



# **Work Health and Safety Policy and Procedure**

## Purpose and Scope

Network Rehabilitation Group has an obligation to ensure our employees are safe and thriving at work. We take all reasonable steps to prevent all forms of harms to our employees. We abide by our legislative requirements to record, respond to, and manage incidents in accordance with the Western Australian Work Health and Safety Act and strive for a 100% incident and accident-free workplace safety record.

This Work Health and Safety Policy and Procedure applies to all employees, contractors, reference group members and visitors.

## 1.0 Definitions

**Participant:** A person who receives supports through either Rehabilitation Support Services or Network Case Management Services.

**Employee:** Includes all people engaged by a NDIS provider, including casual, part time and fulltime employees as well as contractors.

**Near miss:** unplanned event that has the potential to cause harm but didn't at the time.

**Minor injury:** Assessed by the level of harm caused to the employee, first aid skills would suffice, and it would not require hospitalisation.

**Serious harm/injury:** Assessed by the level of harm caused to the employee, examples include fractures, burns, deep cuts, extensive bruising, concussion, any other injury requiring hospitalisation.

**Incident:** Acts, omissions, events, or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability.

**Harm:** physical or psychological damage hurt, injury or damage.

**Reportable incident:** Reportable incidents are serious incidents as outlined by WorkSafe of which there is a legal requirement under the Work Health and Safety Act for these to be reported to WorkSafe.

## 2.0 Policy

Whilst we have a low-risk appetite and control measures in place to mitigate incidents we acknowledge that at times they occur and we will follow all WorkSafe requirements and the Western Australian Work Health and Safety Act 2020 to support, respond, manage, resolve, and report any incidents in a person centred, trauma informed way. We will utilise our Incident Management System to learn and continuously improve to prevent employee harm, abuse, and injury.

If an incident occurs to an employee whilst they are working and results in a near miss, minor injury, or harm, we will follow our incident management procedure and investigate the incident. Examples of near miss, minor injury or harm include:

- Slipping over whilst out with a Participant and hurting yourself
- Cutting yourself whilst supporting the Participant to prepare meals
- Being verbally or physically abused by a Participant
- Lifting a box above your head onto a shelf and straining your back
- Hurting your shoulder whilst walking a Participant's dog

If an incident results in serious harm and is categorised by WorkSafe as a reportable injury or disease, we will follow our incident management procedure as well as reporting them to WorkSafe as per our requirements. Injuries and diseases that must be reported are:

- a fracture of the skull, spine, or pelvis
- a fracture of any bone in the arm (other than in the wrists or hand) or in the leg (other than a bone in the ankle or foot)
- an amputation of an arm, a hand, finger, finger joint, leg, foot, toe, or toe joint d. the loss of sight of an eye
- any injury other than the above which, in the opinion of a medical practitioner, is likely to prevent the employee from being able to work within 10 days of the day on which the injury occurred.
- infectious diseases: tuberculosis, viral hepatitis, Legionnaires' disease, and HIV, where these diseases are contracted during work involving exposure to human blood products, body secretions, excretions or other material which may be a source of infection; and
- occupational zoonoses: Q fever, anthrax, leptospirosis and brucellosis, where these diseases are contracted during work involving the handling of, or contact with, animals, animal hides, skins, wool, hair, carcasses or animal waste products.

## 3.0 Procedure

We require all NRG employees to have undertaken their online *induction training* which includes modules that cover Work Health and Safety, read and understand our *Policies and Procedures* and refer to their *Handbook* for examples of incidents that require a **Employee Incident Report Form** to be completed (please note this is not an exhaustive list, if you have any queries about an incident please phone the office, 08 9387 6881).

As a **Support Worker**, we require you to:

1. Check for danger, assess the situation, and call 000 if required.
2. Calmly communicate to the Participant what has occurred and what you immediately need to do, ie apply first aid, call 000, call the office etc. Please be aware injuring yourself may be triggering for your Participant and you may have to de-escalate these behaviours.
3. Apply first aid to your injury if you're able to.
4. Seek assistance from people around you if you require support to apply first aid (preferably a
5. First Aider).
6. Once you are safe and your immediate medical needs and wellbeing cared for, please advise the Participant that you need to use your phone to let the office know of the incident.
7. Add a note onto the When I Work (WIW) chat.
8. Complete the Employee Incident form which you'll find in your When I Work app under Documents, follow the instructions on the form and email through to [incidents@networkcms.com.au](mailto:incidents@networkcms.com.au) **you are required to report during the shift the incident occurred.**
9. If you are unable to work due to the injury, please contact the office on 9387 6881, seek medical assistance if required, obtain a medical certificate and First Certificate of Capacity if you believe you'll need to submit a Workers' Compensation Claim Form.
10. If you require emotional support after the incident, please contact the office or if you'd prefer someone external to the organisation, please utilise our Employee Assistance Program (EAP), of which the details are on WIW app.

