

WORK HEALTH AND SAFETY (WHS) POLICY STATEMENT

The health and safety of all staff, contractors, visitors and volunteers to Soul Cafe(SC) is of utmost importance. It is SC's policy that its workers shall be provided with a **safe and healthy place** in which to work, and that our work practices will not compromise the health or safety of others present at the workplace.

To achieve this policy SC implements a risk management approach to managing health and safety and makes every effort, where reasonably practicable, to eliminate or minimise risks associated with the workplace and the work performed by workers and volunteers. This will include considering health and safety matters in all organisational plans, procedures, programs and job instructions.

SC is committed to providing a safe work environment in accordance with relevant legislation and Australian Standards.

In conjunction with this policy, an integrated suite of policies, procedures, plans, positions and resources, form a comprehensive **WHS Management System**, that informs and directs operational practise. By approaching WHS in a systematic manner SC is better able to fulfil its commitment to continually improving health and safety performance and preventing workplace injury and illness.

Health and safety at work is both an **individual and shared responsibility** of all workers. Specific areas of responsibility are identified to ensure the success of this policy. SC is committed to **effective consultation** and engagement with workers in relation to WHS matters. We recognise that there are times that we share a primary duty of care with other duty holders regarding our workers (for e.g., contractors building owners/managers; other Person Conducting Business or Undertaking (PCBUs) when working offsite) and therefore we are committed to consult, cooperate and coordinate with other duty holders to produce the required health and safety outcomes.

SC is committed to ensuring that WHS related matters are effectively communicated to workers through a variety of avenues including for example, notice boards, staff meetings, e-mails and our website.

A handwritten signature in black ink, appearing to read 'Rick Prosser', with a small dot at the end.

Rick Prosser
Chief Executive Officer
[Publish Date]



WORK HEALTH AND SAFETY (WHS) MANAGEMENT PLAN

Life Shapers Family Services Trust [Soul Café
(SC)] ABN67385398045

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PART A: WORK HEALTH AND SAFETY ARRANGEMENTS

PURPOSE

SC is committed to implementing a structured approach to workplace health and safety to achieve a consistently high standard of safety performance.

WORK HEALTH AND SAFETY (WHS) POLICY

The Statement of Commitment and the Implementation of Policy Commitment provide the overarching direction Soul Café will follow in pursuit of workplace health and safety outcomes.

Statement of Commitment

- SC is committed to providing a workplace that enables all work activities to be carried out safely.
- We will take all reasonably practicable measures to eliminate or minimise risks to the health, safety and welfare of workers, volunteers, contractors, visitors, and anyone else who may be affected by our operations.
- We are committed to ensuring we comply with the Work Health and Safety Act 2011 (the Act).
- We will also comply with any other relevant legislation, applicable Codes of Practice and Australian Standards as far as possible.

Implementation of Policy Commitment

SC is committed to ensuring, so far as is reasonably practicable, the health and safety of its workers (employees, contractors, labour hire workers, outworkers, apprentices, students or volunteers) while they are at work, and that the health and safety of other persons (e.g. visitors) is not put at risk from our operations. This will be achieved by,

- Providing and maintaining a healthy and safe work environment through the implementation of safe work practices, safe systems of work, safe venue and equipment;
- Routinely consulting to maintain effective and co-operative relationships between workers, volunteers and with other duty holders, on health and safety matters in the workplace;
- Reviewing, through appropriate mechanisms, the effectiveness of the safety measures taken.

SC's commitment to providing safe and healthy working environments for its workers includes,

- Providing relevant, up-to-date WHS information to all workers on matters such as workplace safety and their responsibilities.
- Providing expert assistance in WHS matters where necessary.

- Providing instruction and/or training in work processes where appropriate and developing and implementing strategies which include workplace assessment, hazard identification, and appropriate remedial action to eliminate or control hazards.
- Implementing and maintaining appropriate information, reporting and statistical systems.

DEFINITIONS

TERMINOLOGY	DEFINITION
Person	A PCBU has the primary duty of care to ensure, so far as is reasonably practicable:
Conducting a Business or Undertaking (PCBU)	<ul style="list-style-type: none"> ▪ the health and safety of its workers while they are at work, and ▪ that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the PCBU. ▪ SC is a PCBU.
Officer	<p>It is an officer's duty to exercise due diligence to ensure that the PCBU complies with its health and safety obligations under the WHS</p> <ul style="list-style-type: none"> ▪ The Members of the Board for SC will usually be Officers under the WHS Act. ▪ The Office Manager may be an Officer under the WHS Act <p>Note: A person is an Officer under the WHS Act only if they “make, or participate in making, decisions that affect the whole, or a substantial part, of the business of the corporation; or who has the capacity to affect significantly the corporation's financial standing”. Whether a person is an Officer or not under the WHS Act will depend on the facts of the particular situation.</p>
Worker	Previously known as 'employee'. The term worker includes employees, contractors and sub-contractors and their employees, labour hire employees, outworkers, apprentices and trainees, work experience students and volunteers.
Health and Safety Representative (HSR)	A worker elected by members of their work group to represent them in health and safety matters.
Attending Service	Persons representing other services that attend SC to provide services to the SC guests (eg. Centrelink, Hairdressers, doctors).

Guests	Persons attending the café who are in need (eg. Addictions, mental health, poverty, social isolation).
Other persons	Includes any visitors

RESPONSIBILITY

As the duty holder, SC being the PCBU, must:

- ensure the health and safety of its workers and others in our workplace
- ensure the health and safety of other persons is not put at risk from work carried out as part of its operations
- provide and maintain a work environment that is without risks to health and safety
- provide and maintain a safe venue **equipment** and structures
- provide and maintain safe systems of work
- ensure the safe use, handling and storage of equipment and substances
- provide adequate facilities for the welfare of workers
- provide information, training, instruction and supervision
- monitor the health of workers and the conditions of our workplaces.

Specific duties as a PCBU also include:

- record and notify SC of any notifiable incidents arising out of the conduct of the business or undertaking
- ensure authorisations are in place for any high-risk work
- consult as far as reasonably practicable with other PCBU's or persons who have a duty regarding work health and safety matter.
- consult as far as reasonably practicable with worker, their representatives and Health and Safety representative on work health and safety matters.

The Chairperson and Members of the Board

Ensure that SC has, and implements, process for complying with its WHS duties and obligations verify the provision and use of the resources and processes listed above. This may include,

- having work health and safety as a standing agenda item for each Board meeting
- integrating WHS laws into everyday business through consultation with Managers and all workers
- developing a work health and safety management system framework, which will be reviewed on a regular basis by the Chairperson and Board members

- ensuring that WHS risk management is incorporated into all business activities and that hazard identification, risk assessment and control is an on-going process, including:
 - development and maintenance of a WHS risk register
 - development and maintenance of WHS policies and procedures
 - ensuring an effective injury/incident reporting procedure
 - ensuring appropriate processes are in place for WHS issues relating to contractor management
 - ensuring that the procurement of any equipment considers WHS matters
 - ensuring that WHS is a standing agenda item at all staff meetings
 - incorporating WHS updates and information into regular reporting provided to the Board by office Managers
 - ensuring that WHS issues are part of all training provided for staff, including induction
 - ensuring that contractors and visitors to Soul Café are provided with appropriate and reasonable WHS information at site entry, and
 - ensuring that the work environment is a safe environment.

Office Manager

The Office Manager (if an officer), is responsible for ensuring that procedures are implemented in the workplace and/or systems of work under their control. As an integral part of their normal duties, the Office Manager will,

- consult with their workers on measures to protect their health and safety
- actively follow agreed safety practices and model positive attitudes towards health and safety matters
- arrange for their workers to be instructed in healthy and safe systems of work and procedures and supervise the practice of safe working procedures
- notify the Chairperson and/or other members of the Board of all incidents, hazardous situations, dangerous occurrences or immediate risks to health and safety of any workers
- ensure that all workers are informed of this policy
- undertake consultation with all managers and workers on change that may affect their health and safety
- ensure that WHS is a standing agenda item at all staff meetings
- communicate WHS matters to the Chairperson of the Board.

