

# **Rockbank Football Sporting Clubs Inc: Work Health & Safety Policy and Procedures Manual**

## Welcome to ClubsWHS

The contents of this manual should be adjusted Every 6 Months

This manual contains general procedures to help Rock Bank Clubs to comply with Work Health and Safety Legislation in Victoria. Individual job specific safety procedures are maintained by individual departments.

Effective as warranted under the Occupational Health and Safety Act 2000 was repealed and replaced with the Work Health and Safety Act 2011 (WHS Act). At the same time the OHS Regulation 2001 was repealed and replaced with the Work Health and Safety Regulation 2011.

This manual has been produced in line with the new legislation and also with Australian Standard 4801: Occupational Health and Safety Management Systems.  
By V Bennett OH&S Advisor

# WHS Policy and Procedures Manual

## Contents

Procedure		
Number	Procedure	Page number
WHS001	Work Health and Safety Policy	4
WHS002	Legal Responsibilities and WHS Information	5
WHS003	WHS Objectives and Targets	6
WHS004	Workplace Inspection Procedure	7
WHS005	Hazard Identification and Risk Assessment	8
WHS006	First Aid Procedure	9
WHS007	Emergency Preparedness and Evacuation Procedure	10
WHS008	Response to Armed holdup	11
WHS009	Work Place Organization -Fatigue /Bullying /Health Monitoring	12
WHS010	Incident Reporting, Investigation	13
WHS011	Injury Management and RTW Program	14
WHS012	Safety Meetings and Consultation	15
WHS013	Volunteer Management	16
WHS014	WHS Staff Training and Induction	17
WHS015	Manual Handling	18
WHS016	Electrical Safety	19
WHS017	Hazardous Substances, Dangerous Goods	20
WHS018	Contractor Management	21
WHS019	Sports Facilities	22
WHS020	Plant and Equipment Purchasing and Safety	23
WHS021	WHS Data Management, Standard Forms, Recording and Reporting	24
WHS022	Continuous Improvement and Self Audit	25
WHS023	Food Safety Risks	26

## Work Health and Safety Policy

Procedure No: WHS001

*References: AS/NZ4801. WHS Act 2011 section 19 contains the primary duty of a 'person conducting a business or undertaking' to ensure as far as reasonably practicable a safe and healthy workplace. This statement of policy or 'intent' fulfills this requirement.*

### Obligations

In accordance with the Work Health and Safety Legislation 2011 our Club and its Directors recognise their moral and legal obligations to provide a safe and healthy working environment for employees, apprentices, contractors, volunteers and labour hire employees, (defined in the WHS Act 2011 as workers) so far as is reasonably practical. The club is also committed to providing a safe and healthy environment for its customers/clients and visitors as far as is reasonably practical. We are committed to implementing and maintaining a clear, Work Health and Safety Management System that has the support of everyone in the organisation.

### Objectives

So far as is reasonably practical our club will:

- Provide a safe and healthy workplace for all workers
- Provide safe plant and systems of work
- Provide written procedures and instructions that ensure safe systems of work
- Ensure compliance with WHS legislation and current industry standards
- Provide relevant training, information, instruction, and supervision to employees, contractors, visitors and /or customers to ensure their health and safety
- Provide assistance and ongoing support to employees regarding WHS issues

### Responsibilities

All staff are responsible and will be held accountable for implementing those aspects of the Policy for which they are responsible. Performance will be measured regularly in accordance with club policy.

#### Designated 'Officers' and Management will:

- Provide a club in a safe condition
- Be involved in developing, promoting and implementing health and safety policies and procedures
- Be involved in developing, promoting and implementing workplace hazard and risk identification and management
- Train employees and other relevant workers in the safest method to perform their work tasks
- Provide and ensure usage of, adequate resources and information to meet our club's commitment to Work Health and Safety

#### Workers will:

- Take reasonable care for their own health and safety
- Follow all procedures detailed within our club WHS Policy and Procedures
- Report any injury, illness, hazard or unsafe work practice to Management as they occur

### Consultation

As per the relevant WHS legislation, our club understands and is committed to consultation with all its employees with regard to club health and safety. This club has designated staff who will be the first point of contact for all employees regarding issues relating to WHS and are clearly identified via internal club communication procedures and during initial induction training

Policy Authorised: Simon Vannuccini (Manager/Licensee/Business Manager/Director)

Date: 10/03/2017 Next Date of Review: 10/03/2018 (12 months)

## Legal Responsibilities and WHS Information

### Procedure No: WHS002

*References: WHS Act 2011 section 19 contains the primary duty of a person conducting a business or undertaking ('PCBU') to ensure as far as reasonably practicable a safe and healthy workplace. Section 20 is likely to be relevant as well, insofar as it prescribes a duty on the person with management or control of a workplace to ensure as far as reasonably practicable that the workplace and anything arising from it are without risk to any person. The over-arching general duties of officers, workers and others at the workplace are found in sections 27, 28 and 29 respectively. Under the new legislation, the term "PCBU" is broader than the current term "employer".*

