



**OCCUPATIONAL
HEALTH
AND
SAFETY
HANDBOOK**

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TABLE OF CONTENTS

1.	OCCUPATIONAL HEALTH AND SAFETY POLICY	4
2.	INTRODUCTION	6
3.	DEFINITIONS	6
4.	WORKERS SAFETY AND RESPONSIBILITIES	6
5.	INDUCTION & TRAINING	8
6.	CONSULTATION & ISSUE RESOLUTION OF HEALTH & SAFETY MATTERS	8
7.	REMOTE & ISOLATED WORK	8
8.	ACCIDENT AND INJURY REPORTING	9
9.	HAZARD REPORTING	9
10.	REHABILITATION	9
11.	EMERGENCY RESPONSE & FIRST AID	10
12.	WORKPLACE AMENITIES	10
13.	PERSONAL PROTECTIVE EQUIPMENT (PPE)	11
13.1	HEARING PROTECTION	11
13.2	EYE PROTECTION	11
13.3	FOOT PROTECTION	11
13.4	OTHER SPECIFIC PROTECTION	12
14.	MANUAL HANDLING	12
14.1	HAZARDOUS MANUAL HANDLING/MANUAL TASKS RISK CONTROL	12
14.2	REPETITIVE ACTIVITIES	13
14.3	SIMPLE EXERCISES TO RELIEVE WORK STRAIN	13
15.	SAFE WORK PRACTICES	14
15.1	LICENSING & REGISTRATIONS	14
15.2	SAFE WORK METHOD STATEMENTS (SWMS)	14
15.3	TRACTOR SAFETY	14
15.4	FORKLIFTS	16
15.5	TRAFFIC MANAGEMENT	16
15.6	MACHINERY & POWER TOOLS	16
15.7	HAND TOOLS	17
15.8	WORK PERMITS	17
15.9	MACHINERY GUARDING	17
15.10	ISOLATION OF PLANT – LOCK OUT/TAG OUT (LOTO)	17
15.11	VEHICLE SAFETY	19
15.12	WORKING AT HEIGHTS	19
15.13	CHEMICALS	21
15.14	ELECTRICAL SAFETY	21
15.15	ASBESTOS	22
15.16	EXCAVATION	23
15.17	DEMOLITION	23
15.18	HOUSEKEEPING	24
15.19	WASTE MANAGEMENT	24
15.20	PERSONAL HYGIENE	24
15.21	INDUSTRIAL GASES	24
16.	OFFICE SAFETY	25
16.1	POSTURE	25
16.2	VISUAL (COMPUTER SCREENS)	26
17.	UNACCEPTABLE BEHAVIOUR	27
18.	BULLYING	27
19.	OCCUPATIONAL VIOLENCE	29

20.	DISCRIMINATION AND HARASSMENT	29
20.1	HARASSMENT	29
20.2	SEXUAL HARASSMENT	30
20.3	DISCRIMINATION.....	30
21.	EQUAL EMPLOYMENT OPPORTUNITY (“EEO”)	30
22.	GRIEVANCES	30
23.	RISK MANAGEMENT AND RETURN TO WORK	31
	POLICY	31
23.1	RISK MANAGEMENT	31
23.2	RETURN TO WORK	31
23.2.3	WORKFORCE EXTENSIONS’ RETURN TO WORK OBLIGATIONS	32
23.2.4	RETURN TO WORK PROGRAM	34
23.2.5	WORKER’S OBLIGATIONS	34
23.2.6	MEDICAL TREATMENT DURING THE RETURN TO WORK PLAN	35
23.2.7	UNSUCCESSFUL RETURN TO WORK OUTCOMES.....	35
23.2.8	CONFIDENTIALITY.....	35
23.2.9	BREACH OF THE RETURN TO WORK POLICY.....	35
24.	REFERENCES	37

1. OCCUPATIONAL HEALTH AND SAFETY POLICY

Note: Unless otherwise stated the term “worker/s” relates to direct and on-hired workers.

Obligations

Workforce Extensions recognises its moral and legal responsibility to provide a safe and healthy work environment for 'workers', clients and visitors. This commitment extends to ensuring that the organisation's operations do not place the local community at risk of injury, illness or property damage.

Objectives

Workforce Extensions will as far as is reasonably practicable:

- ✖ Ensure workers are provided with a working environment that is safe and without risk to health;
- ✖ Implement and maintain safe systems of work;
- ✖ Consult with all workers on OHS matters;
- ✖ Take reasonable steps to ensure risks are controlled at the client's workplace;
- ✖ Monitor and review the effectiveness of measures to protect workers.
- ✖ Ensure compliance with legislative requirements and current industry standards;
- ✖ Provide workers with necessary information, instruction, training and supervision.

Responsibilities

Managers and Consultants are accountable for implementing this policy in their area of responsibility. This will be measured via their annual performance reviews. Managers and Consultants are responsible for:

- ✖ Gathering information to determine:
 - the safety at each client site;
 - the tasks to be undertaken by the employee at the client's workplace;
 - the qualifications and experience required by the employee to perform the work adequately and safety at the client's workplace;
- ✖ Evaluating, monitoring and reviewing the client's OHS systems and workplace to ensure the client is providing and maintaining to the employee a work environment that is safe and without risk to health;
- ✖ Determine adequacy of risk control measures and if required negotiate change.
- ✖ Consult with workers in the development, promotion and implementation of health and safety policies and procedures.
- ✖ Ensuring that on-hired workers receive training in the safe performance of their assigned tasks by the client.
- ✖ The provision of resources to meet the health and safety commitment.

Workers are to:

- ✖ Report all identified hazards, near misses and injuries to your Consultant and the appropriate client's representative when at a client's site;
- ✖ Participate in skills development and training to actively improve competencies;
- ✖ Follow all health and safety policies and procedures.
- ✖ Follow safe work procedures as set down by WorkforceXs and the client.
- ✖ Immediately notify WorkforceXs when directed or requested to perform work which is outside the scope of the agreed assignment and/or beyond the skill and capacity of the worker to perform safely.

Consultation

Workforce Extensions is committed to consultation and co-operation between management, workers and the

client.

Please review anything you are unsure of in this handbook and if you require further clarification please ask your Consultant.

Policy Authorised by _____ **Date** _____

For DBCA Pty Ltd Dandenong Pty Ltd trading as Workforce Extensions Dandenong

2. INTRODUCTION

This handbook is an introduction to the safe work practices you are to follow while at work to protect both yourself and others. Workforce is committed to providing you with a safe and healthy workplace. Safety is everybody's responsibility and you are expected to play your part in maintaining the health and safety standards at any workplace you go to.

We will ensure that the client instructs you in all general and specific safety matters relating to your job. If, at any time, you have any queries or concerns about the safety aspects of your work, discuss these with the person you report to at the client's premises and notify your Consultant immediately.

3. DEFINITIONS

Consultation: is a two-way exchange between employers and workers that involves:

- Sharing information about health and safety
- Giving workers a reasonable opportunity to express their views, and
- Taking those views into account.

Workers: a person employed under a contract of employment or contracts of training. Unless otherwise stated the term "workers" relates to direct and on-hired workers.

Hazard: a source or situation with a potential to cause injury, illness or disease.

Hazard identification: the process of recognising that a hazard exists and defining its characteristics.

HSR: Health and Safety Representative (worker elected to represent workers of a designated workgroup)

Near miss: potentially significant event that did not occur due to prevailing conditions, but could have resulted from a sequence of events that did occur.

Risk: the likelihood of an injury, illness or disease occurring

4. WORKERS SAFETY AND RESPONSIBILITIES

To ensure a safe environment that is without risk to health Workforce XS relies on commitment, consultation, coordination and co-operation. Everyone at Workforce XS needs to understand what their role is in making the workplace safer, and how they can fulfil their responsibilities and duties.

To ensure that all workers are aware of their health and safety responsibilities, Workforce XS will ensure that these are communicated to each worker through induction, training and consultation.

Workforce XS

Primary Duty of Care:

- Ensure the health and safety of workers while at work
- Ensure the health and safety of others is not put at risk from work carried out by Workforce XS
- Provide and maintain:
 - healthy and safe work environment;
 - safe plant and structures;

- safe systems of work.
- Ensure:
 - safe use, handling and storage of plant, structures and substances;
 - adequate facilities (including facility access) for the welfare of workers at work;
 - information, training, instruction and supervision;
 - monitoring of worker's health and the conditions of the workplace

Consultation, Cooperation & Coordination:

- consult, co-operate and co-ordinate activities with all other persons who have a duty in relation to the same matter.

Directors

As an 'Officer' under the relevant State Territory health and safety Act, the Directors of Workforce XS must exercise 'due diligence' to ensure Workforce XS complies with the primary duty of care. To exercise due diligence the Directors will take reasonable steps to:

- ✘ acquire and keep up-to-date knowledge of work health and safety matters; and
 - ✘ gain an understanding of the nature Workforce XS's operations and generally of the hazards and risks associated with those operations; and
 - ✘ ensure that Workforce XS has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the business; and
 - ✘ ensure that Workforce XS has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information; and
 - ✘ ensure that Workforce XS has, and implements, processes for complying with any duty or obligation of Workforce XS under the relevant State/Territory health and safety Act; this includes:
 - reporting notifiable incidents;
 - consulting with workers;
 - ensuring the provision of training and instruction to workers about work health and safety;
- and;
- ✘ verify the provision and use of the resources and processes in reference to eliminating or minimising risk and implementing processes for compliance to health and safety duties.

