



# Occupational Health & Safety Policy & Procedures

*The Total Valuation and Risk Management Solution*

*Web Based... People Managed*



**Employee Policy Acceptance Form – OH&S Policies**

Valuation Exchange Pty Ltd requires that the following policies are read and clearly understood. Once you are satisfied that you understand the requirements that these policies have on yourself and the organisation, please confirm your understanding and acceptance of these policies by signing and dating clearly against each policy. Should you require further information or clarification prior to acceptance, please discuss with your manager/supervisor. Please return your signed form to The HR Manager by \_\_\_\_\_.

Name of Employee:.....

Department:.....

Manager/Supervisor Responsible:.....

**Verification:**

***Manager/Supervisor acknowledges employee has been given a copy of the policy***

***Signature*** \_\_\_\_\_ ***Date:*** \_\_\_\_/\_\_\_\_/\_\_\_\_

***Employee acknowledges that the policies are read, understood and accepted:***

***Signature*** \_\_\_\_\_ ***Date:*** \_\_\_\_/\_\_\_\_/\_\_\_\_

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## **Introduction to Occupational Health & Safety (OH & S)**

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***Valuation Exchange Pty Ltd aims to maintain a safe, healthy and secure work environment for all employees, temporary staff, contractors, clients and visitors. Achieving this aim is the responsibility of all of us.***

Valuation Exchange Pty Ltd is committed to developing and maintaining the highest practicable standards of occupational health, safety and welfare management. Through teamwork, and in partnership with employees, clients and contractors Valuation Exchange Pty Ltd will work to meet legislative requirements and through continuous improvement achieve best practice standards.

Through continuous improvement our goal is to create an environment and culture where all employees, and non-employees who work with us, can reasonably expect to be free from injury and illness. Through consultation, the sharing of ideas and mutual respect and understanding we will continue to build on our culture of safe working practices.

Valuation Exchange Pty Ltd leadership team believes that the safety and welfare of employees, contractors, clients and visitors is a prime business concern. It is an integral part of every day business operations and our decision making process.

The leadership team are committed to ensuring we, as a company, have sound health, safety and welfare practices in place. These practices are supported by local OH&S policies and procedures that provide guidance for us to ensure we meet our OH&S commitments on an ongoing basis.

Occupational health, safety and welfare are a shared responsibility and require constant awareness and input from all levels of Valuation Exchange Pty Ltd employees. We all have the opportunity on a daily basis to ensure we support OH&S practices.

As the Responsible Officer, I ask that you support this goal by ensuring you take reasonable care to avoid accidents to yourself and others by following our OH&S procedures.

Andrew Robertson  
Chief Executive Officer  
Valuation Exchange

May 2009

## **Purpose of the OH & S Policy & Procedures**

Valuation Exchange Pty Ltd Occupational Health and Safety (OH&S) Policy & Procedures has been developed to assist Valuation Exchange Pty Ltd managers and employees improve their understanding and management of OH&S in their workplace.

The OH&S Policy & Procedures provides practical information and guidance in how managers and employees can work together to achieve a safe and healthy work environment.

Using the Policy & Procedures will assist to attain compliance with:

- Relevant statutory legislation and codes of practice
- Company policies and workplace standards
- Common law duty of care
- Recognised OH&S best practice

The processes outlined in the OH&S Policy & Procedures are designed for use as integral components in operating the business to its maximum potential. An organised approach to OH&S management is an essential contributor to ensuring the staff, contractors and clients can do business safely.

The primary responsibility for ensuring OH&S standards are implemented within Valuation Exchange Pty Ltd is with the Responsible Officer (CEO), Company Directors, and the Management Team. However, all employees and contractors have responsibilities in creating a safe work environment.

Valuation Exchange Pty Ltd places an emphasis on pro-active hazard and risk management to eliminate or minimise workplace incidents and injuries. Effective hazard and risk management leads to measurable improvements in workplace safety with subsequent increases in productivity and profitability.

The OH&S Policy & Procedures should be used as the basis for establishing a workplace hazard and risk management program. It is essential that managers and employees consult together to develop OH&S plans that meet the standards contained in this manual.

### ***Policy Review***

This health and safety policy will be reviewed each year, in consultation with employees, using established consultative mechanisms, and revised as necessary to keep up to date with new legislation and company changes.

### ***Dissemination of Policy***

A copy of this Policy will be provided to each employee and a copy placed on Preceda Employee Self Service (Home Page).

The intent of the policy will be explained to each employee.

# **OH & S Framework**

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## **AIMS**

Valuation Exchange Pty Ltd aims to:

- Continuously improve the management and standard of OH&S systems in the workplace for all employees, Temporary staff, contractors, visitors and clients to Valuation Exchange Pty Ltd as prescribed by legislation
- Provides a safe and healthy workplace for employees, temporary staff, contractors and clients to our workplace.
- Increase employee, temporary staff, contractor, visitors and client awareness and understanding of their personal responsibility and accountability in regards to OH&S.
- Reinforce a culture of safe working practices in the workplace.
- Reduce or eliminate the workplace incidents and injuries.
- Return injured employees to the workforce at the earliest opportunity
- Reduce the cost of accidents and injuries to the business.
- Promote welfare of employees.
- Consult with employees on OH&S issues.

## **Reasonable action**

Valuation Exchange Pty Ltd will take reasonable action to identify, evaluate and control factors in the workplace which affect the safety, health and welfare of employees, temporary staff, contractors, visitors and clients.

## **Responsible Officer Responsibilities**

The responsible officer is the Chief Executive Officer and is responsible for safety across the whole business.

The Responsible Officer will take reasonable steps to ensure compliance is achieved as per the OHS&W Act, by ensuring every manager and employee has a Safety Objective to achieve, there is adequately trained resources to address and deal with OH&S matters and that funds are available to correct any potential hazards in the business.

## **Senior Management responsibilities**

Management will work with employees in pursuing the following courses of action:

- Observing statutory and Valuation Exchange Pty Ltd standards
- Providing and maintaining a safe and healthy working environment
- Providing suitable means of access and egress to workplaces
- Developing, implementing and improving safe work systems
- Monitoring factors that may affect employees' occupational health, safety and welfare
- Providing safe facilities and equipment and ensuring it is maintained in a safe condition
- Recording and investigating accidents and incidents and implement appropriate corrective actions

## **OH & S Framework**

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- Promptly and effectively dealing with occupational injury and ill health by managing occupational rehabilitation programs
- Providing adequate welfare facilities for employees

### **Employee responsibilities**

Employees have a responsibility to take care of their own health and safety and for that of other persons who may be affected by their acts or omissions.

Employees are required to:

- Perform their work in a safe manner
- Ensure by their actions they do not put at risk the health and safety of other employees, temporary staff, contractors, visitors and clients
- Cooperate with management in the implementation of OH&S initiatives
- Participate in rehabilitation programs
- Report workplace hazards immediately to their manager
- Report any incidents or injury which occurs at, or in connection with, their work.
- Complete an incident or accident report form within 24 hours of any incident or injury incurred.

## OH & S Roles & Responsibilities

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### Overview

Valuation Exchange Pty Ltd has obligations placed upon it to provide a safe and healthy workplace environment for all employees and others, due to the legal, moral and business implications of non-compliance with OH&S legislation, codes of practice and company standards. Therefore, all Valuation Exchange Pty Ltd managers and employees have a significant role to play in the provision of a safe and healthy work environment.

### Benefits

Assigning specific roles and responsibilities to those involved at the workplace will help ensure that Valuation Exchange Pty Ltd aims are realised. Flow on benefits will include a reduction in workplace hazards and risks, leading to the minimisation of injury.

### Roles and Responsibilities

The responsibilities of the organisation positions and groups involved in OH&S are listed below. In addition to the above specified roles and responsibilities, HR Department will be undertaken in partnership with the business six (6) monthly inspections.

Role	Responsibilities
Company Directors	Directors have the overall responsibility for the health and safety of all employees within the company. Directors need to ensure appropriate OH&S management systems are in place and that these systems comply with the relevant OH&S legislations.
Chief Executive Officer – Responsible Officer	The Chief Executive Officer (Responsible Officer) is responsible for ensuring the business complies with the OH&S legislation. Ultimate responsibility for ensuring that Valuation Exchange Pty Ltd meets (or exceeds) its corporate responsibilities lies with the CEO. This includes: <ul style="list-style-type: none"><li>• Ensure the business complies with OH&amp;S legislation and provides a safe and healthy workplace</li><li>• Ensure the organisation's overall planning incorporates health and safety. Provision adequate human and financial resources to establish and manage Valuation Exchange Pty Ltd management systems and programs</li><li>• Monitor performance across the organisation and recommendation and/or implement corrective action as required</li></ul>

## OH & S Roles & Responsibilities

Role	Responsibilities
Management Team	<ul style="list-style-type: none"> <li>• Provide commitment, direction and leadership to Team Leaders and employees to empower them to achieve and maintain a safe and healthy work environment.</li> <li>• Consult with leaders to ensure OH&amp;S plans are accounted for in business operating plans.</li> <li>• Establish and maintain OH&amp;S standards and performance measures with leaders.</li> <li>• Allocate sufficient resources for the practicable elimination of workplace hazards and risks.</li> <li>• Receive and consider reports on OH&amp;S performance.</li> </ul>
ALL	<ul style="list-style-type: none"> <li>• Ensure OH&amp;S audits are undertaken and deficiencies notes and corrected.</li> </ul>
Team Leaders	<ul style="list-style-type: none"> <li>• Ensure employees are provided with proper information, instruction, training and supervision to enable them to perform their work in a safe manner.</li> <li>• Communicate and consult with employees and/or, health and safety representatives and OH&amp;S committee.</li> <li>• Identify, assess and control workplace hazards and risks.</li> <li>• Report, record and investigate incidents and injuries.</li> <li>• Supervise and monitor the rehabilitation in partnership with the Return to Work Rehabilitation Coordinator of injured employees</li> <li>• Maintain appropriate OH&amp;S records</li> <li>• Undertake workplace inspections using "General Workplace Hazard Identification Checklist"</li> <li>• Actively participate in OH&amp;S issue resolution with employees</li> <li>• Report to Management Team on OH&amp;S performance and procedure improvements</li> <li>• Cooperate in OH&amp;S audits and correct notes deficiencies</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Read, understand and comply with OH&amp;S policies, procedures, rules and guidelines</li> <li>• Do not place at risk their own health and safety, or that of any other person in the workplace</li> <li>• Promptly report workplace hazards to their leaders</li> <li>• Report and record workplace incidents and injuries</li> <li>• Cooperate with leaders when consulted on OH&amp;S issues</li> <li>• Participate in reviewing successful outcomes to OH&amp;S initiatives</li> <li>• Undertake training as required in safe work practices and safe use of facilities and equipment</li> <li>• Participate fully in rehabilitation programs</li> </ul>
Health and Safety Representatives (HSR)	<ul style="list-style-type: none"> <li>• Assist Managers in the resolution of health and safety issues</li> <li>• Participate in Valuation Exchange Pty Ltd OH&amp;S committee meetings on a rotating basis</li> <li>• Act as a communication point for staff on OH&amp;S matters and escalate to Management team or the OH&amp;S committee if necessary</li> <li>• Provide input on OH&amp;S issues to the OH&amp;S committee and their leaders in their area</li> </ul>

