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LIFE WITHOUT BARRIERS
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Safety Handbook

HSE 01.01.005 Safety Handbook

Foreword

This booklet has been developed to assist employees, contractors and others, understand the principles of **Workplace Safety**.

Please familiarise yourself with it as it notes the basic aspects of safety that you need to be aware of.

While this is not a full explanation of all OHS issues, it is a summary or quick reference guide to assist you in your day-to-day work and also in an emergency situation. For a full explanation, refer to the OH&S System Manual available at any time from your Supervisor.

Please refer to this booklet regularly to help keep you focussed on the issues that may confront you while at work.

By developing safe work practices, it reduces the likelihood of injury to oneself and to others.

PLEASE NOTE: In receiving this Booklet it is the responsibility of the recipient to familiarise themselves with its contents and to fill-in the required site safety instructions and information from your workplace notice boards and from those provided by your supervisor.

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Introduction

Welcome to Life Without Barriers. Life Without Barriers has a duty of care (responsibility) to ensure your health, safety and welfare whilst you are working at our facilities at any of our locations.

Our workplaces are dynamic environments that will change throughout the day. Our sites are multi-functioned workplaces – with a number and range of work activities being undertaken, including distribution; vehicle movements, administration and other general office work and management tasks.

With such a range of activities there is the potential for exposures, hazards and risks to health and safety. In fulfilling our 'duty of care' Life Without Barriers pursues a vigilant systematic approach to reducing the risk of occupational injury, maintaining a safe working environment and maximising our work output through employee consultation and risk management.

Moving Around The Workplace

As a multi-functioned workplace that is ever changing, it is essential that everyone is constantly vigilant in terms of safety in moving in and around your normal designated work area and in and between the other various work areas and sites that you may have to visit.

You must inform your supervisor of your movements and where you will be – normally this would be at your supervisor's instructions anyway.

When entering a new work area/site you may need to report to the supervisor or manager first. You should verify this before proceeding.

You must read and respond to all safety signage and notices at the entrance of and around the work area/site and use personal protective equipment (PPE) and clothing as instructed.

Safety Inductions

On commencing your engagement with us you will be provided with a basic site safety induction including a copy of this *Life Without Barriers Safety Handbook*.

You will also be inducted into your specific work area/site by your Manager/Supervisor. This will cover your work functions and specific safety instructions and training including the provision of personal protective equipment and clothing, and explanation of inherent hazards within the workplace.

Where relevant you must provide copies of trade certificates and licenses and you maybe required to undertake a test of your relevant work function competencies.

At the conclusion of your inductions, instructions and training, you will be required to sign off as acknowledgement of participating in these activities and processes.

Regulatory/Legal Framework

With a huge blow-out in the cost of the workers compensation schemes in all States, and with an unacceptable number of fatalities, injuries and sickness in workplaces, the State Governments are introducing new occupational health & safety legislation focused on prevention of such incidences.

Occupational Health and Safety Legislation outlines the primary legal duties for employers and employees and others in the workplace. Most court-based prosecutions are based on breaches of these duties (e.g.) Employer breaching their duty to provide a safe workplace.

Legislation specifies how parties can meet their duties under the Act through a systematic process of *risk management in consultation with employees*. It also outlines specific controls for a range of hazards (e.g.) machinery, hazardous substances, noise etc.

Codes of Practice: Provide practical guidance in relation to specific issues.

Australian Standards: Provide information regarding the technical & design standards in relation to health and safety.

Work Place Health and Safety Authorities: The government authority responsible for administering and policing the legislation, also prosecutes for breaches of the Acts and Regulations.

Employer Responsibilities

The promotion and maintenance of OHS is primarily the responsibility of the management. Management at all levels is required to contribute to the health and safety of all persons in the workplace.

- Employers are bound by law to provide workplaces where employees are not exposed to hazards.
- Employers are bound by law to take reasonable care for themselves and to ensure that the work does not affect the health and safety of others.
- Employers must have all plant and equipment installed or erected so it can be used safely.
- Employers have duties to consult and co-operate in matters relating to OHS at work.
- Employers must ensure that manufacturers and suppliers provide safe plant to workplaces.
- Employers must provide employees with information, instruction, training and supervision so that they are able to work in a safe manner.

