

## **G.02 Work Health & Safety Management System Policy**

### **1.0 INTRODUCTION/BACKGROUND**

A best practice approach to Work Health and Safety (WHS) involves the thorough identification of hazards, assessment of risks, determination of appropriate control measures, implementation of these controls and monitoring the compliance and adequacy of the assessment/control. There is a legislative requirement for Mercy Services to have a comprehensive WHS Management System.

### **2.0 SCOPE**

This procedure will outline the steps involved in the Mercy Services WHS Management System. The system will be based on a risk management approach and will reduce injuries and where possible risk levels over time.

### **3.0 POLICY STATEMENT**

Mercy Services will develop, implement and review a comprehensive system that addresses WHS issues.

### **4.0 PROCEDURE**

Mercy Services WHS management system will include the following five components:

1. Consultation;
2. Risk Management;
3. Policy and Procedures;
4. Training/Supervision; and
5. Safety system promotion, maintenance and improvement.

#### **4.1 Consultation**

Mercy Services will seek and consider the views of workers on WHS issues (see WHS Consultation Policy).

#### **4.2 Risk Management**

##### **4.2.a Risk assessment and management system**

Mercy Services risk management approach involves the: identification; assessment; control; and review of risks. The Mercy Services WHS Risk Management Policy describes this process in more detail.

##### **4.2.b Tracking incident trends**

One element of the risk management approach is the analysis of incidents to identify new/ increased risks or inadequacies in the controls

devised for risks. The WHS Coordinator will provide monthly information on incidents and injuries to the Chief Executive Officer, the Mercy Services Board and the Health & Safety Committee. The WHS Coordinator will also provide information on the total incidents and injuries over the financial year.

#### **4.2.c Compliance Audits**

Each Mercy Services WHS Policy specifies measures that are used to indicate compliance with the policy. The WHS Coordinator is responsible for gathering information on these compliance measures and ensuring they are met. Twice a year (February and August) the WHS Coordinator will provide the Mercy Services Board with a report on WHS compliance.

### **4.3 Policy and Procedures**

#### **4.3.a WHS Policy and Procedures**

Mercy Services WHS policy and procedures are developed and implemented in consultation with relevant personnel. The structure of WHS policy documents is:

1. Introduction
2. Purpose
3. Policy Statement
4. Procedure
5. References
6. Relationship to other policies
7. Document changes record

#### **4.3.b Safe Work Practices**

Safe Work Practices (SWP) are developed and implemented in consultation with relevant personnel. The structure of SWP documents is:

1. Risk Assessment including controls to minimise the risks of the task
2. Equipment including Personal Protective Equipment (PPE)
3. Steps to be followed during the SWP including assistance required by clients or others
4. Mercy Services programs and positions to whom this SWP applies
5. Review date
6. Staff competency tool - to be used to assess the worker.

### **4.4 Training/Supervision**

Mercy Services WHS Training Policy details training for Mercy Services staff/volunteers. The requirement for Managers and Co-ordinators to be trained in, and provide, supervision to their staff is detailed in the WHS Training Policy and the Anti–Aggression, Harassment and Bullying Policy.

### **4.5 Safety system promotion, maintenance and improvement.**

#### **4.5.1 Promotion**

The WHS Coordinator will consult and ensure that the safety management system is appropriately promoted.

**4.5.2 Maintenance**

The WHS Coordinator will ensure the maintenance of the safety management system by ensuring relevant tasks are included both as compliance requirements in the relevant policies and as tasks in the annual Mercy Services Quality Improvement Plan.

**4.5.2 Document Management**

The inter-relationship of WHS documents is outlined in Appendix one.

All Mercy Services WHS data and documents must be managed appropriately. Such controls include:

- documents are legible, dated (with revision dates) readily identifiable through the name of the document;
- documents are able to be readily located;
- documents are periodically reviewed and revised as necessary to maintain relevance and currency;
- current versions of relevant documents are available at all locations;
- obsolete documents are promptly removed from all points of issue and points of use;
- archival documents retained for legal and evaluation purposes;
- all changes to documented procedures will be recorded, and communicated to all relevant personnel.

See: Appendix 2 WHS Document Management Details

**4.6 Compliance**

Compliance with this policy is being measured by:

- a) Reports to Board and Management Team demonstrate completion of compliance and evaluation measures for WHS Policy.
- b) All WHS policies and SWP are reviewed as specified

**4.7 Evaluation**

The performance indicator for the evaluation of this policy are:

- a) At least 90% WHS policy compliance measures
- b) At least 90% of Mercy Services staff giving a positive rating on how well Mercy Services is committed to safety, and
- c) The Lost Time Injury Frequency Rate is stable or falling.

