MULTICULTURAL AUSTRALIA

Workplace Health and Safety Plan

DEFINITIONS

The following terms are used throughout this plan:

Health and Safety Committee (HSC) – A group including workers, HSRs and PCBUs (see definition below) that facilitates cooperation between a PCBU and workers to provide a safe place of work.

Health and safety Representative (HSR) – A worker who has been elected by a work group to represent them on health and safety issues.

Officer – A person who makes, or participates in making decisions that affect the whole, or a sustainable part, of the organisation's activities.

Person conducting a business or undertaking (PCBU) – A person conducting a business or undertaking alone or with others, whether or not for profit or gain. A PCBU can be a sole trader (for example a self-employed person), a partnership, a company, unincorporated association or Government department of public authority (including a municipal council).

Person with management control – A PCBU with management or control over the workplace.

Plant - Any machinery, equipment, appliance, container, implement or tool.

Structure - Anything that is constructed, whether fixed or movable, temporary or permanent and includes building, masts, towers, framework, pipelines, transport infrastructure and underground works (shafts or tunnels),

Volunteer- A person who acts on a voluntary basis regardless of whether they receive out of pocket expenses.

Worker – Workers, contractors, subcontractors, outworkers, apprentices and trainees, work experience students and volunteers.

Work group - A group of workers who share similar work conditions (e.g. all the electricians in a factory; all people on night shift).

Workplace – Any place where work is carried out for a business or undertaking. This may include offices, factories, shops, construction sites, vehicles, ships, aircraft or other mobile structures on land or water such as offshore units and platforms.

1. INTRODUCTION

This Work Health & Safety Plan has been prepared by the Work Health and Safety Committee and is intended as a guide to the personal safety and well being of people at Multicultural Australia. The subjects covered are of a general nature which it is hoped will help you to avoid work-related incidents leading to injury or illness. However if an incident does occur information has been included on how to summon assistance and to manage the incident with the aim to minimise the consequences and to adhere to WHS legislative obligations.

Work safety is everybody's business. Unsafe actions or carelessness can endanger other people's lives as well as your own and a safe working environment can only be achieved through a combination of good hazard and risk controls, and with consultation and co-operation of everyone at Multicultural Australia.

Where there is a shared WHS arrangement between Multicultural Australia, its clients (ie. Department of Home Affairs in the delivery of the SRSS program) or its contractors, Multicultural Australia will fully uphold all of its obligations and its duty of care to all parties.

Unless otherwise stated, this WHS Plan refers to Multicultural Australia obligations under the Work Health and Safety Act 2011 (QLD) (the WHS Act) and its supporting regulations, codes of practice and standards. As a contractor to the Commonwealth, Multicultural Australia will meet all contractual obligations under the Work Health and Safety Act 2011 (Cth) and its supporting regulations, codes of practice and standards. At all times Multicultural Australia will apply the higher of the requirements where there are any differences.

2. SAFETY POLICY STATEMENT

Multicultural Australia realises that as a part of maintaining a skilled and committed workforce it must provide a healthy and safe environment in which to work. Multicultural Australia commits to ensuring the safety of its workers and others who may be affected by its activities in all functional areas of operation and will regard workplace health and safety matters above all others when making organisational and strategic decisions. Multicultural Australia shall investigate all WHS matters through the application of natural justice, just cause, and without prejudice and regardless of how minor the risk or unlikely the event.

3. PRACTICE PRINCIPLES

The health and safety of all workers, clients, contractors and members of the public is of paramount importance to Multicultural Australia. Senior Management shall take all reasonable action to identify and control work practices and conditions which have the potential to adversely affect workers, clients, contractors and members of the public's health and safety.

Workers shall be provided with sufficient information, training and resources to meet these obligations under Workplace Health and Safety Policies.

Goods and services used by Multicultural Australia should be engaged based on a risk assessment for the supplier and should in no way prove injurious to any worker at any time.

