



Geelong Mums



St Kilda Mums



Eureka Mums

Occupational Health and Safety Plan

Drafted By	Jessica Macpherson	Reviewed By	VCCI
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Purpose

St Kilda Mums is committed to implementing a structured approach to workplace health and safety in order to achieve a consistently high standard of safety performance.

The purpose of this plan is to establish and maintain an effective health and safety management system to ensure the organisation will meet its health and safety obligations in accordance with work health and safety legislation.

In fulfilling these responsibilities, all the organisation's managers have a duty to provide and maintain, as far as reasonably practicable, a working environment that is safe and without risks to health.

Failure to comply with the requirements of this plan may lead to disciplinary action.

Scope

This plan covers all the organisation's volunteers, employees, contractors, agency staff and visitors.

It applies to all the organisation premises, vehicles and any other areas where employees, contractors or agency staff are performing authorized work for the organisation.

It is the responsibility of all personnel to understand and comply with this policy.

Definitions

The organisation, St Kilda Mums, we, us, our - St Kilda Mums Inc., also trading as Eureka Mums and Geelong Mums

CEO - the organisation's Chief Executive Officer.

Personnel - staff and volunteers of the organisation, whether paid or not.

Occupational Health and Safety (OH&S) - is concerned with protecting the safety, health and welfare of people engaged in work or employment.

The Occupational Health and Safety Act 2004 (OH&S Act) - the main workplace health and safety law in Victoria. It sets out key principles, duties and rights about OHS.

Health and Safety Management Representatives (HSMR)- A manager designated by the CEO to represent the organisation in occupational health and safety matters

Health and Safety Representative (HSR) - A worker elected by members of their work group to represent them in occupational health and safety matters.

Health and Safety Committee (HSC) - the forum for the constructive discussion of measures to assure occupational health and safety in the workplace.

Return to Work Coordinator - the key person in a workplace that assists injured employees to remain at or return to work as soon as safely possible after injury. The coordinator is also responsible for ensuring their employer meets their return to work obligations under the Victorian Workers Compensation Legislation.

Designated Work Groups (DWG) - a group of employees that perform similar jobs or have similar occupational health and safety concerns.

Hazard - Anything which has the potential to cause injury or illness.

Risk - An OH&S risk is the chance of someone becoming injured or ill as a result of a workplace hazard. This significance of the risk is determined by considering the likelihood of it happening and the consequences if it does happen.

Risk Control - OH&S risk control is action taken to eliminate or reduce the likelihood that exposure to a hazard will result in injury or illness to people or damage to property and the environment.

Occupational Health and Safety Policy

1. Statement of Commitment

St Kilda Mums is committed to providing a workplace that enables all work activities to be carried out safely.

We will take all reasonably practicable measures to eliminate or minimize risks to the health, safety and welfare of workers, contractors, visitors, and anyone else who may be affected by our operations.

We are committed to ensuring it complies with the OH&S Act (2004) and the OH&S Regulations (2017)

We will also comply with any other relevant legislation, applicable codes of practice and Australian standards as far as practicable.

This plan and the organisation's OH&S policies and procedures set out the safety arrangements and principles which are to be observed by the organisation and its personnel to ensure compliance with the OH&S Act and to provide appropriate mechanisms for continuing consultation and management of OH&S matters.

2. A Healthy and Safe Workplace

The organisation is committed to conducting its business in a manner that contributes to the health and well-being of its volunteers and employees and to ensure the safety of volunteers, employees, contractors, customers and the wider community.

In the event of any employee incurring an injury or illness resulting from their engagement or employment, the organisation aims to provide a safe and early return to work for every employee, commensurate with appropriate medical advice by:

- Providing suitable return to work program for employees who have experienced injury or illness resulting from their employment,
- Ensuring all volunteers and employees are aware of their responsibilities regarding workplace health and safety and rehabilitation after injury or illness in the workplace, and,
- Ensuring compliance with legislative requirements and current industry standards.

3. Phases of Effective Management of OH&S

The four phases of effective management of incidents or injuries to be observed are:

1. **Prevention** - taking steps to eliminate or reduce sources of hazards and risks.
2. **Preparation** - planning, training, education, and response.
3. **Response** - prompt implementation of effective actions and mobilization of appropriate resources.

4. **Recovery** - providing support and rehabilitation plans for individuals to assist recovery and return to work.

4. General OH&S Responsibilities

4.1. Health and Safety Management Representatives Responsibilities

The CEO will select at least two employees in each workplace location as Health and Safety Management Representatives for workplace health and safety matters within their respective areas.

The CEO is the central HSMR and coordinates all OH&S matters and meetings.

In addition, personnel in non-management positions may be elected to be Health and Safety Representatives from within their pre-arranged designated work groups (DWG).