All Workers

Your health and safety responsibilities while at work are:

- ✘ To work with care and consideration for your health and safety and the health and safety of others;
- ✘ To follow all safe working practices and procedures adopted by the client;
- ✘ To report to the client or to your Consultant any workplace hazards or any incidents you are exposed to or injuries that you sustain;
- ✘ To use protective equipment issued to you and to maintain it in good order;
- ✘ Not consume alcohol or other drugs (illegal or legal) which may impact upon your capacity to work safely;
- ✘ Notify your consultant prior to commencing any work which is outside of the scope of your assignment and/or you are unable to perform safety;
- ✘ Participate in consultative arrangements of both Workforce XS and your host organisation;

5. INDUCTION & TRAINING

Workforce XS has a commitment to carry out our duty of care to you as our worker and therefore we will ensure that you are provided with the required induction and training prior to any placement that will support you in doing your job safely.

Prior to the commencement of your first assignment with Workforce XS, you will be required to complete the Workforce XS induction.

Workforce XS also requires that your host organisation also provides you with an induction to their work health and safety systems of work. This will be delivered by a host representative and should be provided to you prior to commencing work tasks at the host site.

6. CONSULTATION & ISSUE RESOLUTION OF HEALTH & SAFETY MATTERS

Workforce XS has a commitment to carry out our duty of care to you as our worker and therefore we will ensure that you are consulted regarding health and safety matters.

Where a health and safety issue arises, our process requires you to report the issue to both your host contact and Workforce XS consultant.

If the issue has the potential to cause a serious threat to health and safety, then you may be instructed by either your host contact or Workforce XS recruitment consultant to cease work activity. If at any time, you feel your health and safety is in immediate danger remove yourself from the situation/work activity if safe to do so and report to your host and Workforce XS recruitment consultant as soon as possible.

Where the health and safety issue does not present an immediate risk to health and safety, our process requires you to report the issue to your host contact and Workforce XS consultant. An Incident/Accident/Near Miss Report form will be completed by Workforce XS to ensure resolution of the matter.

Where the issue remains unresolved, you may liaise with a host senior manager, and Workforce XS manager. A third-party representative may be required to assist with the resolution process or to provide guidance.

7. REMOTE & ISOLATED WORK

We recognise that the meaning of 'workplace' is a place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work.

We also recognise that 'remote or isolated work', in relation to a worker, means work that is isolated from the assistance of other persons because of location, time or the nature of the work.

We understand that remote or isolated work is not just in the 'outback', our workers may be isolated even when working in the city. The location, time and nature of the work helps determine remote or isolated circumstances.

-  Isolated work may involve work activities undertaken in an isolated area, on or off site, either during or outside normal working hours.
-  Remote work may involve work activities undertaken at a location removed from an office environment where there are few people and where communications and travel are difficult. This may include land or sea activities within Australia or overseas.

We will ensure that our workers working remotely or in isolation are provided with safe systems of work to

ensure their health and safety.

It is our policy that the hazard identification and risk assessment process in consultation with workers will occur prior to remote or isolated work undertaken. It is expected that issues relevant to the unique working environment are identified and action taken to limit the risk of an incident occurring.

There are various means for controlling the risks associated with remote or isolated work. The adequate controls applicable to your placement will be dependent on the context and conditions, but may include for example:

-  relocating the work
-  provide vehicles, equipment, tools and communication equipment suitable for use in the terrain
-  two worker teams
-  ensuring workers are physically and mentally fit to perform the work
-  appropriate training is provided about working in remote or isolated environments
-  avoiding riskier times of the day (i.e. excessive heat, cold, storms and when the circadian rhythm wants the body to sleep)
-  ensure adequate facilities for workers including toilets, drinking water, eating facilities, personal storage
-  providing accommodation
-  communication plans, e.g. have a check in process whereby workers are required to contact 'home base' at a nominated time
-  have an emergency response plan when workers fail to report in at allotted times

8. ACCIDENT AND INJURY REPORTING

All accidents, incidents including "near misses" must be reported immediately, even if they do not result in injury or damage. In the event of an injury, you must obtain first aid treatment to ensure the injury does not worsen.

All accidents and incidents are to be investigated by both the host organisation and Workforce Extensions. The aim is to find the reasons for the accident so that it does not happen again. It is expected that you co-operate with this investigation.

It is important that you report an incident immediately with the person you report to at the client's premises and notify your Consultant as some incidents require notification to the Authority.

9. HAZARD REPORTING

If you identify a hazard report it to the client. If it is within your authority to do so; implement a control to eliminate the immediate risk of the hazard until such time that a client representative can assess and control the risk. This may include isolating others from the risk using barriers or other similar temporary risk control measures.

It is the responsibility of the client to take necessary action to control the risk of the hazard.

10. REHABILITATION

If you suffer an injury while at work which will stop you from working and you wish to submit a claim for compensation, you must forward the appropriate claim form to your Consultant along with any authorised medical certificates and medical accounts. Your Consultant will forward the claim to the insurance company who will approve or reject the claim. Please remember that the insurance company has 28 days to make a decision, so you may not be advised as to whether your claim has been accepted for up to a month.

It is Company policy to take all reasonable steps to help with your rehabilitation if you suffer an injury at work.

The primary focus of rehabilitation is to enable you to return to a normal life as soon as possible after your injury.

It is your responsibility to co-operate in a rehabilitation program when this is part of the recovery process. This program may involve alternate or modified duties with another client and will depend on your degree of injury. Your co-operation may also be required to assist in a rehabilitation program for a fellow employee who is recovering from an injury.

11. EMERGENCY RESPONSE & FIRST AID

Many clients will have emergency plans in place to ensure that potential life threatening events are handled with maximum efficiency in order to protect people's lives. It is important that you are aware of your responsibilities in the event of an emergency.

You will be provided with emergency response and first aid information relevant to your assignment via the host induction process.

It is expected that your host organisations keep you informed and updated of the site emergency and first aid procedures and any changes that may occur, such as appointment of new Wardens, first aid representatives, building alterations etc. This includes:

-  Name and location of the designated area/floor warden and first aid officers;
-  Emergency exits and first aid equipment throughout the site/building;
-  Emergency assembly areas; and
-  Importance of following warden instructions to enable quick and safe evacuation

It is expected that the client involves you in emergency evacuation drills when they are scheduled to occur.

Some general guidelines are:

KEEP CALM, THINK CLEARLY AND ACT QUICKLY

-  Protection of life is the first consideration in an emergency. Property protection is secondary
-  Learn the emergency telephone number if the client has one
-  Find out where you have to go in an evacuation of the premises
-  Find out who your Fire Warden is
-  Find out who you have to notify if an emergency occurs
-  If you are trained in the use of firefighting equipment, make sure you know the location of it

In the event of an injury:

-  make sure that the First Aider is notified as quickly as possible. It is important that you learn who your First Aiders are and where they can be contacted.
-  Report all injuries to your first aider immediately – DO NOT treat yourself. This is important to ensure that necessary treatment can be administered prior to you leaving the site.
-  Do not interfere with first aid boxes or supplies. However, get to know where the nearest first aid box is located for use in an emergency.

12. WORKPLACE AMENITIES

Amenities are facilities essential for the welfare or personal hygiene needs of workers. They prevent spread of germs and disease, prevent ill health from exposure to contamination and meet the basic human needs of workers.

Workplace amenities include toilets, shelter sheds, seating, dining rooms, change rooms, drinking water,

personal storage and washing facilities.

The client must provide adequate facilities and they must be kept clean, secure and maintained in a good working order.

The facilities that the client needs to provide depends on the industry you are working in. If you have any concerns with the facilities at the client's workplace, report it to your consultant and supervisor.

13. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Some jobs have a certain element of risk associated with them (e.g. working in areas of excessive noise or in areas where flying objects may occur).

Wearing PPE reduces the risk of injury.

It is your responsibility to wear this equipment when and where required. The client will explain the rules about protective equipment to you and should display PPE signage in areas where it must be worn. You will be required to observe and follow these rules. If PPE is not provided or is not in an appropriate condition you must notify your consultant immediately.

13.1 HEARING PROTECTION

Hearing protection must be worn whenever the noise level exceeds the noise exposure standard and the host organisation has implemented hearing protection as a control. You will be told if hearing protection is required. You must wear this protection at all times in designated areas to protect your hearing and to protect you from noise induced hearing loss. As an employee, the client must provide you with periodic hearing tests and audiometric testing (if required).



13.2 EYE PROTECTION

Eye protection may be required for certain jobs or work areas. It is important that you wear this protection to prevent serious eye injuries. You will be told where eye protection is required and the type of protection to be worn. The client must display signage in areas where eye protection is to be worn.



13.3 FOOT PROTECTION

Safety boots or shoes must be worn in designated areas to protect your feet from falling objects. If you are unable to wear your safety footwear for any reason, you must notify your Consultant. You are to provide a medical certificate specifying that you are unable to wear safety footwear.



13.4 OTHER SPECIFIC PROTECTION

Other types of protective equipment may be required, depending on the work you are doing. These may include spats, aprons, gloves (not to be worn near moving machinery), helmets, etc. You will be advised of any other protective equipment required and whether specific training is required in the use of this equipment.

For your added protection, gloves, loose clothing, neck ties, bulky rings, and dangling jewellery must not be worn when working with or near moving machinery. Gloves should not be used unless they are specifically required as PPE e.g. gloves to prevent needle stick injuries and lacerations in a meat processing facility. Long hair should be tied back or enclosed in a hair net.

14. MANUAL HANDLING

Manual handling is any activity requiring the use of force exerted by a person to lift, push, pull, carry or otherwise move, hold or restrain any object.

Hazardous manual handling refers to those activities that have:

- ✘ Repetitive or sustained application of force;
- ✘ Repetitive or sustained awkward posture;
- ✘ Repetitive or sustained movement;
- ✘ Application of high force;
- ✘ Exposure to sustained vibration;
- ✘ Handling live persons or animals.

While not all manual handling tasks will cause injury, these factors (known as characteristics of a hazardous manual task) directly stress the body and can lead to injuries such as:

- ✘ Muscle sprains and strains;
- ✘ Back injuries;
- ✘ Soft-tissue injuries to the wrists, arms, shoulders, neck or legs;
- ✘ Abdominal hernias;
- ✘ Chronic pain

14.1 HAZARDOUS MANUAL HANDLING/MANUAL TASKS RISK CONTROL

The host organisation is required to implement effective measures to eliminate or reduce the risk of musculo-skeletal disorder. Eliminating the manual handling tasks that create risk is the most effective way of protecting your safety.

