



**Torquay
Community
House**

respect • equality • inclusion

Health & Safety Policy

Approved/effective date	120619
Amended	290921
Due for review	120622

1. Basic Beliefs

A healthy and safe working environment is vital to the successful functioning of Torquay Community House. The promotion and maintenance of a safe working environment is a responsibility shared by all. That injuries or illness resulting from accidents or incidents should be reported and investigated to minimise the risk of recurrence.

2. Purpose

To document the procedures to be applied where serious injury or illness results from an accident or incident. To use a team approach when dealing with health and safety issues

3. Scope

This policy applies to all staff, volunteers, contractors and users of TCH

4. Definitions

- CFA refers to the Torquay Country Fire Authority
- OH&S refers to Occupational Health & Safety
- TCH refers to Torquay Community House
- Incident refers to any event that caused or could have caused serious injury or illness.
- A near miss is a dangerous incident that could have led to serious injury or significant damage.
- A hazard is anything with the potential to cause damage to people, the environment, property, plant or equipment.
- Serious injuries and incidents at those that involve:
 - deaths and life-threatening injuries (such as amputations)
 - medical treatment as an inpatient in hospital

- collapse of a building structure
- an implosion, explosion or fire
- incidents involving over 10kg of dangerous goods
- if an object falls from high places

5. Guiding Principles

Occupational Health and Safety is a shared responsibility of the Board of Management and House staff and volunteers. Under the Occupational Health & Safety Act 2004, Torquay Community House has an obligation to provide safe working conditions and work practice.

This includes providing:

- a safe work environment and safe equipment.
- the development of risk assessment strategies to minimise risks to persons in the work and service provision environment.
- written policies and procedures to ensure safe systems of work.
- regular consultation with staff and volunteers in the formulation and implementation of health and safety standards to ensure that the policy operates effectively.
- information, training, and supervision for all staff and volunteers enabling them to work in a safe and healthy manner.
- information and training for all staff and volunteers to ensure they are aware of their OH&S responsibilities towards all users and participants in the programs of TCH.
- role description and details of safety duties of staff involved in the management of OH&S to ensure compliance with legislative requirements and current industry standards.
- and monitoring arrangements for the safe use, handling, storing and transport of equipment and substances.
- all staff and volunteers the opportunity to say 'no' when feeling unsafe
- support and debriefing to all staff and volunteers as required
- a smoke and drug free environment

6. Responsibilities

6.1 Board of Management will:

- promote and maintain Occupational Health and Safety as a primary responsibility
- monitor the House's adherence to the policy
- appoint a staff member or volunteer as Occupational Health and Safety representative of TCH
- establish an Occupational Health and Safety Committee, with at least one Board member, which will meet at least once per term

- provide funds to ensure that the appointed workplace Occupational Health and Safety representative receives the appropriate training and accreditation.
- provide adequate resourcing to ensure that the workplace meets the appropriate Occupational Health and Safety standards
- quarterly ask for a copy of the risk management report
- consult with staff and volunteers about any workplace change that will affect the health and safety of any staff, volunteers or users of TCH.

6.2 The Coordinator will:

- implement the Occupational Health and Safety (OH&S) policy and take all practical measures to ensure that TCH workplace is safe and without risk to health
- ensure information about OH&S is distributed throughout the organisation
- a register of incidents and injuries is maintained, and the information used to identify risks throughout the organisation which are reported to the Board

6.3 All staff, tutors and volunteers will:

- report any health and safety concerns to the OH&S Officer of TCH or Board Member follow Torquay Community House's OH&S Policy and safety procedures to ensure the health and safety of service users and visitors in the organisation.

6.4 The Occupational Health and Safety representative and Coordinator will:

- conduct regular (at least once per term) 'walk through' safety audits using checklists contained in the Risk Management Policy and draft reports for OH&S committee to act upon
- ensure appropriate training is provided on an ongoing basis
- ensure the behaviour of all persons in the organisation is safe and without risk to health
- ensure that the OH&S Report form is completed for any workplace accident or incident or first aid treatment. The incident will also be noted in the Incident Book located on the noticeboard in the TCH office. All accidents and incidents are to be reported to the Board of Management.
- ensure any health and safety concerns raised are documented, acted upon within fourteen days and the action reported to the individual who raised the concern. A report of the concern and resolution will be reported to the next Board of Management meeting.
- report to the Surf Coast Shire the same day any issue is raised related to health and safety concerns that is under their jurisdiction. The report will be documented in the OH&S office file.