All HSMR and HSR receive a copy of this policy and the relevant procedures.

All HSMR and HSR will undertake appropriate training in the organisation's policies as required.

HSMR and HSR form the organisation's Health and Safety Committee.

The organisation's HSMR are to:

- Ensure that, as far as practicable, appropriate and adequate measures are in place to prevent predictable or potential incidents or injuries
- Conduct quarterly workplace inspection checks
- Establish and maintain Incident and Injury Response Procedures and ensure that staff are aware of these procedures
- Ensure that there are appropriate managerial and administrative procedures for responding promptly and effectively to an incident or injury
- Ensure that all employees have appropriate support and relevant plans (suitable duties) available to assist their return to work
- Provide information, instruction, training and supervision as appropriate for all volunteers and employees, so that they can work in a safe and healthy manner
- Maintain information and records relating to the health and safety conditions of volunteers and employees

4.2. CEO's Responsibilities

The CEO is responsible for the effective implementation of this plan and must:

- Ensure that the requirements under the relevant acts and regulations are adhered to
- Ensure that the agreed procedures for regular consultation between management, staff members and volunteer representatives who have designated health and safety responsibilities are followed
- Ensure that all relevant policies and procedures operating within the organisation are periodically revised and are consistent with the organisation's health and safety objectives
- Ensure that all volunteers and employees receive information, training and where appropriate, supervision in the correct use of equipment required by the organisation
- Be informed of all incidents occurring on any the organisation premises or to the organisation volunteers and employees so that health and safety performances can be accurately gauged
- Maintain an Injury Register and Employees Compensation Claims Register/Files

- Work in consultation with an appointed Return to Work Coordinator on any Employees Compensation matters

4.3. Health & Safety Committee Responsibilities

HSC is an advisory group made up of management and volunteer/employee representatives whose primary role is to monitor the health, safety and welfare of employees in the workplace.

HSC must:

- meet at least once every three months during regular working hours
- record and maintain minutes of all meetings
- monitor the implementation and effectiveness of the occupational health and safety

The primary role of the HSC is to improve health and safety in the workplace by assisting in the development, implementation, and promotion of safe work practices and procedures.

The HSC has the following legislated responsibilities:

- To identify aspects of the workplace that may be unhealthy or unsafe
- To make recommendations to protect the health, safety, and welfare of volunteers and employees in the workplace
- To receive complaints from volunteers and employees as to their concerns about the health and safety of the workplace and their welfare
- To establish and promote health and safety educational programs for volunteers and employees
- To maintain records as to the receipt and disposition of complaints received from volunteers and employees

HSC meetings will be conducted either via teleconference or in-person meetings.

Minutes of each meeting are kept, tracking safety problems, record all recommendations, and serve as a permanent record of the committee's activities.

At least half of the members of the committee are to be personnel representing the volunteers/employees at the organisation who are not connected with management

The CEO will conduct HSC meetings with all HSMR and HSR participating.

At all HSC meetings they are to:

- review the Minutes of previous meeting for OH&S issues
- consider any OH&S items, issues, notices or reports for the period
- review and report on any progress on issues from the previous period
- establish agreed actions and set action targets
- briefly outline items for consideration at the next scheduled meeting
- ensure that applicable minutes are taken, distributed and displayed in accordance with normal practice

To ensure effective HSC meetings, an agenda will be developed and distributed to each HSC member prior to the meeting.

The meeting agenda must include the following topics in this order:

- a. Attendance.

- b. Approval of minutes of the previous meeting
- c. Consideration of unfinished business; for example, follow-up on recommendations
- d. Review of incident investigation reports, workplace inspection reports, complaints from employees, work refusals, and reports from subcommittees
- e. Review the status (development, implementation, and evaluation) of the OH&S program elements

4.4. Volunteer and Employees' Responsibilities

The organisation's volunteers and employees:

- a. have a duty to take all reasonable and practicable steps for their own health and safety and the health and safety of others affected by their actions at work
- b. are to comply with the safety procedures and directions agreed to between management and the HSR
- c. are not to willfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of the organisation's volunteers and employees
- d. are to report workplace hazards to an OH&S representative, in accordance with the organisation's procedures for hazard and incident reporting

5. Hazard Reporting Procedures

The purpose of the hazard reporting procedures is to provide a mechanism for all volunteers and employees to report and record any incident, near miss, hazardous work practice or workplace hazard which is identified as having the potential to cause injury or damage.

If employees experience a near miss or identify an unsafe act or condition, the event or condition must be reported to the responsible manager as soon as possible but no more than 72 hours.

