




Workplace Health and Safety Management Policy

STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) is committed to ensuring, so far as is reasonably practicable, that all workers are safe from injury and risk to their health and safety whilst undertaking their duties in the workplace and in the course of safeguarding our clients.

PQSA will work collaboratively with its clients through the provision of information that ensures safe systems of work are provided for workers in a client's home. This collaboration will support quality service provision that complies with WHS legislative, regulatory and contractual requirements.

<p>Approved by:</p>  <p>Chief Executive Officer</p>	<p>Date: May 2022</p>
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In this policy, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.

Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.

SCOPE

Compliance with this Policy is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

DEFINITIONS

Refer to the PQSA Policy and Procedure Definition Glossary

RESPONSIBILITIES

It is PQSA's responsibility to communicate its policies and procedures to all workers on a systematic basis. Individual Directors and Supervisors are responsible for monitoring workers' understanding of their obligations and need for compliance with policies and procedures. Workers are responsible for complying with all PQSA policies and procedures

POLICY

PQSA will implement a work health and safety management system which documents its overall WHS objectives and commitment to improving WHS performance.

This policy will be authorised by the Senior Leadership Team and will:

- be appropriate to the nature and scale of PQSA's Risks
- include a commitment to establish measurable objectives and targets to ensure continued improvement aimed at the elimination of work-related injury and illness
- include a commitment to comply with all relevant WHS Legislation
- be documented, implemented, maintained and communicated to all employees
- be available to all interested parties
- be reviewed periodically to ensure it remains relevant and appropriate.

Responsibilities of the Board

The Board Committee is responsible for promoting and maintaining workplace health and safety (WHS).

It is the responsibility of the Board to:

- establish systems that provide for the health and safety of all persons in the organisation
- ensure that these WHS policy and work safety procedures are effectively implemented
- conduct an biannual review of WHS Management policy
- oversee the annual review of WHS performance as reported by the WHS Committee

Responsibilities of PQSA Leadership Team

The PQSA Leadership Team will have primary responsibility for implementation of WHS&E policy and take all practical measures to ensure that:

- the workplace is safe and without risks to health
- the behaviour of all persons in the organisation is safe and without risk to health
- discussion about WHS issues at regular meetings is in place for all teams.

The PQSA Leadership Team will take responsibility for coordination and oversight of the following:

Ensuring safety responsibilities are clearly defined and understood

- review the requirements of relevant state legislation
- include safety information and responsibilities in induction
- develop clear instructions on how to deal with safety issues
- train supervisors in their role in ensuring safety in the workplace

Undertaking hazard and risk assessment

- identify/record the hazards
- identify all affected by the hazard and how it is managed
- evaluate the risk
- identify/record and prioritise appropriate control measures
- review resources to support safety initiatives
- review workplace data for themes or trends to identify what training or education may be needed
- consult with individual workers to assess what issues may be affecting them
- action to eliminate or reduce harm may include referring the risk to the Leadership Team, or measures to ensure the security of the workplace
- People and Culture Team to monitor for individual workers with high levels of risk

Developing and implementing safe work procedures

- write safety procedures for all key functions
- train all workers in safe work procedures
- ensure safe equipment is purchased, maintained and used properly

Monitoring and reviewing safety performance

- build safety into Group business plans
- promote safety as part of PQSA's key accountabilities in every role position description
- provide ongoing training
- preview procedures when there are changes in the workplace or after an incident

Managing workplace injuries

- workers will be provided with First Aid and/or transport arranged to medical treatment
- workers will report all injuries and incidents to their Supervisor as soon as practicable following a safety incident, including reporting via the FOUR database
- the Senior WHS Consultant will record all worker hazards in a register of incidents and injuries

Worker's Compensation Insurance Policy

- ensure Policy is up to date for number of employees and roles performed
- notify Workers' Compensation insurer of any significant injuries within 48 hours

Return to Work Program

PQSA will lead a coordinated and managed Program that integrates all aspects of injury management (including treatment, rehabilitation, re-training, claim management and employment management practices) for the purpose of achieving optimum results in terms of a timely, safe and durable return to work for injured Workers.

PQSA will:

- arrange a suitable person to explain the return to work process to the injured worker
- ensure that the injured worker is offered the assistance of an accredited rehabilitation provider if they are not likely to resume their pre-injury duties, or cannot do so without changes to the workplace or work practices
- arrange for suitable duties that are consistent with medical advice and that are meaningful, productive and appropriate for the injured worker's physical and psychological condition

Responsibilities of the Senior WHS Consultant

The Senior WHS Consultant will develop and maintain an integrated Work Health and Safety management system which aims to ensure so far as reasonably practical that all workers perform their work-related tasks in a safe working environment.