4. ROLES, RESPONSIBILITY AND ACCOUNTABILITY

The Work Health and Safety Act 2011(Cth and QLD) (the WHS Act) sets out the health and safety duties of a PCBU, officers of companies, workers and other people at a workplace. These duties require the duty holder to ensure health and safety, so far as is reasonably practicable, by eliminating risks to health and safety to workers and other persons who may be affected by the activities of the business or undertaking

Under the WHS Act, a person may have more than one duty. For example, the working director of a company has duties as an officer of the company and also a worker. Multicultural Australia acknowledges its "shared" WHS duties with other PCBUs such as the Department Home Affairs through its SRSS program.

i. Multicultural Australia

As a PCBU, Multicultural Australia must comply so far as is reasonably practicable with the following *Primary Duties of the PCBU*:

- Providing and maintaining a working environment that is safe and without risks to health, including the entering and exiting of the workplace.
- Providing and maintaining plant, structure and systems of work that are safe and do not pose health risks (e.g. Providing effective guards on machines and regulating the pace and frequency of work).
- Ensuring the safe use, handling, storage and transport of plant, structure and substances (e.g. Toxic chemicals, dusts and fibres).
- Providing adequate facilities for the welfare of workers at workplaces under their management and control (e.g. Washrooms, lockers and dining area).
- Providing workers with information, instruction, training or supervision needed for them to work safely and without risks to their health.
- Monitoring the health of their workers and the conditions of the workplace under their management and control to prevent injury or illness.
- Maintaining any accommodation owned or under their management and control to ensure the health and safety of workers occupying the premises.
- Ensuring the means of entering and exiting the workplace and anything arising from the workplace do not affect the health and safety of other persons.
- Consulting with workers and HSRS and take their views into account about matters that directly affect their health and safety at the workplace such as:
    - Ways to eliminate or minimize risks.
    - The adequacy of facilities for workers' welfare.
    - Procedures for consulting workers.
    - Resolving health and safety issues.
    - Monitoring the health and safety of workers or workplace conditions.
    - How to provide health and safety information and training to workers.

ii. *Chief Executive Officer & Senior Managers*

The Multicultural Australia Officers, such as the Board of Directors, CEO and the Executive and Senior Managers must meet the due diligence duties of an Officer as follows:

Due diligence means personally taking reasonable steps to:
- Acquire and keep current information on work health and safety matters.

- Understand the nature and operations of the work and associated hazards and risks.
- Ensure Multicultural Australia has, and uses, appropriate resources and processes to eliminate or reduce risks to health and safety.
- Ensure Multicultural Australia has appropriate processes to receive and consider information about incidents, hazards and risks, and to respond in a timely manner.
- Ensure Multicultural Australia has, and implements, processes for complying with their duties and obligations (e.g. Reports notifiable incidents, consults with workers, complies with notices, provides training and instructions and ensure HSRs receive training entitlements).

Multicultural Australia has appointed a Safety Officer and a WHS Advisor to assist the Officers and the organisation to understand and carry out their duties. It is recommended the Safety Officer possess a minimum qualification of Certificate IV in Workplace Health and Safety. The WHS Advisor is noted as holding a Certificate IV in Workplace Health and Safety.

iii.   Workers

Workers (including our employees, contractors, subcontractors, apprentices and trainees, work experience students, volunteers) are required to take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions. They must:

- Cooperate with any reasonable instruction given by us such as to undertake training as directed by their Supervisor and to make use of all safety aids, devices and protective equipment provided
- Follow any responsible policy or procedure of Multicultural Australia to comply with the WHS legislation
- Report any work-related incidents, injury or illness or hazard in the workplace to their appropriate supervisor.
- Avoid any unauthorised interference with any safeguards, protective devices or appliances provided for health and safety standards.

Under the Act, workers are entitled to:

- Elect a health and safety representative (HSR).
- Request the formation of a health and safety committee (where requested by five (5) or more workers or a HSR).
- Cease unsafe work.

iv.   Health and Safety Representative (HSR)

Workers are entitled to elect a HSR (or more than one) to represent the health and safety interests of their work group. A work group is a group of workers who share a similar work situation. If a request from workers is made for the election of an HSR, Multicultural Australia must start negotiation with workers within 14 days to determine:
- Number and composition of the work group(s).
- Number of HSRs and Deputy HSRs.
- Workplace(s) to which the work group(s) apply.

Powers and functions of HSR empowered by the Act:

➢ *Functions:*

- Inspect the workplace or any area where work is carried out by a worker in the workgroup.
- Accompany a workplace health and safety inspector (Work Health and Safety Queensland) during an inspection of the area the HSR represents or the conduct of other Regulator interventions such as investigations and issue resolution.
- Be present at an interview with a worker that the HSR represents (with their consent) and Multicultural Australia or an Inspector about health and safety issues.
- Request a health and safety committee be established.
- Monitor compliance measure by the Multicultural Australia.
- Represent a work group in health and safety matters.
- Investigate complaints from members of the work group.
- Inquire into any risk to the health and safety of workers in the work group.