- ensure there is an annual Surf Coast Shire check of fire safety equipment such as fire extinguishers, fire blankets, hoses, fire safety doors and exit signs.

7. Procedures / Guidelines

- The office layout is to be safe and that all staff/volunteers are provided with adequate seating, lighting, heating, ventilation, toilet and kitchen areas free from chemical and noise pollution.
- Issues relating to OHS that will affect the community, for example building works being conducted at the site will be communicated to all community members via Facebook, Twitter, Springboard and notice on front door.
- Regulations relating to the correct use of equipment and substances will be communicated to all staff, volunteers, contractors, and facility hirers. These regulations will be adhered to.
- All staff and volunteers will be provided with information on OH&S and the Office Procedures Manual as part of their initial orientation. All staff and volunteers will be required to read the manual.
- The required number of first aid trained personnel will be maintained at all times.
- All accidents and incidents will be investigated and reported to the Chairperson of the Board of Management and other appropriate authorities.
- A formal process of reporting, recording and investigating incidents, including a First Aid Register and a Hazard Alert Register, will be adhered to and maintained.
- Workcover and rehabilitation issues are to be referred to the Coordinator as necessary.
- Victorian Workcover Authority field officers are welcome at TCH. Any resulting Improvement Notices or Prohibition Notices will be complied with and reported immediately to the Board of Management

General Maintenance and Security of the Building

- Entrances and exits are kept clear
- Maintenance requirements are monitored, and the Surf Coast Shire is informed
- An annual OH&S walkthrough audit is conducted, and the results are sent to the Surf Coast Shire with a copy to the Board of Management
- Disability access is maintained to a high standard
- Key safe code is changed regularly
- Key register is maintained
- Surf Coast Shire is responsible for ensuring that EXIT and emergency lighting, fire extinguishers and smoke detectors are in working order

First Aid

- An up to date portable first aid kit located on wall next to rear exit

- A working defibrillator located on wall next to rear exit
- First aid officers are appointed from office staff and are required to undertake approved Level 2 training with annual updates
- All accidents (no matter how insignificant) are to be recorded in the Incidents Register.

Injuries

- Accidents or illnesses that are or may be reportable to WorkSafe must be reported immediately to the Chairperson or member of the Board of Management.
- The Board of Management must advise the staff member/volunteer in writing that they have received notification of the accident or illness report within 7 days of being advised.
- The Board of Management Chairperson and/or the OH&S Officer will immediately report to WorkSafe all serious accidents or incidents (those that cause or could have caused serious death or injury). Call 13 23 60
- The Board of Management Chairperson and/or the OH&S Officer will send a completed Incident Notification Form to WorkSafe within 48 hours. TCH must keep a copy of the completed form in the records for five years.
- All serious injuries must be reported using the TCH Incident Report Form. This form is available from TCH reception and contains details such as
 - Worker's name and job details
 - Time and date of injury
 - Exact location where injury or illness occurred
 - How it happened
 - The nature of the injury or illness and the body parts affected
 - Names of any witnesses
 - Name of person enter details in the register
 - Date the employer was notified
 - The injury or illness must be recorded in the TCH Incident Register

Emergency Management Plan

- An Emergency Management Plan will be developed and updated annually
- Evacuation plan are to be displayed in all areas of the Community House
- Evacuation drill is to be undertaken annually
- Sign in and out sheets will be maintained in the office. These sheets will be taken out of the building in the event of an evacuation to check everyone has left the building.