**5.0 REFERENCES**

<b>1. Current issues</b>	None identified
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<b>2. Australian Standards</b>	a) AS/NZS 4804: Occupational health and safety management systems — General guidelines on principles, systems and supporting techniques
<b>3. Legislation</b>	a) Work Health and Safety Act, 2011 (NSW) b) Work Health and Safety Regulations, 2011 (NSW) c) Anti Discrimination Act, 1977 (NSW)
<b>4. Professional guidelines</b>	a) None identified
<b>5. Codes of Practice</b>	<p>a) Safe Work Australia (2011) Code Of Practice: How to Manage Work Health and Safety Risks <a href="http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/633/How_to_Manage_Work_Health_and_Safety_Risks.pdf">http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/633/How_to_Manage_Work_Health_and_Safety_Risks.pdf</a></p> <p>b) Safe Work Australia (2011) Code Of Practice: Hazardous Manual Tasks <a href="http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/640/COP_Hazardous_Manual_Tasks.pdf">http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/640/COP_Hazardous_Manual_Tasks.pdf</a></p> <p>c) Safe Work Australia (2011) Code Of Practice: Managing the Risk of Falls at Workplaces <a href="http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/632/Managing_the_risk_of_falls_at_Workplaces.pdf">http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/632/Managing_the_risk_of_falls_at_Workplaces.pdf</a></p> <p>d) Safe Work Australia (2011) Code Of Practice: Labelling of Workplace Hazardous Chemicals <a href="http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/643/COP_Labelling_of_Workplace_Hazardous_Chemicals.pdf">http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/643/COP_Labelling_of_Workplace_Hazardous_Chemicals.pdf</a></p> <p>e) Safe Work Australia (2011) Code Of Practice: Preparation of Safety Data Sheets for Hazardous Chemicals <a href="http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/642/COP_Preparation_of_Safety_Data_Sheet_for_Hazardous_Chemicals.pdf">http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/642/COP_Preparation_of_Safety_Data_Sheet_for_Hazardous_Chemicals.pdf</a></p> <p>f) Safe Work Australia (2011) Code Of Practice: Managing Noise and Preventing Hearing Loss at Work <a href="http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/627/Managing_Noise_and_Preventing_Hearing_Loss_at_Work.pdf">http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/627/Managing_Noise_and_Preventing_Hearing_Loss_at_Work.pdf</a></p> <p>g) Safe Work Australia (2011) Code Of Practice: Managing the Work Environment and Facilities <a href="http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/626/Managing_the_Work_Environment_and_Facilities.pdf">http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/626/Managing_the_Work_Environment_and_Facilities.pdf</a></p> <p>h) Safe Work Australia (2011) Code Of Practice: Work Health and Safety Consultation, Cooperation and Coordination <a href="http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/624/Work_Health_and_Safety_Consultation_Cooperation_and_Coordination.pdf">http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/624/Work_Health_and_Safety_Consultation_Cooperation_and_Coordination.pdf</a></p>
<b>6. Codes of Ethics</b>	<p>a) Australian Association of Social Workers Code of Ethics 2010 <a href="http://www.aasw.asn.au/document/item/1201">http://www.aasw.asn.au/document/item/1201</a></p> <p>b) Australian Psychological Association Code of Ethics <a href="http://www.psychology.org.au/Assets/Files/APS-Code-of-Ethics.pdf">http://www.psychology.org.au/Assets/Files/APS-Code-of-Ethics.pdf</a></p> <p>c) Code of Ethics for Nurses in Australia 2008 <a href="http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Codes-Guidelines.aspx#codesofethics">http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Codes-Guidelines.aspx#codesofethics</a></p> <p>d) Integrity in the Service of the Church <a href="https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards">https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards</a></p> <p>e) Mercy Services Code of Conduct</p>
<b>7. Evidence</b>	a) CCH Hands On Guide: WHS Manager