Managers and Leaders

Managers and leaders are responsible for providing a workplace that is, as far as reasonably practicable, safe and healthy workplace for workers and visitors, in the areas of their control. This includes,

- modelling health and safety leadership
- demonstrating a commitment to good health and safety performance, by:
 - talking about safety at regular meetings
 - ensuring safe work procedures are followed
 - reporting incidents, hazards and safety concerns promptly
 - assessing task risk and not allowing an activity to continue until it can be controlled adequately
- actively support the identification of hazards and risks and the management of these
- understand and monitor safety performance objectives
- proactively manage other duty holders (e.g. contractors), when required.

Workers and Volunteers

Workers and volunteers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons. They must comply, so far as they are reasonably able, with any reasonable instruction given by the office Manager, as well as co-operating with any reasonable SC policy or procedure which relates to workplace health and safety. On a day to day basis this includes to the extent of the worker/volunteer's control or influence over working conditions and methods,

- to take reasonable care to work safely
- making sure that the work area safe when leaving it
- make proper use of all appropriate safeguards, safety devices and personal protective equipment
- follow agreed safe working practices and rules
- report all known hazards, accidents and incidents as soon as possible.

It is acknowledged that, in accordance with the Act, a worker may cease, or refuse to carry out work if they have a reasonable concern the work would expose the worker to a serious risk to their health or safety. The Act requires workers who cease work to notify the relevant manager that they have ceased unsafe work as soon as practicable after doing so. It also requires workers to remain available to carry out 'suitable alternative work'. This would not however require workers to remain at any place that poses a serious risk to their health or safety.

Contractors

Contractors, sub-contractors and self-employed persons are defined as “workers” under the WHS Act if they carry out work in any capacity for SC. They are required to,

- comply with the requirements of the WHS legislation
- have in place any work health and safety policies and programs required under state or Territory safety legislation
- consult with SC about safety matters and comply with SC policies
- work safely and to include safety of staff and visitors in the plans

If any staff member believes that a contractor may be engaging in an unsafe work practice, they are required to report this issue to their manager.

Visitors

Visitors and other person to SC also have responsibilities to abide by our work place safety rules and procedures. These responsibilities include to,

- take reasonable care for their own health and safety and for the health and safety of other persons
- comply with so far as they are reasonably able, all reasonable safety directions provided by SC staff
- report all safety related incidents to SC staff
- ensure adequate supervision of any accompanying children
- not to enter any restricted area without authorisation or escort
- not bring or consume alcohol or illegal drugs at work places
- not wilfully or recklessly interfere with SC property

CONSULTATION AND COMMUNICATION ARRANGEMENTS

Open communication between workers, volunteers and team leaders / managers is important to ensuring a safe workplace. Therefore, workers and volunteers are encouraged to,

- ask questions relating to WHS
- bring up safety concerns
- make recommendations regarding WHS
- give regular feedback
- become involved in evaluation of safety issues
- participate in any WHS related problem-solving process.

It is important that workers and volunteers help shape decisions about WHS particularly when:

- identifying hazards and assessing risks

- making decisions about ways to eliminate or minimise those hazards or risks
- proposing business changes that may affect the health and safety of workers
- purchasing of new equipment or substances
- developing or changing job tasks or safety procedures.
- All workers and volunteers belong to a team and are encouraged to raise any work health and safety concerns they may have with their team leader / manager and/or Health and Safety Representatives (HSR).

Health and Safety Representatives

HSRs are elected by members of a team to represent the interests of that work group in matters relating to work health and safety. HSRs must undertake approved training to exercise their powers, and may,

- consult with workers / volunteers on a regular basis
- inspect a work area as required
- participate in workplace accident and incident investigations as required
- participate in any change management discussions that may affect the health and safety
- provide advice to team leaders / managers on the welfare of their group.

HSRs cannot exercise their powers under the Act unless they are trained. HSRs are not liable for acts or omissions that are undertaken in good faith. HSRs are not entitled to personal or medical information about a worker without their consent unless that information is of a general form that does not identify workers specifically.

Health and Safety Committee

Health and safety committees provide the forum for the constructive discussion of measures to assure health and safety in the work place. At SC the health and safety committee will meet quarterly and facilitate co-operation between the PCBU and workers in the instigation, development and implementation of WHS policies and procedures. They will,

- assist in developing standards, rules and procedures relating to health and safety
- consult with workers / volunteers regarding their WHS concerns
- consult with management regarding worker / volunteer WHS concerns including change that may influence WHS more broadly
- ensure the conduct of regular workplace inspections.
- minutes of the latest Health and Safety Committee meeting will be made available for all workers / volunteers to review.

TRAINING

The office Manager will conduct a training needs analysis and arrange for appropriate WHS training to be undertaken by workers as required. Where required SC workers / volunteers are to demonstrate their competencies to perform required task safely. In tasks with a high potential for injury, a separate documented assessment of a person's competency may be undertaken. As a guide, competency assessments should be signed and dated by the assessor/assessee and contain the following elements,

- task or equipment description
- information on licenses held (or other relevant qualifications)
- a checklist containing the essential competencies that were demonstrated, and
- comments or confirmation that the competency was met

SC is committed to developing a suite of competencies to deal with all safety sensitive work tasks.

WHS RISK ASSESSMENT

The purpose of any WHS risk assessment is to ensure that, for any identified hazards, appropriate control measures are implemented to protect workers, contractors and visitors from risks to their health, safety and welfare. Control measures for WHS hazards should be implemented as required using the following hierarchy of control, in order of preference these measures relate to,

- elimination (removal of the hazard)
- substitution (substitute the hazard for something which is less hazardous e.g. replace a hazardous chemical with one which is not hazardous)
- isolation (isolate the hazard from people e.g. place a noisy piece of equipment in another location)
- engineering (e.g. guarding on machinery)
- administrative (e.g. provision of training, policies and procedures, signage)
- personal protective equipment (e.g. use of hearing, eye protection, high visibility vests).

Outcomes of risk assessments will be documented, and the control measures reviewed at least annually or earlier should a task or activity be the subject of a WHS incident or a change of process or requirement. Current risk assessments will ensure that the goal of eliminating or minimising the risk workers may be exposed to has been achieved.

OTHER SOUL POLICIES AND PROCEDURES

List of other policies and procedures in place to manage workplace risk include the below. These are listed on the Soul Café website under 'Volunteer Resources'.

Soul Café Food Handling Policy

Soul Guest Behaviour Management

Soul Child Safe Organisation

Soul Money Handling Policy

Kitchen and Floor Team Information and Induction Packs

Bullying, Harassment or Discrimination and Employee Assistance Plan

RIGHT OF ENTRY

A WHS permit entry holder must also hold a current Fair Work Act 2009 entry permit. Their WHS entry permit and photographic identification must be available always for inspection. Where there is a suspected workplace WHS contravention, a permit holder is not required to give prior notice.

However, as soon as reasonably practicable they must give notice of their entry and the suspected contravention to SC or the person with management or control of the work place.

The permit holder may, in relation to the suspected contravention, inspect any work system, plant substance or structure; consult with SC and its workers / volunteers; be allowed to inspect and make copies of relevant documents (unless to do so would contravene a state or Commonwealth law); and warn any person of a serious risk to health and safety if immediate or imminent.

Otherwise a permit holder is required to give at least 24 hours' notice (and no more than 14 days) to the SC before entering a workplace to consult on WHS matters or provide advice on those matters to relevant workers

SC must not, without reasonable excuse, refuse or unduly delay a permit holder's entry into a workplace or obstruct them from exercising their rights under the WHS Act.