Employee Responsibilities

- All employees must take reasonable care for their own health and safety at work and avoid harming the health and safety of other people.
- All employees must follow health and safety instructions.
- All employees must use personal protective clothing and equipment (PPE) where applicable.
- All employees must take good care of equipment.
- All employees must report hazards.
- All employees must report work related injuries in the Incident & Injury Register or hazards with the potential to affect health in the Hazard Register.
- All employees must co-operate with employers so that employers are able to carry out their duties under the relevant legislation.

Consultation with Workers

Life Without Barriers is committed to consulting with their employees to ensure that the OHS and rehabilitation program operates successfully and effectively.

During the induction program employees are provided with information regarding the options for employee consultation under the relevant State Acts.

Following a discussion on the nature of our workplace, employees vote on the consultation option or options that will apply to their work area. These options include:

OHS Committees

OHS Committees are comprised of representatives from both workers and management. An OHS Committee must be established in workplaces of twenty employees or more where the majority of employees request one.

Within OHS Committees, management representatives must not outnumber employee representatives, and that the Chairperson of the Committee must also be elected by the workers they represent.

OHS Representatives

A safety representative is an individual elected by employees to represent their views on safety issues. Safety representatives may be, but not necessarily, a workplace delegate.

A safety representative must be elected if one or more workers requests it and more than one safety representative may be elected in a workplace. Like OHS Committee members, the term of office for OHS Representatives is two years. OHS Representatives must also undertake a training course.

Other Agreed Arrangements

Legislation also provides for consultation to take place via “other agreed arrangements”. This could include, for example, a joint consultative committee established under an industrial award, or toolbox meetings in a very small workplace. However, such arrangements can be used as the consultative forum only with the agreement of employees.

Alternatively, workplaces may have a combination of these arrangements.

A Combination of Arrangements

The new Act does not view these consultative arrangements as being mutually exclusive. For example, a workplace may have both an OHS Committee and OHS Representatives. Representatives may sit as members of the OHS Committee or they may be quite separate.

However, if there is a dispute between the OHS Committee and OHS Representative, relevant clauses of the OHS Regulation provides that the views of the OHS Committee take precedence.

It is up to each workplace to plan their consultation arrangements in a way that addresses the particular “workgroups” within the workplace and that has the support and agreement of staff.

Hazard Awareness and Workplace Safety

The workplace will be regularly checked by our risk management process in consultation with employees for workplace hazards including:

- checking incident and hazard reports
- inspecting the workplace
- consulting employees

Remember, Personal Protective Equipment is supplied for your safety. It is an offence to remove any safety equipment from the workplace where it is required.

Incident and Hazard Reporting

- Every employee is responsible for the safety of his/her work area.
- Every employee will carry out all necessary actions to make his/her work place safe.
- The employee must notify their supervisor of any risks in the workplace that they cannot fix.

All incidents and hazards have to be reported.

- All fires and explosions, no matter how small.
- Any incident involving equipment.
- Any safety hazard that cannot be fixed by the person finding it.
- Any incident **that could have** caused injury.
- Any incident **that has caused** an injury.

Use the flow chart on the following page for an easy step by step procedure.