### Purpose

To identify and highlight the key Management responsibilities for WHS under the legislation and to ensure WHS information is available to all staff

### Scope

This policy sets out the general WHS responsibilities for different levels of management and provides references for the key sources of WHS information. These responsibilities are included in individual position descriptions

### Responsibilities

#### Directors

The Directors (Officers) accept that they have a key responsibility for WHS in this workplace in accordance with the WHS Act 2011 Section 27 'due diligence' provisions. With that in mind, they have set aside a budget for WHS, to be used for the following:

- Provision of resources (physical, financial and human) to ensure a safe and healthy workplace
- Provision of information and publications relating to WHS
- Maintenance of the built environment of the workplace including the immediate assessment and control of any identified hazards

#### Management

The General Manager / Site Manager and Assistant Managers and committee of management are responsible for the WHS of all employees and volunteers and may be classified as 'officers' of the company under the WHS legislation with specific duties outlined under the 'due diligence' provisions (S27 of WHS Act 2011). Whilst Management may delegate some WHS duties, they acknowledge that they are accountable for the operational implementation of all aspects of the Club's WHS system. Some key responsibilities include:

- Carry out all duties required to implement and maintain the WHS Management System including supervision, training, and provision of safe systems of work
- Ensure steps are taken to maintain compliance with WHS Legislation and Australian Standards
- Distribute WHS information to staff as and when it becomes available and consult regularly with staff on WHS issues
- Keep records of all injuries in the Incident Register online and care monkey
- Conduct or delegate to staff member/s regular workplace inspections and risk assessments
- Include safety as an item on the agenda at staff meetings and committee meetings, record minutes and / or report to the directors
- Actively promote Health and Safety in the workplace to all workers / volunteers and patrons.
- Ensure completion of the Self Audit Questionnaire as a means of regular WHS Management System review.

#### Supervisors

The Supervisors and committee of management are responsible for the following:

- Carrying out any WHS duties delegated by the Committee of Management and General Manager and Senior Managers.
- Delegating the Completing the Incident Register and report the incident to OH&S Management or Sports Medical Staff
- Investigate incidents as required in accordance with workplace policy and legislation

- Immediately reporting any unsafe working practices to management

- Actively promoting health and safety in the workplace to all staff / volunteers and visitors.
- Ensuring that all employees and volunteers are working in a safe manner.
- Taking note of (and recording) any suggestions made by staff, / volunteers or visitors regarding safety.

### Staff

Staff and volunteers are responsible for the following:

- Observing safety rules, working safely and reporting any hazards and incidents to General Manager/Supervisors / OH&S Manager immediately.
- Following the procedures for safe work contained within this Policy and Procedures Manual and associated documents.
- Maintaining high standards of housekeeping at all times.
- Using protective equipment as directed or as reasonably identified for use by all.
- Asking for specific training and instruction regarding any hazards associated with performing a task.
- Making suggestions and participating in meetings to further the development of a safer working environment.

All Staff / volunteers are advised of their respective WHS responsibilities during induction training and responsibilities are included in job descriptions.

The WHS performance of all staff is included in job descriptions and is measured during performance reviews. Where staff are not performing in accordance with those responsibilities additional training is provided.

Access to WHS information news and guidance documents is available on the Clubs WHS system. ([Rock Bank Clubs Policy on the web site](#)) In addition information and guidance for specific issues can be obtained by emailing the Clubs secretary.

Other generic information sources are listed below

<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>	Work Cover Vic Web site for legislation and guidance documents
<a href="http://www.safeworkaustralia.gov.au">www.safeworkaustralia.gov.au</a>	Safe Work Australia for Codes of Practice and advisory information
<a href="http://www.clubemployersmutual.com.au">www.clubemployersmutual.com.au</a>	Club Employers Mutual for information on Workers Compensation and specific WHS queries relating to your Club
<a href="http://www.saiglobal.com">www.saiglobal.com</a>	The Australian Standards for technical standards
<a href="http://www.industrialrelations.Vic.gov.au">www.industrialrelations.Vic.gov.au</a>	The Industrial Relations Website for HR and industrial relations information
<a href="http://www.Vic.gov.au">www.Vic.gov.au</a>	Victorian Government for legal and general information
<a href="http://www.ahri.com.au">www.ahri.com.au</a>	Australian Human Resource Institute for HR advice and information
<a href="http://www.training.gov.au">www.training.gov.au</a>	National Training Information and vocational information

The Clubs own WHS information and Policies is available for all staff to access and is maintained by Committee

## WHS Objectives and Targets

Procedure No: WHS003

*References: AS/NZS 4801*

### Purpose

The purpose of this section is to set measurable objectives and targets for the workplace to help the Club comply with its WHS obligations that allocate responsibilities and provides indicators to measure performance. For individuals these objectives should be adjusted and incorporated into position descriptions.