If elimination is not possible then the host organisation is required to implement controls to reduce the risk of musculo-skeletal disorder.

- ✘ Alter the workplace, or the environmental conditions, including heat, cold and vibration, where the manual handling task is carried out;
- ✘ Alter the systems of work used to carry out the manual handling task;

- Change the objects used in the manual handling task;
- Use mechanical aids.

Examples of hazardous manual handling risk control include implementing a “no lift” policy in health care, using pallet containers instead of manual lifting or transferring stock on a trolley rather than carrying it.

It is our expectation that the host organisation does not rely on information, training or instruction in manual handling techniques as the sole or primary means of controlling risk, unless these ways of controlling risk are not practicable.

It is expected that the client informs you of and provides access to risk assessments relating to any hazardous manual task that you may be exposed to during your assignment.

14.2 REPETITIVE ACTIVITIES

Many activities are repetitive in nature. This can result in muscle soreness, tiredness and general aches and pains. If your job involves doing the same thing continually, you need to take short breaks on a regular basis to “give the muscles a break”. During these breaks, you should do some of the following exercises to relax your overworked muscles.

14.3 SIMPLE EXERCISES TO RELIEVE WORK STRAIN

Neck Stretch

Drop your head to one side and hold for 10 seconds. Repeat to the other side. Drop your head to your chest and hold 10 seconds. Turn head slowly from side to side.

Chin tucks

Raise the head to straighten the neck. Tuck the chin in and upwards creating a double chin. This also results in a forward tilt of the head. Repeat several times.

Upper and lower back stretch

Interlace fingers and turn palms upwards above head; straighten arms then slowly lean slightly from side to side. Repeat movement several times.

Back arching

Stand up. Support your lower back with hands and gently arch back and hold for 5 to 10 seconds. Repeat as often as is needed.

Pectoral stretch

Raise both arms to shoulder height and bend elbows. Pull both elbows back slowly to bring shoulder blades towards each other.

Shoulder Shrug and Roll

Raise your shoulders toward your ears. Hold and release. Roll shoulders forward and repeat in the opposite direction.

Finger Fan

Spread your fingers wide with palms down and hold 6 seconds. Make a tight fist and release.

Wrist and elbow stretch

Interlace fingers, palms outward, and straighten arms in front. Hold for 10 seconds and repeat several times.

Wrist stretch

Straighten your arm in front and bend your wrist forward, gently assist the stretch with your other hand.

Hold for 10 seconds then stretch your wrist back and hold for 10 seconds. Repeat with other arm.

15. SAFE WORK PRACTICES

15.1 LICENSING & REGISTRATIONS

There are certain activities, equipment or substances in the workplace that can pose a risk to workers or the public. Workers and employers engaged in this work, or who use particular equipment or materials, are required to hold a licence. Having a licence demonstrates a minimum requirement to operate equipment and should only be undertaken with sufficient training and authorisation from the host organisation.

A licence is required if you will be performing high risk work (e.g. scaffolding and rigging, operating cranes and forklifts, and using boilers and other pressure equipment).

Before applying for a licence, you should contact the WorkSafe Advisory Service in consultation with your Workforce Extensions Consultant to find out which licence(s) you need to perform your work and what requirements you must meet to be eligible for a licence.

15.2 SAFE WORK METHOD STATEMENTS (SWMS)

A SWMS is a document that sets out:

- ✎ the high-risk construction work activities to be carried out at a workplace,
- ✎ the hazards arising from these activities; and
- ✎ the measures to be put in place to control the risks

SWMS is not intended for 'work of a minor nature', however the host organisation may require SWMSs to be prepared for all activities whether they are minor or not.

SWMSs must be prepared for high risk construction work, for example, if you are planning to work near or in a confined space, a SWMS must be prepared for that activity.

A SWMS must:

- ✎ identify the work that is high risk construction work
- ✎ specify hazards relating to the high-risk construction work and the risks to health and safety
- ✎ describe the measures to be implemented to control the risks, and
- ✎ describe how the control measures are to be implemented, monitored and reviewed.

A SWMS must be reviewed regularly to make sure it remains effective. If control measures are changed, the SWMS must be updated to reflect the changes.

15.3 TRACTOR SAFETY

Tractors and associated equipment are one of the major causes of death and serious injury in the agricultural and horticultural industries. Many fatalities and serious injuries have occurred when:

- ✎ Tractors have back flipped or rolled over.
- ✎ When people have fallen off the tractor and been run over by the wheels.
- ✎ When people have been caught in poorly guarded power take-off shafts.

- ✘ When caught in other attachments.

You must not drive a tractor unless you have been adequately trained to do so and authorised by the host organisation.

General safety precautions

- ✘ Read and follow all the manufacturer's operating instructions
- ✘ Tractor drivers must complete specialised training for their farm needs
- ✘ A rollover protective structure (ROPS) must be fitted to the tractor in accordance with s. 216 *Roll-over protection on tractors* of the model Work Health and Safety Regulation 2011
- ✘ ROPS must comply with the design and testing requirements specified in AS1636.1-1996 Tractors – Roll-over protective structures – Criteria and tests or an equivalent standard
- ✘ Wear comfortable, well-fitting clothing and boots
- ✘ Wear hearing protection when driving tractors without cabins
- ✘ Wear a seat belt where fitted
- ✘ Adjust the seat so that all controls can be operated comfortably and safely
- ✘ Keep children away from tractors and machinery
- ✘ Keep all guards in place, including power take off (PTO) and master shield guards
- ✘ Do not carry passengers unless there is a designated seat and seat belt within the protective zone of the ROPS

Hitching implements

- ✘ Fit attachments according to the manufacturer's instructions.
- ✘ When attaching equipment, always use the mounting points or draw bar provided by the manufacturer. Do not use improvised methods.
- ✘ Do not alter, modify, or raise the height of the draw bar outside of those adjustments made by the manufacturer.
- ✘ When a power implement is attached to the tractor ensure all guards are in place before operating.
- ✘ Never hitch above the centre-line of the rear axle, around the axle housing or to the top link pin.
- ✘ Do not attempt to adjust or work on implements while they are in motion.
- ✘ Do not use or attach implements unless the power shaft or PTO shaft is guarded.

Starting and stopping tractors correctly

- ✘ Start the tractor only from the driving position and not from the ground
- ✘ Do not dismount from a moving tractor
- ✘ Ensure the park brake is on and operating effectively before dismounting
- ✘ Do not park a tractor on a steep slope
- ✘ Remove the starting key when the tractor is not in use

Operating

- ✘ Drive at speeds slow enough to retain control in unexpected circumstances.
- ✘ Reduce speed before turning or applying brakes.
- ✘ Watch out for ditches, embankments and depressions – crumbling and slippery banks can cause overturns.
- ✘ When stuck in soft ground, back out. If unsuccessful, get help.
- ✘ Reverse up steep slopes, rather than driving forward (ensure no trailing implements are attached).
- ✘ Use as wide a wheel track as possible when working on hillsides and sloping ground. Descend slopes cautiously. Keep the tractor in low gear and allow the motor compression to act as a brake.
- ✘ Follow the manufacturer's instructions for adding ballast to improve tractor stability.

Protecting your back

- ✘ Adjust the seat to suit your body. Never jump down from the tractor.

- ✘ Wear footwear that provides a firm grip when mounting or dismounting the tractor, or operating foot pedals.

15.4 FORKLIFTS

Forklifts must only be operated by trained people who have the applicable high risk work licence. If you are not licenced to operate a forklift or you are not authorised by the host organisation to operate the forklift; don't use the forklift!

Passengers are not permitted on forklifts, tractors and other mobile equipment unless there is a passenger seat.

Use of forklifts for lifting people is an unsafe, prohibited work practice unless an approved safety cage is correctly used. Don't work from the tines of a forklift!

15.5 TRAFFIC MANAGEMENT

The interaction between traffic and pedestrians can create a significant risk of injury. There is an expectation that the client should be able to separate traffic from pedestrians, by establishing designated areas for traffic movement and ensuring pedestrians do not enter those areas.

You must be made aware if there is operation of forklifts or other vehicles at the host's workplace. The usage of forklifts and other vehicles in the workplace increases the risk of serious injury or death as this is often the outcome when a forklift incident occurs.

In compliance with relevant State/Territory health and safety legislation, the client must carry out hazard identification on all powered mobile plant over which the operator has control. Where risk of powered mobile plant striking pedestrians, or colliding with other powered mobile plant is identified, the client must implement control measures to eliminate the risk, or if not practicable, reduce it as far as practicable.

It is expected that the host organisation provides you with information on and access to the worksites traffic management plan. A traffic management plan assists in communicating how a worksite manages traffic risks.

A traffic management plan may include details of:

- ✘ the desired flow of pedestrian and vehicle movements
- ✘ the expected frequency of interaction of vehicles and pedestrians
- ✘ illustrations of the layout of barriers, walkways, signs and general arrangements to warn and guide traffic around, past, or through a work site or temporary hazard, and
- ✘ how short term, mobile work and complex traffic situations will be managed.

A traffic management plan could also set out:

- ✘ responsibilities of people managing traffic in the workplace
- ✘ responsibilities of people expected to interact with traffic in the workplace, and
- ✘ instructions or procedures for controlling traffic including in an emergency

15.6 MACHINERY & POWER TOOLS

The range of machinery you may come across on the job is extensive and may include augurs, conveyors, spraying equipment, mixing equipment, balers, packing machines and an extensive array of tractor attachments. Each has its own inherent hazards. Some safety aspects are:

- ✘ Do not use this equipment unless you have been authorised by the client, trained and are aware of the hazards.
- ✘ Keep away from mobile machinery – if you must work near this machinery, make sure the operator knows where you are.