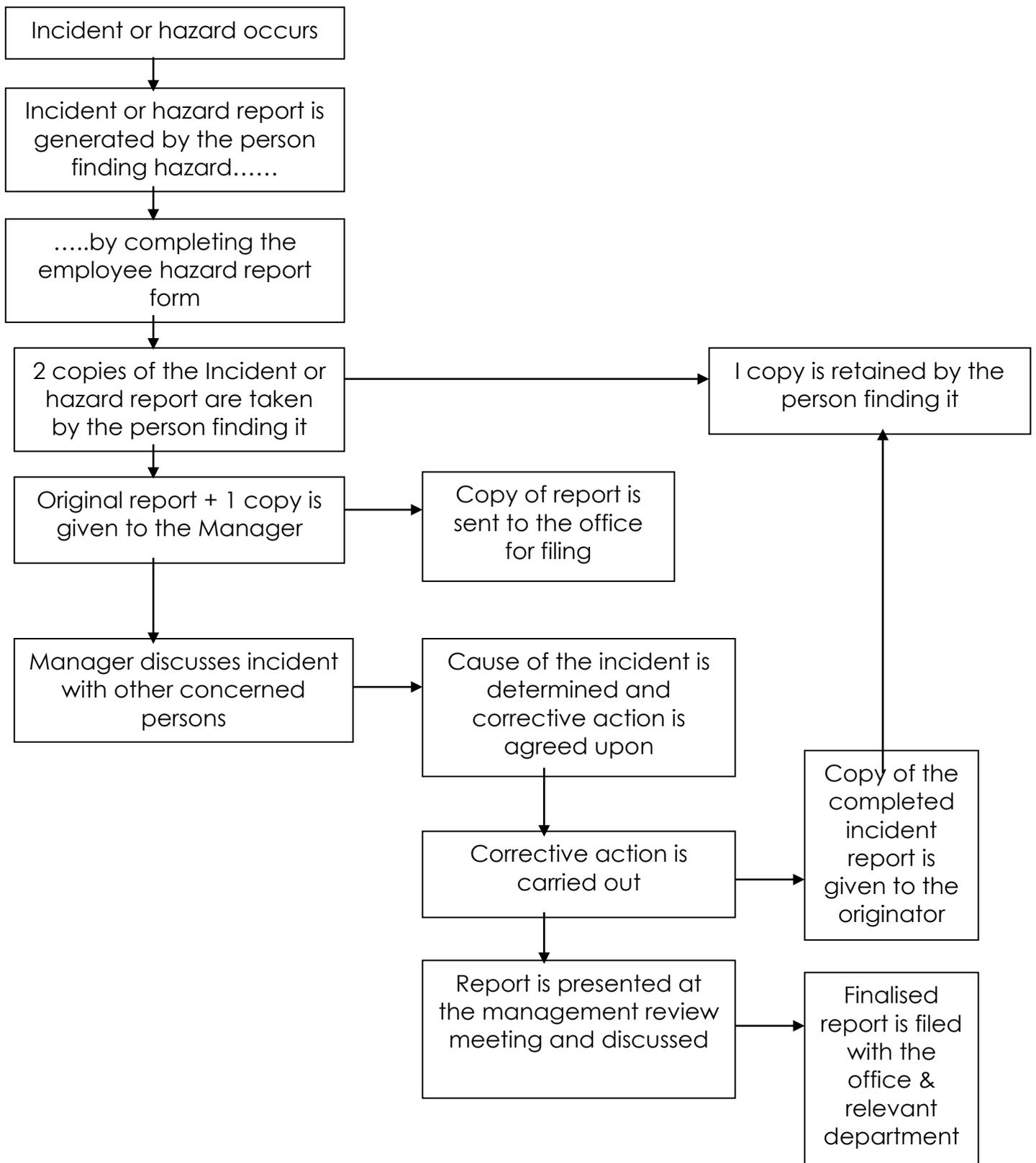
Risk Management

Life Without Barriers, in fulfilling its duty of care, vigilantly pursues a Risk Management system that entails:

- Identifying hazards
- Assessing the risk of those hazards
- Eliminating or controlling those risks

As an employee, you have a very important role in this process, by bringing any hazards noticed to our attention for remedial action.

Hazard or Incident Reporting System



Emergency Procedures

Fire and Explosion

- All personnel will ensure they are familiar with the Emergency Procedures and Evacuation Procedures for their areas and as outlined during the Induction Session and that are placed on the noticeboards around your workplace.
- All personnel will know where the fire extinguishers are in their area.
- All fire extinguishers are marked for their appropriate use:
 1. red fire extinguishers – burning wood, paper, textiles
 2. red and black – burning wood, paper, textiles, flammable liquids and electricals
 3. red and white – burning wood, paper, textiles, flammable liquids, electricals
- An approved company checks all fire extinguishers at regular intervals.
- Any fire or explosion (no matter how small) shall be reported to the Chief Emergency warden.
- Life Without Barriers emergency notices outline the procedures and lists the personnel responsible.

Emergency Personnel

The following duties will be undertaken by designated supervisors and employees of Life Without Barriers at the commencement and setting up of each site and for the duration and operation of that work area/site.

