



Staff Safety Policy

Major changes to this document: Rebrand.

1.0 Policy Statement

Multicultural Australia is committed to providing workplace conditions and practices that are safe, healthy and meet the organisation's obligations under the Work Health and Safety Act (2011).

Our staff are entitled to expect a safe, healthy and supportive working environment and we are committed to developing appropriate policies, procedures and other measures to reduce risks to staff safety. However, ensuring staff safety is a mutual responsibility; Multicultural Australia staff must be equally committed to taking care of themselves and their colleagues.

We acknowledge that risks to staff safety are not limited to the physical workplace or within regular working hours. For this reason a range of individual, organisational and situational factors must be taken into account when managing risks to staff safety.

We recognise that the delivery of its services can present a range of challenges to the safety of staff, particularly when working with clients who may have experienced extreme stress, trauma and/or aggression in their refugee or migrant journey. It is also acknowledged that, in the course of their work, some staff may experience adverse responses from clients.

Multicultural Australia is committed to ensuring that proactive measures are put in place to safeguard the safety of its staff and also, when incidents do occur, to ensure that responsive post-incident strategies are implemented to provide a comprehensive approach to the management of staff safety issues.

2.0 Definitions

For the purpose of Multicultural Australia, a **workplace** is any place where work is carried out by a worker or by a person conducting a business. This definition includes a vehicle supplied by an employer for use by a worker.

Inappropriate behaviour includes, but is not limited to, raised voices, swearing, actions or words that threaten, intimidate and/or degrade staff members, sexually offensive remarks or actions, direct threats against staff, their friends and/or families, physical aggression towards staff members including assault, stalking and/or using a weapon or object with the intent to cause harm.

3.0 Principles underpinning the policy

- Senior staff will promote a culture where risks to staff safety are easily raised, discussed and solutions developed.
- All staff will be encouraged to develop an awareness of personal safety issues to allow them to rely on their own judgement when confronted with a risk, be accountable for their own safety, and consider the risks to their colleagues.
- Inappropriate behaviour toward staff will not be accepted, excused or tolerated and Multicultural Australia will make every reasonable effort to prevent it occurring. All inappropriate behaviour directed towards staff will be addressed.

- Information will be made available to clients, and to others visiting Multicultural Australia's premises, advising that inappropriate behaviour towards staff will not be tolerated, and that action will be taken where such behaviour occurs.
- Staff will be supported by Multicultural Australia in ensuring their own personal safety as first priority over the needs of organisational demands.

4.0 Scope of Policy

This policy applies to all our staff, including Cultural Support Workers (CSWs) and volunteers.

5.0 Management of policy area

The policy area will be managed by the Senior Manager, People.

The operational management of staff safety procedures may be delegated to program managers, subject to appropriate training, support and/or guidance.

6.0 Communication Issues/Internal Reporting

Our staff will be made aware of this policy and related procedures, initially through the induction training. Communication will be ongoing through information provided at staff meetings and/or through policy and procedure updates, as required. In addition, where particular safety issues are identified as being significant, consideration will be given to providing specific training or information sessions to address these issues.

Information on workplace incidents and any identified staff safety issues will be included in the People and Culture Committee quarterly reports which also go to the Board.

7.0 Related documents

- Work Health and Safety Act (2011).
- Work Health and Safety Regulation 2011.
- Multicultural Australia Workplace Health and Safety Management System.
- [Working with Clients Off-Site Procedure](#).
- [Safety Incident Report Form](#).
- [Client-Related Critical Incident Procedure](#) and [Report form](#).

8.0 Evaluation/Review

This policy will be reviewed not less than every two years to ensure its effectiveness and compliance with relevant legislation.

The policy may be reviewed more frequently in the event of major changes to relevant legislation and/or following any breach of the policy and/or related procedures.