The permit holder must not intentionally and unreasonably delay, hinder or obstruct any person or disrupt any work at a workplace or otherwise act in an improper manner.

WHS ISSUE RESOLUTION

Wherever possible, any WHS concerns will be resolved through consultation between workers / volunteers, their representatives and/or their manager. If the concern cannot be resolved, then it can be referred to the office Manager for resolution. Ultimately any issue remaining unresolved may be referred to the Board. Where the issue remains unresolved the default procedure for issue

resolution set out in the WHS Regulations must be followed. If reasonable efforts have been made to resolve an issue and it remains unresolved, any party to the issue can ask SC to appoint an inspector to assist in resolving the matter.

AUTHORITATIVE SOURCES

Work Health and Safety Act 2011

Work Health and Safety Regulation 2011

Approved Work Health and Safety Codes of Practice

PART B: GENERAL WHS INFORMATION

EMERGENCY PROCEDURES

An emergency evacuation plan has been developed and this plan, together with a list of emergency contacts, is displayed in the following locations:

- Office/reception
- Common areas
- Kitchen and dining areas
- Storage areas/Cool Room areas
- Male toilets
- Female toilets

The Emergency Contacts List is at Attachment 1.

All fire emergency equipment, such as horns, sirens and fire extinguishers, will be tested by approved provider every 12 months.

HAZARD/INJURY/INCIDENT REPORTING

How to Report a Hazard or Injury or Incident:

All managers, workers / volunteers including contractors are required to complete an incident form if a hazard/injury/incident occurs and advise the Office Manager of the incident or injury or hazard.

- Complete the relevant sections of the hazard / injury / incident form giving details
- The form should be completed even when an injury has not occurred, that is, in the event of a near miss.
- All hard copy forms should be signed by the relevant parties.
- The office Manager or their delegate must record all injuries on the injury /incident register
- Internal reporting of any hazard/injury/incident should occur is separate from reporting of notifiable incidents to SC.
- **The hazard/injury/incident report form is at Attachment 2.**

Reporting of Notifiable Incidents

Any serious incidents must be notified immediately to the Team Leader. After becoming aware that any such incident has occurred, it is the team leader's responsibility to report 'notifiable incidents' to the office manager* by the fastest possible means, either by phone 02 4926 1758 or email

manager@soulcafe.org.au

**NOTE: Immediate notification is followed within 48 hours in writing by completing an 'Notifiable' Incident Report Form and forwarding it to office manager.*

Definition Of "Notifiable Incident"

'Notifiable incidents' include the following,

- the death of a person
- a serious injury or illness of a person
- serious injury or illness includes immediate treatment as an in-patient in a hospital; immediate treatment for certain serious injuries; or medical treatment within 48 hours of exposure to a substance
- a dangerous incident (a 'dangerous incident' means any incident in relation to a workplace that exposes a worker / volunteer or any other person to a serious risk to a person's health or safety caused by incidents such as 'café guest' behaviour that threatens their own or others safety, uncontrolled escape, spillage or leakage of a substance, explosion, **Steam**, fire.

Hazard/Incident/Injury Reporting-Summary for The Office Manager

- Ensure that the manager, worker or volunteer has completed a hazard/incident/injury form.
- Review the incident with the manager, worker or volunteer to determine if any actions need to be taken to eliminate or minimise the risk of the incident or hazard recurring.
- Complete the injury register.
- If the incident results in a death, serious injury or illness or a dangerous incident, notify Office Manager IMMEDIATELY. Ph: 02 4926 1758 Email: manager@soulcafe.org.au

NOTE: Immediate notification is followed within 48 hours in writing by completing a Notifiable Incident Report Form and forwarding it to Soul Café manager who maintains the records of all the above.

FIRST AID

Definitions:

FIRST AID is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.

FIRST AID OFFICER is a person who has successfully completed a nationally accredited training course or an equivalent level of training that has given them the competencies required to administer first aid.

First Aid Procedures

As required by First Aid in the Workplace, **Code of Practice**

- The appointment and training of First Aid Officers (FAO)
- The provision of first aid kits within the workplace
- Clear signage with the name of the FAO and the location of the first aid kits
- The provision of a suitable first aid kit in vehicles

- It is the FAO's responsibility to ensure that the contents of all first aid kits are maintained

First Aid Officer Training

- The minimum level of training for a FAO is the Senior First Aid Certificate (or equivalent)
- Refresher training should be undertaken every three years.

First Aid Officer Responsibilities

- The FAO is approved to render first aid assistance in the workplace.
- The FAO should ensure that they do not administer first aid services beyond their level of training.
- A record of any first aid treatment given should be kept by the FAO and reported to the **Office Manager** on a regular basis to assist with reviewing first aid arrangements.
- **Contact details of FAO are displayed on all noticeboards.**

First Aid—Summary for The Office Manager

- Ensure that a First Aid Officer (FAO) has been appointed and trained.
- Keep a copy of the FAO's qualifications.
- Ensure that a first aid kit is provided and maintained by the FAO.
- Advise all managers and workers of the name of the FAO and the location of the kit.
- Place a sign on the wall where the kit is located.
- First Aid in the Workplace Code of Practice displayed on the notice board.

WHS TRAINING AND INDUCTION

Training

SC is committed to providing appropriate training to ensure workers have the skills and knowledge necessary to fulfil their WHS obligations. WHS training is a fundamental requirement for SC to achieve a safe work place. The WHS training needs for SC will be determined in consultation with managers, works, volunteers as well as through review of the WHS Risk Register, however it can be generally categorised into three kinds,

- i. **Generic WHS Training**—skills and knowledge which is commonly required, e.g. induction training, WHS risk management training, evacuation procedures.
- ii. **Risk Specific WHS Training**—training required for those persons conducting activities with a specific risk to health and safety or a verification activity, e.g. first aid training, hazardous substances training, manual handling training, confined spaces training, working from heights.
- iii. **Task Specific WHS Training**—skills and licensing which are required depending on the specific hazards and risk, e.g. equipment operation, guest de-escalation.

Documentation for Training

Training records shall be maintained as evidence of training delivery and assessment of competence.

WHS Induction

All new managers and workers are required to be provided with WHS information regarding the workplace as part of their overall induction and introduction to SC. A thorough WHS induction process assists new staff to feel welcome, become integrate in the organisation and ensure that they can work safely.

The WHS Induction Checklist at Attachment 3 should be used in conjunction with the general induction training program for workers and volunteers to ensure that all new persons are aware of the WHS systems, policies and procedures in place within SC.

Induction Procedure

The Office Manager must ensure a WHS induction is provided to all new workers / volunteers and 'Attending Services' on their first day. If the Office Manager is not available, he or she should organise for a replacement to conduct the induction. The Office Manager must,

- use the attached WHS Induction Checklist (Attachment 3) to ensure that all WHS issues are covered
- on completion of the induction, **sign the checklist and ensure that the new worker also signs**
- file a copy of the induction checklist on the worker's file
- provide the new worker with access to this WHS Management Plan and the WHS Policies and Procedures Manual
- All 'attending services' must sign in and be provided with a copy of the SC 'Attending Service' Induction to read, and to then sign, acknowledging that they have read and understood the information. These documents are included at Attachment 4.

A new Office Manager will be inducted by the outgoing Manager or a Board Member.

Detailed WHS Induction for Contractors / Visitors

For contractors (e.g. trade persons) the requirements for induction will depend on the work to be undertaken and the duration of their stay at the workplace. At a minimum, contractors should be advised of emergency procedures and location of facilities. Refer to Attachment 5.

WHS training provided to managers, workers and contractors should be recorded in the WHS Training Register (Attachment 6).

Alternatively, this training register can be incorporated into the overall Staff Development and Training Register which details all Professional development and training undertaken by SC Managers and workers.