- ✘ Do not remove any guards – they are there to protect you.
- ✘ Wear close fitting clothing when working near rotating equipment.
- ✘ If you have long hair, wear a hair net when working near rotating equipment.
- ✘ Do not try to repair broken equipment.
- ✘ Do not clean the moving parts of a machine whilst the machine is operating.

15.7 HAND TOOLS

Hand tools present a range of hazards in the workplace. Injuries that can be sustained as a result of hand tool use include:

- ✘ Cuts and abrasions
- ✘ Eye injuries
- ✘ Punctures and bruises
- ✘ Broken bones

To minimise your risk of injury with hand tools:

- ✘ Choose the right tool for the job (avoid using homemade tools);
- ✘ Wear appropriate PPE;
- ✘ Inspect tool for any hazards prior to use;
- ✘ Report any problems or hazards with the tool to your supervisor;
- ✘ Follow any safe operating procedures that may have been provided to you by the client;
- ✘ Use lighter tools that can be held comfortably for longer periods;
- ✘ Remove any jewellery and avoid loose fitting clothes if they present a risk;
- ✘ Store tools properly so that they do not present a hazard.

15.8 WORK PERMITS

There are some tasks that when undertaken in certain environments can be very hazardous. As the legislation requires the employer to provide and maintain a system of work, the client should have in place a work permit system for any task that requires hot work or confined space entry.

A work permit indicates that a competent and experienced person has identified the hazards, assessed the task, inspected the work area and implemented adequate controls to eliminate and/or minimise potential risks to health and safety. The permit also needs to be authorised by a management representative prior to any work commencing. Once the work is completed, sign off is required by the person who has performed the task and the management representative.

15.9 MACHINERY GUARDING

Machine guards are required to protect you from the hazards of the machine. Some important points to note are:

- ✘ A machine must only be operated with the guards in place and operating correctly.
- ✘ Guards must only be removed by authorised people after the machine has been “locked out”.
- ✘ Guards must be refitted prior to starting the machine.
- ✘ Report any faulty guards to your Supervisor.

15.10 ISOLATION OF PLANT – LOCK OUT/TAG OUT (LOTO)

Every year people at work are injured, sometimes fatally, when plant is inadvertently activated or stored energy is released during inspection, repair, maintenance or cleaning activities. These injuries can be prevented by introducing and following effective isolation procedures.

Stored energy sources can include the following:

- ⚠ Electrical (Some electrical equipment may be energised from more than one source. Certain electrical equipment such as capacitors can store an electrical charge after the equipment has been switched off)
- ⚠ Hydraulic (liquids under pressure)
- ⚠ Pneumatic (air or other gases contained under pressure)
- ⚠ Chemical (hazardous chemicals contained within pipes or other equipment)
- ⚠ Thermal (steam, hot water or hot equipment)
- ⚠ Gravity (suspended weight)
- ⚠ Flywheel (machines continuing to move after being switched off)
- ⚠ Spring (coiled springs in equipment)

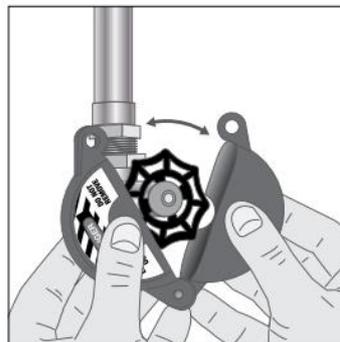
Whilst on assignment at the host organisation, you may be exposed to one or more of the above hazards. The risk is that equipment is inadvertently started up whilst someone else who is cleaning or repairing the equipment is hidden from view with consequent risk of injury.

It is essential for the host organisation to have appropriate isolation procedures in place and provide you with information and training on isolation requirements where it is applicable to your assignment.

Lock Out & Tag Out

At a minimum, isolation of plant should involve a process of the plant being locked out with locks. These locks should be clearly identifiable as out of service locks and remain on until it is safe to remove them or the work is complete.

Locking out isolation points prevents them being reactivated. Lockouts are designed for use on many different items of plant such as circuit breakers, fuses and valves (see picture below)



A tag should be applied once the lock has been applied to the plant. Tagging is not a lock or a form of isolation. It is a warning identifying who to contact.

Two types of tags are used – personal danger tags (see picture below) and out of service tags.

Personal danger tags are red and white. They warn workers that someone is working on the plant. These tags should only be attached after the plant has been locked out and must be in clearly visible areas.

Out of service tags are yellow and black. They are used when plant is out of operation. If these tags are placed on plant with isolated energy sources, they should only be done when it is locked in the safe (off) position.



The only worker who should remove personal danger locks and tags is the person who put them in place.

15.11 VEHICLE SAFETY

Drive carefully at all times including to and from work and do not use a company vehicle unless you are authorised by the client. Obey all road rules and regulations including workplace speed limits. Do not speed!

Park your vehicle safely and in a designated parking spot. If you must park the vehicle elsewhere, ensure the vehicle will not present a hazard to other vehicles or to people.

While walking, be aware of vehicles being driven in the work area. Keep to designated walkways.

Refuelling Petrol Vehicles

- ✘ By law you must switch off your engine before and during refuelling;
- ✘ Take care when operating the fuel cap on your petrol vehicle. Static discharge from some type of clothing can ignite petrol vapours from your vehicle tank;
- ✘ Dropping a mobile phone or switching it on or off can cause sparks, which may ignite petrol vapours;
- ✘ Using mobile phones while refuelling can cause a lapse in concentration;
- ✘ By law, you and your passengers are required to extinguish your cigarettes, cigars or pipes prior to entering the service station.

Autogas

- ✘ If you detect an LPG leak, press an emergency stop button and advise staff immediately;
- ✘ Before connecting to your car, always check that the vehicle fill point and nozzle connections are clean and in good condition.
- ✘ Take care when connecting the nozzle to your car to ensure it is not cross threaded
- ✘ Avoid direct contact with LPG which can cause cold burns.

15.12 WORKING AT HEIGHTS

Work from heights refers to any work activities being undertaken at an elevated position.

Falls from heights are the most common cause of fatalities in the building and construction industry. Depending on the circumstances, serious injury or death can occur from a fall from any height. However, the likelihood of serious injury or death increases with the height from which the person falls.

The following situations would be considered hazardous:

-  working near unprotected open edges of floors or roofs
-  working near unguarded excavations, trenches, shafts or lift wells, and
-  working on or near fragile/brittle surfaces such as skylights and fibreglass roofs

You need to be aware of the risk of fall and pay attention to tasks carried out:

-  on any structure or plant being constructed or installed, demolished or dismantled, inspected, tested, repaired or cleaned
-  on a fragile surface, e.g. cement sheeting roofs, rusty metal roofs, fibreglass sheeting roofs and skylights
-  on a potentially unstable surface e.g. areas where there is potential for ground collapse
-  using equipment to work at the elevated level e.g. when using elevating work platforms or portable ladders
-  on a sloping or slippery surface where it is difficult for people to maintain their balance e.g. on glazed tiles
-  near an unprotected open edge e.g. near incomplete stairwells
-  near a hole, shaft or pit into which a worker could fall e.g. trenches, lift shafts or service pits.

If there is a risk of a fall from height – no matter the distance, controls **must** be implemented by the host organisation to remove the risk of falling.

The most effective fall from height control is **elimination**. This can be done by completing the task on the ground or solid construction.

As it's not always practical to eliminate working from a height the next consideration must be whether the risk of a fall be **minimised by providing and maintaining a safe system of work, including:**

-  use of a fall prevention device, example; installing guard rails. If this is not practicable;
-  use of a work positioning systems, example; an industrial rope access system. If this is not practicable;
-  use of a fall-arrest system, example; anchorages, harness

A combination of these controls may be necessary.

Ladders

Portable ladders should only be used where the use of safer systems is not reasonably practicable. Ladders should be used primarily as a means of access to or egress from a work area.

If none of these controls can be implemented and there is a significant risk of fall, then it may be determined that the task is unsafe and cannot be completed until adequate controls are available.

Important: where there is a significant risk of fall that cannot be controlled, report immediately to your supervisor.

For fall from height controls to be effective, they should be supported by:

1. **Safe work procedures** – explains how to correctly install, use and maintain the control measure e.g. inspection and training requirements
2. **Provision of information, instruction and training** – how to use the control measure and emergency and rescue procedures
3. **Provision of supervision** – ensuring that only workers who have received training and instruction in relation to the system of work are authorised to work from height and workers use

the fall control measure in the correct manner.

Caution: if your work involves working at height and you do not have access to or have not been provided with:

- adequate fall from height controls;
- safe work procedures,
- information, instruction and training and
- no supervision

Then it is not safe for you to undertake the task. You should report to your supervisor prior to carrying out the working at height task and only undertake the work once all the above has been prepared.

15.13 CHEMICALS

Many chemicals are used in the workplace. These can range from relatively harmless chemicals such as some fertilizers through to highly toxic pesticides and herbicides.

You are not to handle chemicals without the express permission of your Consultant as part of the contract with the client. If you are asked to handle chemicals, please contact your Consultant.

Chemicals can affect your health by entering your body through breathing (e.g. dusts or pesticide sprays), through skin absorption (e.g. some solvents such as kerosene or petrol) or through ingestion (e.g. by eating or drinking the chemical).

If you are using chemicals, you must follow these safety precautions:

- ⚠ Identify the chemical you are using – refer to the label;
- ⚠ Obtain and refer to the Safety Data Sheet (SDS);
- ⚠ Obtain a copy of the safe operating procedure from the host;
- ⚠ Use the recommended personal protective equipment, including respiratory protection – refer to the SDS;
- ⚠ Never put left over chemicals in cordial or soft drink bottles.
- ⚠ Dispose of excess chemicals safely – seek advice from your Supervisor and refer to SDS.
- ⚠ Make sure all containers are correctly labelled.
- ⚠ **WASH YOUR HANDS THOROUGHLY AFTER USING ANY CHEMICAL AND BEFORE EATING, DRINKING OR SMOKING.**

15.14 ELECTRICAL SAFETY

Electricity is inherently dangerous. It has the potential to seriously injure and cause death.

