

## Work Health and Safety Policy

### 1. Purpose

To outline the commitment of Gladstone Community Linking Agency to prevent work related injury and illness (physical and mental) by providing and maintaining a healthy and safe workplace which supports the wellbeing of all employees, customers and visitors.

### 2. Scope

The policy applies to the GCLA Board of Directors, employees, volunteers and contractors.

### 3. Policy Statement

Gladstone Community Linking Agency is committed to providing and maintaining a safe place and safe systems of work to prevent work-related injury and illness so far as is reasonably practicable. We do, however, recognise that working in our sector can sometimes be unpredictable, and incidents may occur during delivery of services which requires a timely and suitable response. The GCLA health and safety management system and process will:

- comply with relevant legislation and health and safety standards, including the National Disability Insurance Scheme Practice Standards and Aged Care Quality Standards.
- monitor, measure and continually improve health, safety and wellbeing performance.
- manage health and safety risks through the identification of hazards, reporting and investigation of incidents, evaluation of risk and implementation of control measures to eliminate or reduce health and safety risk so far as is reasonably practicable.
- actively address the primary health, safety and wellbeing risk of GLCA operations including manual handling, ergonomic, biological and psychosocial hazards together with incident escalation and emergency response to enable continuity of supports.
- maintain a safe and healthy work environment which includes promotion of an organisational culture that considers health and safety, informed choice and control & dignified risk taking as an integral component of the GCLA service philosophy which strives to support customer independence.
- provide adequate resources, information, instruction, training and supervision to empower all employees to work safely.
- support consultation and communication with employees and customers to build and maintain a positive and collaborative safety culture which strives for continual improvement.

## 4. Responsibilities and Delegations

Employees	<ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety and that of others who may be affected by their acts of omission.</li> <li>• Follow WHS and infection control procedures, guidelines and instruction, including the use of safety equipment and personal protective equipment.</li> <li>• Champion a safety culture by actively participating in the health and safety program including reporting incidents, recording customer notes, correcting hazards, participating in safety training, and identifying opportunities for improving health and safety.</li> </ul>
Managers and Supervisors	<p>Responsible for upholding health and safety standards of the working environment and ensuring the health and safety of employees, customers and visitors under their influence or control.</p> <p>This includes implementation and compliance with this policy, the health and safety management system, legislation and industry standards.</p>
CEO/Managing Director	Overall accountability for the health, safety and wellbeing of GCLA employees, customers, visitors and contractors through the implementation of an effective health and safety management system and culture.
Board of Directors	<ul style="list-style-type: none"> <li>• Maintain up-to-date knowledge of work health and safety matters and the nature of GCLA hazards and risks.</li> <li>• Ensure GCLA has, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety.</li> <li>• Ensure GCLA has appropriate processes to receive information about incidents, hazards and risks, and provide a timely response</li> <li>• Ensure GCLA implements process to comply with any work health and safety obligation.</li> </ul>

## 5. Policy Context

Standards	<ul style="list-style-type: none"> <li>• Aged Care Quality Standards.</li> <li>• NDIS Practise Standards &amp; Quality Indicators.</li> </ul>
Legislation	<ul style="list-style-type: none"> <li>• Work Health and Safety Act 2011 (QLD).</li> <li>• Work Health and Safety Regulation 2011 (QLD).</li> <li>• Workers Compensation and Rehabilitation Act 2003.</li> <li>• Aged Care Act 1997.</li> <li>• Disability Services Act 2006.</li> <li>• National Disability Insurance Scheme Act 2013.</li> </ul>
Contractual obligations	<ul style="list-style-type: none"> <li>• Employee Employment Contract.</li> <li>• External Service Provider Agreements.</li> <li>• Customer Service Agreements.</li> </ul>
Organisation policies	<ul style="list-style-type: none"> <li>• Risk Management.</li> <li>• Code of Conduct and Culture.</li> <li>• Injury Management and Workplace Rehabilitation.</li> </ul>
GCLA Procedures	<ul style="list-style-type: none"> <li>• Work Health and Safety Manual and Procedures.</li> <li>• Emergency Management Procedure.</li> <li>• Incident Management Procedure.</li> </ul>
Operational WHS Process	<ul style="list-style-type: none"> <li>• Embedded in the Brevity CRM</li> </ul>

## 6. Approval

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Approver:	Chief Executive Officer/Managing Director