The reported event or condition must be recorded and a Hazard Report Form should be completed on the Canvas App. The manager who reviews the Hazard Report must decide whether a Risk Assessment is required, and if the Risk Assessment requires it a Manual Handling Hazard Identification to be completed.

HSMR are responsible for ensuring that:

- Hazard reporting procedures are known and understood by personnel
- Hazard reporting procedures are followed
- Follow-up action is prompt and effective

6. Return to Work Policy

All paid staff who sustains injuries at the organisation will be encouraged to return to work as soon as practicable.

Return to work programs will be determined on a consultative basis between the employee, the organisation's Return to Work Coordinator, the employees' medical practitioner and, where appropriate, an insurance representative.

Each employee's circumstances will be treated individually in consultation with the Return to Work Coordinator or, where necessary, an Occupational Rehabilitation Provider.

Under the WIRC Act 2013 volunteers are not eligible to claim Workers Compensation.

Volunteers are required to have appropriate health and mobility for the role they perform.

Volunteers may be required to provide a letter stating as such from their doctor. The organisation reserves the right to request this at their discretion. Where possible suitable roles will be provided at the discretion of the organisation

6.1. Obligations, Accountabilities and Responsibilities

The organisation recognizes that it has the overall responsibility to provide a safe and healthy workplace and that the workplace is under the control of the organisation.

The organisation will support all injured employees to return to safe and sustainable work as soon as possible to increase productivity and benefit the employee by reducing the financial, health and emotional impacts on them and their family.

Immediately upon receiving an injured employee's Victorian Workcover Authority Certificate of Capacity or claim for weekly payments, the organisation will commence and meet their obligations under the law.

How the organisation will meet these obligations, employer's and employees' accountabilities and responsibilities are outlined in Return to Work procedure.

7. First Aid

First Aid arrangements and facilities shall be available to ensure compliance to the required First Aid principles:

- An appropriate number of First Aid attendants with the adequate level of competency shall aid in the event of an accident or incident. We aim to have at least one First Aid attendant for every 50 people in each location.
- The provision of First Aid equipment and the location of First Aid cabinets will be appropriately matched with the nature of the likely hazards.
- A current list of trained First Aid attendants will be maintained at all the organisation's premises.
- A current list of the location and contents of all First Aid cabinets is to be maintained at the organisation's premises.

8. Incident Reporting

HSMR must ensure that all incidents are recorded using the organisation's Accident and Incident Report form on Canvas. Incident Reports must be raised for any incident occurring during the organisation's operations or at the organisation's workplace, including those involving volunteers, employees, contractors, customers and visitors.

HSMR must identify and implement immediate corrective action to prevent recurrence or more serious consequences and record this action in the manager's report section of the Accident and Incident Report Form.

The manager is responsible for ensuring an investigation is carried-out on all incidents.

A Register of Injuries will be maintained by the CEO or by a person delegated by the CEO.

9. Critical Incident Procedures

A critical incident is defined as a major occurrence that could have a long-term effect on staff.

Examples of a critical incident include armed hold-up, bomb threats and violence in the workplace.

Where an event such as these occurs, the following will apply:

- A Crisis Management Action Plan will be established and implemented
- The CEO will organize appropriate medical and psychological counselling to be available for affected staff as soon as possible after the event has occurred
- The CEO will continue to provide staff with counselling and any other support that will assist the staff member to return to work through a planned rehabilitation program
- All other Accident and Incident Reporting procedures as required by this policy still apply

10. Incident Investigation Procedure

The organisation shall investigate all incidents such as reported injuries, illnesses and dangerous incidents.

These are all to be investigated by an HSMR and in consultation with the HSR to determine the contributing factors and causes, so that future similar occurrences can be prevented.

The incident reporting and investigation procedure must ensure all incidents are recorded and reported (internally and externally) as required by various State legislation.

For Victoria please refer <https://www.worksafe.vic.gov.au/report-incident>

Any Worksafe notifiable incident must have the incident scene immediately preserved unless Worksafe give the clearance to return to normal.

All incidents must be investigated as soon as possible but no more than 72 hours after reporting.

Investigations are to be carried-out by local managers, in consultation with OHS Representatives and where necessary, may involve management support from another location.

11. Health and Safety Inspections.

Planned inspections will be conducted in various work areas using a Health and Safety Inspection Checklist every quarter.

The inspections are to be conducted to identify any changes in the workplace that impact on health and safety to enable corrective action to be taken before an accident or incident occurs.

Managers and other personnel are expected to be continually on the lookout for workplace hazards and any unsafe acts and conditions.