RISK MANAGEMENT AND THE RISK REGISTER

WHS risk management is a systematic process of hazard identification, risk assessment, and risk control with the aim of providing healthy and safe conditions for managers, workers, visitors and contractors of SC. As required by the WHS Act, SC adopts a risk management approach to underpin its WHS Management system.

This approach involves all managers and workers in identifying hazards, assessing and prioritising risks, implementing control measures and reviewing how effective the control measures are. All workers are responsible for assisting in managing the risks associated with their specific work environment. Risk management strategies used by Soul Café include,

- regular hazard inspections of the Soul Café environment.
- a comprehensive risk register detailing all WHS risks associated with the operation and activities of the Soul Café
- documented WHS policies and procedures
- risk assessments of newly purchased equipment
- risk assessments for any change to work processes
- hazard, injury, incident reporting procedures
- incident investigation (at the direction of the Office Manager)

Risk Management Definitions

WHS HAZARD: Anything which has the potential to cause injury or illness.

WHS RISK: A WHS risk is the chance of someone becoming injured or ill because of a workplace hazard. This significance of the risk is determined by considering the likelihood of it happening and the consequences if it does happen.

WHS RISK CONTROL: WHS risk control is action taken to eliminate or reduce the likelihood that exposure to a hazard will result in injury or illness to people or damage to property and the environment.

The Risk Management Process

WHS risk management should be undertaken for all activities where there is the potential for harm including,

- before activities commence;

- before the introduction of new equipment, procedures or processes;
- when equipment, procedures or processes are modified.

Step 1: Identify the Hazard

A hazard is a source or potential source of injury, ill health or disease. Hazard identification is the process of identifying all situations and events that could cause injury or illness by examining a work area/task for the purpose of identifying all threats which are 'inherent in the job'. Tasks can include, but may not be limited to using tools, hazardous chemicals, dealing with people, lifting/moving items.

Step 2: Assess the Risk

Assessing the risk from a hazard determines its significance. Firstly, consider the consequences should something happen; will it cause a serious injury, illness or death or a minor injury. Secondly, consider how likely is this to occur—very likely, not likely at all or somewhere in between? Some of the things to think about include,

- how often is the task undertaken
- how frequently are people near the hazard
- how many people are near the hazard at a particular time
- has an incident happened before
- have there been any 'near misses'

Where a manager, worker, volunteer, contractor, or visitor to the workplace identifies a hazard use the table below to determine how significant the risk is.

Step 1: identify the Consequences—or how severely could it hurt someone

Step 2: identify the Likelihood—or how likely is it for an injury to occur

Step 3 & 4: identify the Risk Priority Score—to prioritise your actions

Step 5: apply the hierarchy of hazard control

Step 6: identify who, how and when the effectiveness of controls will be checked and reviewed

Step 1 —CONSEQUENCES How severely could it hurt someone or how ill could it make someone? Circle		Step 2—LIKELIHOOD How likely is it for an injury to occur? Circle			
		Very likely, could happen frequently	Likely, could happen occasionally	Unlikely, could happen, but rare	Very unlikely, could happen, probably never will
		L1	L2	L3	L4
Kill or cause permanent disability or ill health	C1	Very high risk (1)	Very high risk (1)	High Risk (2)	Substantial Risk (3)
Long term illness or serious injury	C2	Very high risk (1)	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)
Medical attention and several days off work	C3	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)
First Aid needed	C4	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)	Low Risk (6)

Step 3: Risk Priority Score Identifies the Necessary Action and Response

Step 3—RISK PRIORITY SCORE	Step 4—ACTION AND RESPONSE
1 = Very High Risk	Stop the activity—immediate action is required to ensure safety—safety measures applied must be cleared by the Office Manager before any activity recommences
2 = High Risk	Proceed with caution—immediate reporting of emerging or ongoing risk exposure at this level to the Station Manager for decision is mandatory
3 = Substantial Risk	Be aware—action required as soon as possible to prevent injury or illness
4 = Moderate Risk	Report these risks to the responsible Manager during the current shift or before the next shift
5 = Acceptable Risk	Do something when possible. Manage by routine procedures.
6 = Low Risk	These risks should be recorded, monitored and controlled by the responsible Manager

Step 4: Control the Hazards

The aim is to implement the most reliable controls to create a safe workplace rather than simply relying on people to behave safely, following processes or using protective equipment. In many cases, a combination of several control strategies may be the best solution.

Hierarchy of control strategies (in order of preference):

- eliminate the hazard; remove the equipment from use, dispose of unwanted chemicals
- substitute; use a non-hazardous chemical, use a different machine that can do the same task
- isolation; contain noisy machinery within a booth
- engineering controls; design equipment differently, providing lifting devices to minimise manual handling
- administrative processes; task variation, job rotation, training
- personal protective equipment; gloves, hearing protection, eye protection
-

Step 5: Review the Process

Continuously review to monitor and improve control measures and find safer ways of doing things.

Documentation for Risk Assessment

The documentation required for a WHS risk assessment will depend on the operation or activity being assessed. The appropriate WHS Risk Assessment Form must be used when undertaking a risk assessment of the various activities of the SC.

The WHS Risk Assessment Proforma and procedure for conducting an assessment is at Attachment 7.

The WHS Risk Register

The risk assessment data collected from identifying, assessing and controlling risks should be documented on a centralised risk register for SC. The risk register holds a list of key risks that need to be monitored and managed. The risk register is to be managed by the Office Manager who should be notified if new hazards are identified and controls implemented so that the risk register can be amended.

The Office Manager is responsible for overseeing the Risk Register, and for ensuring that effective control measures are implemented and that risks are monitored and reviewed on a regular basis.

WORKPLACE HAZARD INSPECTIONS

Workplace Hazard Inspections are required by WHS legislation to be proactive in identifying hazards in the workplace which may affect the health and safety of its workers and eliminating or minimising the risks arising from those hazards. To ensure a safe and healthy workplace, the Team Leader accompanied by Health and Safety Representatives (HSRs) should undertake WHS hazard inspections of the workplace regularly and at any other times as required. The hazard inspection should be undertaken by following the principles of WHS risk management and using the attached information and checklists (Attachments 8 and 9).

If any hazards are identified through the hazard inspection process, controls must be implemented to ensure that the risk to health and safety is eliminated or minimised.

In addition to these regular inspections, all managers should also conduct weekly hazard inspections of their work sites in conjunction with HSRs. Any hazards noted during these inspections should immediately be reported to the Office Manager and appropriate remedial action taken.

All hazard inspection documentation should be filed by the Office Manager.

Purchasing

Prior to purchasing any goods or services for the workplace, they should be assessed to determine if there are any associated health and safety hazards. This includes the purchase of equipment such as machinery, tools, furniture, chemicals, as well as contracted services such as maintenance.

WHS RECORD KEEPING

The Office Manager should retain all WHS and workers compensation documents. These documents are required to be filed for 30 years in safe storage accessible only to authorised personnel in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth).

Documents to Be Displayed

- Emergency contacts page (Attachment 1)
- Emergency Evacuation Plan
- Return to Work Policy
- Work Health and Safety Policy
- Accident/Incident Notification details
- Compensation and Return to Work information

IMPORTANT CONTACT NUMBERS

SC Telephone: 02 4926 1758

Facsimile: N/A

Email: manager@soulcafe.org.au

Postal Address: PO Box 686, Newcastle, NSW 2300

After Hours Emergencies: In the event of a major incident an on-call Manager can be contacted on: 0404 038 000

PART C: SPECIFIC WHS REQUIREMENTS

ABESTOS

The premises occupied by SC were built before 31 December 2003 and therefore, there is a requirement for SC to comply with these measures outlined including an asbestos management plan and asbestos register. Do not repair or conduct work on any building without first checking the asbestos register. A sample register is included at Attachment 10.