➢ *Powers:*

▪ ***Issue Provisional Improvement Notices (PIN)***
If a qualified HSR reasonably believes that a person is contravening, or has contravened the WHS Act in circumstances that make it likely that the contravention will continue or be repeated, they can issue a provisional improvement notice (PIN) directing that the situation be remedied. Prior consultation with management and any individual person concerned must be held before the PIN is issued. For more information about issuing PIN, please refer to sections 90-102 of the WHS Act.

▪ ***Direct workers to cease unsafe work***
If a HSR has a reasonable concern that carrying out work would expose a worker or any other person to an imminent and serious health and safety risk, the HSR may direct a worker to cease work. However, they must first attempt to resolve the matter with Multicultural Australia unless the risk is so serious and immediate that it is not reasonable to consult first. In this case, the HSR must consult Multicultural Australia as soon as practicable after giving the direction. Please read sections 83-89 of the WHS Act for more information about cessation of work.
Multicultural Australia has the duty to ensure the relevant training has been provided to the HSR so that they can perform their functions and exercise their powers under the WHS Act.

The term of office for an HSR or deputy HSR is three years. They cease to hold office if:
- They leave the workgroup; or
- They are disqualified from being a HSR; or
- They resign as a HSR; or
- The majority of members of the group agree the person should no longer represent them.

v.   Health and Safety Committee (HSC)

A Work Health and Safety Committee is set up in Multicultural Australia to facilitate cooperation between the organisation and workers in developing and carrying out health and safety related measures to ensure health and safety at work. The Multicultural Australia Safety Committee is chaired by the Safety Officer, and includes the WHS Advisor, a HR representative, and predominantly employees with one management representative.

The committee shall meet quarterly, and at any reasonable time as requested by at least half of the members. Minutes of the meetings are available on request.

The Multicultural Australia Safety committee meeting has key items on its agenda; these include the review of incidents, review of policies and procedures, and any items relevant to the workgroups. Multicultural Australia will develop a Terms of Reference for its WHS committee which will set out the guidelines for its members.

All new Committee members will undertake a HSC training session to ensure that they understand the legislation so that they are able to make the appropriate level of recommendations around health & safety matters; development, endorsement and review of Multicultural Australia safety management policies, procedures, plans and processes; and to be able to respond to significant issues in a timely and effective manner.

vi.   Other persons at the workplace

Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by Multicultural Australia to comply with the WHS legislation.

5. OFFENCES AND PENALTIES

As the health and safety Regulator Work Health and Safety Queensland can take legal proceedings for any offence under the WHS legislation. The WHS Act provides for three categories of offences for breach of health and safety duties and outlines the maximum penalties that apply to individuals, a PCBU, or an officer of a corporation or unincorporated association, and to a body corporate. For details of offences and penalties, please read sections 30-34 of the WHS Act.

The following table summarises the roles and duties of each level under the Work Health and Safety Act 2011(QLD)

Role (as identified in the Act)	Positions in Multicultural Australia Ltd.	Regulatory obligation
"Officers" – a person who makes, or participates in making decisions that affect the whole, or substantial part of the organisation's activities	Board Members, Chief Executive Officer , Executive and Senior Managers	To exercise their due diligence obligations given their impact on the organisations activities.
"Person conducting a business or undertaking (PCBU)"	Multicultural Australia Ltd.	To give the highest level of health and safety protection from hazards arising from work, so far as is reasonably practicable.
"Workers"	Employees, contractors, subcontractors, work experience students and volunteers	To take reasonable care and comply with reasonable direction for their health and safety.

6. WORKPLACE MANAGEMENT

This section outlines the work health and safety policies and practices that Multicultural Australia adopts. Employees, board directors, contractors, volunteers, student placements and visitors are required to follow or observe them at all time.

> ### *Audits and Inspections*

To ensure our working environment is safe and without risks to health, regular inspections and annual safety audit will be conducted at Multicultural Australia.

Audit - An audit is a documented process for reviewing a WH&S system, program and workplace practice. An audit can determine whether the system and practice comply with legislative requirements, established guidelines and best practices in WH&S. A WH&S audit should be undertaken at least **annually** by appropriately trained internal staff, or an external third party.

A written audit report, the ***Work Health and Safety Annual Audit Checklist*** should be used for each audit. Findings and recommendation on the following items should be included in the report:

- Compliance with statutory obligations.
- Comparison of the current documentation and practices against best practices and legal obligations.
- The strengths and weaknesses of the system.
- Adequacy of resources allocated to manage WH&S.
- Any recommended improvements.

