



Policy No: YCAC-088	Work Health and Safety Policy
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ASES Standard	Standard 2: Governance - Requirement 2.1 Sound Governance Standard - Requirement 2.2 Policy and Procedure Standard - Requirement 2.4 Risk Management Standard Standard 4: People - Requirement 4.1 Human Resources Standard - Requirement 4.2 Work Health and Safety Standard
Contractual Obligation(s)	NSW DCJ Specialist Homelessness Services Funding Agreement: Lead Entity and/or Joint Working Agreements
Related Policies	Staff Induction Staff Development and Training Organisational Risk Management Emergency Response Emergency Evacuation Critical Incident Management Hazards Management First Aid

Applies to: This policy applies to the Management Committee, volunteers and all employees of Young Crisis Accommodation Centre including temporary, permanent and contract employees.	Version: 3
	Date Approved: 05/07/2023
	Review Date: Jul-25

1. Scope

This policy applies to all workers, including permanent, contract and casual employees, Management Committee members, contractors, students, volunteers, visitors and any persons conducting a business undertaking (PCBU) at YCAC.

2. Purpose

The purpose of this policy is to:

- communicate YCAC risk management systems and processes with the aim of providing a safe workplace, as well as the aim of delivering the best health, safety and wellbeing outcomes for staff, clients, Management Committee members, contractors and visitors.
- outline the safety obligations of all employees, volunteers, contractors, consultants and Management Committee members.

3. Definitions

PCBU denotes ‘persons conducting a business or undertaking’ — regardless if the person(s) conducts the business or undertaking alone or with others, and regardless of whether the business or undertaking is conducted for profit or gain.

Officer means a director or person who makes decisions, who participates in the business’s decision-making or who can significantly affect the business’s financial standing (e.g., senior or operational management). An officer of YCAC has a positive duty of exercising ‘due diligence’ to ensure that YCAC complies with its safety obligations.

Due diligence denotes an officer’s requirement to take reasonable steps to acquire and keep current knowledge of work health and safety matters, as well as the officer’s requirement to ensure that YCAC has and implements processes for complying with the work health and safety obligations.

Worker means a person who performs work in any capacity for a person conducting a business or undertaking. A worker includes employees, apprentices, trainees, contractors or subcontractors, an employee of the contractor or subcontractor, employees of a labour hire company, work experience students, outworkers and volunteers.

Workplace signifies any place where work is performed for YCAC business and includes any place where a worker goes, or is likely to be, while at work.

Reasonably practicable denotes that which is, or was at a particular time, reasonably able to have been done in relation to ensuring health and safety by accounting for and weighing up all relevant matters, including:

- the likelihood of the hazard or the risk concerned occurring.
- the degree of harm that might result from the hazard or the risk.
- what the person concerned knows, or ought to reasonably know about
- the hazard or the risk, and the ways of eliminating or minimising the risk.
- the availability and suitability of ways to eliminate or minimise the risk.
- after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with the available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.⁴

4. Policy

YCAC WH&S Statement of Commitment

YCAC is committed to:

1. implementing and maintaining an effective work health and safety management system, with evaluation and management reviews for continuous improvement.
2. implementing a standardised health and safety risk management process—one that is consistent with the nature, activities and scale of its operation—to ensure that workplace hazards are eliminated (or, when elimination is not possible, that they are identified, assessed, controlled and reviewed).
3. ensuring the consistent application of this policy and procedure to all service outlets and other places of business, such as when workers provide support in clients' homes or other venues.
4. complying with all applicable health and safety legislations, regulations, approved codes of practice and other work health and safety requirements, when necessary.
5. establishing measurable objectives and targets for health and safety that are aimed at the elimination of work-related illnesses and injuries, as well as at continuous system improvements.
6. providing and disseminating accessible health and safety information, instructions, training and supervision to workers, volunteers and visitors.
7. allocating sufficient financial and physical resources to enable the effective implementation of this policy.
8. implementing and maintaining a process to engage all workers, as reasonably practicable, for consultation and when there is an effect on their health and safety while at work, for decision making¹.
9. regularly reporting on work health and safety issues, control measures and the outcomes of the control measures to the Management Committee at every meeting.