12. Hazard Identification.

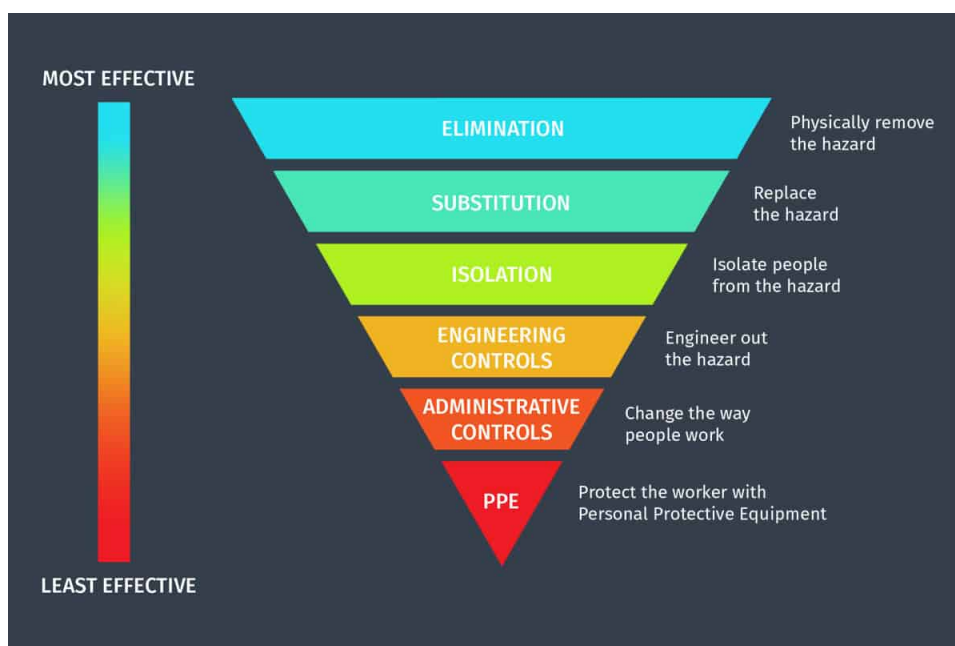
All employees are expected to take notice of their surroundings and immediately report any hazards and unsafe acts and conditions to their supervisor by completing a hazard report form.

The organisation has an obligation to eliminate risks to health and safety, so far as is reasonably practicable.

If it is not reasonably practicable to eliminate risks to health and safety, those risks must be reduced, so far as is reasonably practicable.

The hierarchy of controls helps the organisation fulfil their OH&S Act responsibilities. In line with the OH&S Act, the hierarchy of control first instructs employers to eliminate hazards and risks.

Hierarchy of Controls



If hazards and risks cannot be eliminated, then the organisation must work through the hierarchy and select controls that most effectively reduce the risk.

Reducing the risk may involve introducing a single risk control or a combination of two or more different controls.

In-house formal hazard identification inspections are to be programmed and conducted throughout all areas of the organisation's premises.

Managers are to ensure their workplace is subject to hazard identification inspections on a quarterly basis.

Details of the procedures to be followed are to be included in the organisation Volunteer Policy and Procedures Manual.

13. Manual Handling

Manual handling involves any activity that requires the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain an object.

A manual handling hazard is a load, (i.e. object) which needs to be moved and has the potential to cause harm.

Where it is reasonably foreseeable that a manual handling task may cause injury, then the Risk Assessment form must be completed in consultation with the manager, volunteer or employee performing the task and a HSR.

Common manual handling examples within the organisation include:

- Carrying or moving items from one place to another within the warehouse
- Pushing/pulling trolleys around the warehouse
- Placing items on shelving
- Handling bulky/awkward items such as prams, change tables etc.

Each time personnel attempts manual tasks that they have not performed before, a Risk Assessment form should be completed to ensure they are lifting, pushing or carrying objects using safe work practices that are suited to their capabilities.

This risk assessment should occur:

- as part of employee/volunteer induction
- arising from an incident or injury
- when new tasks occur that create these types of risks.

13.1. Manual Handling Risk Control

For the assessment and control of hazards in accordance with the hierarchy of controls refer to Section 5 of Risk Assessment Form

Control measures may include one, or a combination of the following:

- Eliminate the task
- Job design e.g. modify workplace layout, rearrange workflow, modify actions, movement and forces
- Modify the task e.g. break the load into smaller packages, team lifting
- Mechanize the process or provide mechanical assistance
- Ensure training is provided – including induction training
- Administrative controls, e.g. signage, rotation of tasks

- Personal protective equipment, e.g. protective clothing

A combination of control measures may be required for effective control of manual handling hazards and must be evaluated and monitored for effectiveness.

14. Working in Heat Policy

Air temperature alone cannot be used to determine whether there is a risk of heat illness.

Effective consultation with staff and HSR must be ensured and maintained.