It is very important that the result of inspections and audits be reported to Management Reps and the senior management in a timely manner as they have the duty to ensure Multicultural Australia complies with its health and safety duties and obligations.

Inspection - An inspection is an examination of the workplace (Including home based work site) to check for hazards and operational safety. An inspection could be formal, a planned inspection carried out by the members of WH&S Committee or informal, an unscheduled walk around the office.

Purpose of an inspection is to:

- Assess the safety of current activities.
- Look for WH&S improvement opportunities.
- Identify immediate or potential hazards that can be fixed or referred on a risk priority basis.
- Provide positive feedback on good safety practices.
- Immediately respond to any unsafe situation or activity; and
- Demonstrate that management are serious about improving safety for all workers.

A written inspection report should be prepared after each inspection and the information on the following items must be included:

- The name of the people conducting the inspection.
- The date and locations of work areas and / or tasks inspected.
- All positive and negative findings.

- Details of any shortcomings discovered and their location and what immediate, planned or referred actions taken.

Staff should read the *Working from home procedure* for more information about the health and safety arrangement for home based work site.

➢ *Bullying, Discrimination and Harassment*

Multicultural Australia is very concerned not only with the physical health of our workers, but also their psychological wellbeing as well. The purpose of implementing a *Discrimination & Harassment Policy* in the organisation to ensure the workplace is free of discrimination, bullying and harassment.

Staff should report any of these incidents by completing the *Safety Incident Report Form.* The Safety Officer investigates the incident according to our Incident Reporting and Investigation Procedure. As part of Multicultural Australia WHS safety induction all staff are notified that bullying is a WHS issue and notified of the correct reporting procedures. *If it is determined that bullying has occurred* Multicultural Australia*'s Disciplinary Procedure can be enacted*

➢ *First Aid and Injury Management*

Multicultural Australia ensures that an appropriate level of first aid (both in terms of officers and kits) is available to its workers, clients, contractors and members of the public visiting its premises.

First aid is to be provided by its First Aid Officers which are available to assist workers in the event of illness or injury at work. The treatment provided by the First Aid Officer will be consistent with the level of training and competence of the provider. Multicultural Australia FAOs are required to undertake the certificate - HLTAID003 Provide First Aid, and this is kept current through the Multicultural Australia HR tool ProSIMS.

All Multicultural Australia vehicles and residential properties are required to have an appropriate first aid kit.

Where Multicultural Australia co-locates within another workplace, it ensures that they have appropriate first aid available to Multicultural Australia staff. This is assessed on a regular basis by the Safety Officer.

Before providing First Aid the First Aid Officer must obtain the permission of the person they are to treat. The only exception to this is if the ill/injured person is unconscious, in which case consent is implied.

If the injury or illness appears life threatening an ambulance must be called immediately by dialling 000. The First Aid Officer should then be contacted to provide assistance until the ambulance arrives. If the injury or illness does not appear to be life threatening contact a First Aid Officer who will assess the situation and provide initial treatment and direction.

Information about first aid facilities and First Aid Officers shall be provided to all new workers on commencement of employment. This information will also be posted (and updated) on signs within all offices for quick reference by workers at any time. Changes to these details will be advised through bulletins and workers' meetings.

- *Reporting of Injuries and Illness*

All injuries and illness must be reported promptly by the injured/ill workers or their supervisor/manager through a completed *Safety Incident Report Form* in accordance with the reporting procedures in this document where relevant. In circumstances when this is not possible the First Aid Officer should initiate a report.

First Aid Officers should advise workers at the time of treatment that all work injuries/illnesses must be reported.

- *Recording First Aid Treatment*

The WHS Advisor will review these records and determine whether any action is required to remove a risk or otherwise protect health and safety in the workplace. The WHS Advisor will also review these records quarterly and analyse the injuries treated. A quarterly summary of First Aid Treatment Records will be provided to the Workplace Health and Safety Committee to assist with WH&S risk management. Preventative and corrective actions will be initiated as appropriate by the WHS Advisor/Workplace Health and Safety Committee.

All records must be retained for 3 years.

- *Workers Disclosure of Medical Conditions*

Workers who may require treatment by a First Aid Officer as a result of a known medical condition are encouraged to disclose their conditions and recommended first aid responses to the Human Resource Coordinator, who will keep the information confidential in accordance with Privacy legislation. This information will be accessible only to the First Aid Officer/s and workers with workplace health and safety responsibilities or Human Resources and the information will be maintained in the staff members personnel file.