Some electrical hazards that may be present in the workplace or on-site include:

- frayed flexible supply cords;
- cracked electrical plant covers;
- flexible supply cords which have been run over by vehicles;
- electrical plant used in wet areas; and
- electrical plant which is moved frequently, such as concrete mixers.

A common cause of electrocution in the workplace/on-site or around sites is contact with overhead wires. This is because people can misjudge heights and distances between the ground and overhead wires when carrying equipment such as poles and ladders, or operating equipment with height extension, such

as cranes.

Therefore, when working with electricity, it is important that the necessary precautions are taken. Regular and accurate maintenance of electrical outlets and supply plays a major part in minimising the chance of electrical accidents.

It is expected that the host organisation provides you with instruction on the appropriate safe methods of work when working with or near electricity.

Residual Current Devices (RCD)

The power supply to all electrical equipment on construction sites must be protected by a Residual Current Devices (RCD). All portable RCDs should be tested daily, and all RCDs must be tested by a licensed electrician for tripping current.

There may be situations where temporary switchboards are required and they should have:

- ✘ a door, locking facility and RCDs;
- ✘ an insulated recess in the bottom for connecting extension leads;
- ✘ protection from the weather and mechanical damage; and
- ✘ A clearance of at least 1m in front of the board

UNDER NO CIRCUMSTANCES ARE YOU TO ATTEMPT TO MAKE ELECTRICAL REPAIRS

Only qualified electricians can work on electrical equipment and installations. If you find an electrical fault, you must report it to the client.

Only non-conductive fire extinguishers (e.g. dry chemicals, carbon dioxide) should be used around electrical fires.

15.15 ASBESTOS

The dangers associated with asbestos are widely known to contribute to lung cancer, asbestosis and mesothelioma, therefore you need to be aware of the following when working with asbestos:

before demolition or refurbishment work occurs, all areas that may contain asbestos must be identified;

- ✘ if asbestos is found or suspected in the workplace or on-site, it must not be disturbed and the Supervisor must be notified immediately;
- ✘ licensing for the removal of asbestos is to ensure that only workers who possess the required knowledge, skills and safe systems of work to do the job safely will be able to perform the work;
- ✘ it is a requirement that business operators removing more than 10 m² of non-friable asbestos, including asbestos cement material, in a workplace will need to have completed an approved training course and hold an asbestos license: Class A or Class B depending on the type and quantity of asbestos to be removed;
- ✘ a permit to work system is implemented as it provides a systematic disciplined approach to assessing the risks of a job and specifying the precautions to be taken when performing work in a hazardous environment.

If your work involves working with asbestos that does not require a Class A or B licence, it is expected that the host organisation provides you with specific information and training, including:

- ✘ purpose of the training
- ✘ health risks of asbestos
- ✘ types, uses and likely presence of asbestos in the workplace

- ✚ employer and the worker's roles and responsibilities under the asbestos management plan
- ✚ where the asbestos register is located, how it can be accessed and how to understand the information contained in it
- ✚ processes and safe work procedures to be followed to prevent exposure, including exposure from any accidental release of airborne asbestos
- ✚ where applicable, the correct use of PPE including respiratory protective equipment (RPE)
- ✚ the implementation of control measures and safe work methods to eliminate or minimise the risks associated with asbestos to limit the exposure to workers and other persons
- ✚ exposure standard and control levels for asbestos
- ✚ purpose of any exposure monitoring or health monitoring that may occur.

15.16 EXCAVATION

Excavation work generally means work involving the removal of soil or rock from a site to form an open face, hole or cavity using tools, machinery or explosives.

There are many hazards associated with construction work, such as falling objects, fall or dislodgment of earth or rock, underground essential services.

A SWMS should be prepared for excavation work due to its high-risk nature. When preparing the SWMS, it's important to consider what can go wrong and make sure suitable controls are identified manage the risk. Specifically, the SWMS should aim to address the following risks:

- a person falling into an excavation
- a person being trapped by the collapse of an excavation
- a person working in an excavation being struck by a falling thing, and
- a person working in an excavation being exposed to an airborne contaminant.

At a minimum, the SWMS, in addition to carrying out the excavation, should consider the planning of the evacuation. Including:

- ✚ obtaining a current underground essential services information relating to the workplace and areas adjacent to the workplace – before commencing work call Dial Before You Dig on 1100 beforeUdig 0800 248 344 and obtain a copy of the map
- ✚ For trench work; excavating of at least 1.5 metres deep, the work area must be secured from unauthorised access, including inadvertent entry.
- ✚ If the excavation work is in Victoria – WorkSafe Victoria must be notified at least three full days before starting the excavation work if the planned work involves:
 - Excavating a tunnel, a shaft deeper than 2 metres; or
 - A trench deeper than 1.5 metres, and
 - The excavation will be big enough for a person to get into or it could involve a risk to anyone's health or safety

15.17 DEMOLITION

Incidents have been caused during demolition by:

- people falling from unprotected workplaces and through openings;
- people being struck by falling objects;
- people being struck by flying objects;
- sudden collapse of buildings or structures;
- unprotected electrical cables, wiring or equipment;
- collision with mobile plant and equipment;
- fires caused through hot works or burst gas mains;
- insecure materials in or on the structure;
- plant being used on elevated slabs without proper precautions being taken;

- people harmed by cutting equipment; and
- road accidents caused from overloading or insecure loads during transport.

Demolition work involves demolishing a load-bearing structure or changing a physical integrity of a structure.

If you are involved in demolition work, at a minimum, it is expected the host organisation provides you with training to ensure that the demolition work is carried out as safely and competently.

Due to the high-risk nature of demolishing, a supervisor should always be nominated and readily available for demolition work onsite.

Demolition is considered high risk work and as such a SWMS should be prepared. When preparing the SWMS, you should consider each type of hazard that could arise when carrying out the demolition work e.g. fall from height, falling objects or debris, being struck by an operating mobile plant.

15.18 HOUSEKEEPING

Good housekeeping is fundamental to good safety. Trips, slips and falls can result from poor housekeeping. It is everybody's responsibility to ensure that their work areas are kept clean and tidy.

All materials, equipment and tools not in use must be safely stored. All rubbish and waste must be placed in the bins provided. All aisles and access to fire extinguishers must be kept clear.

Liquid spills must be cleaned up immediately with absorbent material. DO NOT wash the spill into a drain.

Remember that cleaning up after a job is part of doing that job the right way.

15.19 WASTE MANAGEMENT

Clients will inform you of the requirements of waste management during the induction. Some guidelines are:

- ✘ Check signage to see if the item can be recycled and if it has a particular waste container.
- ✘ Segregate all waste into correct containers:
 - General
 - Recyclables
- ✘ Flatten cardboard and place paper in the area provided.
- ✘ Recycle drink cans, glass, plastic bottles and milk cartons.
- ✘ Refer to MSDS for guidelines on disposal of chemicals, also seek advice from your Supervisor.

15.20 PERSONAL HYGIENE

Personal cleanliness is important in helping to prevent illness and the spread of infection. Wash your hands before eating, immediately after using any chemicals and before and after going to the toilet.

15.21 INDUSTRIAL GASES

Cylinders of compressed gas are often used at workplaces. These may include oxygen, acetylene, LP gas and pesticides. If you are required to use cylinders, it is essential that you know the safe handling procedures. Some general guidelines are:

- ✘ Do not tamper with or use industrial gas cylinders or containers without being fully trained in how to do so safely and with the express permission of the client.
- ✘ Check that you are using the correct gas.
- ✘ Check hoses and couplings are suitable and in good order.

- ✘ Work with gases only in well ventilated areas.
- ✘ Always keep cylinders upright.
- ✘ Secure cylinders in racks or with chains.
- ✘ Always wear the correct protective clothing for the job.
- ✘ Treat oxygen with care - DO NOT USE AS A SUBSTITUTE FOR COMPRESSED AIR.
- ✘ Store empty cylinders separate from full cylinders

16. OFFICE SAFETY

It is just as important to observe good safety and housekeeping in offices as it is in other workplaces. Some general guidelines for office safety are:

- ✘ Keep walkways and aisles clear.
- ✘ Don't open more than one filing cabinet drawer at a time.
- ✘ Don't have power cables stretched across aisles - if necessary; cover them with duct/masking tape.
- ✘ Don't use double adaptors or overload a power point.
- ✘ Don't use a chair to reach high places - use a step ladder.
- ✘ Watch for worn carpet or slippery surfaces, especially on steps and stairs.
- ✘ Think about how you sit - adjust your chair if necessary.
- ✘ Don't forget to stretch and move about from time to time.
- ✘ Wear appropriate clothing and footwear.

It is important to be aware of your office/workstation situation and to understand that workplaces can be adjusted to ensure that you are as comfortable as possible. You should also monitor any symptoms of fatigue and take action. The early signs and symptoms of occupational overuse are localised fatigue and discomfort relieved overnight and during the weekends. It is more efficient to take periodic stretch breaks than to keep on working even when fatigued. Report any problems with your equipment or furniture immediately. The following points are designed to assist you:

16.1 POSTURE

Check your posture before commencing work and adjust your furniture to enable you to maintain a good posture while working on your keyboard or at your desk. Start by adjusting your seat height until your feet are flat on the floor, and the floor therefore supports the weight of your legs. This allows your forearms to be about horizontal while using the keyboard. It is recommended that the lumbar curve of the backrest should fit approximately into the lumbar hollow of your back. This helps to maintain some curvature in the lower back. The weight of the upper body is then taken through the spine, and a minimum of back muscle effort is required (the upright posture is recommended for typing).

