.

Criterion 2.13 The organisation has a formal process for identification, mitigation, resolution (where possible) and review of any safety issues.

9.5 Recovery Oriented Service Self-Assessment Tool (ROSSAT)

Evidence items are:

Item 1.1: Management and other workers of the organisation identify the following:

- Emerging best practice regarding recovery orientation
- Potential tools and training
- Potential new technologies to assist in provision of recovery oriented services
- Evaluation tools and frameworks

Item 1.2: Policy and procedures are in place and provide understanding and responses to diversity, privacy, confidentiality and information/record sharing, professional boundaries and expectations, identify and address non-recovery oriented attitudes or behaviours, that safeguard all people against abuse and discrimination, and outline processes for reporting abuse of workers and/or consumers and are accessible and applied in practice.

Item 1.2h: Policy and procedures are in place that describe how human rights inform service provision and:

- Safeguard all people against abuse and discrimination
- Outline processes for reporting abuse of workers and consumers
- Outline the ethical framework of the organisation
- Identify what language is inappropriate and stigmatising and should not be used in any level of the organisation.

Item 1.2i: The organisation has a policy and process to support consumers and workers during and after critical incidents. Workers are aware of this process.

Item 1.4: A complaint process is in place and is promoted and easily accessible. Each complaint is respected, taken seriously and acted upon, and consumers and carers are protected from reprisals.

Item 1.9: The organisation and individual workers challenge stigma and discrimination in public settings.

Item 2.2: Management proactively and constructively challenge non-recovery oriented attitudes and behaviours among workers (e.g. stigmatising and discriminatory attitudes and behaviours).

Item 2.3: Supervision, both formal and informal, is available and used to discuss:

- Relationship development and maintenance
- Respectful recovery oriented practice
- Providing holistic support that is responsive to diversity
- Supporting self-directed care by providing information and choice, fostering engagement and maximising personal responsibility
- Incorporating and maintaining a belief in recovery in service provision

- Obtaining relevant and up to date information, share information in appropriate formats, and educate people on how to access information
- Enhancing a person's participation and social inclusion.

Item 2.5: Leaders advocate, champion and model:

- Human rights informing service delivery
- The consumers' voice as central to care and service provision
- The belief that recovery is possible and probable for every person
- Hopeful and optimistic attitudes in dealing with workers, consumers and carers.

Item 2.6: Management:

- Is aware of Commonwealth and State policy directions around recovery orientation and integrates these into practice
- Identifies information relevant to the organisation to increase the knowledge base on recovery and recovery oriented practice, including information for consumers, carers and their families.

Item 3.4: In ongoing relationship development:

- a. A person identifies their goals, hopes and dreams
- b. Workers support the person to develop their own sense of self and to identify what is personally meaningful to them.
- c. Workers support the person to develop methods to self-manage their illness and encourage them to take personal responsibility for their recovery journey.
- d. Workers encourage the person to re-build and/or maintain relationships with family and social connections.
- e. Workers are aware of how a relationship may hinder recovery in their interaction with consumers.
- f. Workers are aware of their own mental health and of self-help strategies and ways to seek support.
- g. Workers acknowledge and explore power differences, and steps are taken to ensure consumers are empowered in the relationship.

Item 3.12: Workers are trauma informed, and incorporate these principles in service planning and delivery.

Item 3.18: Workers provide an environment where people feel safe to express emotion, thoughts and feelings.

Item 3.19: Workers support and encourage positive risk taking.

Item 4.3b: The organisation provides the opportunity for ongoing training including relationships:

- How to explore and identify appropriate boundaries
- Prioritising time for and undertaking relationship building
- Identifying relationships that are supportive of recovery, and those that may hinder a person's recovery
- Trauma informed care and practice
- Communication skills, including listening and negotiation

- Dealing with conflict, violence, hopelessness and/or challenging behaviour
- Working with people who are reluctant to be involved in decisions around their treatment and care
- The importance of attitudes such as hope and optimism
- How to explore and relate one's own life experiences to strengthen.
- The complaints process.

Item 4.3c: The organisation provides the opportunity for ongoing training in respectful practice:

- Understanding and responding to diversity
- Culturally responsive practices acknowledging different understandings and sensitivities relating to mental health, including Aboriginal and Torres Strait Islander meanings
- Knowing and promoting human rights
- Appropriate behaviours and attitudes that support recovery
- Processes for workers to address stigmatising and discriminatory language they have observed.

Item 5.1: Workers are regularly provided with the opportunity to reflect on / self-evaluate the recovery orientation of their practice. This includes:

- Identifying strengths and areas for improvement
- Identifying what does and does not work
- Sharing learnt and useful skills with the team, team leaders and supervisors.

Item 5.5: The ROSSAT *Tool for Workers* is completed by all workers in the organisation on an ongoing basis.

9.6 NSW Disability Services Standards (DSS)

8.2: The service provider provides a safe physical environment for service users.