- *Duties of a First Aid Officer*

  - To apply basic first aid treatment to sick and injured staff, contractors, visitors and volunteers.
  - To work within the level of their competence and training.
  - Not to administer First Aid without the consent of the ill/injured person (unless that person is unconscious in which case their consent is implied).
  - Not to provide any medication without the written consent of the person or guardian of the person to whom the medication is being administered. Where such medication is a controlled or restricted drug or poison, the First Aid Officer will comply with the Health (Drugs & Poisons) Regulation 1996.
  - To record a description of the injuries and first aid treatment given on the First Aid Record Form.
  - To ensure a Safety Incident Report form is completed either by the injured person/their supervisor or the First Aid Officer.
  - To maintain the contents of the First Aid kit at the approved level (First Aid in the Workplace Code of Practice 2014) and replenish as required.
  - To ensure that their First Aid competencies are maintained.
  - To participate in the activities of the Workplace Health and Safety Committee and as a member of the Emergency Control Organisation for the site.
  - In the event of an emergency, fire and evacuation Multicultural Australia has a portable kit which is be taken to the assembly area to treat staff affected pending arrival by emergency services.

- Multicultural Australia's contractors are responsible to ensure that they satisfy their duty of care to their staff, however where that duty is shared by Multicultural Australia, Multicultural Australia will ensure that all appropriate first aid is provided.

▪ *Health Information Privacy Protection Principles:*

1. Collection of private health information must be lawful, directly related to Multicultural Australia's activities as an employer and necessary for the purpose.
2. Information must be collected directly from the workers unless they have given consent otherwise.
3. The workers must be told why the information is being collected, what is done with it and who else might see it.
4. Information collected must be accurate and relevant
5. The workers must be allowed to access, update, correct or amend their health information.
6. Personal health information must be securely stored, kept only as long as necessary and then disposed of appropriately.
7. It must be protected from unauthorised access, use or disclosure
8. Authorised workers of Multicultural Australia Ltd. may only disclose health information for the purpose for which it was collected or a directly related purpose and in accordance with the permissions provided by the workers.
9. Health Information may be disclosed to other parties without consent if this disclosure is required to deal with a serious and imminent threat to any person's health or safety

➢ Business Continuity Plan

Multicultural Australia's business continuity plan is intended to protect Multicultural Australia against disruption scenarios, including:

- Disruption due to emergency situations such as weather events.

- ICT failure or disruption and other scenarios.

The procedure involves a distribution list of key people across Multicultural Australia locations (and areas of responsibility), business impact analysis and team mobilization, site specific action plans, emergency access to key documents/equipment, Go Pack emergency kit, critical success factors and communication principles.

This plan is regularly reviewed and rehearsed with refresher training conducted annually.

➢ *Fire Safety*

Fire is the most common emergency situations we are likely to encounter in the workplace. Multicultural Australia is responsible to reduce the risk of fire in the workplace and ensure that people can be safely evacuated should a fire break out. All Multicultural Australia workplaces are reviewed on an annual basis to ensure currency of fire fighting equipment and a drill is held once per year.

A Fire (Emergency) Evacuation Procedure has been developed to give workers the instructions of what to do when fire breaks out or where evacuation is needed for other emergencies. Information about Fire safety shall be provided to all new workers on commencement of employment. This information is also posted (and updated) on Multicultural Australia intranet for quick reference by workers at any time. Changes to these

details will be advised through staff meetings and email. For locations where Multicultural Australia is responsible for the service of its fire equipment, Multicultural Australia will ensure that equipment is tested in accordance with the Building Fire Safety Regulation 2008 and this will be reviewed as part of its annual safety audit.

Multicultural Australia's fire and evacuation procedures are posted around the workplace in strategic locations that are readily viewable by staff and others in the event of an emergency. The information includes diagrams of the floor space and locations of fire fighting equipment, exit doors, directional arrows for the escape routes, location of assembly points, and details of who the ECO (inc. fire wardens, FAOs) are complete with contacts.