Chief Emergency Warden

- Shall co-ordinate any emergency
- Shall communicate with other wardens on the premises
- Shall collect information about the evacuation status
- Shall assist emergency services

Deputy Chief Emergency Warden

- Shall assist the Chief Emergency Warden during an emergency
- Shall fill the Chief Emergency Warden role during their absence

Emergency Warden

General

- Shall keep a listing of all staff (permanent, part time & casual) employed in his/her area
- Shall keep this listing up to date

Emergency

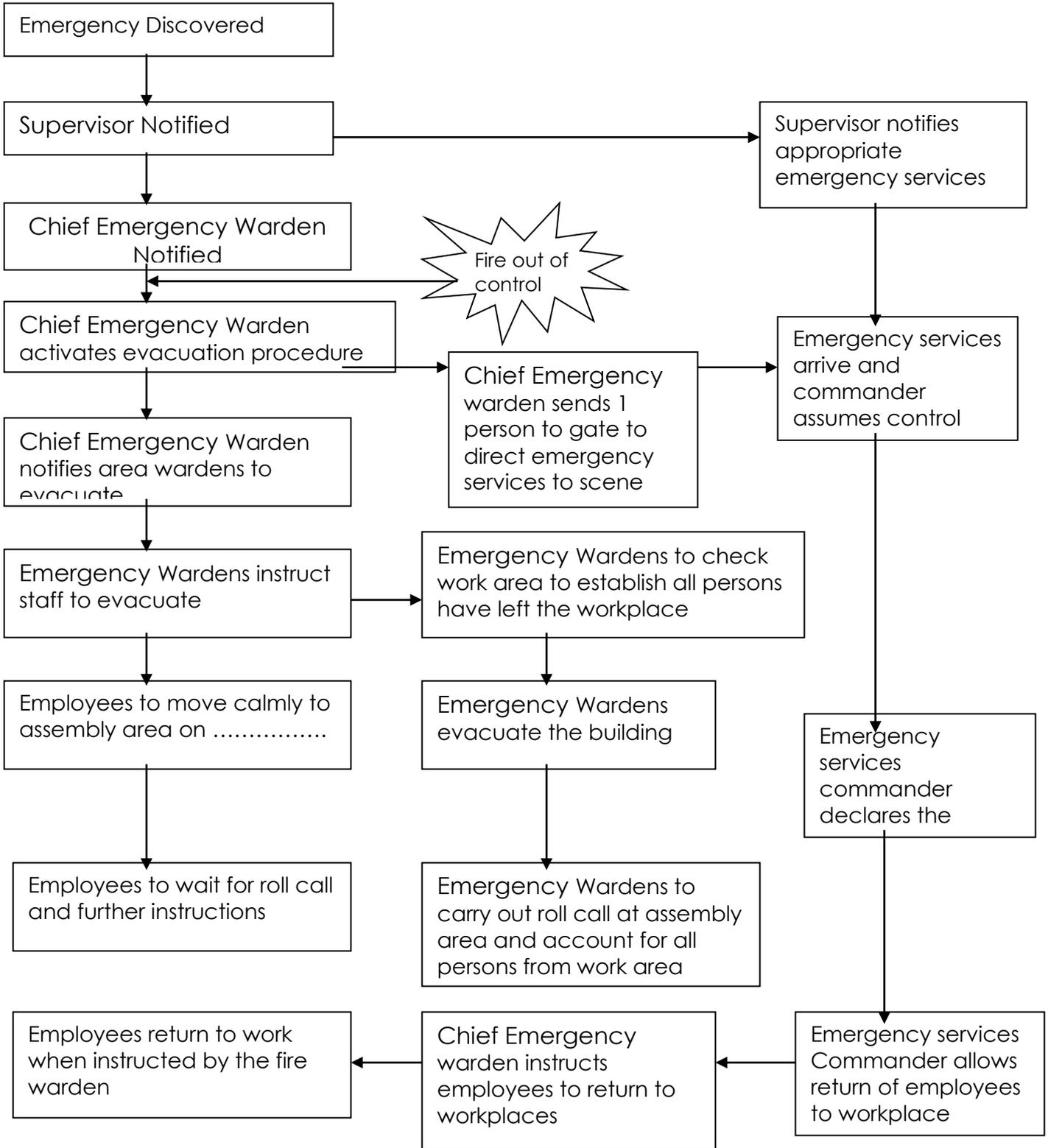
- Shall stay in contact with the Chief Emergency Warden
- Shall carry out the evacuation of personnel in their area
- Shall take the staff listing to the assembly area
- Shall carry out a roll call at the assembly area
- Shall control small outbreaks of fire (if possible)
- Shall assist the Chief Emergency Warden if requested