INAPPROPRIATE BEHAVIOUR

Bullying, harassment, discrimination and violence of any form will not be tolerated at Soul Café. SC undertakes to investigate all complaints formally made. SC will take action to resolve the complaint. If the complaint is found to be valid, action may include any combination of the following,

- Asking for an apology
- Creating an agreement with the offender that will stop the behavior of concern
- Conciliation/mediation conducted by an independent/impartial third party to seek a mutually acceptable solution
- Disciplinary action in the form of verbal, written or final warning or dismissal
- All violence will be reported to the police.

In determining the action to be taken, the following factors will be considered,

- Severity and frequency of the behavior
- Whether there have been previous incidents or prior warnings.

CONTRACTORS

SC is committed to ensuring that all workers under its control, including contractors and sub-contractors have a safe and healthy environment in which to perform their duties. Contractors are likely to be workers employed by SC to undertake specific task; the delivery/pickup of goods, tradespeople undertaking repair or maintenance work within the workplace. To achieve this objective, it is recognised that contractors need to be:

- suitably experienced to perform the tasks
- in possession of all necessary licenses, permits, registrations and insurance required to perform the works safely and in compliance with appropriate regulations
- notified of any potential hazards associated with the location or use of the area where the works are to be carried out
- made aware of SC emergency procedure

If reasonable and if the work will involve high risk task, have completed the Detail WHS Induction Check list for contractors (Attachment 5). All contractors must abide by SC WHS requirements which will be advised to them before engagement.

DANGEROUS GOODS AND HAZARDOUS SUBSTANCES

Hazardous substances are chemicals, organic matter and other substances which pose a health risk when people are exposed to them. These may include glues, paints, solvents, corrosives, adhesives, thinners, cleaning solutions, chemicals, flammable and Dangerous Goods. Dangerous goods are hazardous substances that are also explosive or flammable in nature with storage required that is fit for purpose. All chemicals will be included in the hazardous substances register and have their current Safety Data Sheet (SDS) present for each chemical on the register. All workers shall have access to information about the chemicals in the event of a spillage or exposure, even where SC workers and volunteers would normally use the chemicals directly. Quantities of hazardous substances stored for use shall be kept to a minimum.

A hazardous substances register will be developed to record any substances purchased or used by the (see Attachment 11). This will be reviewed on a regular basis.

ELECTRICAL SAFETY

Failure to maintain electrical equipment in a safe condition, or to use equipment in accordance with manufacturer's instructions may result in injury or death to workers or other parties. All electrical equipment must be protected from damage, used safely and checked regularly. In addition, there are other requirements that must also be implemented for 'specified electrical equipment'. These requirements include combinations of testing and recording and connection to safety switches. Regular inspection and testing of in-service electrical equipment by a competent person is a way to ensure this safety duty is met. The WHS legislation requires that electrical equipment is inspected and tested in accordance with Australian Standard 3760:2010 In-service safety inspection and testing of electrical equipment. Only authorised electrical personnel are to perform installation, inspection, testing and labelling activities.

Testing Frequency:

The frequency of inspections that are outlined in Section 2 of the Standard, AS/NZS 3760:2010 are recommended but can be varied subject to a risk assessment. The Australian standard includes a table that sets out testing and inspection intervals for various types of equipment from 3 months (for equipment that is high use, high risk, or hire equipment) to up to 5 years (for equipment that is not open to abuse, flexing of cords, etc.). In addition to the regular testing and inspection, the

standard specifies that electrical equipment is to be inspected and tested: before return to service after a repair or servicing, which could have affected the electrical safety of the equipment, and before return to service from a second-hand sale, to ensure equipment is safe. Generally, the following should be followed,

- tools and leads: every 12 months (low use)
- Safety Switches: monthly
- Offices: every 3 to 5 years
- Residual Current Devices:

The fitting of Residual Current Devices (RCD) on certain equipment can considerably reduce the risk of electrocution. An RCD (also known as a safety switch) works by detecting a current leakage. When RCD detects this current leakage, it turns the power off almost immediately. Whilst an electric shock may still be received, the duration will be shortened reducing the risk of serious injury.

Unsafe Equipment:

Equipment that may be unsafe should be withdrawn immediately from service and have a label attached warning against further use. Arrangements should be made, as soon as possible, for such equipment to be disposed, destroyed, or repaired by an authorised repair agent or competent person. The SC Electrical safety policy provides further information in relation to this work place hazard and its management. This Policy is included in the WHS Policies and Procedures Manual.

Confined Spaces

All confined spaces are to have signage with access strictly controlled. Entry requires the issue of a confined spaces permit on each occasion. No employee or contractor will be issued a permit to work in any confined space on the property unless they are trained and supervised. When working in a confined space a trained bystander must be present always. A register of identified confined spaces and entry permits is maintained at the office.

FALLS FROM HEIGHT

There is a risk of serious injury from falling when working above ground height. No worker will work at height without ensuring that ladders, steps and handrails are secure or fall prevention/arrest harnesses are in place.

- Workers working at height are made aware of the hazards and risk management procedures
- Fall arrest or fall prevention harnesses are provided and used
- Workers are instructed in the correct use of fall prevention or fall arrest harnesses.

Contractors will ensure that they:

- Observe and apply risk management procedures when working at heights
- Use the required personal protective equipment (PPE) where indicated.

MANUAL HANDLING

Manual handling is any task that requires you to push, pull, lift, carry, move, hold or lower any object, person or animal. Manual tasks include tasks that have repetitive actions, sustained postures and may involve exposure to vibration. The types of injuries related to manual handling include repetitive strain injuries, muscle injuries, tendon and ligament injuries, bone injuries and injuries from falling objects.

Manual Handling hazards are managed at SC by a risk management process in order to prevent or minimise the risk of injuries and injuries from falling objects. The process involves conducting a risk assessment on manual tasks carried out in the workplace, working out how to address any problems, choosing and implementing appropriate solutions, and following up to check that the solutions work. Examples of manual handling task in the Soul Café environment include,

- lifting and moving equipment
- transporting merchandise
- stacking boxes or crates
- general repairs

Preventing Manual Handling injuries

Decide what changes can be made to reduce the risks of injury. If possible, select permanent changes (such as workplace layout, tools and equipment).

- avoid double handling of items
- provide mechanical aids (Trolley, Pallet Jack)
- redesign the task (such as rotating workers)
- identify changes that are possible immediately, and those that may take time to implement
- document your risk control decisions for each task assessed, and set timelines for changes
- trial the changes in consultation with workers before making them permanent
- provide training if new equipment is introduced.

When loading/unloading vehicles,

- use lift equipment wherever practicable, otherwise
- prepare by stretching and warming up, especially after prolonged sitting in the vehicle
- slide the item as close as possible to you before lifting
- keep you back straight and bend your knees when lifting

- put loads down in the same way they were picked up
- where possible store frequently used items at a suitable height; between waist and shoulder height, which reduces the need for forward bending when lifting, and
- whenever possible use trolleys for moving larger and heavy items

PLANT AND EQUIPMENT

The definition of venue equipment encompasses hand tools either powered or non-powered (electric drills, hammers) and extends to kitchen machinery, office furniture and any other equipment used for work purposes.

Risk Management

A risk management process is a systematic method for making plant as safe as possible and can also be incorporated into other workplace risk management systems. This risk management approach should be undertaken before purchasing of, or alterations to plant, changing the way it is used, relocating it, or if additional health and safety information becomes available.

Maintenance and repair

Equipment must be maintained and cleaned following the procedures recommended by the manufacturer or by designer the competent person. Only a competent person may inspect and repair damaged plant. Unsafe and/or malfunctioning plant and equipment can be identified by any manager, worker, volunteer or contractor by a number of methods such as:

equipment inspections;

- verbal reporting of equipment malfunction to the appropriate manager
- hazard and incident reporting

Once identified, the unsafe or malfunctioning equipment should be reported to the appropriate manager for repair to be organised. Equipment which has been identified as unsafe should be disconnected from the power supply and clearly labelled as unsafe and not be used. If possible the equipment should be moved to a location where it is not accessible.