Avoid musculoskeletal problems, (e.g. stiff neck or shoulders, sore arms or wrists, back pain and sore legs). Problems occur by repetitive motions, and awkward body positions, as this puts undue stress on muscles, tendons and nerves. Pressure under the thighs when sitting or concentrated pressure under the forearms when keying can reduce blood flow and cause premature tiredness.

Adopting a range of comfortable postures maintains energy and efficiency. Avoid the same posture for long periods, by ensuring that you take appropriate 'pause breaks' (stretch/rest), when a lot of repetitive motion is necessary. Also, by arranging your work area you should ensure that all materials, equipment and controls can be easily reached without stretching or twisting. A document holder is highly recommended when keying from a hard copy, because it minimises neck flexion. It should be placed as close to the monitor as possible or be directly in front of you and the monitor to one side. The aim is to minimise twisting your neck.

When using the telephone, avoid cradling the handpiece between your ear and shoulder which can lead to neck stiffness. Always hold the handpiece in your hand or else use a head set.

Ensure good posture by:

-  relaxing shoulders
-  have elbows level with the home row of keys and to the side of your body
-  keep wrists straight
-  make sure you have ample leg room
-  keep a balanced upright head position
-  make sure the backrest is supporting your spine
-  avoid pressure at the front edge of the seat
-  keep your feet firmly supported

Easy Office Stretches Take a few minutes to relax tight muscles, by using the stretches from Section [11.8](#)

S-t-r-e-t-c-h and check!

Stretching exercises help to relax muscles which have been working and move those which have been in a fixed position. If possible, stand up to do your stretches.

-  Do a few of these exercises a few times every day
-  Make sure you relax and perform them gently
-  Hold the stretch or repeat as indicated
-  Do not over-stretch
-  Stop if you feel discomfort when performing an action
-  Remember to do each side

16.2 VISUAL (COMPUTER SCREENS)

Avoid visual fatigue, e.g. sore eyes, blurred vision and headaches by checking your computer screen. A good starting point is to have the screen on a slightly downward gaze, i.e. 10-15 degrees below the horizontal. The screen should be about 600 mm from the eyes (a comfortable distance), then the top of the screen would be just below eye level. A simple way to set it would be to get the top of the monitor at eye level. Have the screen reasonably high as this gives the most scope for tilting it down to minimise any reflections on the screen, usually from bright light through windows or overhead lights. To avoid window reflections, the windows need to be screened or the computer repositioned. "Anti-glare" screens can also be used.

The best position for a monitor in an office or workstation is adjacent to windows. If the window is behind the screen the eyes adjust to the bright light from the window making it harder to read the less bright display on the screen.

To minimise the effects of both reflections and glare, it is useful have a display of high brightness. A positive image, with black letters on a white background, is best. The positive display is also well matched to hard copy of black print on white paper, minimising the needs for the eyes to adjust when shifting attention one to the other.

Easy Office Stretches Take a few minutes to relieve eye strain

1. *Blink your eyes often and take a break by alternating tasks when necessary.*
2. *Now and then, focus on an object at least 6 metres away.*
3. *Close your eyes and breathe deeply for 30-60 seconds.*

17. UNACCEPTABLE BEHAVIOUR

The following behaviour is unacceptable and in the interests of you, your fellow workers and Workforce will not be tolerated:

- ✘ Horseplay and practical jokes.
- ✘ Bullying.
- ✘ Fighting or instigating a fight.
- ✘ Assaulting, threatening or interfering with other workers.
- ✘ Abuse, damage or destruction of property.
- ✘ Interfering with, or removing without permission, the property of the Company, the client or any person.
- ✘ Interfering with, bypassing or rendering inoperative, controls designed to provide protection or safety of yourself or another person.
- ✘ Failing to adhere to safe operating procedures.
- ✘ Being under the influence of drugs or alcohol while on Company or client property, or bringing or consuming drugs or alcohol on Company or client property.
- ✘ Driving a Company vehicle while under the influence of drugs or alcohol.
- ✘ Smoking in a non-smoking area.

18. BULLYING

Workforce Extensions is committed to providing a safe and healthy workplace free from bullying. Workers are protected by this policy whether they feel bullied by a supervisor, another worker, client, contractor or member of the public.

Workforce Extensions will treat reports of workplace bullying seriously. We will respond promptly, impartially and confidentially.

The client should make sure you understand your role and have the appropriate skills to your job. During your client induction, you should be made aware of the clients bullying policies and procedures.

WHAT IS WORKPLACE BULLYING?

Workplace bullying is defined as *repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.*

Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Examples of behaviour, whether intentional or unintentional, that may be considered to be workplace bullying if they are *repeated, unreasonable and create a risk to health and safety* include but are not limited to:

- ✘ abusive, insulting or offensive language or comments
- ✘ unjustified criticism or complaints
- ✘ deliberately excluding someone from workplace activities
- ✘ withholding information that is vital for effective work performance
- ✘ setting unreasonable timelines or constantly changing deadlines
- ✘ setting tasks that are unreasonably below or beyond a person's skill level

- ✘ denying access to information, supervision, consultation or resources to the detriment of the worker
- ✘ spreading misinformation or malicious rumours.
- ✘ changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

A single incident of unreasonable behaviour is not considered to be workplace bullying, however it may have the potential to escalate and should not be ignored.

If workplace bullying behaviour involves violence, for example physical assault or the threat of physical assault, it should be reported to the police.

WHAT IS NOT WORKPLACE BULLYING?

Reasonable management action taken by managers or supervisors to direct and control the way work is carried out is not considered to be workplace bullying if the action is taken in a reasonable and lawful way.

These actions are not considered to be workplace bullying if they are carried out lawfully and in a reasonable manner, taking the circumstances into account. Examples of reasonable management action include but are not limited to:

- ✘ setting reasonable performance goals, standards and deadlines
- ✘ rostering and allocating working hours where the requirements are reasonable
- ✘ transferring a worker for operational reasons
- ✘ deciding not to select a worker for promotion where a reasonable process is followed
- ✘ informing a worker about unsatisfactory work performance in an honest, fair and constructive way
- ✘ informing a worker about inappropriate behaviour in an objective and confidential way
- ✘ implementing organisational changes or restructuring
- ✘ taking disciplinary action, including suspension or terminating employment.

HOW WE WILL RESPOND

If workplace bullying or unreasonable behaviour is reported or observed, we will take the following steps:

- ✘ The responsible supervisor or manager will speak to the parties involved as soon as possible, gather information and seek a resolution to satisfactorily address the issue for all parties.
- ✘ If issues cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, an impartial person will be appointed to investigate. Both sides will be able to state their case and relevant information will be collected and considered before a decision is made.
- ✘ All complaints and reports will be treated in the strictest of confidence. Only those people directly involved in the complaint or in resolving it will have access to the information.
- ✘ There will be no victimisation of the person making the report or helping to resolve it. Complaints made maliciously or in bad faith will result in disciplinary action.

WHAT CAN YOU DO?

If you feel you are experiencing bullying at work, there are a number of actions you can take:

- ✘ If you can, tell the person who is behaving inappropriately that you are offended and want it to stop.
- ✘ Get advice from your Consultant and/or client Health and Safety Representative or Supervisor.
- ✘ Keep a record of events, including the name of people involved (e.g. witnesses). Make sure the

records focus on the facts of the situation (what happened, including dates and times, and if possible, copies of any documents).

- ✘ Use the workplace or OHS procedure to report the situation.
- ✘ Seek professional counselling and/or advice.
- ✘ Talk to people you trust (consultant, supervisor, manager, HSR or someone from human resources).

FAIR WORK COMMISSION

From 1 January 2014, a worker, for example an employee, contractor, apprentice or volunteer who reasonably believes they have been bullied at work may apply to the Fair Work Commission for an order to stop the workplace bullying.

Such workers should contact the Fair Work Commission to find out if they are eligible to apply for an order. The Fair Work Commission will only make an order if satisfied the worker has been bullied at work by an individual or a group of individuals and there is a risk that the worker will continue to be bullied at work.

The Fair Work Commission will take into account:

- ✘ Internal procedures available to resolve grievances and disputes at the workers' workplace.
- ✘ Final or interim outcomes arising from an investigation undertaken by the worker's employer or other body, and any other matters the Fair Work Commission considers relevant.

19. OCCUPATIONAL VIOLENCE

Occupational violence is a physical attack or threat to an employee or group of workers that creates a risk to health and safety. It includes aggression and challenging behaviours and can be categorised as client-initiated and external or intrusive occupational violence.

The key risks of Occupational Violence are:

Client-initiated occupational violence:

- ✘ Providing care to people who are in distress, afraid, ill or incarcerated
- ✘ People who feel anger, resentment, feelings of failure or unreasonable expectations of what an organisation or worker can provide them
- ✘ Carrying (or having access to) drugs
- ✘ Handling cash or valuables.

External or intrusive occupational violence:

- ✘ Working alone or in an isolated area
- ✘ Having few workers on site
- ✘ Working at night
- ✘ Communicating face to face with customers
- ✘ Working where money, drugs or valuables are kept

If you are involved in or witness an incident of occupational violence at the client workplace, report it through the client's incident reporting process.

20. DISCRIMINATION AND HARASSMENT

20.1 HARASSMENT

It is the policy of Workforce Extensions that harassment in the workplace is totally unacceptable and will not be tolerated under any circumstances.

Harassment on the basis of sex, sexual preference, marital status, race, religion, political beliefs, age and mental or physical disability must not occur.

20.2 SEXUAL HARASSMENT

Sexual harassment is one of the most common types of harassment. Sexual harassment occurs when a person makes an unwelcome sexual advance, an unwelcome request for sexual favours or engages in unwelcome conduct of a sexual nature in circumstances which causes another person to feel offended, humiliated or intimidated by that conduct.