Workplace Evacuation Procedure

- The person discovering the emergency should report it to the supervisor immediately.
- The supervisor informs the chief emergency warden and if appropriate emergency services.
- The chief emergency warden informs other area wardens.
- In case of fire :
 1. the emergency warden in whose area the incident occurs should attempt to extinguish the fire if it is safe to do so
 2. if the fire can be extinguished, the emergency warden will contact the chief emergency warden to pass on the information
 3. if the fire is out of control the following steps should be followed.
- On being notified by the chief emergency warden, the area warden in areas not directly involved start to prepare for evacuation and await further instructions from the head warden.
- The head warden shall notify the area wardens to evacuate their areas.
- Follow the procedure on the following page (also shown on noticeboard)
- All employees are to stay at the assembly point until instructed to move out by the head warden or the emergency services commander.

Refer to the emergency notices for your workplace.

Workplace Evacuation Procedure Flow Chart



Accident Reporting

Reporting by the Employee

- **Every** injury suffered at work must be reported to the Manager as soon as possible after the injury occurs.
- Failure to report an injury is a serious breach of the safety regulations and may negate a claim for workers compensation.
- Having suffered a lost time injury, the employee must observe the following:
 1. a “fit to work” clearance has been obtained from a doctor
 2. the “fit to work” clearance has been given to the Manager
- the Manager will forward this to the pay-officer.

Reporting by the Company

- Every death, serious injury or dangerous occurrence must be reported to the respective authority (in NSW – WorkCover).
- The relevant form must be sent out within 7 days of the incident occurring, or within 7 days of becoming aware of the incident occurring.
- A dangerous occurrence means an incident where an injury leading to death or serious injury could have occurred.

Manual Handling

General

Back injuries are the most common when lifting heavy objects is done incorrectly.

Lifting Procedures

Plan the lift. Is the intended path clear? Look at the load’s size and shape, check the weight. Is it within your capacity to lift it? If the load is too heavy or awkward get help. The centre line of the load should be as close to the body as practicable.

Correct Feet Procedure

Assume a well-balanced position facing the direction you intend to move the load. The feet must be parted with one foot alongside the object to be lifted and one behind. The feet comfortably spread give greater stability and the rear foot is in position for the upward thrust of the lift.

Firm Hold On Palm

The hold must be secure and comfortable. Use palms of the hand not finger tips. For objects such as boxes, hold diagonally opposite corners. Move in close to the load with arms and elbow tucked in.

Straight Flat Back

Bend at the knees and keep the back straight. Remember that “straight” does not mean “vertical”. A straight back keeps the spine, back muscles and body organs in correct alignment.

Head Raised, Chin In

Keep the head raised and chin in so that neck and head continue the straight back line. Tucking in the chin helps keep the spine straight and firm.

Lift With Legs

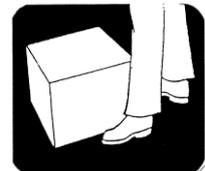
Leg muscles are stronger than back muscles. Use them to lift the load. Do not jerk or strain -use a smooth action.

Whilst performing any of the above functions all employees must obtain assistance both physically and verbally from other staff members.

Procedure for Lifting

Balance

For good balance, keep your legs shoulder width apart and one foot slightly in front of the other.



Close To The Load

Get close to the load and bend at the knees and hips, not at the waist. Keep the natural curves in your back when bending and lifting.



Reduce Load

To reduce the load on your back, tighten your stomach muscles and lift using your legs.



Lift Smoothly

Lift smoothly, don't jerk as you lift and hold the load close to your body at waist level.



Avoid Twisting

To avoid twisting when lifting, turn your feet, not your back.