## OH & S Roles & Responsibilities

Role	Responsibilities
Employer Representatives forming the OH&S committee	<ul style="list-style-type: none"> <li>• Assist Valuation Exchange Pty Ltd in the resolution of OH&amp;S issues raised in OH&amp;S committee meetings</li> <li>• Provide input on OH&amp;S issues to the CEO and / or the HR Manager</li> <li>• Communicate with HSR to resolve OH&amp;S issues</li> </ul>
HR Manager	<p>Provide professional OH&amp;S advise to Valuation Exchange Pty Ltd management and employees in such matters as:</p> <ul style="list-style-type: none"> <li>• Comply with OH&amp;S legislation</li> <li>• Applying sophisticated hazard and risk management techniques to eliminate / reduce risk</li> <li>• Maintaining a database of workplace incidents and injuries</li> <li>• Making recommendations aimed at eliminating workplace injuries</li> <li>• Identifying OH&amp;S related training needs</li> </ul> <p>The HR Manager is the subject matter expert and is responsible for:</p> <ul style="list-style-type: none"> <li>• Developing national OH&amp;S strategies, planned and management systems to meet or exceed OH&amp;S State legislative requirements</li> <li>• Providing expert advise and guidance to leadership in all OH&amp;S matters relevant to Valuation Exchange Pty Ltd</li> <li>• Developing, implementing and monitoring OH&amp;S policies and procedures in accordance with relevant state OH&amp;S legislation</li> <li>• Promoting and facilitating the integration of OH&amp;S into all areas of operation</li> <li>• Providing leadership with appropriate direction and framework to support its OH&amp;S goals and objectives</li> <li>• Ensuring there is appropriate planning, development, implementation and monitoring of OH&amp;S programs across the wider Valuation Exchange Pty Ltd business operation</li> </ul>
Return to Work Rehabilitation (RTWRC) Officer	<ul style="list-style-type: none"> <li>• Identify, access and understand relevant current workers compensation legislation in SA</li> <li>• Develop, facilitate and monitor all aspects of return to work management in your organisation</li> <li>• conduct situational workplace assessments</li> <li>• Establish and maintain systems for managing the rehabilitation and return to work of injured workers within their own workplace</li> <li>• Plan and coordinate return to work schedules</li> <li>• Effectively communicate with injured workers, managers and treating medical practitioners, workers compensation case managers, rehabilitation providers and other key stakeholders involved in the return to work process</li> <li>• Monitor the effectiveness of the coordination of return to work plans and the rehabilitation process</li> </ul>

## OH & S Roles & Responsibilities

Other interconnected roles with Health and Safety Responsibilities:

<b>Role</b>	<b>Responsibilities</b>
Facilities Manager (WorkCover)	<p>The facilities manager is responsible for the building, fixtures or fittings, facilities and equipment and provide a safe working environment, such as:</p> <ul style="list-style-type: none"> <li>• Ensure the building and fixtures or fittings under their control are in a safe condition</li> <li>• Adherence to the building code and relevant OH&amp;S legislation</li> <li>• Provide a safe access and egress to the building and property</li> <li>• Compliance to the relevant fire and emergency regulations</li> <li>• Ensuring all new equipment is approximately labelled and related safety material is documented</li> </ul>
HR Partners	<ul style="list-style-type: none"> <li>• Responsible for the provision of consultative services to leaders around OH&amp;S policy, procedures and practices and guidance on state legislative requirements</li> </ul>

## **OH & S Consultative Structures**

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## Introduction to OH&S Consultative Structures

### Consultation

The first stage of consultation on all OH&S hazards or issues, involving a particular workplace, should be between the leader and employee/s directly affected by the hazard or issue.

### Definitions

Definitions of the various roles in OH&S are described below.

Term	Abbreviation	Definition
Health and Safety Representative	HSR	Employee representative who has been nominated or elected to represent employees in resolving OH&S issues in their assigned work area
Return to Work Rehabilitation Coordinator	RTWRC	An Employee who has been selected and trained in managing the return to work of an injured employee.
Occupational Health & Safety Committee	OH&SC	A group of employer and employee representatives who meet, to discuss and agree upon OH&S programs for implementation at Valuation Exchange Pty Ltd

### Related Section

OH&S Issue Resolution on page 16

## **OH & S Consultative Roles and Responsibilities**

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### **OH&S Consultative Process**

Valuation Exchange Pty Ltd recognises the contribution employees have made and continue to make in maintaining a safe and healthy work environment. By drawing on employee knowledge, experience and ideas and encouraging employee participation and input effective OH&S management systems can be enhanced and maintained in consultation with Leaders.

Consultation within Valuation Exchange Pty Ltd takes a number of forms and includes one or a combination of the following:

- Inclusion of OH&S on the agenda at meetings
- Inclusion of employee consultation in project objectives where changes in the work environment or work practices may affect health and safety
- Employee surveys, focus groups or other feedback mechanisms that may be developed and utilised from time to time
- The formation of OH&S consultative teams, committees and or representatives

At all times the arrangements for consultation will address the requirements of the relevant state Occupational Health and Safety legislation.

The responsibilities of the parties involved in OH&S consultative structures are described below.

<b>Roles</b>	<b>Responsibilities</b>
Leaders/HSR/RTWRC/OH&SC	<ul style="list-style-type: none"> <li>• Formulate OH&amp;S and injury prevention strategies for implementation within Valuation Exchange Pty Ltd</li> <li>• Monitor the effectiveness of such strategies, design and implement improvement strategies</li> <li>• Provide professional consultancy and support to the business</li> </ul>
OH&SC	<ul style="list-style-type: none"> <li>• Resolve OH&amp;S issues raised by HSR that cannot be resolved by their leader</li> <li>• Assist in the resolution of OH&amp;S concerns raised by staff in local workplaces</li> <li>• Agree on implementation plans for OH&amp;S programs and monitor impact to the workplace</li> <li>• Provide employee feedback on existing or proposed OH&amp;S initiatives</li> </ul>
HR Manager	<ul style="list-style-type: none"> <li>• Provide consultation regarding implementation of OH&amp;S strategies at Valuation Exchange Pty Ltd</li> <li>• Provide commentary on state-wide developments affecting the health and safety of the Valuation Exchange Pty Ltd workplace</li> <li>• Advise on the health and safety implication of new business initiatives</li> <li>• Advise on initiatives proposed to provide healthy and safe workplaces Australia Wide</li> <li>• Provide employee feedback on existing or proposed OH&amp;S initiatives</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify and communicate potential strategies to the appropriate Valuation Exchange Pty Ltd personnel and bodies</li> </ul>
Team Leaders	<ul style="list-style-type: none"> <li>• To establish and support appropriate and agreed mechanisms for consultation where changes to work practices and/or procedures may have a direct impact on the health or safety of employees working in the area</li> <li>• Provide sufficient time and resources to the OH&amp;SC and HSR to undertake their role</li> <li>• Address OH&amp;S issues and feedback raised or provided by employees</li> <li>• Demonstrate that health and safety issues have been considered in workplace and task design phase where possible</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Participate in the consultative mechanisms developed for their area of work and provide constructive and meaningful input to assist in establishing and maintain a safe and healthy working environment</li> </ul>

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# **OH & S Issue Resolution**

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## **Introduction to OH&S Issue Resolution**

### **Overview**

Satisfactorily resolving workplace OH&S hazards or issues requires the prompt and effective communication of the hazard or issue between the parties involved at the workplace.

Valuation Exchange Pty Ltd has recognised those parties as the relevant

- Department Manager, Team Leaders with direct management control of the workplace
- Employees directly affected by the hazard or issue
- Health and safety representative for the workplace

### **Process**

The first point of contact in reporting workplace OH&S hazards or issues is between the:

- Department Manager, Team Leaders, who has responsibility for the particular workplace
- Employees affected by the hazard or issue at the workplace

If a mutually agreeable solution cannot be achieved between the parties at this primary discussion point, the OH&S Issue Resolution process allows for the hazard or issue to be referred to the escalated in the following manner:

- The Leader's Leader
- The OH&SC or a member (where applicable)
- The HR Manager
- The General Manager Operations
- If at this point the issue has not been actioned/scheduled for action/resolved should it be referred to the relevant external authority

### **Guiding Principles**

The guiding principles of an OH&S resolution process include:

- Identified hazards or issues being address as close to the source as possible
- Hazards or issues having a broader impact being addressed appropriately through an OH&SC
- Employees having access to health and safety representation to assist them in resolving OH&S hazards and issues

### **Related Sections**

OH&S Roles & Responsibilities on page 9

OH&S Consultative Structures on page 13

Workplace Hazard Management on page 19

## **OH & S Issue Resolution**

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### **OH&S Issue Resolution Process**

#### **Overview**

The flow chart that follows depicts the actions required of persons who have task of resolving workplace OH&S hazards or issues. It is important to remember that a genuine attempt to resolve the OH&S hazard or issue must be made at each stage of the process before referral to the next stage.

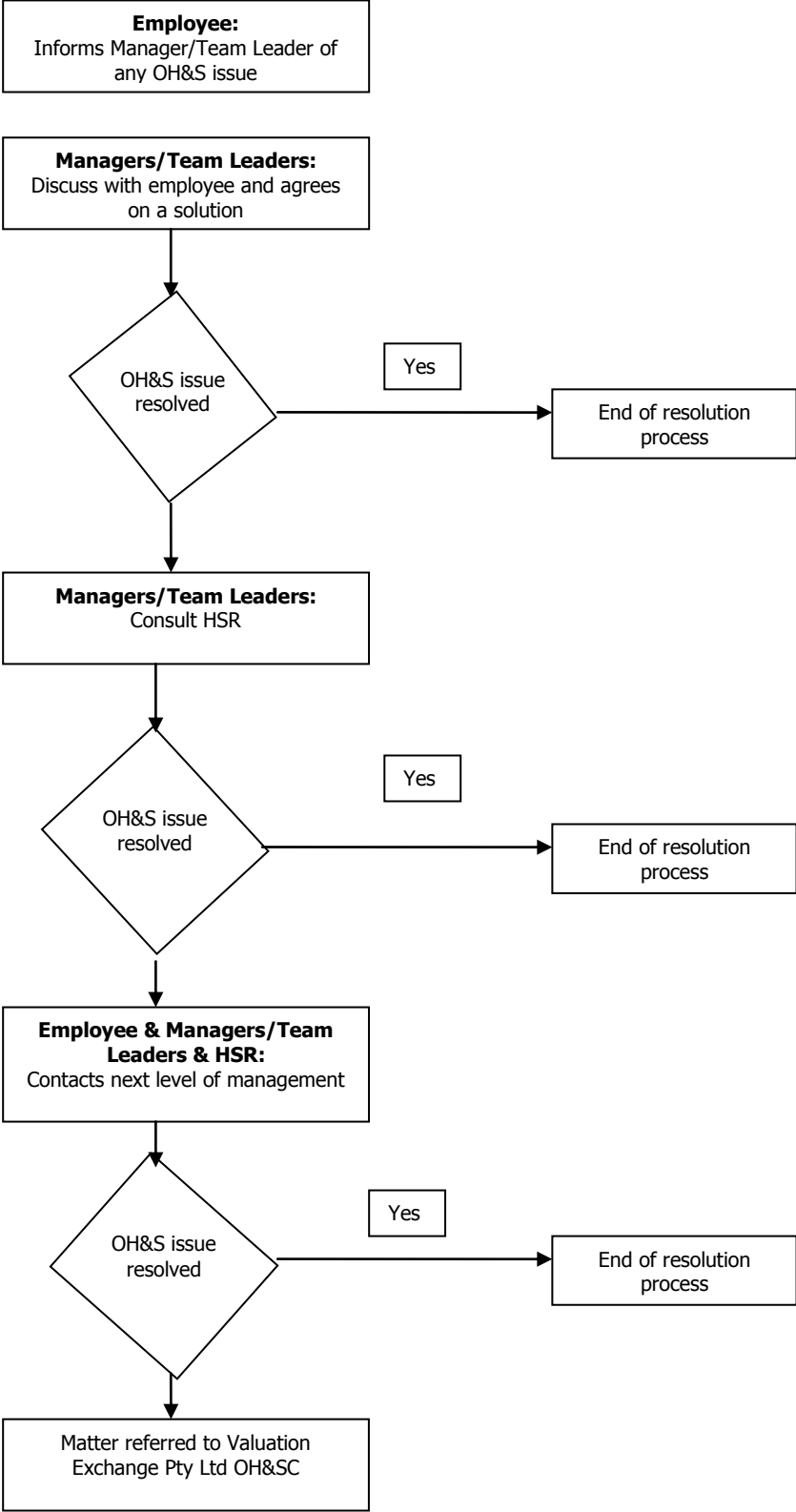
At any stage, internal OH&S professional resources will be made available, upon request to provide advice and mediate in the examination of agreed to and legitimate potential solutions.