Record Keeping

Records of inspection, testing and monitoring are required to be maintained by SC. As minimum records should include details of inspections, maintenance, repair, calibration and alterations.

PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment (PPE) may be required to protect workers and volunteers during general, specific and hazardous tasks. PPE is the least effective way to control risk and is always the last resort to protect workers. The types of PPE used might include:

- respirators and masks
- foot protection (safety shoes and boots)
- body protection (high visibility clothing, long sleeves, wide brimmed hats, gloves)
- helmets
- any substance used to protect health, for example, sunscreen.

If required, workers are obliged to use PPE when required and when reasonably practicable. Other requirements include:

- workers should be fully trained in the safe use, storage and maintenance of PPE
- PPE must be checked before use for the correct type, fit and undamaged
- do not reuse disposable, contaminated or damaged PPE
- store PPE correctly.

SLIPS, TRIPS AND FALLS

Slips, trips and falls are one of the major types of accidents in workplaces and may be due to poor housekeeping practices such as water or oil spilt. Material placed untidily or using walkways for storage can also be a cause of these types of incidents. When assessing the potential for slips, trips and falls, make sure you look at out of sight areas such as storage rooms, stairways and workshops.

Prevention

Reduce the risk of injury by following these guidelines,

- avoid walking on slippery floors
- keep floors free of water and grease
- clean floors regularly
- post warning signs around spills or wet floors
- install non-slip tiling or other non-slip floor products
- use rubber mats in areas where the floors are constantly wet
- use non-slip footwear
- clean up spills immediately
- install adhesive strips and slip resistant paint to improve slip resistance. The best method will depend on the existing floor surface.
- use floor cleaning products to remove oil and grease.

- agree on written standards with contract cleaners to ensure that any cleaning agents leave the floor in a non-slip condition.
- use storage areas for equipment and be alert to the dangers of leaving boxes, rubbish, bags and furniture in walkways, entrances and exits.

DRUGS AND ALCHOL

SC maintains the right to refuse work at any worker, volunteer or contractor who, in the opinion of management, is in an unfit state to perform their work in a safe manner. To assist in these requirements, SC workers, volunteers, contractors and visitors shall observe that,

- No alcohol may be consumed or permitted on property at any time unless expressly authorized by management and only when work is completed for the day.
- No illegal drugs shall be consumed or permitted on property at any time or under any circumstance

If, in the opinion of management, a worker is unfit to work safely, they will be sent/taken home. Workers who are taking prescription medication that may affect their safety at work (that cause drowsiness), are to inform management of the circumstances so that appropriate duties may be assigned. SC encourages all employees not to smoke. Please do not smoke in any vehicle or building.

UV RADIATION

Ultraviolet radiation(UV) exposure can cause sunburn, skin and eye damage and skin cancer. UV protective clothing, hats, sunglass and SPF 30 sunblock will be provided as PPE and are required to be worn for outdoor tasks.

VEHICLES

Alcohol and Drugs

SC managers and workers must not drive a personal or SC vehicle or work-related business in circumstances where that member would breach applicable road transport law by driving under the influence of alcohol and drugs.

Licences

SC managers and workers who are required to drive a vehicle on work related business must hold a current valid driver's licence of the appropriate class and notify the Office Manager if the licence is suspended or revoked. A copy of the current driver's licence must be provided to the Office Manager or their delegate to be retained on file.

Mobile Phones

The use of a hand held mobile telephone while driving is a safety risk and is against the law. SC managers and workers are not to use hand-held mobile telephone while driving a motor vehicle or other motorized equipment.

Seat Belts

It is a legal and SC requirement that seatbelts are worn at all times in a moving vehicle.

Smoking

Smoking in any SC vehicle by either drivers or passengers is prohibited.

Load Restraint in Vehicles

All equipment in vehicles must be restrained firmly to avoid the risk of the items becoming airborne and causing missile injuries in the case of a vehicle collision. The tension in the load restraining straps should be checked regularly during the journey. Distribute the load evenly within the vehicle. Ensure no loose items are within the passenger area as they may become projectiles in the event of an accident. Do not exceed load/weight capacity of the vehicle.

WORKING ALONE

The risk of injury or harm for people who work alone may be increased because of difficulty contacting emergency services when they are required. Emergency situations may arise because of the sudden onset of a medical condition, accidental work-related injury or disease, attack by guests, or by exposure to the elements. The consequences of an incident arising when working alone may be very serious, so SC managers, workers and volunteers shall implement the following for each alone work task,

- a telephone call to home base on arrival and departure at a work place.
- development and approval of trip itineraries for extended trips and adherence to the itinerary
- pre-trip agreement on departure and arrival times.
- pre-arranged mobile phone calls at scheduled times
- appropriate first aid kit

PART D: FORMS AND CHECKLISTS

ATTACHMENT 1—EMERGENCY CONTACTS LIST

To be displayed in appropriate location/s

CONTACTS	PHONE
POLICE (local station):	02 4929 0711
EMERGENCY SERVICES (police, fire)	000
UTILITIES – Electrical	
UTILITIES – Gas	NA
UTILITIES – Sewerage and Storm Water	Westpac Branch Manager
DOCTORS SURGERY ADDRESS	1/82 Brunner Rd, Adamstown / 49 52 3700
PHYSICAL SITE ADDRESS	Level 1, 49 Hunter street Newcastle NSW 2300
ADJACENT OCCUPANTS	Westpac Bank 02 4920 4455
ADJACENT OCCUPANTS	City Pharmacy 024929 2866
FIRST AID OFFICER/S	Maria Thomas 0421 973 925 Sue Prosser 0410 586 543

ATTACHMENT 2—HAZARD/INJURY/INCIDENT REPORT FORM

PART A: HAZARD/INJURY/INCIDENT REPORT *(to be completed by the involved worker or manager)*

What type of report is this *(select or circle the type)*?

HAZARD INJURY INCIDENT

Is this a 'Notifiable Incident' *(selector or circle)*?

YES NO

A notifiable incident means: the death of a person, or a serious injury or illness, or a dangerous incident.

DETAILS OF THE PERSON MAKING THE REPORT

SURNAME:		GIVEN NAME:	
POSITION:		DOB:	
MOBILE:		EMAIL:	

WITNESS / OTHER PARTIES INVOLVED - DETAILS

SURNAME:		GIVEN NAME:	
POSITION:		CONTACT DETAILS:	
SURNAME:		GIVEN NAME:	
POSITION:		CONTACT DETAILS:	

DETAILS OF INCIDENT

DATE OF INCIDENT:		TIME OF INCIDENT:		AM / PM
LOCATION OF INCIDENT:				
NAME OF PERSON INJURED <i>If applicable</i>				
NATURE OF INJURY <i>If applicable</i>				
PART OF BODY INJURED				

DESCRIPTION OF INCIDENT

DESCRIBE EXACTLY WHAT OCCURRED AND ANY CONTRIBUTING FACTORS *(If more space is needed please use the back of this sheet):*

Treatment Outcome <i>(circle)</i>	Nil Required	First Aid	Medical GP	Hospital
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Signature of Person Making the Report	
Date of the Report	
Signature of Team Leader	

DESCRIPTION OF INCIDENT Page 2.

