



**POLICY & PROCEDURES DOCUMENT**

**POLICY TITLE:** OCCUPATIONAL HEALTH, SAFETY & WELFARE

**POLICY NUMBER:** 11.1

**POLICY STATEMENT:**

*The Board of the Volunteer Association are committed to providing a working environment in all areas of its operations, which is conducive to the safety of its volunteers, staff and those to whom it provides a service.*

*This policy statement is made in accordance with guidelines set out in the Occupational Health, Welfare and Safety Act (1986), Regulations (1995) & relevant policies of LMH*

**EXPECTED OUTCOMES:**

- To ensure a safe and healthy work environment is provided for all volunteers, paid staff and clients of the Volunteer Association
- To encourage and enable staff and volunteers to use safe work practices
- To reduce accidents, injuries, illness or damage to property & equipment
- To promote health & safety awareness amongst Association members
- To establish guidelines for clear paths of action in the avoidance of injury, as well as in cases where an injury is sustained.

**PROCEDURES (To implement Policy)**

*The successful implementation of an OH&S Policy is dependant upon all members of the organisation understanding the role they play in the prevention and management of Occupational Health & Safety issues. These responsibilities are outlined below.*

**CEO - LMH & Affiliated Agencies**

Ultimate responsibility for OH&S matters in areas which are under the auspices of the LMHS and other affiliated agencies of LMHS

**Volunteer Association Board of Governance**

As the body of individuals ultimately responsible for the running of the Volunteer Association, the Board have an obligation to act upon recommendations made to it by the Executive Officer, the Risk Management Services & / or the OH&S Representative.

**Volunteer Association Executive Officer**

As the Senior employee of the Volunteers, the **Executive Officer** shall be responsible, on behalf of the Board, for liaising with the CEO of LMH, plus volunteers, staff, OH&S representatives and Risk Management Departmental staff - to ensure that Occupational Health, Safety & Welfare guidelines are met.

The EO has responsibility for ensuring the provision of correct & safe equipment, safe work procedures and practices, proper training and supervision for volunteers and staff.

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The EO is to ensure that incidents are followed through, hazards are minimised and that volunteers are made aware of their obligations & rights under the Act. The EO must keep a register of training, which has been attended.

### **Area Managers & Team Leaders**

Area Managers & Team Leaders of areas with a responsibility for volunteer workers also have an obligation to ensure the health, safety and welfare of those volunteers under their guidance.

In consultation with the EO, Area Managers & Team Leaders are to ensure that volunteers are properly trained in the use of equipment, safe procedures and practises and to ensure that both volunteers and paid staff are adequately supervised.

Area Managers & Team Leaders shall also act with urgency (and in accordance with the procedures outlined in this policy) on any report made to them by volunteers and paid staff in the course of their duty.

They shall also be responsible for reporting to the EO any recommendations for additional equipment required ensuring that OHS&W standards are met.

### **Occupational Health & Safety Representative**

The Volunteer Association has an elected representative to oversee issues relating to Occupational Health, Safety & Welfare.

The Occupational Health & Safety Representative is trained in all aspects of OH&S and is to be consulted / informed about all issues relating to OHS&W problems relating to the LMH Volunteers.

The OH&S Representatives role includes;

- ◆ Representing volunteers & the Volunteer Association in meetings and committees relating to OH&S
- ◆ Inspecting the workplace in order to perform regular audits, or to investigate any matter which has been brought to their attention
- ◆ Discussing health & safety issues with volunteers
- ◆ Stopping unsafe work practices

### **Volunteers**

All Association members have a 'duty of care' to;

- ◆ Take adequate precautions to safeguard their own health & safety
- ◆ To ensure that their negligence or carelessness does not contribute to the injury of another worker or client
- ◆ To report to their area Manager &/or the EO any potential hazard or injury as soon as it is evident / occurs
- Use any equipment provided for health, safety or welfare purposes (eg trolleys, gloves)
- Not be affected by drugs or alcohol to endanger themselves or others

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## **REPORTING PROCEDURES**

### **In the case of an accident / incident**

*An incident does not need to be physical in nature, and can include such things as aggression or abuse.*

1. Ensure that others are immediately safe from the hazard / cause of injury - and if not take emergency measures to ensure that hazard is removed. (This may mean moving people from the area)
2. Take appropriate action for the injured person - Eg Call an ambulance, take to Emergency Department, apply other first aid as required.
3. As soon as possible after the incident, the Area Manager &/or Executive Officer are to be notified of the incident. After hours the EO can be contacted on Mobile # 0413 515 851.
4. A hospital 'Incident Report Form' should be completed by the most senior person in the area at the time of the incident / accident *prior to leaving that shift*, or if occurring in a community setting - within 24 hours.
5. This form to be forwarded to the Area Manager or Team Leader on that shift, who is to investigate and make comments on the form and forward immediately on to the Executive Officer.
6. The Executive Officer, in consultation with the Area Manager and where possible the OH&S Representative is to investigate the incident *as a matter of priority*, taking and recording action as required.
7. Copies of all report forms to be forwarded onto OH&S Representative by the EO
8. The EO will advise Risk Management Services, where appropriate

### **In the case of a Near Miss**

*A near miss is any incident which occurs and which has the potential to cause injury to a worker or client.*

1. Notify immediately the Area Manager or EO where possible.
2. If the cause of the near miss is likely to recur, and it is possible to directly and safely correct the problem - this should be done immediately
3. In cases where the near miss is likely to recur and is not immediately fixable, ensure that appropriate signage or warnings are given to others in potential danger of a repeat of the incident
4. The Senior person in the area should complete a hospital 'Incident Report Form' prior to leaving that shift, or within 24 hours if working in a community based setting.
5. This form should be forwarded to the Area Manager or Team Leader, who is to make appropriate comments and forward immediately onto the EO.
6. The Executive Officer, in consultation with the Area Manager and where possible the OH&S Representative is to investigate the incident *as a matter of priority*, taking and recording action as required.
7. Copies of all report forms to be forwarded onto OH&S Representative by the EO
8. The EO will advise Risk Management Services, where appropriate

### **In the case of a potential hazard being identified**

*A hazard is anything, which has the potential to cause harm to another worker or client. All Association members have an obligation to report observations of this kind.*

1. Report immediately to the Area Manager the hazard which has been identified
2. Take corrective action if possible
3. In cases where the hazard is not immediately fixable, ensure that appropriate signage or warnings are given to others in potential danger of the hazard

4. The Senior person in the area should complete a hospital 'Incident Report Form' prior to leaving that shift, or within 24 hours if working in a community based setting.
5. This form should be forwarded to the Area Manager or Team Leader, who is to make appropriate comments and forward immediately onto the EO.
6. The Executive Officer, in consultation with the Area Manager and where possible the OH&S Representative is to investigate the incident *as a matter of priority*, taking and recording action as required.
7. Copies of all report forms to be forwarded onto OH&S Representative by the EO
8. The EO will advise Risk Management Services, where appropriate

**Code Black Notification**

Any volunteers caught up in a Code Black situation / incident, have a responsibility to report the incident to their Area Manager or the Executive Officer. This will ensure that appropriate follow up can be made with volunteers who were a part of such an incident

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