#### **Process**

The process for resolving OH&S hazards or issues within Valuation Exchange Pty Ltd is show below.

# OH & S Issue Resolution

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**NB:** at any stage the Employee or Manager/Team Leader may refer the matter to the HR Manager or General Manager Operations

# Workplace Hazard Management

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## Hazard Management

A hazard can be defined as something that has the potential to cause harm, injury or damage people or property. Valuation Exchange Pty Ltd recognises that the identification, assessment and control of hazards within the workplace is a key factor in creating and maintaining a safe and healthy working environment.

Primary responsibility for workplace hazard identification, assessment and control rests with Leaders. Through the effective management of hazards leaders can significantly reduce the number and the severity of work related injuries and illness thereby reducing the impact to both employees and Valuation Exchange Pty Ltd.

## Introduction to Workplace Hazard Management

### Overview

Hazard management is a fundamental element of an effective workplace occupational health and safety management system designed to comply with OH&S legislation. Identifying, assessing and controlling workplace hazards and risks promptly will eliminate or reduce the likelihood of their causing harm to employees who could become exposed to them.

This document provides guidance to managers and employees in regard to:

- Methods to hazard identification
- Risk assessment
- Risk control measures (using hierarchy of controls)

### Controlling Workplace hazards

Workplace hazards arise as a result of the activities performed, equipment used and the physical and environmental conditions of the workplace.

The factors that create hazards can best be controlled by managers and employees at the workplace. Therefore managers and employees must be equipped with adequate knowledge, skills and an understanding of the application of simple hazard management techniques in relation to their own work environment.

### Definitions

Terms associated with hazard management are defined below.

Term	Definition
Hazard	a condition or situation that has the potential to cause harm to people at work
Risk	the likelihood that exposure to the hazard will cause harm to people at work and the seriousness of that harm

# **Workplace Hazard Management**

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## **Types of Hazards**

Examples of types of workplace hazards encountered by Valuation Exchange Pty Ltd employees may include:

- Glare or reflection on computer screens causing eye strain
- Moving heavy objects, over reaching causing strains and sprains
- Hazardous substances contained in chemicals used in the workplace
- Workstation design, desks, chairs, improper ergonomics causing discomfort
- Work organisation including hours of work, work loads and the nature of the tasks undertaken
- They physical environment including such things as energy sources, air quality and house keeping
- Office layout, loose leads, telephone cables, opened drawers causing slips and trips
- Unsafe work practices, misusing furniture, equipment, hand tools
- Wet floors, loose carpet ends, cluttered storage space
- Lack of facilities and equipment maintenance
- Insufficient training, supervision or resources

## **Further Advice**

Contact the HR Manager or General Manager Operations for further advice on work place hazard management.

## **Related sections**

OH&S Roles & Responsibilities on page 9

OH&S Consultative Structures on page 13

OH&S Issue Resolution on page 16

Manual Handling & Occupational Overuse Syndrome on page 40

## **Workplace Hazard Management Roles and Responsibilities**

The responsibilities of the parties involved in workplace hazard management are described below.

<b>Role</b>	<b>Responsibilities</b>
Team Leaders/Managers	<ul style="list-style-type: none"> <li>• Identify, assess and control workplace hazards and risks</li> <li>• Monitor suitability and risk controls selected</li> <li>• Encourage employees to report workplace hazards or issues</li> <li>• Inspect the workplace using "General Workplace Hazard Identification Checklist"</li> <li>• Cooperate in OH&amp;S audits and correct any noted deficiencies</li> </ul>
Health & Safety Representative (HSR)	<ul style="list-style-type: none"> <li>• Assist leaders in the resolution of health and safety hazards or issues raised by staff</li> <li>• Participate in health and safety committee meetings</li> <li>• Act as communication point for resolving OH&amp;S hazards or issues</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Report workplace hazards or issues to their manager/team leader as soon as possible</li> <li>• Participating in achieving successful outcomes to OH&amp;S initiatives</li> <li>• Cooperate with managers/team leaders in resolving OH&amp;S hazards or issues</li> </ul>
Facilities Manager (WorkCover)	<ul style="list-style-type: none"> <li>• Rectify property/facility related workplace hazards and risks</li> <li>• Liaise with OH&amp;SC to provide advice on property/facility related workplace hazard risk control methods</li> </ul>
HR Manager or General Manager Operations	<ul style="list-style-type: none"> <li>• Provide high level direction and professional support to managers/team leaders when undertaking risk assessment of workplace hazards</li> <li>• Provide reports to the OH&amp;SC commending the optimum risk control measures for workplace hazards and risk</li> <li>• Assess training needs in regards to workplace hazard and risk management</li> </ul>

# **Workplace Hazard Management Roles and Responsibilities**

## **Workplace Hazard Management Process**

The four stage workplace hazard management process is described below.

### **Stage 1: Hazard Identification**

There are a number of quite simple methods used to identify workplace hazards. For example:

- Workplace inspections, using a formal checklist or spot checks
- Referring to information recorded in incident/injury report of previous occurrences
- Communication with employees and through OH&SC consultation
- Observing work areas, work tasks, work processes or work methods
- Sharing information with other internal workgroups
- Information supplied by the HR Manager or General Manager Operations, WorkCover Authority or other safety organisations

An analysis of the OH&S performance of the workplace can be undertaken to identify injury trends and causes of injury. The information gained can be used to develop workplace hazard management programs aimed at eliminating those causes. The HR Manager can provide an OH&S performance analysis.

### **Stage 2: Risk Assessment**

When a workplace hazard is identified there is a need to assess its risk of causing injury or damage. Risk assessment is simply a further analysis of the hazard by breaking it down into more specific component parts to evaluate the nature of the hazard. Assessing the risk associated with the hazard by specifically defining its nature will assist in determining its:

- Probability or likelihood of causing injury or damage
- Exposure levels of employee/s i.e. number of employees exposed, time exposed, frequency of exposure
- Consequence/s or severity of outcome

Once assessed, the risk may be rated as per the following Hazard Management tool:

# Hazard Management Tool

## Analysis Table and Action Plan

This hazard assessment tool should be used in conjunction with:

- The outcome of a workplace inspection and or audit
- An Accident/incident investigation report
- Any general observations by employees

When a hazard has been identified 2 main question need to be asked:

1. How dangerous is the hazard?
2. How likely is it to cause injury, harm or damage?

Use this table to determine an action priority for the hazard that has been identified.  
The allocated number determines the priority and therefore the required level of urgency to take action.

Severity of the Outcome	→	Result in a disability, ill health or a fatal accident	Result in time off from work due to injury	Result in the individual requiring First Aid
<b>How Probable is an occurrence?</b> 	Very Likely – could happen regulary	1	2	3
	Likely – could happen occasionally	2	3	4
	Unlikely – rarely	3	4	5
	Very Unlikely	4	5	6

- 1 signifies that the hazard should be dealt with
- 2 urgently
- 3 4 signifies that the hazard does not require
- 5 immediate attention

## **Workplace Hazard Management Roles and Responsibilities**

### **Stage 3: Risk Control**

The rated value of the risk (high, medium or low) will determine the most suitable and practicable method of risk control. The most suitable method of risk control must be selected in relation to the work environment following the hierarchy of control process described below. The order of preference of selecting risk control is as follows:

<b>Control</b>	<b>Description/Example</b>
Elimination/Substitution	Is there a need to use the equipment, process, substance that created the risk? Is there an equally good and safer item of equipment, process or substance available that will remove the risk? If there is then use it!
Engineering Controls/Isolation	Can the risk be removed or reduced by isolating, enclosing or redesigning the equipment, process or substance? E.g. safety devices, mechanical lifting aids, automatic doors, trolleys, workstations.
Administrative Controls	Examples are: task variation, limit number of people exposed to risk, job training and storage arrangements for heavy and frequently used items.
Personal Protective Equipment (PPE)	The least desirable method which should only be used in combination with other controls or if other controls are not suitable. Employees issued with PPE should have it fitted correctly and be trained in its use and maintenance.

**Note:** other than elimination/substitution, a risk may not be appropriately managed by only one of the risk control options. Consideration should be given to the appropriate combination of measures which will most effectively manage the risk.

### **Stage 4: Monitor and Review**

The method of risk control selected and implemented will need to be subject to periodical monitoring and review to ensure that its effectiveness for control is maintained.

Managers/team leaders will ensure controls are suitable and make recommendations to the HR Manager or General Manager Operations for improvements to the control method, if necessary.

# **Workplace Hazard Management Roles and Responsibilities**

## **Workplace Hazard Management Tools**

There are tools that can be used by managers and employees to apply the four stage Workplace Hazard Management Process principles on page 21.

The tools and their used are described below.

## **Workplace Checklist**

It is recognised that workplace inspections, using a formal checklist specific to the area or task, are an effective means of identifying workplace hazards. These standards and checklists will help facilitate workplace inspections.

See: Workplace Inspections on page 26

## **Manual Handling Process**

Manual handling activities are associated with a large proportion of Valuation Exchange Pty Ltd workplace incident/injuries reported. The manual handling process provides guidance for assessing manual handling activities, including occupational overuse syndrome.

See: Manual Handling & Occupational Overuse Syndrome (formerly know as RSI) on page 40

## **Hazardous Substances identification, registration and control**

Hazardous substances may be contained in some of the chemical products we use. These substances may cause harmful effects to employees if they are over exposed to them. This process provides a means by which hazardous substances can be identified, registered and controlled. There are specific legal obligations for the maintenance of the Register for Hazardous Substances.

See: Hazardous Substances on page 47

## **Facilities Safety Process**

Facilities and equipment used within Valuation Exchange Pty Ltd may pose a health and safety risk if actions are not taken to identify hazards associated with its use. The facilities safety process provides a simple means for identifying hazards and assessing and controlling risks. A process for reporting and labelling faulty items of equipment is included.

See: Facilities Safety on page 53

# **Workplace Inspections**

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## **Workplace Inspections**

Workplace inspections are an integral part of the Valuation Exchange Pty Ltd Hazard Management system, and are a planned and systematic appraisal of work areas in order to identify hazards and assess the appropriateness of current control measures. This will assist in the prevention of incidents/accidents and ensure compliance with relevant state health and safety legislation.

Primary responsibility for the scheduling and implementation of workplace inspections and the identification and implementation of corrective/control measures lies with the HR Department in consultation with Leaders for their individual areas.

This section contains the following topics:

Introduction to Workplace Inspections  
General Workplace Hazard Identification Checklist on page 27  
Workstation Checklist on page 36

## **Introduction to Workplace Inspections**

### **Overview**

Maintaining high standards of workplace conditions, including the equipment and work practices adopted, will assist in preventing incidents/injuries occurring to employees, members of the public and others who visit our workplaces.

Workplace inspections, using formal checklists, provide managers and employees with a valuable tool in identifying workplace hazards.

### **Responsibilities**

Managers/Leaders, Front Line Leaders/Supervisors, OH&S representatives are responsible for undertaking six (6) monthly workplace inspections using the checklists referred to in this document as a guide.

Managers/Leaders, Front Line Leaders/Supervisors should consult with their staff when undertaking the inspection. Copies of completed checklists are to be kept on an OH&S file at the workplace for audit purposes and a back up copy in the HR Department.

Workplace Inspection Checklists can be accessed from this document and printed.

### **Checklists**

Checklists are available that can be used as a guide to assess workplace conditions and ensure hazards are more easily identified. The checklists may be modified to suit particular workplace conditions.

An action plan has been incorporated at the end of the checklists to provide a written record of agreed control methods of eliminating or minimising the risks associated with the hazards identified.

# Workplace Inspections

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## General workplace standards

Workplace standards in regards to housekeeping conditions should be kept to as high a level as possible. As a general rule the following should be observed by all employees:

- Work areas and the equipment supplied (ie. furnishings) are only to be used for the purposes for which they are intended.
- Loose wiring, telephone cords and computer cables should be unobstructed, eg. equipment and boxes are not stored in walkways.
- Double adaptors are not to be used.
- Work areas should be kept clean and tidy, for example, liquid spillages are to be cleaned up immediately.
- Prevent unnecessary storage of flammable materials, eg. cardboard boxes that may increase risk of fire.

