



Workplace Health and Safety

Purpose

The purpose of this policy is to ensure the safety and wellbeing of all staff members, contractors and clients of Coastal Care (CC). This policy outlines the measures CC will take to create a safe and healthy workplace and ensure compliance with relevant health and safety legislation.

Scope

This policy applies to all staff members, contractors, and clients of Coastal Care.

Policy Statement

CC is committed to providing a safe and healthy workplace for all staff members, contractors, and clients. We recognise the importance of workplace health and safety and are committed to complying with all relevant health and safety legislation, codes of practice, and industry standards.

Procedure

Risk Management

CC will identify and assess all workplace hazards and implement control measures to minimise the risks to staff members, contractors, and clients. This includes regular workplace inspections, hazard identification, and risk assessments.

CC will take all reasonable steps to assess the safety of the locations where CC staff provide support to clients. This includes conducting WHS assessments prior to staff delivering services to the clients in their home.

CC will also promptly investigate, remedy and document any employee concerns regarding WHS concerns.

Consultation and Participation

CC will consult with staff members, contractors, and clients on all matters related to workplace health and safety. This includes involving staff members in the identification of hazards and the development of control measures, providing regular training and information on workplace health and safety, and encouraging feedback and suggestions.

Reporting and Investigation of Incidents

All incidents, injuries, and hazards must be reported immediately to the appropriate person or department. We will investigate all incidents and implement corrective

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<i>Person Responsible:</i>	<i>Service Manager</i>	<i>Next Revision Date:</i>	<i>12/04/2025</i>



actions to prevent reoccurrence. Staff members, volunteers, contractors, and clients will be provided with information on how to report incidents, injuries, and hazards.

Hazard Reporting

Where possible, CC staff should take immediate action to remove or minimise the risk associated with any hazards. In some instances this may involve removing equipment from service and tagging and isolating. It may also require isolation of areas or individuals.

If CC staff are not able to control the hazard themselves, they are required to contact CC Management immediately.

All hazards must be documented on the Hazard Report Document available in the office on the staff Intranet and be forwarded to a supervisor within 24 hours.

Manual Handling

CC's approach to manual handling, particularly their "No Lift" principle can be found in the Manual Handling Policy and Procedure- WHS PP004

Infection Control

Refer to the Infection Control Management Policy and Procedure – WHS PP 005

Emergency Management

CC has developed and implemented emergency management plans and procedures to respond to emergencies such as fire, natural disasters, threats to personal safety and medical emergencies. All staff members, contractors, and clients will be trained on the emergency management plans and procedures.

In the event of a fire in a client's home ;

1. CC staff are to evacuate the client and themselves from the house and close the doors behind you.
2. Contact 000 and request the Fire Brigade
3. Do not allow others to re-enter the house
4. Assemble the client and any others a safe distance from the house
5. Contac Coastal Care Management
6. Report incident to Fire Brigade on arrival and inform of likelihood of any other people or animals in the house.
7. Document the incident on return to CC Head Office

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In the event of a medical emergency in a client home CC staff are to;

- Apply First Aid
- Call 000 for an ambulance and provide the necessary details to treating paramedics
- Accompany the client to hospital if family are not present
- Report the incident to CC management as soon as possible.

Travel and working alone

CC is committed to ensuring a safe environment for CC employees when delivering services in the community.

All CC employees must;

- Hold a current C motor vehicles driver’s licence
- Have comprehensive car insurance
- Not drive while under the influence of illicit drugs or alcohol
- Not drive if taking medications that could impair driving performance
- Carry a fully stocked First Aid Kit
- Carry their identification at all times while working

At the client’s home CC employees must;

- Be alert to escape routes in case of need for emergency exit
- Be alert to any items that could be classed as a weapon
- Not enter the home if there is conflict or verbal arguments heard from outside or in an unknown person answer the door or the client is showing behaviours of concern.
- Always carry their mobile phone and duress alert.
- Alert CC management of arrival and departure times when there is potential risk at the home.
- Always carry their keys on them.
- When leaving the home CC employee’s are advised to carry their car keys and lock all doors and windows once in the vehicle.

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- Carry a torch for evening shifts.

Work Health and Safety Training

All staff members, contractors, and clients will receive regular work health and safety training, including induction training for new staff members and volunteers. The training will cover topics such as hazard identification, risk management, emergency management, and manual handling.

All staff will be provided with the necessary equipment to minimise workplace accidents, injuries and illnesses.

Workplace Ergonomics

CC will ensure that all workstations, equipment, and work processes are ergonomically designed to minimise the risk of injury and discomfort. This includes regular assessments of workstations and equipment and providing ergonomic training to staff members.

Contractor Management

CC will ensure that all contractors comply with our work health and safety policies and procedures. We will require contractors to provide evidence of their work health and safety policies and procedures and conduct regular inspections to ensure compliance.

Compliance Monitoring

CC will regularly review and monitor our work health and safety policies and procedures to ensure compliance with all relevant legislation, codes of practice, and industry standards. We will also regularly review and monitor the effectiveness of our control measures and identify opportunities for improvement.

Rehabilitation and Return to Work

CC is committed to providing a safe and supportive return to work for staff members who have been injured or have developed a work-related illness. We will provide appropriate rehabilitation and support to facilitate the return-to-work process.

Document Management

CC will maintain accurate records of all workplace health and safety incidents, injuries, and hazards. We will ensure that all records are stored securely and confidentially and are accessible only to authorised personnel.

Communication

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CC will communicate our workplace health and safety policies and procedures to all staff members, contractors, and clients. This includes providing information on workplace health and safety during induction and regular staff meetings, displaying posters and signage, and distributing information via email and other communication channels.

Review

CC will review this workplace health and safety policy and procedure regularly to ensure its continued effectiveness and relevance. Any necessary changes or updates will be made in consultation with staff members, contractors, and clients.

Coastal Care are committed to creating a safe and healthy workplace for all staff members, contractors, and clients. This policy and procedure outlines our commitment to workplace health and safety and our approach to identifying and managing workplace risks. By working together, we can create a safe and supportive environment for everyone.

VARIATIONS

Coastal Care reserves the right to vary, replace or terminate this policy from time to time.

RELATED DOCUMENTS

- Organisational Chart
- Position Descriptions
- Incident Reporting

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