Sexual harassment can include a wide variety of behaviour of a sexual nature. Unwelcome physical contact, “dirty” jokes, persistent requests for dates, comments about a person’s sexual behaviour and the display of sexually explicit material pin-ups, calendars, etc., are examples of conduct that may constitute sexual harassment.

If you believe that you have been subjected to harassment of any kind, you should notify your Consultant who will ensure the situation is confidentially investigated and any necessary action is taken. The normal disciplinary procedures will apply if harassment is found to occur.

It is everyone’s responsibility to maintain a workplace that is free of harassment of any kind.

20.3 DISCRIMINATION

Workforce Extensions is committed to the principles of equal opportunity and non-discrimination in all areas of employment. If you feel that you have been discriminated against, you should notify your Consultant who will ensure the situation is confidentially investigated and any necessary action is taken in accordance with the grievance procedure.

21. EQUAL EMPLOYMENT OPPORTUNITY (“EEO”)

Workforce Extensions provides equal employment opportunity to all qualified persons without discrimination or harassment. Workforce Extensions will make reasonable job accommodation for persons with disabilities who can perform the essential functions of the position for which they are qualified and selected. The objective of Workforce Extensions Equal Employment Opportunity Policy is to improve business success by:

- ✦ attracting and retaining the best possible workers;
- ✦ providing a safe, respectful and flexible work environment; and
- ✦ delivering our services in a safe, respectful and reasonably flexible way

22. GRIEVANCES

Workforce Extensions supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair.

An employee may raise a grievance about any performance improvement action, workplace grievance or complaint, including Bullying, EEO and other forms of harassment, amongst others taken against them. We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, Workforce Extensions will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

23. RISK MANAGEMENT AND RETURN TO WORK

POLICY

Workforce Extensions is committed to providing a safe and healthy workplace for all workers. In the event of a work-related injury we will take all necessary steps to ensure, as far as practicable, that the injury does not happen again. Should one of our workers incur a work-related injury that means they are unable to continue their normal work we will provide the necessary and reasonable assistance for them to safely remain at work, or safely return to work as soon as possible. We will do this through risk management and occupational rehabilitation and our commitments are as follows:

23.1 RISK MANAGEMENT

Workforce Extensions will:

- ✘ Take all reasonably practicable steps to identify, assess and control any known or potential risks to their workers;
- ✘ Encourage the early reporting of any symptoms of an injury or disease related to the work that our workers undertake;
- ✘ Investigate all incidents, accidents, injuries or near misses to identify their cause(s) and prevent them happening again;
- ✘ Comply with our legal obligations, including notification of incidents to relevant authorities when required.

23.2 RETURN TO WORK

Effective and efficient injury management is an integral part of our work health and safety framework. The primary goal of a Return to Work Program is to return an injured employee to the workplace when they are fit to do so.

We are committed to supporting the rehabilitation and return to work of employees injured at the workplace by:

- ✘ informing an injured employee of their rights and responsibilities;
- ✘ commencing injury management activities as soon as possible after an injury, in a manner consistent with an injured employee's medical fitness for work;
- ✘ working collaboratively with key parties to provide support throughout the return to work process and to help minimise the effects of the injury or illness;
- ✘ ensuring that participation in a return to work process will not disadvantage an injured employee;
- ✘ aligning an employee's Return to Work Plan with the insurer's Injury Management Plan;
- ✘ providing suitable duties for an injured employee wherever reasonable and practicable; and
- ✘ implementing strict standards of confidentiality in the management of information related to rehabilitation and return to work.

23.2.1 Employee Injury and Illness Procedure

In the event that a work-related injury or illness is sustained by an employee of Workforce Extensions, the following steps must be taken:

- ✘ The employee should immediately seek medical attention for any injury or illness and notify their manager of the work-related illness or injury or as soon as possible after it is sustained.

- ✘ The employee and/or their manager should complete the Register of Injuries/Incident and Hazard Report Form and submit it to the Return to Work Coordinator as soon as possible.
- ✘ If the employee attends a medical practitioner or hospital as a result of work-related injury or illness, they must obtain a WorkCover Medical Certificate outlining the required treatment and the employee's capacity for work.
- ✘ Workforce Extensions will notify the insurer and/or the relevant Authority within the prescribed timeframes.

23.2.2 Workers' Compensation Claims

Workers' compensation claims are generally lodged when:

- ✘ a work-related injury or illness requires treatment from an external source, e.g. Doctor, Hospital, Physiotherapist etc.;
- ✘ an injury requires time off from work;
- ✘ the injured employee incurs some cost arising out of the incident, e.g. damage to spectacles, personal clothing etc.

Lodging a Workers' Compensation Claim

- ✘ An employee that sustains a work-related injury/illness and wishes to apply for Workers' Compensation, can request and complete the Worker's Injury Claim Form from their manager.
- ✘ The employee must obtain an up to date WorkCover Medical Certificate from a registered medical practitioner and submit it to their manager at the time of completing the Worker's Injury Claim Form.
- ✘ The employee's manager must ensure that Workforce Extensions' Workers' Compensation insurer and the relevant workers' compensation authority (e.g. WorkCover) are notified of the incident/illness and provided with the relevant documentation within the specified timeframes if required.
- ✘ Workforce Extensions' Workers' Compensation Insurer will make a decision on liability for payment of weekly or other benefits. A failure to submit the claim within the specified timeframes may result in a fine by the relevant statutory authority. The Insurer will liaise with Workforce Extensions to advise the outcome as to whether the claim is accepted or denied and provide information in relation to the continuing management of the claim if required.

23.2.3 Workforce Extensions' Return to Work Obligations

Company Obligations	How Workforce Extensions is meeting its obligations
<p>Make return to work information available and consult about how the information is made available</p>	<p>Workforce Extensions will make return to work information available to its workers about:</p> <ul style="list-style-type: none"> (a) the rights and obligations of workers under the legislation and how workers can obtain further information about their rights and obligations; (b) the name and contact details of the authorised Agent selected by Workforce Extensions; (c) the name and contact details of the Return to Work Coordinator; and (d) the procedure for resolving return to work issues in the workplace; <p>by providing workers with this document after consulting with them about how the information will be provided to them.</p>

Provide employment	<p>To the extent that it is reasonable to do so, Workforce Extensions will provide Suitable Duties to an injured worker if they have a current work capacity and provide pre-injury employment to them if they no longer have an incapacity for work.</p> <p>To the extent that it is reasonable to do so, Workforce Extensions will provide pre-injury or Suitable Duties to an injured worker for the minimum period prescribed by applicable legislation. This will commence from the date a Certificate of Capacity or a Worker's Injury Claim Form in which weekly payments are claimed is received from the worker or from when the authorised Agent notifies us of receipt of same (whichever is the earliest).</p>
Plan return to work	<p>From the time that Workforce Extensions receives a Worker's Injury Claim Form in which weekly payments are claimed or the initial Certificate of Capacity from the worker or the authorised Agent notifies us of receipt of same (whichever is earlier), Workforce Extensions will, to the extent that it is reasonable to do so, commence return to work planning for that injured worker.</p> <p>As part of that planning, Workforce Extensions will:</p> <ul style="list-style-type: none"> ✎ obtain relevant information about the injured worker's capacity for work; ✎ consider reasonable workplace support, aids or modifications to assist the worker's return to work; ✎ assess and propose options for suitable employment or pre-injury employment; ✎ engage in consultation about the return to work of the worker; ✎ provide the worker with clear, accurate and current details of their return to work arrangements; and ✎ monitor the worker's progress; <p>as often as is necessary to enable the worker to return to work in employment which is consistent with the worker's capacity for work.</p>
Consult about the return to work of a worker	<p>Workforce Extensions will, to the extent that it is reasonable to do so, consult with the worker, the worker's treating health practitioner (with the consent of the worker) and occupational rehabilitation provider (if one is involved) in relation to the injured worker's return to work.</p> <p>Workforce Extensions will consult with the parties listed above by:</p> <ul style="list-style-type: none"> • sharing information about the worker's return to work; • providing a reasonable opportunity for them to consider and express their views about the worker's return to work; and • taking those views into account. <p>Workforce Extensions will consult directly with the worker about their return to work, but the worker may be assisted by a representative during any consultation (except for a legal practitioner). The worker may be represented, assisted and supported during the return to work process.</p>
Nominate and appoint a Return to Work Coordinator	<p>Workforce Extensions will nominate and appoint a Return to Work Coordinator for the duration of our return to work obligations to an injured worker. They will have an appropriate level of seniority and be competent to assist us meet our obligations under applicable legislation.</p>

Cooperate with labour hire employers	If Workforce Extensions hires labour hire workers and the worker suffers an incapacity for work resulting from or materially contributed to by an injury arising out of working with us, we will, to the extent that it is reasonable to do so, cooperate with the labour hire employer in respect of action taken by the labour hire employer to provide employment, plan a worker's return to work and consult about the return to work of a worker to facilitate the worker's return to work.
Resolution of return to work issues	<p>Workforce Extensions will:</p> <ul style="list-style-type: none">  seek help from the insurer or an approved workplace rehabilitation provider if the worker's recovery at work is difficult or progress is stalled; and  work with the worker and their representative to resolve any disputes, and seek help from the insurer if necessary.

23.2.4 Return to Work Program

The Return to Work program is developed to provide support, effective injury management and rehabilitation after a work-related injury/illness occurs. The program involves developing a Return to Work Plan that is agreed by all parties with the objective to provide for the safe and prompt return to pre-injury duties (or Suitable Duties in the first instance) in accordance with medical counsel.

The appointed Return to Work Coordinator will usually facilitate an employee's return to work. Their role involves consulting with the injured employee, the manager and the treating doctor in order to develop a viable Return to Work Plan.

A Return to Work Plan constitutes an agreement that is developed in consultation with all relevant parties and must be signed by the injured worker, the relevant manager, the treating doctor and an accredited rehabilitation provider or Return to Work Coordinator.