**Note:** It is important that workplace inspections do not obviate the need for managers and employees to remain vigilant and remove workplace hazards as they are identified.

## General Workplace Hazard Identification Checklist

Using the General Workplace Hazard Identification Checklist

The following table lists important points about using the General Workplace Identification Checklist.

<b>Performed by:</b>	<b>Manager/Team Leaders and employees at the workplace</b>
When to inspect:	<ul style="list-style-type: none"><li>• When a manager moves/takes control at a new workplace.</li><li>• After changes to the workplace have occurred eg alterations.</li><li>• Upon request of a health and safety representative or employee/s at the workplace.</li><li>• Other times, as required.</li></ul>
Records retention:	<ul style="list-style-type: none"><li>• With Line Manager/Supervisor</li><li>• Completed checklist is kept in a workplace OH&amp;S file (create file).</li><li>• Maintain file for audit.</li></ul>
Actions List:	<ul style="list-style-type: none"><li>• Hazards identified</li><li>• Control methods</li><li>• Those responsible to implement controls</li><li>• Dates for controls to be completed</li><li>• Sign off when controls implemented.</li></ul>

## Workplace Inspections

<b>Performed by:</b>	<b>Manager/Team Leaders and employees at the workplace</b>
Scheduling six (6) monthly workplace checks with follow up	The HR Department will facilitate this process.

### Accessing the General Workplace Hazard Identification Checklist

The following OH&S General Team Area Checklist can be used to identify general workplace hazards.

The Workstation Checklist is specifically designed for workstations.

The Action Plan worksheet is a tool to assist the employee/leader to address the identified hazards.

## OH&S General Team Area Checklist

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### Workplace Details:

**Group ID No./Unit Name:** \_\_\_\_\_

**Location:** \_\_\_\_\_

**Person Conducting Inspection:** \_\_\_\_\_

**Procedure:** (Refer *OH&S Workplace Inspections* for appropriate usage of this form.)

- Please answer the following questions by placing a tick in the appropriate column. "N/A" indicates the next question is not applicable to your area.
- Consider the immediate surroundings, including meeting rooms and offices, facilities rooms within your team areas.
- Space has been provided on the checklist for Leaders to add questions relevant to their area.

General Housekeeping	Yes	No	NA	Comments
Is your area maintained in a clean and tidy manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the rubbish bins emptied regularly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the canteen/employee meal areas clean and tidy, including fridges & cupboards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are storage areas tidy and free of tripping hazards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Floors & Walkways	Yes	No	NA	Comments
Are the floor surfaces level and in good repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the floor surfaces non-slip?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is access to walkways in and out of area easy and unobstructed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are stairs and risers in good repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## OH&S General Team Area Checklist

Access/Egress	Yes	No	NA	Comments
Are doorways clear for ease of access/egress?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the turnstiles/rotating doors/external doors operate smoothly and safely?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are fire exits clearly marked and visible from your area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are fire exits clear of any obstructions, unlocked (or fitted with release lock) and easily opened in an emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are stairway doors kept closed unless equipped with an automatic closing device?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Electrical	Yes	No	NA	Comments
Are the leads from computers and machines, etc. tidy/untangled/secure and behind/under desks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all the electrical or telephone cords arranged in such a way that they do not cross walkways/cause tripping hazards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all cords plugged directly into the power point boxes and the lids closed properly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are distribution boards kept closed and accessible only to authorized persons?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is electrical equipment tested and tagged or an assessment completed indicating test/tag not required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is all electrical equipment including cords/leads in good repair/condition?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is equipment plugged directly into a power plug or power board and not into adapters?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are electrical leads led away from areas that could cause damage eg. heat sources, doorways?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## OH&S General Team Area Checklist

Storage	Yes	No	NA	Comments
Is there sufficient personal storage available for the needs of your team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there sufficient filing space available for your area's working needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all cupboards and filing cabinets closed when not being used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all materials stored in their proper place eg not on top of cupboards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there sufficient shelves for your team's work storage needs and located at a convenient height for all staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is a safety step provided for access to any high shelves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If so, is the step in good repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environment	Yes	No	NA	Comments
Are the computer screens positioned side on to the windows where required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all light fittings and tubes and ceiling panels secure and in good repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are any windows near you clean and in good repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are noise levels in your area considered reasonable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is your area free of noisy equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is your area free of any noticeable mechanical odours eg from faxes, photocopiers and printers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the air conditioning system vents clean and in good order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## OH&S General Team Area Checklist

<b>OH&amp;S Promotion &amp; Communication - General</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>	<b>Comments</b>
Is OH&S an agenda item at your Team meetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are Incident and Injury Reporting forms readily accessible in your area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have all team members been educated in the use of these recently (last 6 months)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Policies &amp; Procedures</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>	<b>Comments</b>
Does your team know how to access OH&S policies and procedures on the intranet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Workstations</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>	<b>Comments</b>
Is all the furniture in your area well maintained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the desks and worktop area space sufficient for the jobs performed in your area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is equipment such as photocopiers, faxes and printers located at a convenient height for all staff to access?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have all members of your team received training in/information on ergonomic practices recently (last 12 months)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are your team aware of the appropriate adjustments to their work station/area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Work Organisation</b>	<b>Yes</b>	<b>No</b>	<b>NA</b>	<b>Comments</b>
Are most frequently used items stored between thigh and shoulder height?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is work organised in such a way that all your team members need to move away from their workstations at least once an hour or alternate tasks on a regular basis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Where required, are mechanical aids such as trolleys and steps, provided for use by your team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are they in good repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## OH&S General Team Area Checklist

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Where tasks in your team are repetitive/desk bound are:				
• Posture changes encouraged?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Posture/eye exercises encouraged?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Regular rotation of tasks encouraged?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
First Aid	Yes	No	NA	Comments
Is the First Aid telephone number/or identification sticker/flag clearly visible to team members?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an appropriate fully stocked first aid kit near your area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the contents checked on a regular basis ie. correct and pre expiry date?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the kit at an accessible height/position for all staff in your area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is your team aware of their nearest First Aid Officer and first aid kit location?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fire/Emergencies	Yes	No	NA	Comments
Are fire extinguishers/hoses conveniently located and clearly marked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the fire exits kept clear of obstructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are all new staff instructed in fire/emergency and security procedures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has fire/emergency procedures training been provided to all your team members recently (last 6 months)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has a fire warden been appointed and trained for your area and contact details known to all?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are stairwells clear of any obstructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Area specific (if applicable):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## OH&S General Team Area Checklist

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- The Leader and employee are required to action any identified problem areas.
- Please use the table below to record any required actions and ensure this is signed of by yourself and your Leader.
- Transcribe any items that can not be actioned immediately to the Hazard Report and Action Plan (page 39) for follow up.



## Workplace Inspections

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### Workstation Checklist

Using the Workstation Checklist

The following table lists important points about using the Workstation Checklist.

<b>Performed by:</b>	Computer user – may request assistance from leader.
<b>When to inspect:</b>	<ul style="list-style-type: none"><li>• As required, or when new employee commences or when change to work systems occurs.</li><li>• Shared workstations should be assessable for all users.</li></ul>
<b>Records retention:</b>	<ul style="list-style-type: none"><li>• With Line Manager/Supervisor.</li><li>• Completed checklist is kept in a workplace OH&amp;S file (create file).</li><li>• Maintain file for audit.</li></ul>
<b>Actions:</b>	List: <ul style="list-style-type: none"><li>• Hazards identified</li><li>• Control methods</li><li>• Those responsible to implement controls</li><li>• Dates for controls to be completed</li><li>• Sign off when controls implemented.</li></ul>

# Workplace Inspections

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## Accessing the Workstation Checklist

The Workstation Checklist is shown below.

<b>Workplace Details</b>				
Business Unit..... Department..... Location .....				
Area being assessed .....Date of assessment .....				
Assess by (name and position) .....				
<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<b>1. Work organisation</b> 1.1 Does the operator have a variety of tasks? 1.2 Is workload evenly distributed? (Check that workload is evenly distributed between operators and that there is a steady flow of work rather than peaks and troughs.) 1.3 If involved in continuous keying, are posture changes and pause exercises done regularly throughout each day?				
<b>2. Desk</b> 2.1 Are the operators' forearms parallel with the floor or angled slightly downward? 2.2 Can all work be reached without stretching?				
<b>3. Chair</b> 3.1 Is the chair easily adjusted from the seated position? 3.2 Can the operator get close to the workstation? (Check that the desktop is thin, chair arms aren't in the way and there is clear leg room.) 3.3 Is the seat height adjusted so that the operator's thighs are parallel to the floor, with feet resting on the floor or footrest? (Check there is not pressure on the back of the knees/thighs.) 3.4 Is the backrest height adjusted to fit into the small of the operator's back and adequately support the spine? (To find the small of the back, have the operator put their hands on their hips. The thumbs point to the small of the back.) 3.5 Is the backrest angle adjusted so that the operator is sitting upright while keying? 3.6 Does the operator know how to adjust the chair? 3.7 Is the chair in good working order?				
<b>4. Footrest</b> 4.1 Is a footrest available if required?				

## Workplace Inspections

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Question	Yes	No	N/A	Comments
<b>5. Documents</b> 5.1 Are all source documents legible? 5.2 Is a document holder available if required?				
<b>6. Screen</b> 6.1 When sitting and looking straight ahead, is the operator looking at the top of the screen? 6.2 Is the screen at a comfortable reading distance? (Check that it is at about arm's length from the user for standard computer screens, closer for notebooks and teller units, further for large screens.) 6.3 Is the screen free from glare and reflections? 6.4 Are characters on the screen easily legible and is the image stable? 6.5 If a notebook computer is being used regularly, is a full size screen available?				
<b>7. Keyboard and mouse</b> 7.1 Is the keyboard positioned directly in front and close to the edge of the desk? 7.2 Is the mouse close to the operator so that they do not need to reach to use it?				
<b>8. Telephone Operations</b> 8.1 Is a headset available for continuous telephone operations? 8.2 Is the headset lightweight, adjustable and comfortable? 8.3 Does the telephone equipment include easily adjustable volume controls?				
<b>9. Other</b> 9.1 Is all equipment in good working order? 9.2 Are stamp pads well inked? 9.3 Do staff know how to access OH&S on the intranet?				



## **Manual Handling & Occupational Overuse Syndrome (OOS)**

This section contains the following topics.

- Introduction to Manual Handling & OOS
- Manual Handling Tasks Management Process

### **Introduction to Manual Handling & Occupational Overuse Syndrome (OOS)**

Physical injuries can result from manual handling tasks undertaken in the workplace. It is therefore essential employees understand the principles of manual handling to minimise the risks involved and reduce the number and severity of injuries due to manual handling.

OH&S legislation in each state of Australia requires an employer to identify, assess and control manual handling risks associated with work. To meet this duty of care Valuation Exchange Pty Ltd has adopted the risk assessment tools contained within the Manual Handling Guideline.

It is the overall responsibility of leaders to identify manual handling risks associated with the tasks undertaken within their area and to assess the risk and control the hazards in consultation with employees.

### **Overview**

Occupational Overuse Syndrome (OOS), formerly known as Repetitive Strain Injury (RSI), is associated with:

- repetitive body movements
- sustained or constrained postures
- forceful movements arising from poor manual handling procedures
- poor workstation and task design.

### **Definitions**

Manual handling and OOS are defined below.

<b>Term</b>	<b>Description</b>
Manual Handling	Any activity requiring the use of force by a person to lift, push, pull or otherwise move or restrain any animate or inanimate object.
Occupational Overuse Syndrome (OOS)	A collective term for a range of conditions characterised by discomfort or persistent pain in muscles and soft tissue with or without visible symptoms.