The relevant Multicultural Australia staff have undertaken Fire and Evacuation training, and its evacuation procedures are drilled to all staff annually and under the responsibility of the Chief Evacuation Warden and the Finance Manager[i].
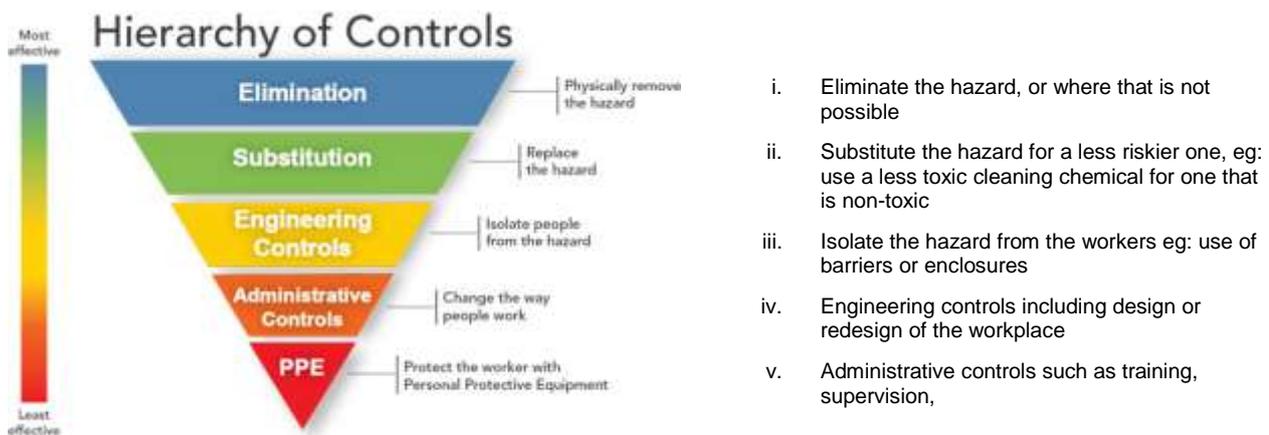
➢ *Hazard Identification and Risk Assessment*

Multicultural Australia maintains an organisational Risk Register, which collates common risks across the whole of the organisation, and which includes WHS issues. Multicultural Australia's Risk Management Procedure operates in compliance to the Hierarchy of Controls, in as much as the end goal is to remove the hazard/risk entirely, and if this is not possible, to progress down the pyramid below.

The Company Secretary[ii] is responsible for the maintenance of the risk register, and each key risk has an owner assigned to action those controls; a timeframe for actions; and the measure/deliverable to determine that the action has been completed and is effective.

It is the obligation of Multicultural Australia to manage the risks in our workplace:

1. Identify hazards in Multicultural Australia workplace.
2. Assess their potential to cause harm, i.e. conduct a risk assessment
3. Control the risk by eliminating the hazard, or if elimination is not reasonably practicable, then minimise the risk using one or more controls as per the Hierarchy of Controls.

i.   Eliminate the hazard, or where that is not possible

ii.   Substitute the hazard for a less riskier one, eg: use a less toxic cleaning chemical for one that is non-toxic

iii. Isolate the hazard from the workers eg: use of barriers or enclosures

iv.   Engineering controls including design or redesign of the workplace

v.   Administrative controls such as training, supervision,

4. Monitor the hazards and review the controls to ensure that they are minimising the risk effectively.

Hazards may be identified through a number of input mechanisms such as:

Some hazards are easily identified because of their immediate and often significant impact. For example, falling from the roof of a building, or being hit by a moving vehicle, has potentially immediate serious implications. But other hazards may not produce an immediately obvious effect. For example, exposure to the suns rays can cause skin cancer, and inhalation of asbestos dust can lead to respiratory disease. Both of these situations may not produce an immediate injury, but rather a long term illness – with potentially fatal consequences.

Further, it is important to consider all potential hazards, including those associated with:

- Routine and non routine activities.
- Activities of all persons having access to a workplace (including contractors and visitors).
- Human behaviour, capabilities and other human factors.
- Instance originating outside the workplace capable of adversely affecting the health and safety of person at the workplace.
- Created in the vicinity of the workplace by work related activities.
- Infrastructure, equipment and materials at the workplace.

Hazards can be identified through:

- Conducting brain storming/consultative sessions.
- Researching source material.
- Reviewing existing company records (including previous incidents);
- Conducting interviews with experiences employees.
- Discussing site specific requirements with the client; and,
- Internal and external workplace inspections, audits and observations.

Identified hazards shall be recorded in the Multicultural Australia Risk Management system, and the level of risk will be assessed to determine the likelihood that the identified hazard will result in injury, illness or damage, and how serious the injury, illness or damage may be.

For any non-urgent potential hazards identified during daily business operation, staff should inform the Safety Officer.