The key risk factors include:

- air temperature
- humidity
- radiant heat
- air movement or wind speed
- workload (nature of the work and duration)
- physical fitness of the worker (including acclimatization and any pre-existing conditions e.g. overweight, heart/ circulatory diseases, skin diseases or use of certain medicines)
- required work clothing and personal protective equipment.

All staff are to take adequate rest breaks, stay hydrated and wear appropriate clothing in high or low temperatures.

All staff, volunteers and visitors are encouraged to drink water throughout their time on site and take breaks more frequently.

Where possible, operations will take place at times of the day that are cooler in times of extreme heat. This will be arranged at managers' discretion.

Where inside temperatures exceed 30°C, the organisation may choose to cease operations at no financial cost to staff.

15. Smoking in the Workplace

It is the organisation policy that all employees, contractors and visitors are provided with a smoke-free workplace in all the organisation's premises.

The purpose of the organisation's commitment to a smoke-free workplace is:

- To provide everyone with a safe and healthy workplace
- To minimize the risk to volunteers, employees, to the organisation and to the general public
- To minimize the risk of disruption to the organisation's operations
- To ensure that all volunteers and employees are aware of their responsibilities regarding a smoke-free workplace
- To inform volunteers and employees that disregard and abuse of this policy will lead to disciplinary action
- To ensure compliance with relevant state and federal legislation

Reference Documents

The following legislation relates to the organisation's occupational health & safety:

- a. Victorian State Legislation
- b. Occupational Health & Safety Act 2004
- c. Workplace Injury Rehabilitation and Compensation Act 2013

The areas covered by the legislation include but are not limited to employment and the provision of a healthy and safe work environment.

WorkSafe details

WorkSafe Victoria Website:	worksafe.vic.gov.au
Email:	info@worksafe.vic.gov.au
Phone:	1800 136 089 03 9641 1444

The following documents are to be used in conjunction with this plan:

- a. Volunteer Policy and Procedures Manual.
- b. Injury Register and Employees Compensation Claims Register
- c. Crisis Management Action Plan
- d. Crisis Management Action Policy
- e. Return to Work Procedure
- f. Risk Assessment Template
- g. Manual Handling Hazard Identification Form
- h. Manual Handling Risk Control Checklist
- i. Workplace Inspection Checklist
- j. Daily Inspection Checklists (Canvas)
- k. Incident and Injury Response Procedures
 - a. Accident and Incident Hazard Report Form (Canvas)
 - b. Hazard Report Form (Canvas)

Review

This plan will be reviewed and updated every two years or sooner if required.

It will be approved by the Board and readily accessible by all staff via the People & Policy App on Salesforce.

This plan will be published on the organisation's website.

Any questions in relation to the plan, please contact the CEO

Risk Assessment Template

1. Background Information					
Workplace:		Date:			
Title of Assessment:		Name of person conducting assessment:			
2. Risk Assessment					
	Identify and list Hazards	List Current Risk Controls	Risk Rating	List Additional Controls (if any)	New Risk rating
1					
2					
3					
4					
5					
6					
7					
8					
9					

Risk Assessment Template

Using the Matrix

1. Evaluate the **consequences** of a risk occurring according to the ratings in the top row
2. Evaluate the **likelihood** of an incident occurring according to the ratings in the left hand column
3. Calculate the **level of risk** by finding the intersection between the likelihood and the consequences

1. Consequence

Insignificant	1	No injury
Minor	2	Injury/ ill health requiring first aid
Moderate	3	Injury/ill health requiring medical attention
Major	4	Injury/ill health requiring hospital admission
Severe	5	Fatality

2. Likelihood

Rare	1	May occur somewhere, sometime ("Once in a life time / once in a hundred years")
Unlikely	2	May occur somewhere within St Kilda Mums over an extended period of time
Possible	3	May occur several times across St Kilda Mums or over a period of time
Likely	4	May be anticipated multiple times over a period of time May occur once every few repetitions of the activity or event
Almost Certain	5	Prone to occur regularly It is anticipated for each repetition of the activity of event

3. Risk level

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	Medium	High	Extreme	Extreme	Extreme
Likely	Medium	Medium	High	Extreme	Extreme
Possible	Low	Medium	Medium	High	Extreme
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Medium	Medium

Key

Descriptor	Definition
Extreme:	Notify Operations Manager and/or CEO immediately. Corrective actions should be taken immediately. Cease associated activity.
High:	Notify Operations Manager and/or CEO immediately. Corrective actions should be taken within 48 hours of notification.
Medium:	Notify Operations Manager/Staff member, OHS Committee. corrective action is taken within 7 days.
Low	Notify Operations Manager, OHS Committee. Nominated employee, HSR / OHS Committee is to follow up that corrective action is taken within a reasonable time.