The following illustration gives further suggestions.

| Recommended | Caution |
|---|----------------------|
| <p>Use of a footrest relieves swayback.</p> | <p>Not this way.</p> |
| <p>Bend the knees and hips, not the waist.</p> | <p>Not this way.</p> |
| <p>Hold heavy objects close to you.</p> | <p>Not this way.</p> |
| <p>Never bend over without bending the knees.</p> | <p>Not this way.</p> |

Personal Protective Equipment

All employees of Life Without Barriers will be provided with personal protective equipment including training, instruction and supervision as required. PPE must be worn at all times when in a designated area or if required to by the operator of the premises.

Hazardous Substances, Machinery & Equipment, Noise & Dust

Various Life Without Barriers workplaces and work activities may involve working with equipment & machinery, vehicles (e.g. forklifts) and resultant “noisy” and “dusty” environments. In such cases a thorough risk assessment in consultation with employees will be carried out, related to such work activities and subsequent exposures and how the associated hazards and risks to health and safety can be eliminated or controlled.

Certification, Licenses and Competency testing

Working with vehicles, using certain machinery & equipment (including forklifts), etc or other work functions may necessitate the person undertaking that function to hold relevant certificates, licenses etc. These must be verified by Life Without Barriers before that particular work can be undertaken. Moreover, in many cases people will have their competencies to undertake a particular work function tested by their Manager before commencing in that role.

First Aid

If an injury occurs at work, First Aid kits are available in your work area. You must know where yours is placed.

All injuries must be reported to your supervisor / manager on the appropriate Personal Injury and Accident form.

First Aid Procedures

When dealing with an emergency situation involving an injured person these are the first steps that should be undertaken immediately:

- Danger** Isolate any danger to the rescue prior to entering hazardous situation.
- Airway** Ensure that the injured person has a clear airway.
- Breathing** Ensure that the injured person is breathing, if not commence **CPR**.
- Circulation** Check for a pulse, if there is no pulse, commence **CPR**.

Zero Tolerance Substance and Alcohol Policy

Life Without Barriers will not tolerate any drug or alcohol abuse and will take immediate action against offenders.

The sale, distribution, possession, use or being under the influence of a controlled substance, or the use of alcohol or prescription or other drugs, not medically authorised, on working time or while on a Life Without Barriers site, is absolutely prohibited.

In addition, any criminal conduct concerning controlled substances is cause for discharge even if off the site and not on working time.

Smoking

Occupational Health and Safety Legislation requires:

- a) Employers will provide a safe working environment.
- b) Employees will take care of the health and safety of others in their workplace; and to actively cooperate with their employer in improving the health, safety and welfare in the workplace.

The Company has a “No Smoking” policy that prohibits smoking within its premises. This includes public Offices and service areas used by the public.

Weapons

You are also not allowed to bring other dangerous items such as guns, knives or any other type of weapon onto our premises. This rule also includes security guards who may be under contract.

Life Without Barriers OH&S Policy

Statement of Intent

The Health and Safety policy of Life Without Barriers is to protect employees and others at our workplace(s) from work caused injury and ill health and to comply with all relevant safety legislation.

Responsibility

Managers will carry out this Policy, being responsible for the health and safety of all persons working in any operation under their control. They will ensure that supervisors who report to them are provided with the necessary instruction, training and resources to implement the Policy and hold them accountable to do so.

Supervisors and all persons directing the work of others will be responsible for all people in their charge. They will actively take steps to identify hazards, which could cause any harm to any person in their area of control or operation and take prompt action to control them or report them to another person who has authority and capability to do so. Managers and Supervisors may delegate safety duties to others, but the responsibility remains with them.

Employees must take care of their health and safety and that of their fellow workers to the extent of their capability, by following all safety rules, procedures and instructions of their supervisors. They must not misuse safety equipment and must report all hazards and injuries or ill health to their supervisor or another management person if the supervisor is not present.

Implementing the Policy

This policy will be carried out through an OH&S program, which includes:

1. Active involvement and commitment of managers
2. Identification and control of hazards.
3. Investigation and reporting of all accidents and dangerous incidents.
4. Participation of and consultation with, employees on safety matters of significance.
5. Provision of first aid and emergency procedures.
6. Provision of information, training and supervision as necessary for safety.