As a **Coordinator**, we require you to:

1. Check for danger, assess the situation, and call 000 if required.
2. Comply with the Work Health and Safety requirements of any agency/organisation/provider you are visiting.
3. If you're with a Participant at the time calmly communicate to the Participant what has occurred and what you immediately need to do, ie apply first aid, call 000, call the office etc. Please be aware injuring yourself may be triggering for your Participant and you may have to de-escalate these behaviours.
4. Apply first aid to your injury if you're able to

5. Seek assistance from people around you if you require support to apply first aid (preferably a First Aider)
6. Once you are safe and your immediate medical needs and wellbeing cared for, please advise the Participant that you need to use your phone to let the office know of the incident.
7. Complete the Employee Incident form which you'll find on ADAPT, follow the instructions on the form and email through to [incidents@networkcms.com.au](mailto:incidents@networkcms.com.au) **you are required to report by COB the same day.**
8. Report to the agency/organisation/provider any incident that occurs whilst you are on their premises.
9. If you are unable to work due to the injury, please contact your Service Manager on 0455 882 223, seek medical assistance if required, obtain a medical certificate and First Certificate of Capacity if you believe you'll need to submit a Workers' Compensation Claim Form.
10. If you require emotional support after the incident, please contact Service Manager or Davinia on 0403 279 710 or you'd prefer someone external to the organisation, please utilise our Employee Assistance Program (EAP) by calling 1300 667 700.

All other **Employees, Contractors, and Visitors** to the Floreat office we require you to:

1. Alert the office First Aid Officer, Taryn
2. They will check for danger, assess the situation, and call 000 if required and apply first aid.
3. Once you are safe and your immediate medical needs and wellbeing are cared for, please complete the Employee Incident form which you'll find on ADAPT follow the instructions on the form and email through to [incidents@networkcms.com.au](mailto:incidents@networkcms.com.au).
4. If you are unable to work due to the injury, please seek medical assistance if required, obtain a medical certificate and First Certificate of Capacity if you believe you'll need to submit a Workers' Compensation Claim Form.
5. If you require emotional support after the incident, please call the office on 9387 6881 or if you'd prefer someone external to the organisation, please utilise our Employee Assistance Program (EAP) by calling 1300 667 700.

Members of the **NRG Leadership Team**, will:

General Manager will review the Employee Incident form on the day it is received and consult with the employee on how we can best support you.

The General Manager and relevant Service Manager will investigate the incident by consulting with the Employee and any relevant witness who may include the Participant, the Participant's family, and friends (if they were present) and other key witnesses, stakeholders involved in the incident.

For the investigation to be successful it is necessary to establish the events leading up to the accident; facts of the incident itself; facts regarding what occurred immediately after the incident; essential

factors and causes; and conclusions and recommendations. The investigation will provide the mandatory information required by the Work Health and Safety Act 2020:

- act as soon as possible after the incident
- for fatal or serious injuries call WorkSafe immediately on 1800 678 198;
- visit the scene before physical evidence is disturbed
- not remove anything from the scene and enquire if anyone has moved anything; and
- not prejudge the situation
- where relevant, identify, label and keep all evidence, for example, tools, defective equipment, fragments, chemical samples
- interview witnesses separately
- check to see if there have been any 'near misses' in similar circumstances
- keep records of all sources of information
- keep records to show that the investigation was conducted in a fair and impartial manner
- review all potentially useful information, including design specifications, operating logs, purchasing records, previous reports, procedures, equipment manuals, job safety analysis reports, records of training and instruction of the people involved and experiences of people in similar workplaces/industries; and
- where relevant, reconstruct the incident (while ensuring that another incident does not occur) to assist in verifying facts, identifying what went wrong and what can be done to prevent it happening again.

Once the investigation is complete the General Manager will update the Employees HR file with the Employee Incident Form and Employee Incident Form internal review document.

The General Manager will update the Safety and Quality Committee meeting with all Employee Incident forms so they may be reviewed, and continuous improvement discussed at the monthly meeting. Recommendations for Continuous Improvement will be communicated to relevant stakeholders and the responsibility of the relevant Manager to implement.

## 4.0 Related internal documents

Employee Incident Form

Employee Incident

NRG Risk Management Framework

NRG Risk Management Policy and Procedure

NRG Safety and Quality Committee Terms of Reference

## 5.0 Supporting legislation and standards

Work Health and Safety Act 2020

NDIS Code of Conduct

NDIS Practice Standards

NDIS (Incident Management and Reportable Incident) Rules

### Authorised

*Brett Costello*

Brett Costello, Managing Director

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