DESCRIBE EXACTLY WHAT OCCURRED

--

PART B: HAZARD/INJURY/INCIDENT REPORT CORRECTIVE ACTIONS

To be completed by the Office Manager

WHAT NEEDS TO HAPPEN to ensure that similar incidents do not occur in the future or to minimise the risk?	BY WHEN	PERSON RESPONSIBLE

PART C: HAZARD/INJURY/INCIDENT REPORT SIGN OFF *(to be completed by the Office Manager)*

Signature of Office Manager	
Date Closed	

ATTACHMENT 3—WHS INDUCTION CHECKLIST FOR NEW WORKERS / VOLUNTEERS

Inductee Name	
Position/Job Title	
Supervisor Name	
Date of Induction	
Preferred Shift Information	

Introduce other Staff and the Supervisor	
Introduce First Aid Officer & show location of First Aid Supplies	
Explain and Demonstrate Emergency Procedures	
Show Location of Exits	
Show location of work, toilet, drinking water and eating facilities	
Show where to store personal items	
Provide appropriate Induction / Role Information (<i>circle</i>)	Kitchen Floor Team Attending Service Administration
Explain WHS consultation, process and show location to access WHS Policy, Procedures and Safety Data Sheets for Equipment Use.	
Explain Hazard, Injury and Incident (HII) Process and Provide HII Form	
Explain Child Safe Organisation Policy and provide access to policy/training.	
Explain Confidentiality Policy and provide location / access.	
I authorise Soul Café to use my name and / or photographs of myself taken whilst undertaking activities for Soul Café in any publications used for promotion purposes.	Yes / No (circle)
Explain that they are not authorised to speak on behalf of Soul Cafe to media or in public forums.	

WHS Induction Conducted by:	
Person Providing Induction Signature:	
Inductee Signature:	

ATTACHMENT 4—WHS INDUCTION FOR CONTRACTORS/VISITORS

WELCOME TO THE SOUL CAFÉ SAFETY BRIEFING FOR CONTRACTORS / VISITORS

Visitors / Contractors

All visitors / contractors are to report to Level 1 to the Office Manager or delegated person to sign in / out of the attendance register.

Contractors

- indicate the location and duration of the job
- sign in/ out of Level 1 Soul Café Attendance Register
- advise of the status of the job before leaving the site
- remove all job and personal rubbish

Additionally, the contractor may be required to,

- Produce a copy of their Safety Management Plan, including use of personal protective equipment and controls for site specific hazards, including signage and removal of job and personal rubbish
- produce Public Liability Insurance documentation before work is commenced.
- Complete a Prohibited Employment Declaration concerning tasks requiring specific training or licenses

Hot Work (If applicable):

- A Hot work permit for welding, soldering, acetylene torch, or other related heat or spark producing operations must be obtained from the Soul café Office Manager prior to starting any Hot works. Hot Work signage must be displayed on the site.

Contractor / Visitor Emergency Procedures

- In a life-threatening emergency DIAL 000 For Fire, Police and Ambulance.
- In all cases advise a Soul Cafe staff member.
- Follow Direction of Soul Café staff in the event of an evacuation.

EMERGENCY EVACUATION

IN CASE OF EMERGENCY: Remain Calm and Don't Panic.

- R – Rescue and relocate anyone in immediate danger
- A – Alert Fire Warden (Team Leader / Office Manager or delegated person)
- C – Call 000 Fire
- E - Evacuate Immediately (if needed) as directed by the Fire Warden or using the site map (STAIRS ONLY THROUGH FIRE EXIT DOORS, ACROSS THE ROAD TO ASSEMBLY POINT).

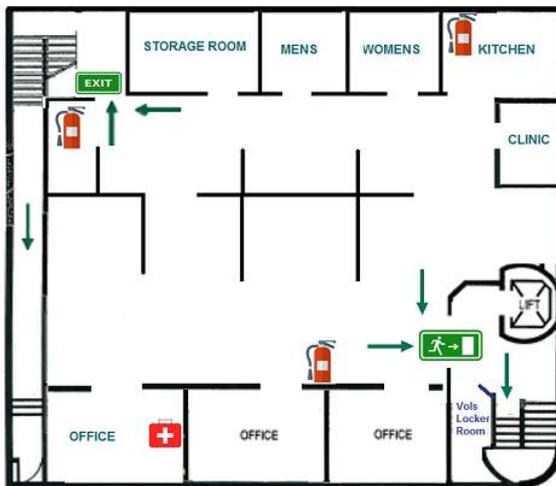
ASSEMBLY POINT LOCATION:
Across Hunter Street in front of the 'Lock Up'

**REMAIN AT ASSEMBLY POINT UNTIL EMERGENCY CREWS ARRIVE
AND GIVE FURTHER INSTRUCTIONS**

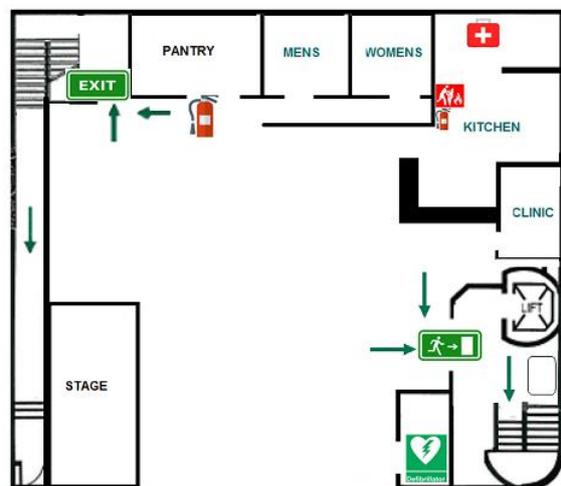


EVACUATION DIAGRAM

LEVEL ONE



LEVEL TWO



FIRE & EMERGENCY OPTIONS

ASSIST ANY PERSON IN IMMEDIATE DANGER (only if safe to do so).
CLOSE THE DOOR TO CONTAIN THE FIRE
ALERT OTHER TENNANTS Dial 000

ATTACK THE FIRE
Operate appropriate fire fighting equipment only if safe to do so.

Evacuate to the Assembly Area until the 'All Clear is given'.

Stay Low

Close doors and windows

Dial 000

Aim at Base of Fire

EXIT
Evacuate the building

Do not re-enter fire building

Report
Emergencies to
WESTPAC Security
Helpdesk 1300 136
461

ATTACHMENT 5 - WHS TRAINING REGISTER

Who was trained / job title	
Reason for training	
Duration of Training	
Who provided the training	
Method of training er. On the job, theory, practical	
Location of Training	
Scheduled date	
Date Complete	

Who was trained / job title	
Reason for training	
Duration of Training	
Who provided the training	
Method of training er. On the job, theory, practical	
Location of Training	
Scheduled date	
Date Complete	

Who was trained / job title	
Reason for training	
Duration of Training	
Who provided the training	
Method of training er. On the job, theory, practical	
Location of Training	
Scheduled date	
Date Complete	

ATTACHMENT 6—WHS RISK ASSESSMENT PROFORMA

Workplace location:

Name and position of person/s conducting assessment:

Date:

HAZARD IDENTIFICATION	What is the Hazard?	
	What injury, illness or consequence could occur?	
RISK ASSESSMENT	List any Control Measures already implemented.	
	Risk Level	
RISK CONTROL	Describe what can be done to reduce the harm.	
	Whom Responsible	
	When By	
REVIEW	Are the Controls Effective? (Revised Score)	
	Date Finalised.	