	<ul style="list-style-type: none"> <li>b) Community Transport Organisation NSW (2003) Occupational Health &amp; Safety Manual</li> <li>c) Working Safely In Visiting Health Services: Public Sector and Community Services 1st Edition June 2006 Work Safe Victoria</li> <li>d) DADHC <i>Draft Client Risk Policy and Procedure</i> (May 2007)</li> <li>e) SAAP Client Risk Assessment Tool: Guidelines for Client Risk Assessment &amp; Client Risk Management in SAAP Services</li> <li>f) Prevention and Management of Workplace Aggression: Guidelines and Case Studies from the NSW Health Industry (2001) Central Sydney Area Health Service Workcover NSW (2004) <u>The Community Services Safety Pack : A Guide To Occupational Health &amp; Safety</u> Publication No. 4421</li> </ul>
<b>8. Mercy Services Values</b>	a) Justice, Respect, Care, Unity, Service

**6.0 OTHER RELATED POLICIES AND PROCEDURES**

All WHS Policies

**7.0 RELATIONSHIP WITH STANDARDS**

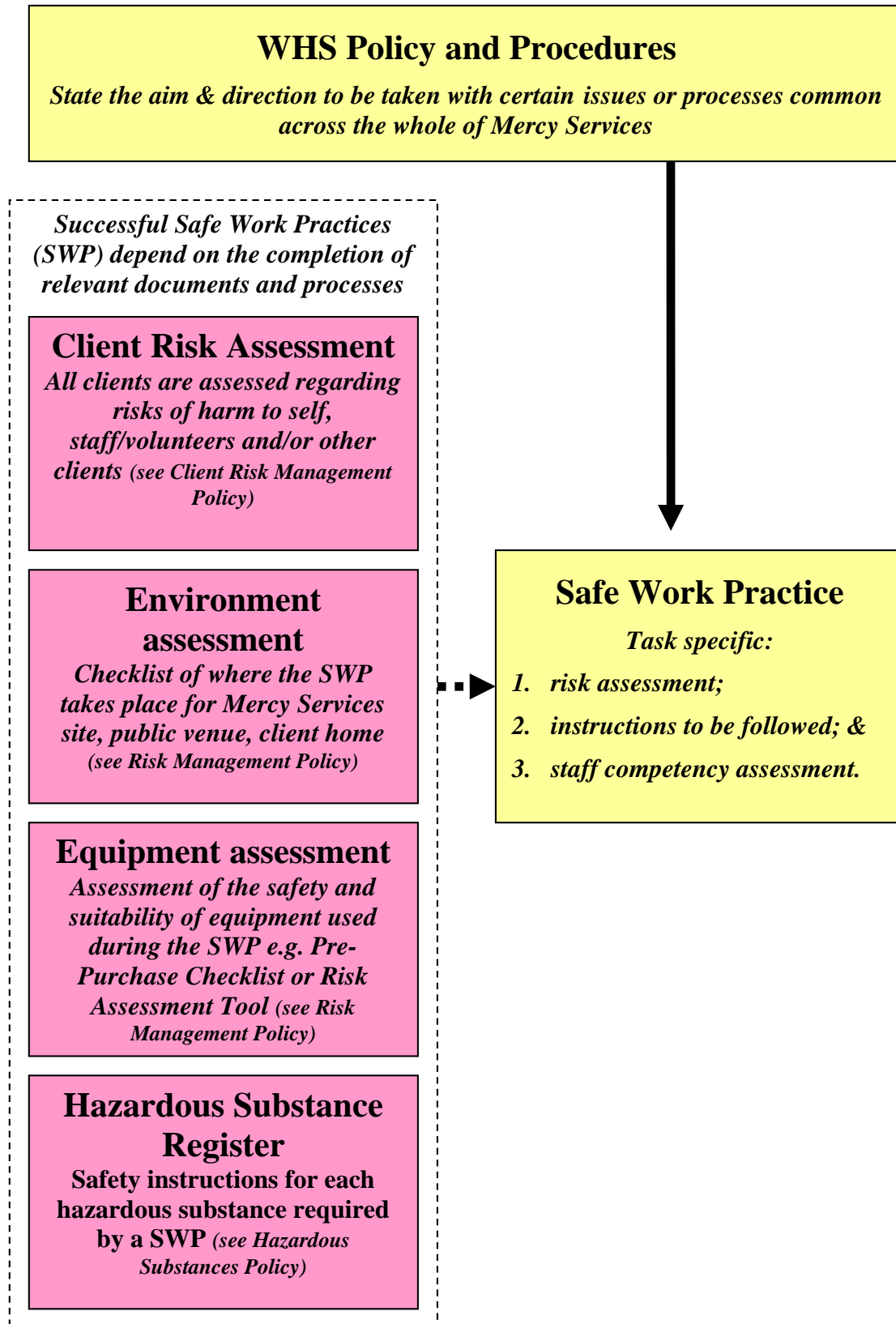
<b><i>Aged Care Accreditation Standards</i></b>	<b><i>Home Care Standards</i></b>	<b><i>NSW Disability Standards</i></b>	<b><i>EQulP Standards</i></b>
1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 4.1, 4.2, 4.3, 4.4, 4.5	1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.4, 3.5	1.1, 1.2, 1.3, 3.2, 3.5, 4.4, 5.1, 5.4, 6.3, 6.4	1.1.2, 1.1.3, 1.1.7, 1.6.1, 1.6.2, 1.6.3,