Review

This Policy will be reviewed when required by changes in legislation, or when company operations require it. If altered, employees will be consulted and notified of changes.

Emergency Information Guide

**REFER TO CONTACTS/INFORMATION SHEET FOR EMERGENCY PERSONNEL
MAPS FOR EMERGENCY EXITS & ASSEMBLY AREAS**

In Case of Fire, Smoke or Fire Bell Activation

1. Call the Fire Brigade *Ph 000*
2. Alert the nearest Warden and others in the vicinity for assistance.
3. Notify the **Chief Emergency Warden** or **Deputy Emergency Warden**.
4. If safe to do so, and in company with a trained person, attempt to extinguish the fire.
5. If fire is severe or producing large amounts of smoke, try to close surrounding doors and windows if safe to do so.
6. Obey directions given by your Wardens in preparation for an orderly evacuation of the building.

In Case of an Evacuation

1. Stop whatever you are doing.
2. If time permits, secure valuables.
3. When directed, leave the workplace via the exits.
4. Assemble at the nominated assembly area, which is
SEE CONTACTS/INFORMATION SHEET & WORKPLACE MAP

Telephone Bomb Threat

1. Do not hang up.
2. Treat the call as authentic.
3. Record all details on the Bomb Threat Check List.
4. Notify the **Chief Emergency Warden** or **Deputy Emergency Warden**.

First Aid or Medical Emergency

1. Immediately organise First Aid treatment – details below.
2. In case of a life threatening injury, contact the Ambulance Service *Ph 000* and provide the workplace address and nearest cross street.

SEE CONTACTS / INFORMATION SHEET

FIRE BRIGADE – POLICE – AMBULANCE

PH 000

See Contacts / Information Sheet For the Following

Life Without Barriers Emergency Contacts

**Chief Emergency Warden
Deputy Emergency Warden**

Injury Management Policy

Life Without Barriers is committed to:

- Preventing injury and illness by providing a safe and healthy working environment.
- Ensuring that injury management activities commence as soon as possible after injury and every effort is made to provide suitable, meaningful duties consistent with the nature of the illness / injury, after seeking appropriate medical assessment.
- Providing support throughout the rehabilitation process to minimise the effects of the injury and ensure that an early return to work is normal practice and expectation.
- Providing suitable duties for an injured employee as soon as is safely practicable, as an integral part of their individual rehabilitation.
- Consulting with employees to ensure the Return-to-Work program is effective.
- Ensuring no prejudice against an injured worker undertaking a Return-to-Work program.

Management is responsible for:

- ensuring a current Workers Compensation insurance policy is maintained;
- ensuring the implementation, evaluation and ongoing monitoring of the Injury Management policy and procedures;
- ensuring the Incident Reporting and Injury Management procedures are implemented as soon as practicable following a reported workplace illness / injury; and
- ensuring all workers compensation claims and accompanying documentation are provided to the insurer within 48 hours for a 'significant injury' (continuous incapacity for more than 7 days) and within 7 days for any other type of injury.