# Manual Handling & Occupational Overuse Syndrome

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## Risks

There are a number of work areas and work tasks that have the potential to increase the risk of employees developing a manual handling related injury, including OOS.

To eliminate or reduce the likelihood of injury, all employees should be able to identify hazards associated with manual handling work. Once hazards are identified, the risks of doing such work must be assessed and controlled.

This document provides guidance specific to identifying, assessing and controlling manual handling risks and can be used in conjunction with the appropriate workplace inspection checklist.

## Roles and Responsibilities

The responsibilities of the parties involved in workplace hazard management – manual handling are described below.

Roles	Responsibilities
Leader	<ul style="list-style-type: none"><li>• Consult with employees in identifying, assessing and controlling manual handling risks.</li><li>• Provide adequate supervision and arrange training for employee/s where risk assessment has identified a need.</li></ul>
Employees	<ul style="list-style-type: none"><li>• Report any discomfort/pain/concern related to work tasks to their Line Manager/Supervisor.</li><li>• Undertake manual handling training when required.</li><li>• Use mechanical aids where appropriate.</li><li>• Apply safe lifting, manual handling techniques.</li></ul>
HSR	<ul style="list-style-type: none"><li>• Provide assistance where required.</li></ul>

For further advice contact the HR Manager for OH&S assistance on this matter.

## Manual Handling Tasks Management Process

The four stage manual Handling Tasks Management Process is outlined below.

# **Manual Handling & Occupational Overuse Syndrome**

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## **Stage 1: Hazard Identification**

Front Line Leaders/Supervisors in consultation with employees will:

- Check injury records.
- Observe workstations and work tasks for indications of unsafe design or practice and conduct workplace/workstation inspections (use the checklists in Workplace Inspections).
- Introduce a new workstation/task design/process.
- Report and investigate manual handling incidents/injuries.

## **Stage 2: Risk Assessment**

When assessing the task consider relevant risk factors such as:

- Force to be applied by the employees
- Actions and movements required in the task
- Range of weights handled
- Duration and frequency of the activity
- Time and distance over which the object is handled
- Availability of mechanical aids
- Layout, design and condition of workplace and workstation
- Work organisation
- Seating and standing postures required
- Age, skill and experience of the employee carrying out the task
- The nature of the object being handled
- Other relevant factors

## Manual Handling & Occupational Overuse Syndrome

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### Stage 3: Risk Controls

When deciding upon the most suitable method to control the risk, refer to the following "hierarchy or controls", ie Start at 1, and move through to 4, until an acceptable and practical solution is arrived at. For example, if the risk cannot be eliminated or substituted then move to stage 2 and so on.

Control	Example
1. Elimination/substitution of work process or equipment	Introduction of an automated system like an envelope slitter or automatic feed scanner.
2. Engineering Controls	Redesign workstations or provide mechanical aids such as: <ul style="list-style-type: none"> <li>• automatic stapler</li> <li>• telephone headset</li> <li>• adjust counter/desk height</li> <li>• document holder</li> </ul>
3. Administrative Controls	Implement: <ul style="list-style-type: none"> <li>• safe work methods</li> <li>• manual handling training</li> <li>• job variation (share the task)</li> <li>• buying paper in smaller bundles</li> <li>• store heavy items at waist height</li> <li>• frequently used items at close hand.</li> </ul>
4. Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> <li>• protective clothing</li> <li>• gloves</li> <li>• safety shoes</li> <li>• dust coats</li> </ul>

**Note:** Other than elimination/substitution, a combination of the other risk control options may provide the most suitable risk control method.

### Stage 4: Monitor and Review

Once risk controls have been implemented they must be monitored periodically by the Front Line Leaders/Supervisors in consultation with employees.

Any changes deemed necessary to improve the control method should be introduced, if practicable to do so.

# Manual Handling & Occupational Overuse Syndrome

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## Tips for Manual Handling and Golden Rules (Dos and Don'ts)



### **GOOD Base Movement**

At the moment when the employee exerts a force on the load the following posture and body movement should be implemented to reduce the risk of injury.

#### **Foot placement**

*The feet should be spread hip width apart to provide the largest base possible. Start with load between your feet. Leading foot should be in line with the side of the load, pointing in the direction of movement, toes level with the front edge of the load.*

#### **Knees bent/back straight**

*The knees should be bent or "unlocked" and the handler in a crouch position in relation to the load with both feet (or at least one foot) flat on the floor where possible. Tuck chin in, keep back straight and lean forward to get over the load, but do not include the trunk more than is absolutely necessary. Avoid putting one knee on the floor (creates an unstable lifting action).*

#### **Grip**

*Get a firm grip. The load should be gripped by the roots of the fingers and the palm of the hand. This keeps the load under control and permits the load to be distributed more evenly up the arms. Grip the box at the upper outer corner on the side of the leading foot, tilt it slightly and grip the opposite corner with the other hand.*

#### **Lift**

*Extend the neck upwards by tucking in the chin. This will automatically straighten the back when the load is taken up. Move the load by leaning forward over it a little, keeping the rear arm straight. Pull the box firmly into contact with the body, moving the rear hand forward along the lower edge of the box. Stand up in one coordinated movement (do not jerk), keeping the load in contact with the body throughout. Keep the arms close to the body. This reduces muscle fatigue in the arms and shoulders and the effort required by the arms. Always use the leg muscles.*

#### **Lowering**

*To lower the load, reverse the procedure, bending the hips and knees whilst tilting the load to avoid trapping fingers.*

**Take care when LIFTING, BENDING, STRETCHING, PUSHING and PULLING and AVOID STRAINING OR TWISTING YOUR BODY. Perform all movements smoothly, avoiding jerks/jolts to the body and spine.**

# Manual Handling & Occupational Overuse Syndrome

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## ***GOLDEN RULES***

### **Avoiding injury/back injury – while lifting**



#### **DO**

Plan the lift:

- Always check the characteristics of the load before moving it.
- Don't try and lift loads that are too heavy or awkward.

Determine the best lifting technique:

- Get a secure grip.
- Avoid above shoulder reach.
- Use the correct equipment.

Pull the load in close to your body:

- Keep the centre of gravity of the load close to your body – don't stretch.
- Avoid forward bending.
- Avoid twisting of the back.
- Avoid sideways bending of the back.
- Lift with the legs, not back.

#### **DON'T**

*Remember poor lifting and manual handling is the single biggest cause of accidents in the workplace.*

#### **TOP 10 LIFTING HAZARDS**

- Holding the load away from you.
- Twisting.
- Stooping.
- Reaching upwards.
- Excessive up and down movements.
- Carrying long distance.
- Strenuous pushing or pulling.
- Unpredictable or unbalanced loads.
- Repetitive handling and lifting.
- Over strenuous work-rate.

**Reflections and Glare**

Reflections and light sources on the display and glare from bright sources or areas within the user's field of vision can cause visual fatigue. Every effort should be made to reduce reflections and glare to the minimum. The screen can be adjusted to reduce reflections but workstations or PC's may need to be repositioned to relieve a glare source problem. Where this is not possible, every effort must be made to shade the source. Where reflected light is difficult to

**The Keyboard**

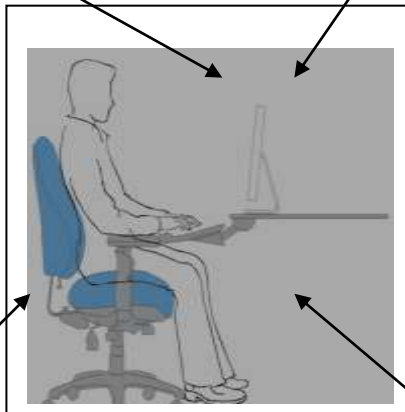
The keyboard should be tilt able and separate from the screen so as to allow the user to find a comfortable working position avoiding fatigue in the arms or hands. The space in front of the keyboard should be sufficient to provide support for the hands and arms of the user between keying in. The keyboard shall have a matt

**Monitors/Screen**

The screen should swivel and tilt easily and freely to suit the needs of the user. It should be possible to use a separate base for the screen. The characters on the screen should be well-defined and clearly formed, of adequate size and spacing. Viewing distance should be between 500-750mm. The image

**The Lighting**

The lighting levels should be sufficient for all tasks performed at the workstation. This will require



**Posture**

Elbows should be close to your sides and upper and lower arms at approximate right angles. Your head should be up and eye level at about the top of the screen. Face the screen directly and not at an angle. Your knees should be level with your hips and your

**The Chair**

The chair must be stable and allow easy freedom of movement and a comfortable position. The seat must be adjustable in height. The backrest must be adjustable in height and angle of tilt. Feet should be flat on the floor or

**The Work Surface**

The height of the work surface should allow a comfortable position for the arms and wrists when using a keyboard. Elbows at side and forearms parallel with the work surface. It should be non-reflective and sufficiently large for the full range of tasks performed and the keyboard position to be altered for comfort. There must be sufficient room

**The Working Space**

Prolonged sitting in a static position can be harmful. There should be sufficient space under

**Exercise your body from time to time.**

**Shrug your shoulders – relax and refocus your eyes – stretch your neck**

## **Hazardous Substances**

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This section contains the following topics.

- Introduction to Hazardous Substances
- About Hazardous Substances
- Hazardous Substances Roles and Responsibilities
- Hazardous Substances Management Process
- Hazardous Substances Register

### **Introduction to Hazardous Substances**

#### **Overview**

Employees could be exposed to a hazardous substance which may be an ingredient of a chemical product in use at their workplace. Chemical products such as toners, liquid paper, solvents, and detergents may contain a hazardous substance that could be harmful to the health of employees if used improperly. It is therefore important that employees are aware of the make-up of the products they are using, their harmful effects and safe precautions for use.

#### **Definitions**

A hazardous substance is a chemical that has the ability to cause harm to human health and/or identified by Worksafe Australia.

#### **Hazardous substance management**

Managing hazards, associated with chemicals, is achieved by using the four stage process of:

1. Hazard Identification
2. Risk Assessment
3. Risk Control
4. Monitor and Review

This process is described in the [Hazardous Substances Management Process](#) on page 49.

#### **First Aid**

If employees suffer adverse effects from exposure to a hazardous substance they should be removed from the exposure area to fresh air and referred to the nearest doctor.

The employee should advise the doctor of what they were doing and what they were using when they suffered the ill effects.

# Hazardous Substances

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## Hazardous substances documentation

### Hazardous Substances Register

Facilities maintain a Hazardous Substances Register.

### Material Safety Data Sheets (MSDS)

An MSDS is a document prepared by the manufacturer that contains further information in relation to a particular chemical product. You should refer to an MSDS if you need to know:

- first aid procedures
- storage and handling
- what hazardous substances the product contains (if any)
- possible harmful effects
- modes of entry into the body.

The MSDS is available from the manufacturer of the chemical product (contact details on label).

### About Hazardous Substances

#### Forms of hazardous substances

Hazardous substances may be dispersed in a variety of forms, as explained below.

Form	Description
Vapour	Evaporated or gaseous form of a liquid substance, eg. solvent vapour.
Dust/Particulate	Tiny solid particles of a substance or fibre in air, eg. asbestos dust.
Fume	Liquid or solid particles suspended in air formed from condensation of vapours from hot substance, eg. welding.
Mist	Liquid particles suspended in air formed by the condensation of vapour, eg. oil mist.
Aerosol	Tiny pieces of solids or droplets of liquids in air, eg. spray paints.

# Hazardous Substances

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## Physical and toxic hazards

Physical hazards include:

- flammability
- reactivity
- oxidation
- corrosiveness
- explosiveness

Toxic hazards include:

- irritants
- asphyxiants
- sensitisers
- poisons

## How hazardous substances enter the body

Hazardous substances can enter the body via:

- inhalation – breathed in through the lungs
- ingestion – swallowed through the mouth/or
- absorption – contact through the skin and eye.

## Hazardous Substances Roles & Responsibilities

The following table defines the responsibilities of the parties involved in the control of hazardous substances.