**8.0 DOCUMENT CHANGES RECORD**

<b><i>Dates of change</i></b>	<b><i>Section altered</i></b>	<b><i>Natures of changes made</i></b>
04/02/09	a) Creation of document by merging 14.01 Implementation Procedure; 14.02 Document Management Procedure; and 14.23 WHS WHS System Evaluation and Monitoring Procedure	a) This new Policy and Procedure differs from the three previous versions in: 4.2 importance of Risk Management added with annual review 4.3 System audit from old policy deleted 4.4 Compliance audit limited to response to notification rather than ongoing 4.5 more detailed roles for all positions added 5.0 added 6.0 added 7.0 added Appendix 1 – Client Risk Assessment added
28/03/2011	7.0 Relationship to Standards	Updated Community Care Common Standards and EQulP5 Standards
06/02/2012	<ul style="list-style-type: none"> <li>a) All sections</li> <li>b) 4.6 Compliance</li> <li>c) 4.7 Evaluation</li> <li>d) 5.0 References</li> </ul>	<ul style="list-style-type: none"> <li>a) Major revision in light of changed practices and 2011 WHS Act</li> <li>b) New section</li> <li>c) New section</li> <li>d) Updated with new legislation and Codes of Practice</li> </ul>
27/11/2012	All Sections	Organisation name updated

06/05/2015	4.6 Compliance	Added compliance measure (b) policy reviews
04/08/2015	<ul style="list-style-type: none"> <li>a) All sections</li> <li>b) 4.5.2 Maintenance</li> <li>c) 4.7 Evaluation</li> <li>d) 5.0 References</li> <li>e) 7.0 Relationship to standards</li> <li>f) Appendix 2</li> </ul>	<ul style="list-style-type: none"> <li>a) Change GM to CEO</li> <li>b) Reduce requirements to: <i>“ensuring relevant tasks are included both as compliance requirements in the relevant policies and as tasks in the annual Mercy Services Quality Improvement Plan”</i></li> <li>c) Replace “number of days of workers compensation” with “Lost Time Injury Frequency Rate”</li> <li>d) Updated Codes of Ethics</li> <li>e) Updated Disability Standards and added Aged Care Accreditation Standards</li> <li>f) Added criminal record</li> </ul>
Review due 04/08/2018		

## Inter-relationship of WHS Documents/Guidelines



## Appendix 2

## WHS Document Management Details

Relevant information	Applicability at Mercy Services	Stored in	Accessible to	Maintained by	Period kept
Work procedures or rules	WHS Procedures Safe Work Practices	Paper copy with WHS Coordinator	Anyone	WHS Coordinator	Superseded copies stored electronically for 7 years
		Paper copy at all Mercy Services offices	Anyone	WHS Coordinator	Superseded copies stored electronically for 7 years
		Copy on Mercy Services website: <a href="http://www.mercyservices.org.au">www.mercyservices.org.au</a>	Anyone	WHS Coordinator	Superseded copies stored electronically for 7 years
WHS induction or training	Staff and volunteer Induction	Mercy Services training record	Employee can get a copy of own record, Employee's Coordinator, Learning & Development Coordinator, Senior Management	Learning & Development Coordinator	Kept for 7 years
	Competency in Safe Work Practices	Each Coordinator has a record of SWP applicable to their service and staff competency in these SWPs	Employee can get a copy of own record, Employee's Coordinator, Learning & Development Coordinator, Senior Management	Each Coordinator	Kept for 7 years
	Additional safety training	Mercy Services training record	Employee can get a copy of own record, Employee's Coordinator, Learning & Development Coordinator, Senior Management	Learning & Development Coordinator	Kept for 7 years
WHS Consultation	WHS Committee minutes	Paper copy with WHS Coordinator, each WHS Committee member and on notice board at Mercy Service sites	Anyone	WHS Coordinator	Kept for 7 years
	WHS Memos	M:\Shared\Memos	Anyone	WHS Coordinator	Kept for 7 years