In implementing these responsibilities the Leadership team will ensure:

- the dissemination of information about WHS to all staff
- regular consultation with workers including volunteers about matters impacting on WHS
- the maintenance of a log of hazards, incidents and injuries, and the use of this information to identify risk throughout the organisation
- the conduct of annual audits and / or inspections of health and safety risks throughout the organisation and at regional locations and development of control measures.

Where the Senior WHS Consultant does not have the necessary authority to fix a particular issue, they will report the matter promptly, with any recommendations for remedial action, to the Director of People and Culture, and where necessary, to the relevant Director.

Responsibilities of Workers and Volunteers

All workers and volunteers are required to follow WHS policy and safety procedures and:

- report observed safety hazards to the Senior WHS Consultant via the FOUR Database
- participate in consultation and training about WHS
- observe and promote safe working practices.

WHS Committee

The Senior WHS Consultant will act as the Work Health and Safety Officer and will establish an ongoing consultative mechanism with workers and volunteers, through a Work Health and Safety Committee which will be composed of PQSA Leadership Team members and all regional HSR Representatives.

Training in WHS

WHS training is conducted at all levels of the organisation commensurate with the needs of individuals.

A structured system exists to ensure safety related training is conducted by suitably qualified or competent personnel to meet the needs of individuals to carry out tasks related to their job.

Assessment of individuals ensures personnel are competent prior to them undertaking tasks.

WHS Consultative Framework

PQSA will adopt a consultative framework for addressing WHS to ensure it:

- meets the requirements for consultation under the Work Health and Safety Act (SA) , 2012
- draws on the knowledge, experience and ideas of workers, including volunteers and encourages their participation and input to improve the management of WHS.
- The Work Health and Safety Act, (SA) 2012 requires that consultation be undertaken in the following circumstances:
- when changes that may affect health, safety or welfare are proposed to the
 - premises where persons work
 - systems or methods of work
 - equipment used for work
 - substances used for work
- when risks to health and safety arising from work are assessed or when the assessment of those risks is reviewed
- when decisions are made about the measures to be taken to eliminate or control risks
- when introducing or altering the procedures for monitoring risks (including health surveillance procedures)
- when decisions are made about the adequacy of facilities for the welfare of employees.

Managing workplace injuries

PQSA will keep a register of hazards, incidents and injuries via the FOUR reporting platform.

The data custodians will be delegated members of the People and Culture team and will be used to record:

- all injuries and incidents that occur to workers, volunteers and visitors while on the premises
- any hazards and incidents involving clients, workers and volunteers
- all critical incidents irrespective of any actual injury occurring.

In the event of a workplace injury:

- it is the workers's responsibility to notify PQSA, or their immediate supervisor, of any injury within 24 hours, and to complete the FOUR App to register the incident and injury as soon as is practicable
- if an injury is reported, the responsible Team Leader, Supervisor/Client Services Officer (CSO) will ensure that the injured person has received appropriate first aid and/or medical treatment and will conduct an investigation of the incident in order to prevent a recurrence
- when the Team Leader, Supervisor/Client Services Officer is notified of a work related injury they will notify People and Culture who will monitor the worker's capacity and fitness for work
- for a 'significant/serious injury' the Statutory Reporting Requirements will be followed (As defined in the Work Health and Safety Act, (SA) 2012)
- the workers compensation insurance company will be notified within 48 hours. For other types of injury the insurance company will be notified within 7 days.

Workers' Compensation

PQSA complies with all statutory requirements in relation to the provision of insurance against work related injury. A workers compensation insurance policy will be kept current for the number of workers and the roles performed.

If a worker requires time off as a result of their injury, a medical certificate must be obtained from their doctor, so that a worker's compensation claim may be lodged.

The certificate must be forwarded to People and Culture so that the appropriate paperwork may be completed for the insurer. The workers compensation claim must be lodged within seven (7) days of the injury occurring. The decision about whether the claim is accepted or not rests wholly with the insurance provider.

RELATED LEGISLATION

- Return to Work Act 2014
- Work Health and Safety Act 2012
- Work Health and Safety Regulation 2012

SUPPORTING PQSA DOCUMENTATION

- Capacity for Work Form

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.