5. The Work Health and Safety System

The WH&S system includes:

- a. a policy and procedures framework that:
 - reflects the legislative and regulatory obligations of the employer, staff, contractors, consultants, volunteers and visitors.
 - outlines the roles, responsibilities and accountabilities in relation to WH&S hazards identification, evaluation and control—which includes specialised roles in relation to WH&S (e.g., WH&S representatives, WH&S committees, the fire safety officer and first aid officer)

includes contingency planning, incident reporting, investigation and corrective action and system improvements (see policies on Organisational Risk Management, Emergency Response, Emergency Evacuation, , Critical Incident Management and Business Continuity Planning).

- b. the implementation of this policy and procedures, which includes:
 - regular WH&S audits, hazards reporting and associated registers.
 - training and induction in the WH&S of new employees, volunteers and other persons (see policies on Staff Induction, Staff Development and Training).

WH&S obligations

YCAC is responsible for ensuring, as much as reasonably practicable, that workers are not exposed to health and safety risks. The concept of 'reasonably practicable' requires YCAC to implement a system of WH&S that identifies:

- work-related hazards,
- assesses them and then takes action to eliminate or control them.

Strategies include WH&S being incorporated into the orientation of workers to the workplace, WH&S training, consultation with workers and regular workplace audits.

Worker responsibilities

YCAC workers have the following responsibilities:

- a. taking reasonable care of their own health and safety
- b. taking reasonable care for the health and safety of others
- c. identifying and reporting any work-related hazards or risks
- d. complying with any reasonable instructions, policies and procedure that are provided by their employer, business or controller of the workplace
- e. following any reasonable health and safety instructions from their supervisors
- f. working safely (i.e., they ask if they are unsure about how to safely perform the work)
 - 1. using personal protective equipment in the way that they were trained and instructed to, if applicable
 - 2. avoiding behaviour that may place others at risk of death, serious injury or illness
 - 3. using premises, equipment and resources responsibly to support both their health and safety and that of other workers
 - 4. complying with YCAC and legislative WH&S requirements
 - 5. contributing to the development and review of WH&S systems and practices.2

WH&S representative(s)

As YCAC is a small service it has designated WH&S responsibilities to all staff, and WHS is a staff meeting agenda item. All staff can report any WH&S concerns at these meetings. The Manager (or delegate) will be responsible for addressing those issues raised.

Fire safety officer

All YCAC staff have a responsibility for fire safety through identifying and raising assessing potential fire hazards. The Manager (or delegate) is responsible for implementing emergency procedures, organising the testing of fire safety equipment and conducting regular fire drills.

First aid officer

All staff at YCAC are required to hold current first aid qualifications from a registered training organisation.

The Manager (or delegate) ensures that YCAC first aid kits are regularly replenished.

Work health and safety committee (WH&SC)⁹

YCAC does not have a separate WH&S committee; instead, all YCAC staff have a responsibility to raise WH&S concerns during staff meetings or directly with the Manager.

The WH&S agenda item at staff meetings will cover:

- ensuring that worker health and safety issues are addressed.
- protecting the WH&S rights of workers for a safe workplace
- develop systems to regulate WH&S.

Monitoring and consultation

YCAC consults with workers who may be affected by WH&S matters. Consultation provides an opportunity to develop strategies for monitoring and managing WH&S issues.

Specific consultation, monitoring and support activities that are undertaken include:

- WH&S as an agenda item in staff and Management Committee meetings
- quarterly workplace environment audits, including a review of first aid kits
- working from home environment audits and agreements
- emergency evacuation drills
- external checks of fire safety equipment by authorised professionals.
- a review of WH&S policies and procedures every two years, or more frequently if required.