Role	Description
<b>Leader</b>	<ul style="list-style-type: none"><li>• List the chemical products used at the workplace.</li><li>• Identify those products that contain a hazardous substance ie, read container labels or request an MSDS from manufacturer/supplier (contact details on label). It is the manufacturer/supplier's responsibility to identify hazardous substances in their products.</li><li>• Identify, assess and control risks associated with the hazardous substances.</li><li>• Inform employees of the types of hazardous substance used.</li><li>• Store hazardous substances in a safe and secure location and only store what needs to be immediately available for use.</li><li>• Seek OH&amp;S assistance from the HR Manager.</li></ul>

## Hazardous Substances

Role	Description
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Use and handle hazardous substances in a safe manner.</li> <li>• Heed the labels of hazardous substance containers and follow the instructions on the safe use of hazardous substances.</li> <li>• Advise their Line Managers of any issues in using hazardous substances.</li> </ul>
<b>HR Manager</b>	<ul style="list-style-type: none"> <li>• Liaise with Strategic Sourcing to identify chemical products containing hazardous substance.</li> <li>• Provide advice regarding storage and use of chemical products.</li> </ul>
<b>Facilities</b>	<ul style="list-style-type: none"> <li>• Maintain the <u>Hazardous Substance Register</u> on page 52.</li> </ul>

## Hazardous Substances Management Process

### The four stages

Hazardous Substance Management Process is outlined below.

#### Stage 1: Hazard Identification

Facilities in consultation with employees will:

- List the chemical products used at the workplace.

Front Line Leaders/Supervisors in consultation with employees will:

- Check the label or Material Safety Data Sheet (MSDS).
- Determine if it contains a hazardous substance.

#### Stage 2: Risk Assessment

If a hazardous substance is present evaluate the risk by asking:

- What is the potential for harm, ie. sensitiser, skin irritant?
- How and where is the chemical used and who uses it?
- What is the likelihood of exposure?
- Who is likely to be exposed to the chemical? How often? How long?
- Are existing controls adequate?

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## Hazardous Substances

### Stage 3: Risk Controls

Control should be achieved by the application of the hierarchy of control process. The preferred order is:

Control	Description/Examples
1. Elimination/Isolation	Ask if the chemical needed or is there a safer product available?
2. Engineering Controls	Ventilation (local, general).
3. Administrative Controls	Limiting the number of people exposed and the time exposed, safe work methods, training, rostering.
4. Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> <li>• respirators</li> <li>• gloves</li> <li>• goggles</li> </ul>

**Note:** Other than elimination/substitution, a combination of the other risk control options may provide the most suitable risk control method.

#### Stage 4: Monitor and Review

Risk controls implemented are periodically monitored by Front Line Leaders/Supervisors and employees. Methods of improving controls should be introduced if practicable to do so.

### Hazardous Substances Register

Using the Hazardous Substances Register

Front line Leaders/Supervisors should keep a Hazardous Substances Register at their workplace. To make the list, check the labels on containers and write the:

- product name
- manufacturer
- hazardous substances (if any)
- availability of an MSDS (request MSDS from manufacturer/supplier)
- precautions for safe use.

The register should be kept in a convenient location accessible to employees (preferably where products are stored). If a new substance is brought in it should be added to the register. If a substance is no longer used it should be omitted from the register.



## **Facilities Safety**

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This section contains the following topics.

- Introduction to Facilities Safety
- Facilities Safety Management Process
- Facilities Hazard Identification Worksheet
- Reporting & Labelling Faulty Facilities/Equipment

### **Introduction to Facilities Safety**

#### **Overview**

Facilities and equipment used at Valuation Exchange Pty Ltd could pose a risk to the health and safety of persons at the workplace if associated hazards have not been identified and assessed for risk, or if the facilities is improperly used or improperly maintained.

It is, therefore, important that items of facilities are assessed for their potential risk including, who uses them, how they are used and how they are maintained. This will determine the likelihood of harm or damage being caused and enable suitable risk control measures to be introduced. This should occur:

- prior to purchase
- prior to and during alteration
- prior to and during a change of location
- prior to the introduction of, or a change in, the system of work.

#### **Definitions**

Facilities refer to:

- machinery
- equipment
- appliances
- implements or tools
- any of their components or accessories.

Examples of facilities in use within Valuation Exchange Pty Ltd include:

- photocopiers
- safes
- ladders
- trolleys
- telephone head sets
- printers

## Facilities Safety

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### Risks

The risk of a person sustaining an injury whilst using facilities, or as a result of facilities malfunction, increases if:

- hazard identification, risk assessment has not been undertaken
- no suitable risk control method/s implemented
- there is a lack of adequate supervision, information and training regarding the facilities, or
- no, or inadequate, system of work regarding the use and maintenance of the facilities.

### Roles and responsibilities

The responsibilities of the parties involved in facilities hazard management are described below.

Roles	Responsibilities
Team Leaders/ Supervisors	<ul style="list-style-type: none"><li>• Provide adequate supervision and arrange training for employee/s where required.</li><li>• Consult with employees in identifying, assessing and controlling facilities safety risks.</li><li>• Maintain records of training and facilities maintenance.</li></ul>
Employees	<ul style="list-style-type: none"><li>• Report hazards identified with the facilities they use.</li><li>• Undertake training in the correct use of the facilities.</li><li>• Use the system of work devised for the facilities.</li><li>• Cooperate with Leaders in developing a safe system of work.</li></ul>
Facilities	<ul style="list-style-type: none"><li>• Maintain a register of all facilities.</li></ul>

### Further Advice

Contact the Executive Assistant for assistance on this matter.

### Related section

[Hazardous Substances Management Process](#) on page 49.



## **Facilities Safety**

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### **Reporting & Labelling Faulty Facilities/Equipment**

#### **Overview**

All Valuation Exchange Pty Ltd employees are responsible for identifying faulty equipment that may become a safety risk. It is important that faulty equipment is identified, labelled and removed accordingly. This should ensure that Valuation Exchange Pty Ltd employee's exposure to potential hazards is minimised or eliminated.

#### **Equipment requiring labelling**

Equipment that may require labelling includes:

- faulty items, such as broken chairs, meeting tables, filing cabinets, shelving, microwaves, computers, photocopiers and printers.
- items in the process of routine cleaning or maintenance (including servicing, repairs or alterations).

#### **Warning labels**

Warning labels should be placed on items of faulty equipment to prevent their use. These warning labels should include the following details:

- a prominent warning not to use the item
- type of equipment and fault description
- the date that the item was reported to Facilities

See: [Faulty Equipment Warning Label](#) on page 58.

#### **Reporting faulty equipment**

It is vital that employees do not put themselves at risk by touching faulty equipment that may be unsafe.

## Facilities Safety

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### Reporting Faulty Equipment Process

Valuation Exchange Pty Ltd employees are to use the following process when faulty items of equipment are identified.

Stage	Who	Description
1	Employee	<p>Informs their Leader of the faulty equipment.</p> <p><b>Note:</b> If the relevant Leader is unavailable, call and report the faulty equipment to the Executive Assistant.</p>
2	Team Leaders/Supervisors	<p>Where equipment is determined to be faulty:</p> <ul style="list-style-type: none"><li>• print, complete and attaches a "Do Not Use – Faulty Equipment" warning label in a prominent position on the equipment.</li><li>• removes or isolates the equipment, where appropriate.</li></ul> <p>Note: Place portable equipment in an "out of service" location.</p> <ul style="list-style-type: none"><li>• Advise the Executive Assistant who will contact Facilities so they can arrange for the repair of the equipment.</li><li>• The Executive Assistant will communicate faulty equipment warning employees.</li></ul>

# Do Not Use

# Faulty Equipment

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Type of equipment and fault (eg. chair / broken backrest):

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Reported to:

Facilities

Date reported: ..... / ..... /.....

## **Business Continuity Plan**

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This section contains the following topics.

- Introduction to Business Continuity Plan
- Emergency Response Roles and Responsibilities

### **Introduction to Business Continuity Plan**

#### **Overview**

In the event of an emergency situation arising, the likely health and safety risks to the building occupants must be minimised through the prompt implementation of Valuation Exchange Pty Ltd's Business Continuity Plan (BCP).

The safety of employees and visitors is paramount and must be the first consideration of the BCP. It is essential that the plan is properly structured, understood and actioned by nominated persons, should the need arise.

#### **Definitions**

An emergency is any event that arises internally or from external sources that may adversely affect the safety of persons in a building, or the community generally, and required immediate response by the occupants. Potential emergency situations identified as a threat to Valuation Exchange Pty Ltd operations are:

- fire
- vehicle accident
- explosion
- civil disorder
- structural fault
- bomb threat
- critical incident
- gas leak
- serious injury
- dangerous good incident
- natural disaster

# **Business Continuity Plan**

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## **Occupant Information**

Occupants of the building will be informed of the BCP for their area. The information will be placed in an accessible location and may include:

- building layout plan
- names of wardens, location and contact numbers
- emergency access and egress points
- telephone bomb threat pro forma
- location of fire fighting equipment
- emergency, fire and evacuation signals
- assembly area(s)

## **Evacuation Drills**

Full evacuation drills of the Valuation Exchange Pty Ltd building should take place as per legislation, but at least annually.

Drills should be held at times when the most benefit can be gained. Records of drills should be kept on file, at each workplace, for audit.

## **Debriefings**

Following drills, wardens, responsible managers and Facilities are to undertake a full debrief of the drill in order to:

- assess the effectiveness of the BCP
- determine further training needs of wardens, employees and tenants.

A record of the debrief, including agreed actions, will be made and kept on file at the workplace, for audit. (Make diary note).

## **Assembly Areas**

Areas designated as Assembly Areas must be made known to all employees of the building.

## **Mobility impaired persons**

Specific arrangements in evacuating employees and visitors with mobility impairment will need to be made.

Related documents

Valuation Exchange Pty Ltd Business Continuity Plan

# Business Continuity Plan

## Emergency Response Roles and Responsibilities

The following table defines the responsibilities of the parties involved in emergency response.

Role	Responsibilities
HR Department	<ul style="list-style-type: none"> <li>• Develop Business Continuity Plans (BCP) for Valuation Exchange Pty Ltd premises.</li> <li>• Distribute Business Continuity Plans (BCP) to tenants and building occupants. This includes:               <ul style="list-style-type: none"> <li>- updating emergency response plans annually</li> <li>- maintaining a warden's register (major buildings only).</li> </ul> </li> <li>• Monitor the effectiveness of the BCP by organising a full evacuation drill annually or as per regulation.</li> <li>• Provide training for those identified with responsibilities in the emergency response.</li> <li>• Ensure staff are prepared by building owners of premises.</li> </ul>
Chief Executive Officer	<ul style="list-style-type: none"> <li>• Ensure leaders are aware of their responsibilities in the event that an emergency should occur.</li> <li>• Ensure all employees have been trained appropriately in emergency response.</li> </ul>
Team Leaders / Managers	<ul style="list-style-type: none"> <li>• Ensure Head Wardens, Deputy Head Wardens, Floor Wardens and Wardens have been selected and identified.</li> <li>• Ensure appropriate training for wardens is arranged in accordance with Valuation Exchange Pty Ltd's BCP and SA OH&amp;S legislative requirements.</li> <li>• Record details of warden training in their personnel files and in training records.</li> <li>• Ensure nominated wardens have a thorough knowledge of the building layout and are readily available should an emergency arise.</li> </ul>
Wardens	<ul style="list-style-type: none"> <li>• Undertake training in the BCP for their area</li> <li>• Have a thorough knowledge of the building layout, particularly evacuation points and assembly areas.</li> <li>• Evacuate people from the building when instructed to do so, in a quiet and efficient manner.</li> </ul>
First Aid Officer	<ul style="list-style-type: none"> <li>• Provide assistance to people who may be injured as a result of an emergency.</li> <li>• Report to the Head Warden and await instructions.</li> </ul>
Employees and Visitors	<ul style="list-style-type: none"> <li>• Follow the instructions given by wardens in an emergency.</li> <li>• Proceed to the assembly area in an orderly fashion.</li> </ul>

## **Business Continuity Plan**

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### **Selection of wardens**

HR Manager will organise for the selection of wardens and Deputy Chief Wardens. Employees will be consulted and a request for nominations will be issued. Deputy Chief Wardens will be selected in consideration of their:

- knowledge of the building layout
- availability, ie, amount of time spent on premises.