However, if the unsafe situation or activity poses immediate danger to any person at the workplace workers should cease work and report the situation to the immediate supervisor, or manager and isolate from the unsafe condition until rectified. All cease work events are to be reported by the Manager to the Safety Officer for further direction. Where there is a work group HSR, they may direct a cease work and consult with management to have the matter resolved. A HSR may issue a Provisional Improvement Notice (PIN) to management to affect a suitable resolution, or they may contact the Regulator and request the assistance of an Inspector to have the matter addressed.

*NB: the roles and functions of HSRs includes HAZID, resolution of WHS issues and being part of consultation on WHS matters in the workplace affecting the workers in a work group needs to be amplified throughout the Plan.

> ➤ *Incident Reporting*

Systematic Management of Incidents

Incident investigation and analysis is a systematic pro-active approach to the continuous improvement of the Multicultural Australia Safety Management System.   Constructive investigations yield essential information, which will assist in:

- Identifying the basic causes that contributed directly, or indirectly, to each incident.
- Identifying deficiencies in the safety management system that permitted the incident to occur.
- Suggesting specific corrective action alternatives for the management system.
- Complying with legal requirements, for example, providing data required for personal injury claims involving workers compensation payments.
- Identifying incident trends and high risk work areas; and,
- Determining injury rates.

In order to do so, Multicultural Australia requires incidents to be reported through to the safety system.

An incident is defined as any occurrence that result in, or "may" result in injury, illness or damage to property or the environment.

The categories below define the types of incidents that should be internally reported. The reporting of all incidents will assist Multicultural Australia to develop and monitor corrective/preventive programs. The list is not necessarily exhaustive and nor are the categories necessarily mutually exclusive.

- Work-related injuries or illnesses (physical, biological or psychosocial) to workers whilst on duty including travel and attendance at network meetings, forums, courses etc.
- Work-related injuries (physical, biological or psychosocial) or illnesses to workers who are working on premises owned or occupied by Multicultural Australia.
- Any workplace dangerous incident as defined under section 37 of the WHS Act, including fires, asbestos exposures and electric.
- Motor vehicle accidents during the course of work.

The procedure and form for reporting incidents within Multicultural Australia is accessed through the Multicultural Australia intranet.

Notifiable incidents

Notification of certain types of workplace incidents to the Regulator.

These include: (1) Fatality; (2) Serious injury or illness; and (3) Dangerous Incidents. Each of these are subject to specific notification criteria that are found in Sections 35-38 of the WHS Act, and may also be subject to the provisions of s.39 of the Act to "Preserve an incident site" pending attendance by an Inspector or upon an Inspector releasing the site, or for exclusionary purposes stated under the legislation in s.39.

- In addition and as part of Multicultural Australia's contractual obligations, the relevant funding body must be informed of the occurrence of any "notifiable" incident that occurs arising out of any activities performed as part of the relevant contract by

Multicultural Australia. This is to be jointly managed by the Safety Officer, and the relevant Multicultural Australia program managers.

➢ *Office Safety*

The following procedures in relation to office safety are accessed through the Multicultural Australia intranet:

- *Staff Safety Policy* and *Procedure*
- *Manual Handling Policy & Procedure*
- *Notifying of Work Movements Procedure*
- *Responding to Aggressive Behaviours and Physical Threats Procedure*
- *Crisis Response Policy*
- *Working from Home Self Assessment Procedure*
- *Working with Clients Offsite Procedure*

▪ **Slips, Trips and Fall Hazards**

Slips, trips and falls are common hazards in offices, and account for most minor injuries in the workplace. In fact, there are ways that everyone can help minimise those hazards:

- Ensure that passageways, exits, corridors and aisles are kept free from equipment, rubbish and electrical leads.
- Ensure that floor surfaces are even, and rugs are not used in regular traffic areas.
- Position filing cabinets so that they don't open onto aisles.
- Clean floor regularly. Be careful that a build up of cleaning residue does not create a slip risk.
- Use signs or barricades to designate wet or slippery areas.
- Ensure that passageways, corridors and stairways are adequately lit.
- Minimise the use of ladders (e.g. store items that need to be regularly accessed at floor level)

▪ **Lighting**

Office workers using a computer or performing detailed paperwork require a good lighting source without excessive glare. To minimise glare, avoid placing the desks directly underneath light sources, and ensure that neither the screen nor the employee work directly under unshielded window e.g. a window without blinds. Use anti-glare computer screen filters if necessary.

▪ **Stress in the Workplace**

Stress is not an injury, but the effects of stress can lead to psychological and physical injury. Work-related stress can be caused by many things such as poor work design, lack of communication, and inter-personal conflict. Multicultural Australia is committed to identifying and addressing workplace situations which may cause stress for employees and management. Employees are also encouraged to seek professional help from the Employee Assistance Program (EAP) for stress related issues.

