

QUALITY AND WORK HEALTH AND SAFETY

POLICY

Riverlink is committed to the maintenance of Quality and Work Health and Safety (Q&WHS) Management Systems to comply with all Healthcare Standards, legislation and WorkCover Codes of Practice required of such an organisation.

Riverlink seeks to foster a culture of continual improvement in all activities and services as defined in our Strategic Directions and is committed to the elimination of work related injury and illness.

A Q&WHS plan will be established and reviewed through the policy and procedures that govern Strategic Planning. It is incorporated into the Strategic Plan. Please see Strategic Planning policy (Ref: 1.26)

Legislation, standards and best practice applicable to the service provided by Riverlink and to which Riverlink complies is identified in the Policies and Procedure manual.

Measurement of the effectiveness of the Q&WHS management systems will be achieved through an analysis of consumer feedback and the Riverlink internal auditing program. Please see Planning, Evaluation & Auditing policy (Ref: 1.16) and Non Conformance, Corrective & Preventive Action (Ref: 1.20).

PROCEDURES

Commitment to Quality and WH&S

Riverlink's commitment to quality and Work Health and Safety is demonstrated by ongoing:

- 1) Integration and maintenance of Quality and Work, Health and Safety Management Systems for all aspects of the organisations activities, which comply with the letter and spirit of all applicable Standards, Legislative and Regulatory requirements, organisational policies/guidelines and contract specifications;
- 2) Identification, assessment and monitoring of each workplace and activity in terms of achieving Quality and Work, Health and Safety Management requirements;

- 3) Evaluation and assessment of service and program goals to ensure continual improvement in support of the goal of advancing the lives of people with disability;
- 4) Establishment of measurable objectives and targets to ensure continued improvement aimed at the elimination or minimisation of work place related incidents, injury and illness; and
- 5) Consultation with Statutory Authorities, clients and individuals on appropriate Quality and Work, Health and Safety Management performance standards and adoption of site practices and processes which comply with these standards there-by reducing any potential adverse impacts.

Goals and Measures for Q&WHS plan will be established and reviewed annually as part of the development and review of the Strategic Plan, following the review of the Riverlink Hazard and Risk Monitoring Register. Goals will be meaningful, achievable and time bound. Review of the achievement of goals will occur at least annually by the Management Committee. Please also see Strategic Planning policy (Ref: 1.26)

Riverlink has in place a Quality and Work Health and Safety (WHS) management system to maintain a continuous improvement approach to maintain and review its policy and practices. Riverlink has a risk management system for addressing Work, Health & Safety in the work place through its Hazard and Risk Management policy (ref:1.10).

Riverlink carries Worker Cover insurance through GIO appropriate to the number of staff employed each year; refer to Insurance policy (ref:1.15). Refer to the Non Conformance, Corrective & Preventative Action policy (ref: 1.20) for how Riverlink manages quality and safety non conformities, corrective and preventive actions.

Riverlink's Quality and Work, Health and Safety (WHS) management system includes but is not limited to the following policies:

- 1.09 Finance Management
- 1.10 Hazard & Risk Management
- 1.11 Quality and Work Health and Safety
- 1.12 Incident, Accident & Emergency Management
- 1.13 Use of Equipment
- 1.14 No Smoking
- 1.15 Insurance
- 1.16 Planning, Evaluation & Auditing
- 1.20 Non Conformance, Corrective & Preventive Action
- 1.21 Emergency Evacuation

- 1.22 Business Continuity & IT Disaster Recovery Plan
- 2.17 Medication
- 2.18 Allergy
- 2.22 Duty of Care
- 2.29 Behaviour Support
- 2.31 Infection Control
- 3.12 Staff Training
- 3.20 Workplace Anti-Bulling

Responsibilities

1) Management Committee will:

- a) comply with legal responsibilities vested in it by its function as the governing body of Riverlink;
- b) maintain appropriate injury and indemnity insurances. Please see Management Committee policy (Ref: 1.03);
- c) ensure funds are secured in a timely manner to appropriately and adequately resource the health, safety and quality requirements of the staff and services provided by Riverlink; and
- d) review the effectiveness of the quality and safety management systems and this policy at least annually for continuing suitability and to promote continual improvement (1.23 Contract Management).

2) Management will:

- a) Allocate resources to provide a safe environment and equipment including personal protective equipment (PPE) for staff, contractors and consumers to minimise the risk of harm or injury. Please see Infection Control policy (Ref: 2:31);
- b) Take all reasonable steps to eliminate or minimise as far as practicable all hazards and risks to health and safety. Please see Hazard & Risk Management policy (Ref: 1.10);
- c) Identify and source training needs for staff and workers. Please see Staff Training policy (Ref:3.12);
- d) Ensure effective consultation processes exists for all Management Committee, Staff and Volunteers as per Riverlink WHS Consultation & Safety Management - agreed arrangements;
- e) Promote a no blame culture and encourage early reporting of all hazards, risks, accidents and injuries;

- f) Confirm that contracted agencies have Workers' Compensation and Public Liability Insurance and all employees have received safety training for the work they do for Riverlink and which complies with the current Work, Health and Safety Legislation (1.18 Suppliers and Contractors); and
 - g) Check WorkCover Codes of Practice for updates regularly at <http://www.safework.nsw.gov.au/law-and-policy/legislation-and-codes/codes-of-practice>
- 3) Employees, volunteers and contracted personnel will:
- a) Take reasonable care for safe work practices, and the safety of oneself and colleagues;
 - b) Ensure early reporting of hazards, risks, accidents and injuries;
 - c) Always stop unsafe practice; and
 - d) Participate in Riverlink quality, and health and safety activities to promote continuous improvement.