The Chief Warden should be a person who is domiciled in the building and has authority to initiate evacuations.

## **First Aid**

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This section contains the following topics.

- Introduction to First Aid
- Emergency First Aid Process
- Vaccinations & Infectious Diseases
- Infection Control Guidelines

### **First Aid**

First aid can be defined as the emergency treatment of illness or injury in order to maintain life, to ease pain and to prevent deterioration of an injured / ill person's condition until professional medical help can be obtained. The administration of first aid is the primary role of a qualified First Aid Officer.

Valuation Exchange Pty Ltd is committed to the provision of the appropriate level of first aid within the workplace. A workplace is defined as being a location customarily attended by Valuation Exchange Pty Ltd employees during their normal working hours.

As a general guide, Valuation Exchange Pty Ltd should have a minimum of two employees trained and holding current certification in first aid. In practice the number of First Aid Officers will be determined by the First Aid Coordinator taking into account:

- the nature of the work being carried out,
- the size and layout of the workplace,
- the location of the workplace,
- the number and distribution of employees in the workplace.

At all times the provision of first aid must comply with the relevant state legislation.

The procedures for the delivery of first aid, allocated responsibilities, first aid facilities and training requirements are outlined in the Valuation Exchange Pty Ltd First Aid procedures.

First aiders are provided with a copy of the Valuation Exchange Pty Ltd procedures and that they acknowledge its receipt and their understanding of their role and responsibilities. The Acknowledgement can be found on the last page of the procedures document. A signed copy from each First Aider must be kept by the First Aid Coordinator as part of their local first aid file.

## **First Aid**

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## Introduction to First Aid

### Overview

Occupational health and safety legislation requires employers to assess their first aid needs in relation to known hazards at the workplace, injury experience, risk of injury, number of employees, proximity to medical assistance. Other assessment criteria may also be relevant. The assessment may result in the requirement to provide for properly trained and qualified First Aid Officers and the provision of first aid cabinets in a workplace.

Valuation Exchange is committed to establishing the process by which employees will have access to initial emergency first aid treatment either provided on-site, by First Aid Officers, or, as an alternative, off-site at a convenient medical clinic.

The process outlined in this topic will assist managers fulfil their responsibilities in relation to the provision of first aid.

### Definitions

Definitions or terms used in first aid are defined below.

<b>Role</b>	<b>Responsibilities</b>
First Aid	The provision of initial emergency assessment, treatment or referral required by persons suffering injury or illness at work.
Recognised First Aid Certificate	A certificate of competency to provide first aid treatment issued by an accredited first aid training authority.
First Aid Officer	An employee nominated by management to provide first aid services to other employees. The first aid office should hold a current recognised first aid certificate.
First Aid Coordinator	An employee nominated by management to ensure the First Aid Officers perform their role efficiently and effectively within the Valuation Exchange policy guidelines, and in compliance with state legislation.
First Aid Cabinets	An approved first aid cabinet stocked with first aid supplies.

## First Aid

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## Roles and Responsibilities

The roles and responsibilities of staff involved in first aid are described below.

Role	Responsibilities
Managers/ Teams Leaders	<ul style="list-style-type: none"> <li>• Identify requirements for First Aid coverage, level of existing training and capability and any need for further training.</li> <li>• Ensure appropriate training is provided.</li> </ul>
First Aid Officer	<ul style="list-style-type: none"> <li>• Provide initial emergency workplace first aid in accordance with level of training.</li> <li>• The completion of records for all injuries and treatments including the completion of Valuation Exchange Accident/Incident Report and Investigation Form after each occasion where first aid has been administered.</li> <li>• Arranging prompt and appropriate external referral where the injury or illness is outside their competency.</li> <li>• The maintenance of first aid kits.</li> <li>• Advising the designated site First Aid Coordinator of first aid supply shortages within their area.</li> <li>• Notifying the designated First Aid Coordinator when the Officer has any planned long absence such as annual leave, long service leave, parental leave or work commitments away from their work area.</li> <li>• To ensure easy access to all first aid facilities.</li> <li>• Keeping all information received whilst performing duties confidential and private.</li> </ul>
First Aid Coordinator	<ul style="list-style-type: none"> <li>• Provide support and assistance to the first aid team.</li> <li>• Maintenance of first aid reports and records.</li> <li>• Maintenance of the current First Aid officers contract details and information log.</li> <li>• Keeping First Aid Officers up-to-date on any changes to effecting Valuation Exchange First Aid Policy.</li> <li>• Arrange First Aid training and maintain training documentation.</li> <li>• Restocking of First Aid Kits.</li> </ul>
Injured Employee	<ul style="list-style-type: none"> <li>• Report injuries to their Line Manager/Supervisor as soon as possible.</li> <li>• Ensure details are recorded in Employee Incident/Injury Report form.</li> </ul>

### Related Sections

[Incident/Injury Investigate on Page 69](#)

Incident/Injury Reporting & Recording on page 69

## First Aid

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## Emergency First Aid Process

The process for administering emergency first aid is described below.

Stage	Who	Description	
1.	Injured employee or associate	Seeks out First Aid Officer and/or first aid cabinet,	
2.	First Aid Officer	Provides treatment if required. Uses disposable latex gloves and disposable resuscitation face mask when required to prevent contact with body fluids.	
	First Aid Officer	<b>If First Aider determines that...</b>	<b>Then go to...</b>
	First Aid Officer	Further medical assistance is required	Stage 4
	First Aid Officer	No further medical assistance is required	Stage 7
	First Aid Officer	<ul style="list-style-type: none"> <li>• Calls local doctor, hospital casualty or ambulance (000).</li> <li>• Contacts security guard, if available, when ambulance is called.</li> <li>• Ensures another employee guides ambulance to emergency site.</li> <li>• Contacts the injured employee's line manager.</li> </ul>	
4.	Managers/Team Leaders	Informs their Senior Management is an employee is taken to hospital by ambulance.	
5.	CEO	Contacts HR Manager.	
6.	First Aid Officer	<ul style="list-style-type: none"> <li>• Cleans up, uses latex disposable gloves.</li> <li>• Disposes of soiled matter appropriately by: <ul style="list-style-type: none"> <li>- contacting local council, doctor's surgery of hospital for disposal advice.</li> </ul> </li> </ul>	
7.	Managers/Team Leaders	Follow the Employee <u>Incident/Injury Reporting &amp; Recording</u> on page 59 in this document.	

## First Aid

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**Checklist for First Aid Officers**

Action	Yes/No
<ul style="list-style-type: none"> <li>• Leaders permission has been gained before volunteering.</li> </ul>	
<ul style="list-style-type: none"> <li>• The individual contacts the designated First Aid Coordinator to advise of this and gather information.</li> </ul>	
<ul style="list-style-type: none"> <li>• Contact with the training provider should be made by the employee or the designated First Aid Coordinator, and in consultation with the employees Leader, the dates are booked to attend the first aid course.</li> </ul>	
<ul style="list-style-type: none"> <li>• Training is completed.</li> </ul>	
<ul style="list-style-type: none"> <li>• Certificate is sent to the First Aid Officer. First Aid Officer forwards a copy to the designated First Aid Officer.</li> </ul>	
<ul style="list-style-type: none"> <li>• The First Aid Officers name has been added to the First Aid team log and any contact lists.</li> </ul>	
<ul style="list-style-type: none"> <li>• The First Aid Officer will be advised of upcoming training and other events via email</li> </ul>	
<ul style="list-style-type: none"> <li>• The First Aid Officer will receive a start up kit containing:               <ul style="list-style-type: none"> <li>○ First Aid Procedures.</li> <li>○ First Aid Officer’s desk identification (where applicable)</li> <li>○ A list of the current First Aid Officers for the workplace</li> </ul> </li> </ul>	

**First Aid Officers Acknowledgement**

I have read and understood the First Aid Procedures

Name: .....Signature: .....

Date: .....

*\*\* Forward of copy of the signed acknowledgement to the designated First Aid Coordinator for filing.*

**Infection Control Guideline**

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Follow these control guidelines after an injury or is blood/body fluid makes contact with skin or eyes.

Step	Action	
1.	Wash all areas that have been in contact with blood or body fluids, with soap and water.	
2.	<b>If.....</b>	<b>Then....</b>
	The eyes have been exposed to blood or body fluids	Flush while open with lots of tap water or saline for 5 to 10 minutes.
	Blood gets into the mouth	Spit and then repeatedly rinse with water.
	A needle or sharp object pierces the skin	Encourage the would to bleed by gently squeezing it and wash the wound as soon as possible.
3.	Cover the wound with a sterile, waterproof bandage.	
4.	Encourage injured employee to seek medical attention without delay. <b>Note:</b> Medical attention may include a blood testing and an injection against tetanus within 24 hours and Hepatitis B within 72 hours.	
5.	Report incident to Managers/Leader, Front Line Leader/Supervisor in charge.	
6.	Complete Employee Incident/Injury Report form.	

# Injury Management

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## Injury Management

Injury Management programs and initiatives can enable improved performance in the prevention of injuries and illness, claims management and rehabilitation of injured or ill employees.

Valuation Exchange through its leaders is committed to the development and implementation of such programs and initiatives and recognised that effective communication and coordination between Valuation Exchange, the employee, service providers and authorities will provide the most effective and efficient approach.

Valuation Exchange have a dedicated resource (Return to Work Rehabilitation Coordinator) who will manage all cases.

## Incident/Injury Reporting & Recording

### Overview

To assist in the prevention of injuries, it is important to learn from the casual events of previous incidents/injuries. This will allow proper corrective actions to be taken. It is therefore imperative that all workplace incidents/injuries are reported and properly recoded as per the Employee Incident/Injury Reporting Process. All workplaces must have these forms readily available.

There is also a legal requirement to report certain incidents/injuries that are of a more serious nature. These are known as Notifiable Incidents.

### Definitions

Terms and definitions relevant to incident/injury reporting are listed in the following table.

Term	Definition
Incident	An unplanned event which interrupts the normal activities of the workplace and results in either a personal injury and/or damage to property or equipment. Some incidents may not result in injury or damage but may have under different circumstances. These should also be reported and recorded on the incident report form.
Notifiable Incident	These are incidents that result in more serious injury or damage and need to be reported to the relevant state authority.  State regulations differ in their definition of Notifiable Incidents but as an indication they are incidents at work that result in a: <ul style="list-style-type: none"><li>• Fatality</li><li>• Five or more days lost from work</li><li>• Hospitalisation, i.e. treatment as an in-patient immediately after an incident</li><li>• Electric shock</li></ul>

## Injury Management

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All Notifiable Incidents will need to be reported immediately you become aware of them to the relevant Return to Work Rehabilitation Coordinator.

A further investigation will need to be undertaken. See [Incident/Injury Investigation](#) on page 69 in this document.

### Reporting Process

Managers/Leaders, Front Line Leaders/Supervisors and employees are required to record details of all incidents/injuries on the Employee Incident/Injury Report form. The information to be completed on the Employee Incident/Injury Report form is:

- Personal details of the injured employee
- Details of incidents/injuries i.e. What, Where, When, How, Why?
- Employment details
- Manager's report and corrective action recommendations i.e. the controls proposed to prevent recurrence.

### Roles and Responsibilities

The responsibilities of Leader and employee in the incident/injury reporting process are described below.