▪ **Personal Health**

Multicultural Australia believes that workers have a personal responsibility for maintaining an appropriate level of health, an adequate immunity, and are proactive in the prevention of

disease consistent with the work requirements within the community environment.

This immunity is to ensure that the staff:

(a)   Are more resilient and resistant to transmittable disease; and

(b)   Maintain a strong health status.

Multicultural Australia's *Infection Control and Immunisation Policy* can be accessed on the Multicultural Australia Intranet

Multicultural Australia reserves the right to request workers to undergo a medical examination when there is reason to suspect that the health of a person is impairing their ability to work effectively or in the case of prolonged or frequent sickness. This will be at the employer's expense.

▪   **Safety Rules**

The following safety rules apply in all Multicultural Australia locations and all Multicultural Australia workers are to abide by the following Safety Rules:

1. All injuries, no matter how slight, must be reported to the Safety Officer. Necessary first aid or medical treatment is to be obtained and the injury recorded on a Safety Incident Report form.
2. All workers will attend training in safe work methods, operational and maintenance procedures where necessary.
3. All workers will attend training in emergency procedures including evacuation, fire fighting and first aid where necessary.
4. All Warning and Safety Signs to be strictly complied with.
5. Work areas to be kept clean and tidy.
6. Protective clothing, where supplied, must be worn during work hours
7. Passageways, aisles and exits to be kept clear at all times.
8. Multicultural Australia does not allow smoking in any sites and has developed a Cigarette, Drug and Alcohol Policy which applies in all Multicultural Australia locations in accordance with legislation.
9. Unauthorised, intoxicating liquor or drugs are forbidden on Multicultural Australia premises (this excludes medications prescribed by a medical practitioner).
10. Boxes are not to be stacked higher than is considered safe (refer to the Hazardous Manual Tasks Code of Practice for guidance on appropriate storage).
11. All waste to be disposed of in appropriate container or receptacles.

7. WORK COVER

A worker injured in the course of employment is entitled to seek worker's compensation and be offered a rehabilitation and return to work where necessary. The determination of a claim rests with WorkCover Queensland and not Multicultural Australia. Employees have the right to lodge their claim with their treating doctor, on their own, or in conjunction with the Safety Officer as soon as possible.

The WC Claims process is specified on the WorkCover QLD website:

(a)   WorkCover Queensland claim phone 1300 362 128
(b)   complete and submit the online claim form
(c)   complete a "claim form and upload using our online service

Approved: February 2014   Reviewed: August 2019   Next Review Due: August 2020

(d)   fax to 1300 651 387
(e)   post to GPO Box 2459, Brisbane Qld 4001.
(f)   lodge through your doctor. If you're unsure if this has happened, you can either call WorkCover or your GP to check.

8. REHABILITATION AND RETURN TO WORK

Multicultural Australia is committed to the concept of rehabilitation in the workplace and will ensure the process commences as soon as possible after the injury in a manner consistent with medical judgment.

A reasonably swift return to work is to be the normal practice and expectation.

The Safety Officer is responsible for the initiation and review of rehabilitation procedures and is designated as Rehabilitation Coordinator.

Multicultural Australia will help its workers stay at, or return to work as soon as possible following a workplace injury by providing suitable duties. With a focus on what they can do, not what they can't. Multicultural Australia works together with WorkCover and the employees treating medical providers to develop a suitable duties plan/support plan. Suitable duties can be tasks different to the worker's usual duties, but will allow them to remain in the workplace during their recovery.

The rehabilitation process may include changing the worker's duties, tools and equipment or arranging for them to move into a different area of the business. If they have to take a break from work, Multicultural Australia may need to work with them to identify alternative hours and days. For example, work a three day week instead of their normal five.

Once the claim has been made, Multicultural Australia will talk with:
- WorkCover claims representative or customer advisor— to let them know that it has begun planning the worker's stay at or return to work.
- Medical providers—discuss suitable duties so they have an understanding of the tasks involved in the worker's role. Focus on capacity, not incapacity.
- Workplace—ensure the immediate supervisor, and colleagues where relevant, know how and what the worker is doing to recover.

Multicultural Australia will maintain open and honest communication so the worker feels supported during their recovery. WorkCover will work with all parties to monitor and revise the return to work plan, including timeframes for treatment and recovery.

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[i] Changed from Admin and Facilities Manager to Finance Manager
[ii] Changed from Senior Manager Support Services to Company Secretary