Important Return to Work Information

St Kilda Mums Inc's return to work obligations under Victorian Workers' Compensation legislation

St Kilda Mums Inc's return to work obligations	How St Kilda Mums Inc will meet its obligations
Make return to work information available and consult about how the information is made available	<p>St Kilda Mums Inc will make return to work information available to its workers about:</p> <ul style="list-style-type: none"> (a) the obligations of St Kilda Mums Inc under the legislation and how the employer is meeting the obligations; (b) the rights and obligations of workers under the legislation and how workers can obtain further information about their rights and obligations; (c) the name and contact details of the authorised Agent selected by the employer; (d) the name and contact details of the Return to Work Coordinator, if applicable; and (e) 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, St Kilda Mums Inc will provide suitable employment 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, St Kilda Mums Inc will provide pre-injury or suitable employment to an injured worker for a period of 52 weeks of the worker's incapacity. This will commence from the date a <i>Certificate of Capacity</i> or a <i>Worker's Injury Claim Form</i> 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 St Kilda Mums Inc receives a <i>Worker's Injury Claim Form</i> in which weekly payments are claimed or the initial <i>Certificate of Capacity</i> from the worker or the authorised Agent notifies us of receipt of same (whichever is earlier), St Kilda Mums Inc 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, St Kilda Mums Inc 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; and • 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>St Kilda Mums Inc 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>St Kilda Mums Inc 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>St Kilda Mums Inc 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>St Kilda Mums Inc has nominated and appointed at all times a Return to Work Coordinator who has an appropriate level of seniority and is competent to assist St Kilda Mums Inc meet our obligations under Victorian Workers' Compensation legislation.</p>
Cooperate with labour hire employers	<p>If St Kilda Mums Inc 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.</p>

Resolution of return to work issues	<p>St Kilda Mums Inc will attempt to resolve return to work issues in accordance with:</p> <p>The relevant procedure specified in the Return to Work Direction (Ministerial Direction) <i>Issue Resolution Process</i>.</p>
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Worker's return to work rights and obligations

Injured worker rights are:

- To be provided with return to work information and be consulted about how that information is to be made available
- To the extent that it is reasonable for **St Kilda Mums Inc** to do so, to be provided with suitable employment if they have a current work capacity or pre-injury employment if they no longer have an incapacity for work for a period of 52 weeks in accordance with the legislation.
- To be consulted by **St Kilda Mums Inc** about planning their return to work.
- To be provided with clear, accurate and current details of their return to work arrangements as part of planning for their return to work.
- To the extent that it is reasonable for **St Kilda Mums Inc** to do so, to be consulted and be provided with information about their return to work. The injured worker must be given a reasonable opportunity to consider and express their views about their return to work and have those views taken into account.
- To be represented, assisted and supported (except by a legal practitioner) during any stage of the return to work process, including in the consultation process.

Injured worker's obligations are:

- In co-operation with **St Kilda Mums Inc** and the Agent, to make reasonable efforts to actively participate and cooperate in planning for their return to work.
- In co-operation with **St Kilda Mums Inc** 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 **St Kilda Mums Inc** 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.
- 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 (see above).

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.

Additional details regarding the rights and obligations of an injured worker are available in WorkSafe's *Return to Work Obligations – Information for workers* fact sheet available from worksafe.vic.gov.au or via the WorkSafe Advisory Service ph: (free-call) 1800 136 089 or (03) 9641 1444.

Where to get help

Our Return to Work Coordinator

Name: Katherine Hinton **Phone:** 0402 297 404

Email: katherine@stkildamums.org **Postal Address:** PO Box 356 Balaclava VIC 3183

Our Authorised Agent

Name: Allianz **Phone:** 1800 240 335 **Web:** <https://www.allianz.com.au/>

Postal Address: GPO Box 4049 Sydney 2001

WorkSafe

Phone: free call 1800 136 089 or (03) 9641 1444 **Web:** worksafe.vic.gov.au

Email: info@worksafe.vic.gov.au **Postal Address:** WorkSafe, 222 Exhibition Street, Melbourne 3000



Step 3 - REVIEW THE CURRENT RISK CONTROL MEASURES AGAINST THE CURRENT STATE OF KNOWLEDGE AND WHAT IS MOST EFFECTIVE Eg. What other equipment exists? What other systems are used? What do other workplaces do? (see step 2 text)					
Step 4 - REVIEW PROPOSED RISK CONTROL MEASURES TO ENSURE THEY ARE THE MOST EFFECTIVE					
Possible new or modified controls	How does the measure control the risk?			Final controls	CONSULTATION: Utilizing mock ups or trials for proposed revisions can help identify and address any unintended consequences and/or demonstrate where any gaps still exist. A participative approach helps ensure that any revision will work more effectively than previous risk controls, that the revised risk controls work as intended and that the risk controls are utilised by employees.
	Eliminate the risk	Reduce the risk	System (instruction training, team handling, job rotation)		

Note: A review of risk control measures that results in recommendations for more training in policies or procedures, or more supervision of employees, does not provide a higher level of



protection and is likely to be ineffective. Higher order control measures are more effective than lower order control measures. A combination of risk control measures will usually be required.