Health & Safety Representatives (HSR)

A Health & Safety Representative (HSR) will represent workers on health and safety matters within Riverlink and have a vital role in assisting workers to raise their health and safety issues. Election of the HSR is to be done by and from the employees of Riverlink annually.

The role of the HSR is to:

- 1) Review WH&S measures to ensure people's health and safety at Riverlink;
- 2) Investigate risks to health and safety at the workplace; and
- 3) Attempt to resolve the risk in consultation with management, but if unable to resolve the risk, then request an investigation by an inspector.

Injury Management & Workers Compensation

For Incident, Accident & Emergency preparedness and response, refer to Riverlink's Incident, Accident & Emergency Management policy (ref:1.12).

Riverlink is committed to assisting injured workers with accessing necessary treatment and rehabilitation. Where a worker is injured, Riverlink will follow Work Cover reporting procedures as well as the advice given by GIO Insurance's Return to

Work Coordinator. All Riverlink workers are informed about injury management and workers compensation as part of their induction.

Riverlink's Executive Officer or the delegated officer, will be responsible for developing and tailoring the return to work plan to suit the particular needs of the individual who is injured. Riverlink's return to work program will:

- 1) Outline the steps to be undertaken to achieve a safe, timely and durable return to work;
- 2) Be consistent with the insurer's injury management program;
- 3) Be provided to any worker upon request; and
- 4) Be reviewed every two years.

All workers compensation records, including register of injuries, wages and other payments will be kept for 5 years.

Safe Home Visits

In order to ensure the safety of employees during home visits, Riverlink Service Coordinators and Support Workers will ensure that they take their mobile phone with them for each visit. If the coordinator feels threatened, intimidated or unsafe they should inform the client that they need to phone the office to tell them that they will be unable to make their next appointment. Such a message from a Coordinator during a home visit will indicate that the coordinator is in danger. The staff member receiving the call will immediately call the police and inform them of the concern for our coordinator and ask them for assistance.

Brokered Support Workers similarly need to ensure their safety during in-home shifts by taking their mobile phone with them and contacting their agency on-call supervisor if the environment in which they are working changes and potentially impacts on Work Health and Safety issues.

First Aid

Riverlink will ensure that staff have access to First Aid resources through a number of methods depending on their location and role.

The Riverlink offices and cottage will have a First Aid Kit that will be checked once every 3 months, to ensure that it is stocked appropriately with consideration to the number of staff it is required to service. At least 1 First Aid Officer will be on duty during office hours.

Staff working on Riverlink programs will have access to a First Aid Kit located in program bags. Riverlink will ensure that these First Aid Kits are properly maintained. All Support Workers are required to hold a basic First Aid Certificate.

For information on the reporting of Incidents and accidents please see the Incident, Accident & Emergency Management policy (Ref: 1.12).

Related Documents:

Quality and Workplace Health and Safety Manual

1.11a WHS Consultation & Safety Management- agreed arrangements

1.11b WHS reporting timeframe

1.11c Hazard & Risk reporting form

1.11d Hazard or Issue Reporting Procedure flowchart

1.11e Emergency Procedure Flowchart

1.11f Client-Worker Incident and Accident Reporting form

1.11g WHS Management Plan

1.11h First Aid Kit Procedures

Strategic Plan

Related Policies:

1.03 Management Committee

1.10 Hazard & Risk Management

1.12 Incident, Accident & Emergency Management

1.13 Use of Equipment & Vehicles

1.14 No Smoking

1.15 Insurance

1.16 Planning, Evaluation & Auditing

1.18 Suppliers and Contractors

1.19 Records Management

1.20 Non Conformance, Corrective & Preventative Action

1.23 Contract Management

2.17 Medication

- 2.29 Behaviour Support
- 3.01 Staff Accountability & Reporting
- 3.08 Orientation for New Staff
- 3.12 Staff Training

Relevant Standards:

NSW Disability Services Standards

Standard 6: Service Management

National Standards for Disability Services 2013

Standard 6: Service Management

Children's Standards in Action:

Standard 8; Service Management

Related documents with reference to:

WorkCover Information, Forms & Publications SafeWork NSW:
<http://www.safework.nsw.gov.au/>

Legislation:

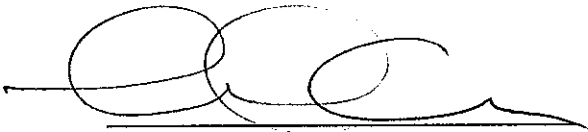
- Age Discrimination Act 2004 (Commonwealth)
- Anti-Discrimination Act 1977 (NSW)
- Anti-Discrimination Act 2004 (NSW)
- Disability Inclusion Act 2004 (NSW)
- Fair Work Amendment (Protecting Vulnerable Workers) Act 2017
- Industrial Relations Act 1996 No. 17 (NSW)
- Long Service Leave Act 1955 No. 38
- Racial Discrimination Act 1975 No. 52 (Commonwealth)
- Sex Discrimination Amendment Act 2013 (Commonwealth)
- Work Health and Safety Act 2011 No. 10 (NSW)
- Work Health & Safety Regulation 2017 (NSW)

Workers Compensation Act 1987 No. 70 (NSW)

Workplace Gender Equality Act 2012 (Commonwealth)

Workplace Injury Management and Workers Compensation Act 1998 No. 86 (NSW)

Workplace Injury Management and Workers Compensation Regulation 2002 (NSW)



Anthony McGrath

President, Management Committee

Date: 23/3/18