Working Environment for staff and volunteers

- After office hours: lock all outside doors. Do not answer door if only one staff member in attendance
- During class hours, minimum of two people in the office (1 staff members or 1 volunteer) where possible

- Duress alarm located on front office desk should be activated if phoning 000 is required but doing so would be unsafe or not possible
- Keep cash out of sight
- Regularly bank cash and cheques (weekly)
- Keep front office door closed at all times
- Ample individual workspace should be provided
- Power cords should not be a hazard or intrusive
- Surf Coast Shire will conduct a Test and Tag audit annually
- Photocopier to be located in a well ventilated space
- Computer stations should be adjustable and ergonomic
- Care should be taken when lifting, storing or removing goods or equipment above head height.
- A focus on job satisfaction for individuals
- Realistic workload with lunch breaks
- Consideration for other members of staff, including knowing the whereabouts of other staff
- Regular program area staff or subcommittee meetings with one whole of staff meeting per semester
- A workplace which is free from discrimination, harassment, bullying and/or victimisation
- Debriefing after crisis situations
- Staff and volunteers will be informed of and apply safe use, handling and storage practices for any chemicals or cleaning products used in TCH.

Working Environment for staff and volunteers when working alone

- Staff member will check in with Matchworks upon entry and exit. Matchworks office hours are 9am – 5pm Monday to Friday. Working alone is only applicable during these times.
- Staff member when scheduled to work alone, will contact the Chairperson or appointed Board member to advise of entry time and expected exit time of the building in addition to advising Matchworks staff.
- Staff member to ensure doors between office and main corridor are locked at all times.
- Mobile phone to be carried at all times.
- Doors are not to be answered to the public when working alone. Communication will alert the public that the house is unattended and contact information will be provided.
- If the staff member fails to advise of exiting the building at the expected time, Chair or notified board member is to follow up by contacting the staff member and emergency contact.
- If no answer call 000.

- Emergency and or close contact of staff members are to be provided to Chairperson and nominated BOM member.

Activity/Classrooms

- Ensure that chairs are stacked safely according to the information on the wall in the classrooms
- Tables are to be put up and down by at least 2 people and stacked against the wall
- Tables and chairs are not to be removed from the room in which they are located unless directed by the office staff
- If tables have to be moved from one room to another, there should be at least 2 people involved in moving each table

Avoiding the Spread of Illness and Infectious Disease

If someone is unwell, the Board of Management and the coordinator reserve the right to send staff, volunteers, tutors, children, families and class participants home if they deem them to be unwell and where this may compromise the health of others.

Personal Hygiene - A number of infectious diseases can be spread from one person to another by contaminated hands, particularly gastrointestinal infections, influenza and hepatitis A. Washing your hands properly can help prevent the spread of the organisms that cause these diseases.

Food Handling for Community Luncheons and Events

A Food Safety Supervisor must be appointed to undertake approved training in the following areas:

- record keeping
- practices to keep food safe
- support programs
- as covered in the Victorian Department of Health and Human Services Food Safety Program Template

The Food Safety Supervisor is responsible for;

- supervising all staff and volunteers who are involved in the preparation and serving of food.
- keeping the Food Safety Program and all records up to date.
- Notices should be placed in the kitchen area to highlight safe food handling practices and the importance of personal hygiene. These notices should include:
 - Appropriate Temperature- Danger Zone
 - Handwashing- How to Wash Your Hands

- Personal Hygiene

8. Reporting

Each serious incident or injury to be reported to the Chairperson of the Board of Management immediately.

Chairperson to report the incident/accident to the Board of Management at the next meeting

OH&S Officer to report back to the individual who raised the concern the action taken to resolve the concern.

Data from the Incidents and Injuries register to be reported in the Annual Report (without identifying any person/s involved)

WorkSafe to be notified immediately of all serious accidents or incidents with written report sent in within 48 hours

9. Evaluation

The policy will be regularly reviewed to ensure it is working in practice and updated to accommodate changes in legislation or circumstance. It will be reviewed as part of TCH review cycle every two years or after any incident or serious injury.

Associated Documents

Emergency Management Plan

First Aid Register/Incidents and Injuries Register

Incident Analysis Report

Incident Report Form

Insurance Notification Form

Occupational Health & Safety Act 2004

Risk Management Policy

Victorian Department of Health and Human Services Food Safety Program Template

WorkSafe Incident Notification Form

Code of Conduct Policy