For any proposed revisions, ask the following questions – involve the HSRs and people who do the work:

1. Do the proposed risk control measures eliminate the risk or hazard at the source?
 2. Do the proposed risk control measures give employees the highest level of protection?
- If the answer is 'no' to question 1 or 2, consider other options to improve the risk control measures before proceeding.
3. Is it the highest level of risk control, so far as reasonably practicable?
 4. Are there any potential unintended consequences of introducing the proposed risk control measures?
- If the answer is 'yes' to question 3 and 'no' to question 4, proceed to implementing the improved risk control measures.

Step 5– IMPLEMENT THE REVISED RISK CONTROL MEASURES

Revised risk control measure(s)	Person responsible	Completion Date	Review Date	Action Completed



MANUAL HANDLING: REVIEW AND REVISION OF RISK CONTROL MEASURES

Step 1. WHAT IS THE SOURCE OF RISK?		
Step 2. WHAT ARE THE CURRENT RISK CONTROL MEASURES IN PLACE?		
List the risk control measures in place (Does the risk control rely on other systems to be working, such as access, suitability, availability and maintenance of equipment, staffing levels and purchasing or replacement policies?)	Did any of the controls not work or go to plan? Why? When? How? Under what circumstances?	CONSULTATION: Employers must, so far as is reasonably practicable, consult with affected employees and HSRs when reviewing and revising risk control measures. Personnel are likely to be able to provide information about which tasks contributed to an injury or incident and about the effectiveness of the risk control measures. Personnel may also be able to provide firsthand knowledge about why the risk controls did not work as intended.



WORKPLACE INSPECTION CHECKLIST

Location		Date		
Inspection completed by:				
Name		Position		
HSMR Name		Position		
HSR Name		Position		
1. Work Environment				
Issue	Yes	No	Action to Be Taken	Date Completed
Work areas clean	<input type="checkbox"/>	<input type="checkbox"/>		
Floors clean, dry and free of refuse	<input type="checkbox"/>	<input type="checkbox"/>		
Stairs clean, dry and free of refuse	<input type="checkbox"/>	<input type="checkbox"/>		
Bins available and emptied regularly	<input type="checkbox"/>	<input type="checkbox"/>		
Is the work height/position awkward or difficult (ergonomics)?	<input type="checkbox"/>	<input type="checkbox"/>		
Passageways stairways clear of obstructions	<input type="checkbox"/>	<input type="checkbox"/>		
Floors have an even surface	<input type="checkbox"/>	<input type="checkbox"/>		
Is there adequate working space?	<input type="checkbox"/>	<input type="checkbox"/>		
2. Lighting				
Issue	Yes	No	Action to Be Taken	Date Completed
Is there adequate lighting for tasks performed?	<input type="checkbox"/>	<input type="checkbox"/>		
Is task lighting required?	<input type="checkbox"/>	<input type="checkbox"/>		
Are light covers in place and clean?	<input type="checkbox"/>	<input type="checkbox"/>		
3. First Aid Facilities				
Issue	Yes	No	Action to Be Taken	Date Completed
Are adequate first aid facilities provided (e.g. first aid kit, first aid room)?	<input type="checkbox"/>	<input type="checkbox"/>		
Are first aid facilities clearly labelled?	<input type="checkbox"/>	<input type="checkbox"/>		
List of current first aiders and contact details	<input type="checkbox"/>	<input type="checkbox"/>		
First aid reporting form available	<input type="checkbox"/>	<input type="checkbox"/>		
Emergency numbers displayed	<input type="checkbox"/>	<input type="checkbox"/>		
4. Emergency Response				
Issue	Yes	No	Action to Be Taken	Date Completed
Are emergency response procedures displayed and up to date?	<input type="checkbox"/>	<input type="checkbox"/>		
Are staff trained in emergency procedures?	<input type="checkbox"/>	<input type="checkbox"/>		
Is there a designated assembly point?	<input type="checkbox"/>	<input type="checkbox"/>		
Exit signs and directions to exits	<input type="checkbox"/>	<input type="checkbox"/>		
Exit doors easily opened from the inside	<input type="checkbox"/>	<input type="checkbox"/>		