WH&S orientation

All YCAC workers are provided the WH&S Policy during their orientation. All workers are required to read the WH&S policies and procedures to become acquainted with the WH&S system at YCAC.

Employees are required to sign a WH&S statement as evidence that they have read and understood YCAC WH&S policies.

WH&S training

Employees in dedicated WH&S roles are required to complete accredited training. The attendance and training costs are covered by YCAC.

6. Procedure

Hazard identification

Potential hazards exist in the workplace and must be identified early and managed effectively. Hazards are situations that can potentially cause harm, and they generally arise from the following work aspects:

- physical work environment
- equipment, materials and substances that are used.
- work tasks and how they are completed.
- work design and management.

YCAC employs several strategies for identifying hazards, including:

- undertaking regular workplace inspections/audits
- consulting with workers at team meetings
- staying informed about WHS industry standards and regulators

Risk assessment of hazards

Risk assessment involves considering what could happen if a person is exposed to a hazard and the likelihood of it happening. Risk assessments can determine how severe a risk is, whether existing control measures are effective, what controls should be implemented and how urgently a response must be made.³

YCAC undertakes risk assessments in the following circumstances:

- when hazards are identified during safety audits
- when a hazard is detected during daily operations
- when new equipment or facilities are attained
- after a significant WHS incident
- when developing a new program or when coordinating an organisational activity.

Risk control of hazards

Managing risks involves eliminating them as much as reasonably practicable; or, if this is not possible, then risks should be minimised as far as reasonably practicable.³

The 'hierarchy of hazard control' guides the process of how to control risks, with the most effective controls listed first and the less effective options listed later. A combination of higher and lower-level controls is desirable (see Table 10).

Table 10: Hierarchy of Hazard Control.

1.	Eliminate the hazard or task if the risks outweigh the potential benefits.
2.	Substitute the hazard with something that is potentially safer (e.g., a toxic substance with another that is non-toxic).
3.	Isolate the hazard by using barriers or distance (e.g., place insulation around noisy equipment).
4.	Use engineering controls (e.g., air conditioning) to prevent overheating and fire.
5.	Minimise the size or volume of the hazard and the duration of exposure to it.
6.	Rearrange the work area and workflow (e.g., intersperse repetitive activity with several different tasks to avoid overuse injuries).
7.	Establish safe work practices (e.g., restricting access to the area, keeping the area free of clutter, being prepared for emergencies, spill kits, etc.).
8.	Provide training and supervision that is appropriate to the level of expertise of the personnel involved. As a minimum, this would include familiarisation with local hazards and their control, safe work methods and emergency procedures.

When a hazard is identified, risk control measures should be immediately implemented. The Manager is responsible for implementing the risk control measures and for updating workers at staff meetings about the measures that have been undertaken.

Slips, trips and falls

- All staff have a responsibility to take reasonable care in relation to slips, trips and falls.
- If a spillage is noticed, then it is essential that signage is placed to indicate the wet surface.
- While undertaking tasks, staff are required to assess and identify any hazards.
- When identified, the hazard must be managed by implementing a control measure.

Table 11 below highlights the control measures that can be used to manage slips and falls.

Table 11: Slips and Falls Control Measures.

Control measure	Example actions
Eliminate the hazard	Remove slip and trip hazards at the design stage, such as by eliminating changes in floor levels and installing more power outlets to avoid trailing cords.
Substitution	Replace uneven or broken flooring with a more slip-resistant surface.
Isolation	Prevent access to high-risk areas (e.g., cordon off wet floor areas while cleaning is in progress).
Engineering controls	• Apply floor treatments to increase slip resistance. • Improve lighting. • Stop leaks from equipment or pipes. • Provide adequate drainage. • Clearly mark edges of steps and any changes in floor height.
Administrative controls	• Implement good housekeeping practices (e.g., keeping access ways clear, cleaning spills immediately). • Use signage to warn others of the presence of wet or slippery areas. • Provide training and supervision. • Supply and use personal protective equipment. • Wear slip-resistant footwear.