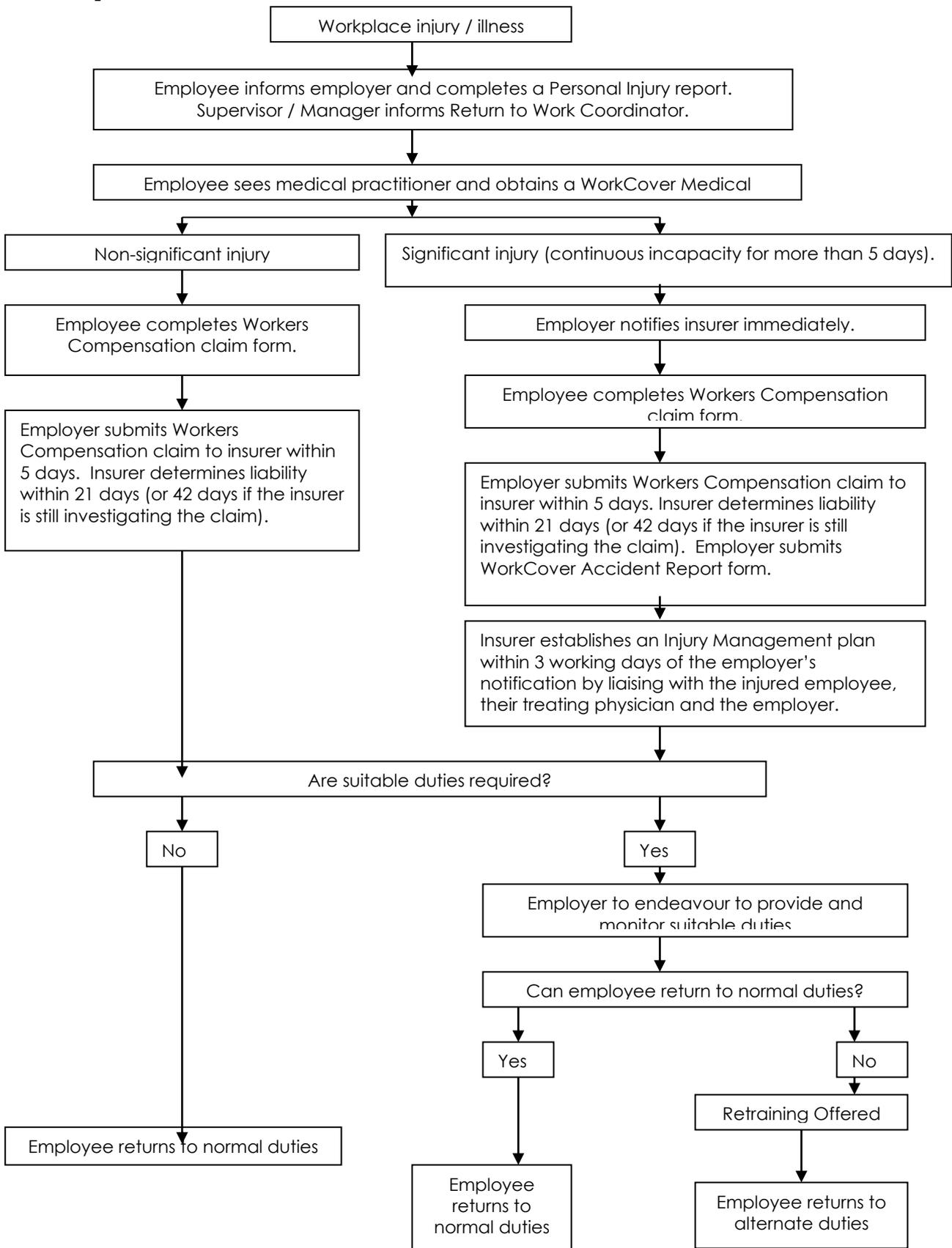
Employees are responsible for:

- taking reasonable care in the performance of work so as to prevent work-related injuries to themselves and others;
- notifying their employer of any risk and injury as soon as possible;
- completing an Incident Report form and possible resulting workers compensation claim documentation as soon as possible;
- cooperating and actively participate in an individual Return-to-Work program; and
- cooperating with reasonable workplace modifications designed to assist in the rehabilitation of co-workers.

During any phase of the Injury Management procedure, the following points must be considered:

- At all times, the employee has the right to seek treatment and/or rehabilitation from his/her own Doctor or an accredited Rehabilitation Provider.
- Whilst participation in a rehabilitation program is voluntary, unreasonable refusal to cooperate may result in the insurer reducing or stopping benefits provided.

Procedure for Injury Management & Workers Comp



Workplace Safety

**Contacts/Information Sheet – (Fill in with your workplace details)
(For other information, refer to the Employment & Safety Handbook and
or speak to your Manager/Supervisor)**

Manager/Supervisor:

Workplace Location

Chief Emergency Warden:

Deputy Emergency Warden:

Location of First Aid Supplies:

Street Address of workplace:

Nearest Cross Street to workplace:

Emergency Assembly Area:

OH&S Representative(s):

Rehabilitation Coordinator:

Closest Hospital:

Non-Emergency Medical:

Other relevant information:

Medical Emergency Locations

(Fill in with your workplace details)

Nearest Hospitals

Eye Injuries

Dental Repairs

Medical Emergency

FIRE BRIGADE – POLICE – AMBULANCE

PH 000