Emergency exits, fire extinguishers and hoses unobstructed	<input type="checkbox"/>	<input type="checkbox"/>		
Extinguishers in place, clearly marked for the type of fire, and serviced 6 monthly	<input type="checkbox"/>	<input type="checkbox"/>		
Regular emergency drills performed	<input type="checkbox"/>	<input type="checkbox"/>		
Staff trained in the use of fire extinguishers	<input type="checkbox"/>	<input type="checkbox"/>		
No smoking signs displayed	<input type="checkbox"/>	<input type="checkbox"/>		
List of fire wardens displayed	<input type="checkbox"/>	<input type="checkbox"/>		
5. Stacking and Storage				
Issue	Yes	No	Action to Be Taken	Date Completed
Adequate storage facilities	<input type="checkbox"/>	<input type="checkbox"/>		
Storage racks — secure and bolted	<input type="checkbox"/>	<input type="checkbox"/>		
Storage racking checked regularly	<input type="checkbox"/>	<input type="checkbox"/>		
Pallets in good condition	<input type="checkbox"/>	<input type="checkbox"/>		

Additional hazard categories should be added as deemed necessary, such as Electrical, Plant/Equipment, Chemicals, Biological Hazards etc.



MANUAL HANDLING HAZARD IDENTIFICATION FORM

Location		Date	
Assessment completed by:			
Name		Position	
HSMR Name:		Position	
HSR Name		Position	
Task Description:			
Have there been any records of injury related to this task at this workplace?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
HAZARD IDENTIFICATION & RISK ASSESSMENT			
1. DOES THE TASK INVOLVE REPETITIVE OR SUSTAINED POSTURES, MOVEMENTS OR FORCES?			
Answer YES if the task requires any of the following actions be done more than twice a minute or for more than 30 seconds at a time.			
ISSUE	Yes / No	COMMENTS	
Bending the back forwards or sideways more than 20 degrees.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Twisting the back more than 20 degrees.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Backward bending of the back more than 5 degrees.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Bending the head forward or sideways more than 20 degrees.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Twisting the neck more than 20 degrees.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Bending the head backwards more than 5 degrees.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Working with one or both hands above shoulder height.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Reaching forward or sideways more than 30 cm from the body.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Standing with most of the body's weight on one leg.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Twisting, turning, grabbing, picking or wringing actions with the fingers, hands or arms.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Working with the fingers close together or wide apart.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Very fast movements.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Excessive bending of the wrist.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Lifting or lowering.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Carrying with one hand on the side of the body.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Exerting force with one hand or one side of the body.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Pushing, pulling or dragging.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Gripping with the fingers pinched together or held wide apart.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Exerting force while in an awkward posture.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
2. DOES THE TASK INVOLVE LONG DURATION?			
ISSUE	Yes / No	COMMENTS	
Is the task performed for more than two hours over a whole shift or more than 30 minutes at a time?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
3. DOES THE TASK INVOLVE HIGH FORCE?			
Answer YES if the task involves any of the following high force actions.			
ISSUE	Yes / No	COMMENTS	
Lifting, lowering or carrying heavy loads.	Yes <input type="checkbox"/> No <input type="checkbox"/>		



Applying uneven, fast or jerky forces through lifting, carrying, pushing or pulling.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Pushing or pulling objects that are hard to move or stop.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Using a finger grip, a pinch grip or an open-handed grip to handle a heavy or large load.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Exerting forces at the limit of the grip span.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Needing to use two hands for a tool designed to be used with one hand.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Throwing or catching.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Hitting or kicking.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Exerting force with the non-preferred hand.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Two or more people need to be assigned to handle a heavy or bulky load.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Exerting high force while in an awkward posture.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
4. WAS THE TASK SUBJECT OF ANY PRIOR OH&S REPORTS?		
Answer YES if any personnel reported any of the following about the task.		
Pain or significant discomfort during or after the task.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
The task can only be done for short periods.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Stronger employees are assigned to do the task.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Employees think the task should be done by more than one person or seek help to do the task.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Employees say the task is physically very strenuous or difficult to do.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
4.1. ARE ENVIRONMENTAL FACTORS INCREASING THE RISK?		
Answer YES if any of the following environmental factors are present in the task.		
Vibration (hand-arm or whole body)	Yes <input type="checkbox"/> No <input type="checkbox"/>	
High temperatures	Yes <input type="checkbox"/> No <input type="checkbox"/>	
High humidity	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Low temperatures	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Handling very cold or frozen objects	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Employees are working in hot conditions and not acclimatized.	Yes <input type="checkbox"/> No <input type="checkbox"/>	

If you have answered YES to either of the above, there is a risk and Risk Control is required.

Complete the Risk Control Form to assist with determining the most appropriate risk control for the task.