Hazard and risk assessment records

YCAC has an Incident Register to document all identified hazards and the control measures that were undertaken to reduce the risk. The Incident Register is located in the Workplace Health & Safety folder on Sharepoint.

Review control measures

YCAC regularly reviews WHS risk control measures to ensure that the controls are adequate. A review may be required:

- when it is apparent that a control measure does not effectively control the risk
- if a new hazard or risk is identified

- when health and safety risks have yet to be assessed and are thus unknown
- if the results of a consultation indicate that a review is necessary
- if the YCAC appointed staff member conducting checks requests a review.

YCAC reviews control measures every six months.

7. Responsibilities

Responsibility	Delegation
Exercise due diligence	All workers
Organise consultation with employees	Manager
Ensure WH&S implementation	Manager
Monitor compliance with <i>WH&S Act 2011</i>	Manager and Management Committee
Oversee WH&S orientation and training	Manager
Ensure WH&S monitoring	Manager
Report on WH&S reports and control measures to the governing body	Manager

8. Legislation

Further information about legislation can be found in the following sources:

Work Health and Safety Act 2011 (NSW)

<https://www.legislation.nsw.gov.au/inforce/f8df8095-a335-66a0-8828-f33d06042cb9/2011-10.pdf>

Workers Compensation Act 1987 (NSW)

http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/nsw/consol_act/wca1987255/

Workplace Injury Management and Workers Compensation Act 1998 (NSW)

<https://www.legislation.nsw.gov.au/~view/act/1998/86>

Workers Compensation Legislation Amendment Act 2012 (NSW)

<https://www.legislation.nsw.gov.au/acts/2012-53.pdf>

Work Health and Safety Act 2011 (Cwlth)

<https://www.legislation.gov.au/Details/C2011A00137>

Work Health and Safety Regulations (2011) (Cwlth)

<https://www.legislation.gov.au/Series/F2011L02664>

Model Work Health and Safety Regulation (2019) (Cwlth)

<https://www.safeworkaustralia.gov.au/doc/model-work-health-and-safety-regulations>

9. Related Documents

- Induction Policy Sign-off
- Incident Register
- Site Hazard Inspection Template
- WH&S posters on-site

10. References

- 1) Safe Work Australia. Consultation, Co-operation and Co-ordination Code of Practice [Internet]. NSW Government; 2018 [cited 2019, February]. Available from: <https://www.safeworkaustralia.gov.au/system/files/documents/1702/whsconsultationcooperationcoordination.pdf>
- (2) Safe Work Australia. Model work health and safety regulations [Internet]. NSW Government; 2019 [cited 2019, February]. Available from: <https://www.safeworkaustralia.gov.au/doc/model-work-health-and-safety-regulations>
- (3) SafeWork NSW. How to manage work and safety risks: Code of practice [Internet]. [cited 2019, February]. Available from: http://www.safework.nsw.gov.au/data/assets/pdf_file/0012/50070/How-to-manage-work-health-and-safety-risks-Code-of-Practice.pdf
- (4) Work Health and Safety Regulations 2011 (Cwlth). Retrieved from: <https://www.legislation.gov.au/Details/F2011L02664>

11. Other Resources

Institute of Community Directors: Policy Bank

<https://www.communitydirectors.com.au/icda/policybank/>

SafeWork NSW

<https://www.safework.nsw.gov.au/home>

12. Review

Reviewing and approving this policy		
Frequency	Person responsible	Approval
2 years	Manager	Management Committee

Policy review and version tracking			
Version	Date approved	Approved by	Next review date
2 Previous policy number 7.15	7/7/2021	Management Committee	Jul-23
3	05/07/2023	Management Committee	Jul-25
4			