Role	Responsibilities
Leader	<ul style="list-style-type: none"> <li>• Investigate the circumstances of incident/injury.</li> <li>• Ensure completion of all details on the Employee Incident/Injury Report form</li> <li>• Ensure corrective actions to prevent a recurrence are implemented and monitor effectiveness.</li> <li>• Distribute completed forms to those identified at the bottom of the Employee Incident/Injury Report form.</li> <li>• Advise employees of incident/injury reporting requirements.</li> </ul>
Employee	<ul style="list-style-type: none"> <li>• Report all incidents/injuries as soon as possible to their Leader, preferable within 24 hours. (Notifiable incidents must be reported immediately).</li> <li>• Assist the Manager/Leader, Front Line Leader/Supervisor in the completion of the incident/injury report form.</li> </ul> <p>Complete details in the incident section.</p>
Return to Work Rehabilitation Coordinator	<ul style="list-style-type: none"> <li>• Review the incident or accident and liaise with the injured Employee and Team Leader or Manager</li> <li>• Manage any work cover claims and the employees' return to work program</li> </ul>

# **Injury Management**

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## **Related Sections**

[Incident/Injury Investigation](#) on page 69

[First Aid](#) on page 64

## **Incident/Injury Investigation**

This section contains the following topics.  
Introduction to Incident/Injury Investigation  
Incident/Injury Roles and Responsibilities

### **Introduction to Incident/Injury Investigation**

#### **Overview**

It is important that when a serious injury or dangerous occurrence occurs, an investigation into the circumstances that led to the injury or dangerous occurrence is undertaken as soon as possible to determine the casual events leading up the incident.

By following the stages of the incident investigation process (outlined below), the Manager/Leader, Front Line Leader/Supervisor and employees should identify, as far as possible, what caused the incident/injury or dangerous occurrence. This will facilitate the introduction of suitable risk control methods to prevent further occurrence.

#### **Definitions**

##### **Serious incident/injury**

A serious incident/injury is one that results in:

- a fatality
- five or more days lost from work
- hospitalisation, i.e. treatment as an in-patient immediately after an incident
- electric shock

# **Injury Management**

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## **Dangerous occurrence**

A dangerous occurrence at a workplace is an incident which results in a risk to health and safety through:

- collapse or partial of any part of building or structure
- implosion, explosion or fire
- spillage of any dangerous goods
- the fall or release from a height, substance or object

## **Legal requirements**

There are legal requirements for employers to report serious incidents and injuries to the appropriate statutory authority. Manager/Leader, Front Line Leader/Supervisor must advise the relevant Return to Work Rehabilitation Coordinator (RTWRC) in regards to the nature of the serious incident/injury immediately they become aware of it.

The HR Manager/RTWRC will, if necessary, inform the relevant statutory authority in the correct manner using the mandatory reporting methods.

## **Further assistance**

For further OH&S assistance, contact the HR Manager/RTWRC.

## **Related sections**

Workplace Hazard Management on page 19

First Aid on page 64

Incident/Injury Reporting & Recording on page 69

Rehabilitation on page 76

# Injury Management

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## Incident/Injury Investigation Roles and Responsibilities

The following table defines the responsibilities of the parties involved in incident/injury investigations.

Role	Responsibilities
Manager/ Team Leader	<ul style="list-style-type: none"> <li>• Immediately contact the relevant HR Partner following serious injury/incident.</li> <li>• Investigate the circumstances of serious incident/injury.</li> <li>• Secure the incident/injury site to ensure there is no further danger to other employees or members of the public.</li> </ul> <p><b>Note:</b> The site may be subject to investigation by statutory authorities. Therefore it is vital that after all danger is removed, the site be left untouched until such time as the statutory authorities confirm their attendance.</p>
Employee	Co-operate in the Incident/Injury Investigation Process
RTWRC	<ul style="list-style-type: none"> <li>• Upon notification of incident/injury, determine if appropriate statutory authorities need to be informed of the incident/injury.</li> <li>• Provide the necessary resources to support the incident/injury investigation.</li> <li>• Commence Internal Notification Process</li> <li>• Advise the relevant Leaders of the incident/injury.</li> <li>• Prepare report for the OH&amp;SC.</li> <li>• Notify the applicable parties and provide relevant documentation to the OH&amp;SC and appropriate authorities.</li> </ul>

# Workers' Compensation

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## Overview

Employees who sustain a work related injury may be entitled to claim workers' compensation weekly payments and/or medical expenses reimbursement.

## Making a claim process

The process to be followed when an employee lodges a claim for workers' compensation is described below.

Stage	Who	Description
1.	Employee	<ul style="list-style-type: none"><li>• Consults a doctor.</li><li>• If the doctor advised that the injury may be work related, the employee obtains:<ul style="list-style-type: none"><li>• an initial workers' compensation medical certificate from the doctor</li><li>• ...Workers Compensation Claim form from Leader.</li></ul></li><li>• Ensures completion of Employee Incident/Injury Report Form.</li><li>• Completes relevant section of Workers' Compensation Claim Form as soon as possible.</li><li>• Notifies their line manager of:<ul style="list-style-type: none"><li>• ... the nature of the injury</li><li>• ... the time required off work (if any)</li><li>• ... planned date of return to work</li><li>• ... treatment requirements</li><li>• ... work restrictions, if any.</li></ul></li><li>• Participates in the rehabilitation program if initiated.</li><li>• Maintains contact with Leader to maintain working relationship.</li></ul>

## Workers' Compensation

Stage	Who	Description	
2.	Leader	<p>Once the Leader receives the Works Comp Medical Certificate, they will notify the relevant HR Partner and will:</p> <ul style="list-style-type: none"> <li>• Obtains employer Claim Report form from HR Partner.</li> <li>• Complete and return form to relevant HR Partner.</li> <li>• Records leave details in SAP.</li> </ul> <p><b>Note:</b> Until the status of the claim is determined, any time off will be recorded as sick leave or leave without pay or other leave by arrangement with the Leader.</p> <ul style="list-style-type: none"> <li>• Maintains regular contract with injured employee, especially if absent from work to maintain working relationship.</li> <li>• Provide appropriate selected duties where practicable to do so.</li> <li>• Assesses worker's claim for compensation and if required arranges for further medical assessment and/or other investigation.</li> <li>• Initiates provision of rehabilitation services, if required.</li> <li>• Determines if claim is accepted or disputed in line with state worker's compensation time frames.</li> </ul>	
3.	RTWRC	<ul style="list-style-type: none"> <li>• Review the form.</li> <li>• Forward completed and correct form to the insurer.</li> </ul>	
4.	RTWRC	<ul style="list-style-type: none"> <li>• Review the form.</li> <li>• Forward completed and correct from the Insurer.</li> </ul>	
		If the claim is...	Manager/Leader, Front Line Leader/Supervisor <i>(with assistance of HR Partner if required)</i>
	Insurer	accepted / disputed/rejected	<ul style="list-style-type: none"> <li>• notifies the employee and employer</li> </ul>
	Leader	accepted	<ul style="list-style-type: none"> <li>• processes payments and reimbursements</li> <li>• adjust sick leave recorded against injury to workers' compensation leave in Preceda</li> <li>• monitors the progress of the claim</li> </ul>
	Insurer	disputed/rejected	<ul style="list-style-type: none"> <li>• notifies the employee and line manager</li> <li>• advises of dispute/conciliation process</li> </ul>

## Workers' Compensation

Stage	Who	Description	
5.	Employee	If the claim is..	<ul style="list-style-type: none"> <li>then the Employee...</li> </ul>
		accepted	<ul style="list-style-type: none"> <li>submits continuing medical certificates and receipts to their Leader</li> <li>participates in rehabilitation program</li> </ul>
		disputed	<ul style="list-style-type: none"> <li>may: make application as per the Workers Compensation dispute/conciliation process</li> </ul>

### Related sections

Incident/Injury Reporting & Recording on page 70

## Rehabilitation

### Overview

Rehabilitation is the managed process of returning injured or ill employees to their fullest physical, psychological, social and occupational ability.

Valuation Exchange supports occupational rehabilitation and recognises the workplace is an appropriate and effective place in which to rehabilitate the majority of injured/ill employees. A successful return to work can only be achieved with the cooperation and participation of the Leaders and employees.

Valuation Exchange will make all reasonable efforts to return injured or incapacitated employees to the workplace at the earliest possible time in a manner consistent with medical advice. The process undertaken applies to work related injuries/illness and non work related injury/illness.

Where possible, suitable alternative duties will be provided if the employee is unfit for their normal duties.

### Early Intervention

Early intervention promotes a faster and more sustainable injury healing process that allows the employee to continue their normal work, social and family activities.

# **Workers' Compensation**

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## **About the rehabilitation program**

Rehabilitation begins as soon as an injury or illness is reported and is followed through until the employee reaches as full a recovery as possible. The objective of rehabilitation is to promote faster and fuller recovery and to minimise the time an employee is absent from work by ensuring they receive proper medical advice and treatment.

Valuation Exchange also maintains an occupational rehabilitation program to meet the compliance requirements of state workers' compensation legislation. It is therefore essential that Leaders and employees understand their responsibilities to participate in rehabilitation programs.

## **Definition**

Occupational rehabilitation involves the co-ordination of a number of activities that enable a person's safe return to work.

It includes liaison between various parties, collecting information via various assessments and providing appropriate counselling and advice. As such, occupational rehabilitation touches on significant aspects of the person and the workplace including their medical, psychological, vocational and social situation.

## **When is rehabilitation required?**

Occupational rehabilitation is required when an employee:

- leaves the workplace after suffering a workplace injury
- provides a medical certificate that states they are unable to complete their full range of duties or imposes medical restrictions due to a workplace injury, or
- advises they are experiencing difficulty doing their work due to a work related injury.

# Workers' Compensation

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## Rehabilitation process

The rehabilitation process is described below.

Stage	Who	Description	
1.	Leader	if the injury is...	then prior to contacting the treating medical practitioner
		a workers' compensation claim	ensure that the employee has completed the Workers' Claim for Compensation form which provides the employee's informed consent.
		not a workers' compensation claim	obtain the employee's consent via a medical release form to enable contact with treating practitioners
2.	RTWRC	Establishes and maintains contact with the treating medical practitioner, the employee and employer in order to establish or clarify: <ul style="list-style-type: none"> <li>• what physical restrictions apply, if any</li> <li>• whether the employee will be restricted in the hours/duties they can work.</li> </ul>	
3.	Employee, Leader, RTWRC	Develop a rehabilitation program, taking into account: <ul style="list-style-type: none"> <li>• current duties</li> <li>• employee skills</li> <li>• other available duties</li> <li>• type of restrictions</li> <li>• possible length of restrictions</li> <li>• workplace or equipment needs</li> <li>• treatment required</li> <li>• professional referral (eg physiotherapist)</li> </ul> <p><b>Note:</b> Other treating practitioners may be involved in this meeting if required, eg. doctor</p>	

## Workers' Compensation

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Stage	Who	Description
4.	Employee, Leader, RTWRC	<ul style="list-style-type: none"> <li>Once the rehabilitation program is approved by the treating medical practitioner, all parties to sign the plan.</li> <li>Further modification may be required and adjustments made in consultation with the treating medical practitioner.</li> <li>If any party is not satisfied with the current rehabilitation program, a meeting is held to resolve the issues.</li> <li>If it is a workers' compensation claim and the matter cannot be resolved, then it may be referred to the state dispute/conciliation body.</li> </ul>
5.	Leader/Employee	<ul style="list-style-type: none"> <li>Becomes responsible for the day to day management of the rehabilitation plan.</li> <li>Advises the Rehabilitation Provider if difficulties are being experienced.</li> </ul>
6.	RTWRC	<ul style="list-style-type: none"> <li>Contact the employee and leader on a regular basis to ensure the rehabilitation program is complied with and meeting the expectations of all parties.</li> </ul>
7.	RTWRC	<ul style="list-style-type: none"> <li>Once employee is rehabilitated, files a closure report and circulates it to all parties.</li> <li>Closes the file.</li> </ul>

**Note:** The occupational rehabilitation program is flexible and needs to be adapted and changed in line with the medical condition of the employee. Line management are to ensure communication between all parties is maintained to enable the program to be changed as required. Effective communication between all parties involved in occupational rehabilitation will determine the successful outcome of the program.

For further advice contact HR Manager/RTWRC

### Related sections

[Workers' Compensation](#) on page 74

[Incident/Injury Reporting & Recording](#) on page 70

[Incident/Injury Investigation](#) on page 71

### Related documents

[Rehabilitation](#) page 76