CONDUCTING A RISK ASSESSMENT

Step 1: Identify the Consequences—or how severely could it hurt someone

Step 2: Identify the Likelihood—or how likely is it for an injury to occur

Steps 3 & 4: Identify the Risk Priority Score—to prioritise your actions

Step 5: Apply the hierarchy of hazard control

Step 6: Identify who, how and when the effectiveness of controls will be checked and reviewed

Step 1—CONSEQUENCES How severely could it hurt someone?	Step 2—LIKELIHOOD			
	Very likely, could happen frequently	Likely, could happen occasionally	Unlikely, could happen, but rare	Very unlikely, could happen, probably never will
	L1	L2	L3	L4
Kill or cause permanent disability or ill health	C1 Very high risk (1)	Very high risk (1)	High Risk (2)	Substantial Risk (3)
Long term illness or serious injury	C2 Very high risk (1)	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)
Medical attention and several days off work	C3 High Risk (2)	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)
First Aid needed	C4 Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)	Low Risk (6)
Step 3—RISK PRIORITY SCORE	Step 4—ACTION AND RESPONSE			
1 = Very High Risk	Stop the activity—immediate action is required to ensure safety—safety measures applied must be cleared by the Station Manager before any activity recommences			
2 = High Risk	Proceed with caution—immediate reporting of emerging or ongoing risk exposure at this level to the Station Manager for decision is mandatory			
3 = Substantial Risk	Be aware—action required as soon as possible to prevent injury or illness			
4 = Moderate Risk	Report these risks to the responsible Manager during the current shift or before the next shift			
5 = Acceptable Risk	Do something when possible. Manage by routine procedures.			
6 = Low Risk	These risks should be recorded, monitored and controlled by the responsible Manager			

Once the risk assessment process has been completed, those hazards identified as being a VERY HIGH RISK or HIGH RISK should be addressed as a matter of priority. In considering options for controlling the identified risks, the hierarchy of controls helps to ensure that the most effective controls are implemented.

Risk Control Hierarchy

- ELIMINATION: this is the best control measure. E.g. remove a trip hazard.
- SUBSTITUTION: e.g. substitute a hazardous chemical with a less hazardous substance.
- ISOLATION: e.g. barricade off the area where the hazard is present.
- ENGINEERING: e.g. re-design of tools and equipment, provision of load shifting equipment (trolleys etc).
- ADMINISTRATIVE: e.g. written procedures, training, warning signs.
- PERSONAL PROTECTIVE EQUIPMENT (PPE): Introduce PPE only when other control measures cannot be implemented or as a supplement.

ATTACHMENT 7—WHS HAZARD INSPECTION PROCEDURE

Identify hazards at Soul Café by,

- Conducting regular systematic inspections of the workplace
- Observe what hazards exist in the workplace and ask “what if?”
- Listen to feedback from people working with the task
- Maintain records of processes used to identify hazards

Frequency

LOCATION	FREQUENCY	BY WHOM
Ground Floor Entrance	Ongoing	Office Manager
Stairwell	Ongoing	Office Manager
Lift	Ongoing	Westpac
Fire Exit Stairwell	Annually	Westpac
Level 1 - Office Areas	Annually	Office Manager
Level 1 – Meeting rooms	Annually	Office Manager
Level 1 – Kitchen	Monthly	Westpac
Level 1 – Storage Area	Monthly	Kitchen Manager
Level 1 – Server Area	Annually	Westpac
Level 1 – Medical Reception	Annually	Doctors
Level 1 – Toilet Area	Ongoing	Office Manager
Level 2 – Sound Desk	Annually	Floor Manager
Level 2 – Café Floor Area	Ongoing	Floor Manager
Level 2 – Stage Area & Equip	Annually	Floor Manager
Level 2 – Baby’s Room	Annually	Floor Manager
Level 2 – Kitchen Area	Monthly	Kitchen Manager
Level 2 - Pantry	Monthly	Kitchen Manager

Check

- Air quality—extraction systems and ventilation
- Amenities—ventilation, slip/trip hazards, cleaning and hygiene
- Asbestos—register, management plan, condition
- Chemicals/dangerous goods—storage, labelling, spills, safety data sheets, PPE
- Electrical—leads, loading, testing and tagging
- Fire/emergency/first aid—communication, fire extinguishers, first aid kits
- Office/buildings—cleanliness, equipment serviceability, space, ergonomics
- Workshops—walkways, waste, storage, tools
- Lighting—adequacy, glare, cleanliness, repair
- Storage—adequacy, compatible materials, design, repair
- Machinery—guarding, maintenance, calibration
- Manual or mechanical handling—loads, equipment, training
- Stock work—yards, dairy, shearing, mustering, transport
- Noise—noise levels, designated zones, use of PPE
- PPE—availability, purpose, repair
- Premises security—adequacy, lighting
- Miscellaneous issues

At the end of the inspection a report should be drafted detailing all the safety hazards identified. The report should provide a description of the risk assessment undertaken for each of these items and the risk rating allocated to each. This is done by considering the following,

- The frequency of persons exposed to the hazard—days per week, times per day.
- What the consequences might be—personal injury, environmental damage, associated costs or losses to replace or repair— how severe the outcome.
- What systems are currently in place, how effective are they or what other information is required

ATTACHMENT 8—WHS HAZARD INSPECTION QUICK CHECKLIST

WORK HEALTH AND SAFETY HAZARD INSPECTION SUMMARY						
Location details:			Date of Inspection:			
Inspection undertaken by:			Accompanying Manager:			
			Accompanying HSR:			
Ref Number	Identified Hazard/ Issue	Location	Recommended Control Measure	To be endorsed by Office Manager		
				To be actioned by:	Completion Date:	Review Date:

QUICK HAZARD INSPECTION CHECKLIST	
Area Assessed:	
Date:	
ITEM	COMMENTS
<i>Are the following safe and fit for purpose? Answering "No" will require corrective action stated in Comments</i>	
<p>1. Buildings</p> <ul style="list-style-type: none"> ▪ air-conditioning ▪ ventilation ▪ adequate lighting ▪ glare problems ▪ ergonomics ▪ amenities clean ▪ amenities serviceable ▪ slip/trip hazards ▪ electrical testing/tagging ▪ smoke alarms ▪ fire extinguishers ▪ safety signage/ information 	
<p>2. Chemicals</p> <ul style="list-style-type: none"> ▪ appropriately stored ▪ excess quantities beyond immediate use ▪ decanted materials labelled ▪ Safety Data Sheets available ▪ spills procedure ▪ first aid ▪ PPE ▪ All Electrical ▪ leads, plugs, switches in good condition ▪ leads safely positioned; any temp leads; tagged ▪ tagging current ▪ RCD testing 	

<p>3. Fire & Emergencies</p> <ul style="list-style-type: none"> ▪ fire extinguishers/hoses checked and serviceable ▪ exit signage ▪ exits clear ▪ signage of HSRs, FAOs, Fire Wardens ▪ designated assembly areas 	
<p>4. First Aid</p> <ul style="list-style-type: none"> ▪ first aid kits adequately stocked ▪ first aid kits clearly located ▪ first aid room adequately stocked ▪ FAO appointed and trained 	
<p>5. Workshops</p> <ul style="list-style-type: none"> ▪ machine guarding in place ▪ safety lockout procedures observed ▪ walkways clear ▪ waste disposal ▪ housekeeping ▪ storage ▪ maintenance ▪ electrical ▪ battery recharging area ▪ designated noise zones ▪ PPE 	
<p>6. Walkways, stairs and landings</p> <ul style="list-style-type: none"> ▪ surface in good condition ▪ no clutter, trip hazards ▪ rails stable 	
<p>7. Storage and manual handling</p> <ul style="list-style-type: none"> ▪ adequate for needs; items appropriately stored ▪ safe work method statements for hazardous tasks ▪ loads configured to reduce risk ▪ lift equipment provided and serviceable training in manual tasks 	
<p>8. Stockwork</p> <ul style="list-style-type: none"> ▪ safe access ▪ protective railing ▪ stairs, handrails and ramps in good condition ▪ mustering routes established ▪ communication ▪ PPE ▪ workers trained ▪ workers supervised 	
<p>9. Noise</p> <ul style="list-style-type: none"> ▪ PPE available for designated noise zones 	
<p>10. Security</p> <ul style="list-style-type: none"> ▪ Visitor procedures ▪ Signage ▪ lighting 	
<p>11. Miscellaneous (list)</p>	

ATTACHMENT 9— ASBESTOS REGISTER

ASBESTOS REGISTER

Work Site	
Name of Competent Person	
Date of Identification	
Type of Asbestos	
Condition of Asbestos	
Specific Location of Asbestos	
Is this an inaccessible area?	