The Return to Work Plan may include, but is not limited to:

-  Restricted duties;
-  Reduced working hours; and/or
-  Short term alternative duties.

If Suitable Duties for the employee are prescribed by the treating doctor to facilitate a safe and early return to pre-injury duties, Workforce Extensions will, wherever practical, accommodate these alternative duties.

This policy does not prevent Workforce Extensions from making employment decisions on the basis of an individual's inability to perform the inherent requirements of their role due to physical or psychological incapacity, as permitted by law.

23.2.5 Worker's Obligations

Both an injured worker and Workforce Extensions benefit when workplace rehabilitation is commenced as soon as possible and in a medically approved manner. Injured or ill employees are required, as a condition of employment, to participate fully in the process of rehabilitation.

An injured worker's obligations include:

-  Nominating a treating doctor to participate in the Return to Work Plan;
-  Authorising the nominated treating doctor to provide relevant information to those

involved in the rehabilitation process.

- ✘ In co-operation with the Company and the Agent, to make reasonable efforts to actively participate and cooperate in planning for their return to work.
- ✘ In co-operation with the Company and the Agent, to make reasonable efforts to return to work in suitable or pre-injury employment at their place of employment or at another place of employment.
- ✘ To actively use an occupational rehabilitation service where provided and cooperate with the provider of that service.
- ✘ To actively participate and cooperate in assessments of their capacity for work, rehabilitation progress and/or future employment prospects at the request of the Company and/or the Agent.
- ✘ To actively participate and cooperate with the representative of the Agent in an interview to enhance their opportunities to return to work, as required.
- ✘ Providing accurate information as required with respect to the injury or illness (including the provision of up to date and approved WorkCover Medical Certificates).
- ✘ Attending meetings to discuss progress and future employment.
- ✘ If an issue about their return to work arises, to attempt to resolve the issue in accordance with the procedure for resolving return to work issues.

If you do not comply with one or more of the above obligations, your weekly payments may be suspended, terminated or ceased and determined in accordance with the legislation by our Agent.

23.2.6 Medical Treatment During the Return to Work Plan

Any medical appointments relating to an employee's return to work should be made outside of working hours, wherever practicable. Where this is not possible, appointment times may be negotiated between the employee and the manager.

23.2.7 Unsuccessful Return to Work Outcomes

The aim of all Return to Work Plans is to return ill or injured employees to pre-injury duties. In some situations this may not always be possible, for example if the employee does not make sufficient progress over a reasonable period of time or the employee is unable to return to full normal duties indefinitely.

If an employee is unable to return to pre-injury duties and Workforce Extensions cannot provide suitable duties, an employee may be required to seek alternative employment.

Progress and outcomes will be determined predominantly by the Return to Work Coordinator and/or accredited rehabilitation provider in conjunction with the treating doctor, the insurer, manager, injured employee and Workforce Extensions.

23.2.8 Confidentiality

All information kept by Workforce Extensions relating to an employee's Return to Work Plan is confidential and will only be disclosed on a needs basis. In accordance with relevant legislation, specific information will be available to the relevant parties upon request.

23.2.9 Breach of the Return to Work Policy

Any breach of this Return to Work policy may result in counselling and disciplinary action, which may include termination of employment.

23.2.10 Where to get help

Our Return to Work Coordinator

Name: Justin Thompson Phone: 0418 392 056
Email: justin@workforcexs.com.au Postal Address: 1,87 Little Malop St, Geelong

Our Authorised Agent

Name: XCHANGING Phone: (03) 9947 3000 Web: <http://www.xchanging.com/au> Postal Address: 390 La Trobe St, Melbourne VIC 3000

For the purpose of this section 23, the following definitions apply:

Injury Management Plan is a plan prepared by our Workers Compensation Insurer that outlines all the services and treatments for an injured employee with a view to addressing the injury and facilitating the employee's return to work.

Return to Work Plan is a plan agreed to by the injured employee, their treating doctor and us. The plan details how many hours and duties the injured employee can perform safely, any medical restrictions which may apply, accommodations which we could reasonably provide to facilitate the employee's return to work in any capacity, together with ongoing review dates.

Return to Work Program is the policy and procedure which describes the approach to returning an injured employee to work following an injury or illness.

Suitable Duties are duties that are consistent with medical advice and that are appropriate for the injured employee's physical and psychological condition. They are agreed between us and the injured employee and aim to assist in rehabilitation and return to work. Suitable duties may include, but are not limited to:

- ✘ parts of the job the injured staff member was doing before the injury or illness;
- ✘ the injured staff member's pre-injury job on reduced hours;
- ✘ training opportunities; or
- ✘ different duties altogether.

Workers' Compensation is no fault based insurance designed to cover the cost of an employee's medical treatment and rehabilitation costs, and to assist them to recover and return to work as soon as practicable after a work-related injury.

Workers' Compensation Claim is a claim to compensate an individual who has experienced a work-related injury as contemplated by applicable Workers' Compensation legislation.

24. REFERENCES

ACTS & REGULATIONS		
ACT	Work Health and Safety Act 2011	Work Health and Safety Regulations 2011
NSW	Work Health and Safety Act 2011	Work Health and Safety Regulations 2011
NT	Work Health and Safety (National Uniform Legislation) Act 2011	Work Health and Safety (National Uniform Legislation) Regulations
QLD	Work Health and Safety Act 2011	Work Health and Safety Regulations 2011
SA	Work Health and Safety Act 2012	Work Health and Safety Regulations 2012
TAS	Work Health and Safety Act 2012	Work Health and Safety Regulations 2012
VIC	Occupational Health and Safety Act 2004	Occupational Health and Safety Regulations 2007
WA	Occupational Safety and Health Act 1984	Occupational Safety and Health Regulations 1996
MODEL LAWS	Model Work Health & Safety Act 2011	Model Work Health and Safety Regulations 2011

Notes:

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Information for workers IF YOU ARE INJURED

STEP 1 – SEEK MEDICAL TREATMENT

The most important thing to do if you have a work-related injury or illness is to seek appropriate medical treatment. You can choose which medical practitioner or healthcare professional you visit.

STEP 2 – TELL YOUR EMPLOYER

You should report any work-related injury or illness to your employer as soon as possible, and in any event, you must report it within 30 days of becoming aware of it.

The easiest way to notify your employer is to record the details of your injury or illness in the Register of Injuries which must be kept at every workplace.

You can also give your employer notice in writing as long as it includes all of the information required to be listed in the Register of Injuries. If you are unable to notify your employer, someone else can give notice on your behalf within the 30-day limit. If you don't notify your employer in writing you may not be entitled to compensation.

STEP 3 – FILL IN A CLAIM FORM

You must complete a WorkCover Worker's Claim Form if you require time off work or medical treatment because of a work-related injury or illness and want to claim WorkCover entitlements.

Claim forms are available from Post Offices, WorkSafe Victoria branches, your WorkCover Agent or by calling the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444. Your employer, your union and Union Assist may also have forms.

If you are unable to perform your normal duties you will need a WorkCover Certificate of Capacity from your medical practitioner.

For more information on making a claim, get the How to Make a WorkCover Claim brochure at www.workcover.vic.gov.au or call the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

STEP 4 – LODGE THE CLAIM

Give the completed WorkCover Worker's Claim Form and the WorkCover Certificate of Capacity to your employer as soon as you can.

By law, your employer can't refuse to receive your WorkCover claim, and can't dismiss you for making one.

If you want to make sure that your Agent is aware of your claim, you can send a copy of the completed claim form and any WorkCover Certificates of Capacity to your Agent or the Victorian WorkCover Authority once you have given the original documents to your employer. You can use the Early Notification Copy of the claim form to do this.

If your claim is for weekly payments, your employer is required to forward these documents to your Agent within 10 days of receiving them, and the Agent then has up to 28 days to accept or reject your claim.

IF YOUR CLAIM IS ACCEPTED

If your claim is accepted you will be entitled to payment for the reasonable costs of medical and like services. If you need time off work, your Agent will assess your entitlement to weekly payments. Weekly payments are determined by a percentage of your pre-injury average weekly earnings (PIAWE) capped at a maximum rate. The first 26 weeks of weekly payments may include overtime and shift allowances.

The amount you receive will depend on:

- your current work capacity
- how long you have been receiving weekly payments
- whether you are earning an income from remaining at work or returning to work.

For more information on how your claim will be managed, get the Introducing WorkCover, A Guide for Injured Workers brochure at www.workcover.vic.gov.au or call the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

IMPAIRMENT BENEFITS AND COMMON LAW

If you have a permanent impairment directly resulting from a work-related injury or illness, you may be entitled to a lump sum benefit. If your injury occurred on or after 20 October 1999, you may also be able to sue for damages under common law.

For more information on impairment benefits and common law, talk to your Agent, visit www.workcover.vic.gov.au or call the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

IF YOU DISAGREE WITH A DECISION

If you disagree with a decision relating to your claim, talk to your employer, your Agent or call the WorkCover Advisory Service on freecall 1800 136 089 or (03) 9641 1444.

The Accident Compensation Conciliation Service (ACCS) can also help resolve your dispute without a solicitor or going to court. Contact the ACCS on freecall 1800 635 960 or (03) 9940 1111 or visit www.conciliation.vic.gov.au

FOCUS ON GETTING BACK TO WORK

Getting back to work after a work-related injury or illness is an important step. In many cases, it helps both your physical and psychological recovery. Job satisfaction, social contact, and being part of a team are some of the things you might miss when you're not at work.

Your employer might be required to prepare a return-to-work plan for you, in conjunction with your treating healthcare professional.

This might mean you stay at work during your recovery on modified duties. Focus on your goal of returning to work as soon as possible and talk regularly with your employer and healthcare professional to keep them updated on your progress.

For more information on returning to work, talk to your Agent.

You are required by law to display this poster in a prominent place for your employees.



CGU Workers Compensation (Vic) Limited ABN 41 005 297 781. An IAG Company.
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