Relevant information	Applicability at Mercy Services	Stored in	Accessible to	Maintained by	Period kept
Workplace monitoring	Mercy Services Site inspections	WHS Coordinator's filing cabinet	Anyone	WHS Coordinator	Kept for 7 years
	Client home environment	Client file with relevant Mercy Services service	Staff within relevant Mercy Services service, Senior Management	Coordinator of relevant service	Kept for 7 years
	Public venues	Electronic copy kept at: M:\Shared\Public venues	Anyone	Person who changes document needs to save it with new date	Superseded copies stored electronically for 7 years
	If relevant hazard measurements e.g., the level of airborne contaminants or noise	WHS Coordinator's filing cabinet and Coordinator of relevant service	Staff within relevant Mercy Services service, Senior Management	WHS Coordinator	Kept for 7 years
Staff health information	Results of medical examinations carried out on employees	Individual employees file at administration (Tighes Hill)	Employee can get a copy of own record, Employee's Coordinator, Learning & Development Coordinator, Senior Management	Employee's Coordinator ( <i>or person who requested medical examination</i> )	Kept for 7 years
	Vaccinations	Learning & Development Coordinator's records	Employee can get a copy of own record, Employee's Coordinator, Learning & Development Coordinator, Senior Management	Learning & Development Coordinator	Kept for 7 years
	PPE	Learning & Development Coordinator's records	Employee can get a copy of own record, Employee's Coordinator, Learning & Development Coordinator, Senior Management	Learning & Development Coordinator	Kept for 7 years
Risk assessments	Risk Assessment Tool and/or Risk Management Plan	Risk Register in WHS Coordinator's office	anyone	WHS Coordinator	Kept for 7 years

<b>Relevant information</b>	<b>Applicability at Mercy Services</b>	<b>Stored in</b>	<b>Accessible to</b>	<b>Maintained by</b>	<b>Period kept</b>
	Criminal record check	Payroll records	CEO and one payroll staff member	one payroll staff member	Kept for 7 years
Equipment testing & maintenance	Fire extinguishers and exit lights	Equipment testing & maintenance register at Mercy Services site reception	Administration staff, Senior Management	Administration staff	Kept for 7 years
	Microwave radiation testing	Equipment testing & maintenance register at Mercy Services site reception	Administration staff, Senior Management	Administration staff	Kept for 7 years
	Air conditioners	Equipment testing & maintenance register at Mercy Services site reception	Administration staff, Senior Management	Administration staff	Kept for 7 years
	Electrical equipment tagging	Equipment testing & maintenance register at Mercy Services site reception	Administration staff, Senior Management	Administration staff	Kept for 7 years
	Pest control	Pest control service register at Mercy Services site reception	Administration staff, Senior Management	Administration staff	Kept for 7 years
	Vehicle maintenance	Vehicle maintenance log kept by Tighes Hill Administration	Administration staff, Senior Management	Administration staff	Kept for 7 years
Incidents and Injuries	Incident Report Forms	Incident Register in WHS Coordinator's filing cabinet	WHS Coordinator, Senior Management and those named in the Incident Report form and relevant Coordinator can request a copy	WHS Coordinator	Kept for 7 years
	Notifying Workers Compensation insurer of injury	File note kept in the injured employee file in WHS Coordinator's filing cabinet	WHS Coordinator, Senior Management	WHS Coordinator	Kept for 7 years

Relevant information	Applicability at Mercy Services	Stored in	Accessible to	Maintained by	Period kept
	Workers Compensation/ Return to Work records	File notes and documents kept in the injured employee file in WHS Coordinator's filing cabinet	WHS Coordinator, relevant administration staff, Senior Management	WHS Coordinator	Kept for 7 years
	Workers Compensation insurance	Details in Insurance register in: M:\Admin\Insurance	Administration staff, Senior Management	Administration staff	Kept for 7 years
Hazardous substances	Safety Data Sheets in Hazardous Substances Register	Hazardous substances registers are kept at each site next to the first aid kit. Solo workers have a copy of the Hazardous Substances Guidelines		WHS Coordinator	Hazardous Substances assessment Reports that indicate a need for monitoring and/or health surveillance and Health Surveillance and monitoring records –kept for 30 years from the date of the last entry made.  Other records kept for 7 years
Contractors	Contractor Agreements and relevant information	WHS Contractor Management folder in WHS Coordinators office	WHS Coordinator, relevant administration staff, Senior Management	WHS Coordinator	Kept for 7 years