### Scope

These objectives and targets apply throughout the Club

Objective	Target	Indicator / Evidence	Responsibility	Date for Completion
All staff know their WHS responsibilities, conduct themselves in a safe and responsible manner	Staff are familiar with, and operate in accordance with the Policy and Procedures Manual and their job descriptions	WHS Self Audit semi annually to confirm the WHS System is fully implemented.	Management to implement and maintain WHSMS. Staff to assist and cooperate.	Ongoing. WHS Self Audit semi annually Staff performance reviews annually
WHS-related training is a priority issue, training needs are identified and met	All staff trained in accordance with requirements of their position descriptions.	Training needs and requirements are known, training is conducted, training records are accurate.	Management to assess needs, provide training and ensure its implementation Staff to attend training and apply.	Ongoing. WHS Self Audit semi annually On expiry of individual staff qualifications.
Minimise incident frequency and severity occurring to staff and others.	Nil incidents.	Where incidents occur RTW procedures are followed and investigations undertaken	Management to maintain WHSMS plan and respond quickly to Hazard reports.	Ongoing. WHS Self Audit semi annually
Contractor and volunteer management processes in place and implemented	Contractors provide confirmation of insurances; safe work statements Contractors receive site induction. Volunteers trained and managed	Documents recorded and regularly updated induction and training records where relevant.	Management to establish management procedures and ensure implementation	Ongoing. WHS Self audit semi annually Certificates of currency annually
Maintain workplace WHS Management System in a current practical format	Current WHSMS implementation	Regular workplace inspections, risk assessments, staff trained, internal audits , current documentation	Management to review regularly and decide on action in consultation with staff	WHS Self Audit semi annually
Workplace inspections are undertaken and all items identified are rectified	Inspections monthly	Documented records	Management to review regularly and decide on action in consultation with staff	Ongoing –monthly minimum



## Workplace Inspection

Procedure No: WHS004

*References: Regular workplace inspections will assist towards meeting the legislative requirements to identify hazards that may arise in the workplace, to assess the risks of those hazards to eliminate them or, if this is not reasonably practicable, to control the risks in accordance with Chapter 3 of the WHS Regulation 2011 and clause 17 of the WHS Act 2011 There are some specific instances where signage is mandatory and these sign specifications are generally addressed by Australian standards. Eg : AS/NZ 1319 Safety Signs for the Occupational Environment AS/NZ 2293 – Emergency exit signage, AS/NZ 1841 Fire extinguisher signage.*

### Purpose

To ensure that monthly inspections are conducted at this workplace to identify hazards, assess risks and control those risks or eliminate hazards. Areas throughout the premises are regularly inspected including indoor and outdoor areas under the Club's control.

### Scope

This procedure covers all Workplace inspections conducted by staff or Management.

### Responsibilities

Management is responsible for either completing the inspection themselves or delegating to a suitable competent individual. The individual appointed must have the skills, knowledge and competency to undertake the inspection in order to recognise any hazards that may need attention

To minimize the occurrence of hazards staff are expected to

- Maintain the premises in a clean and tidy manner

- Mop up any spills and remove trip hazards without instruction

- Ensure rubbish is kept in designated areas and recycle bins used as determined by the Club

- Only smoke in permitted areas

- Ensure all plant, equipment or chemicals used are stored safely

### Procedure

The "Workplace Inspection Checklist" from Clubs WHS can be used to identify and note any hazards in the Club. The checklist can be completed in hard copy and data uploaded into the Clubs WHS system or completed directly into the clubs web site. Additional hazards specific to the Club can be noted at the end of the relevant section.

Areas to be inspected include

- Internal areas, - all public areas and 'back of house' particularly cellars, storage and food preparation facilities

- External areas – car parks, children's play areas, other recreation areas and facilities, sports areas and sports maintenance buildings

### Signage

Signs are a source of warning or information and are not a risk control by themselves. It is important that signage in all areas is correct particularly 'prohibition' signs and 'warning' signs.

There are a variety of signs that require specific compliance such as

- Exit signs – indicating the path to an exit door, located above head height, indicating the exit route from the building. They are illuminated and powered by an emergency power source.

**Emergency exits** - signs indicate that the door is used as an emergency exit and therefore should never be blocked or locked on the inside. These signs are located on fire escape doors including on external surfaces.

**Fire Extinguisher Signs**- There are two types of fire extinguisher signs required, one above the device noting its location simply stating "fire extinguisher" and the second sign specifying the type of extinguisher and the fires that it can be used for. It is located above the fire extinguisher itself to allow for easy reading in an emergency. Access to extinguishers must be clear at all time.

**Fire Hose Reel Signs** – These are placed on the outside of the Fire Hose Reel cupboard. Access to fire reels must never be blocked.

**Portable Wet Floor Signs** are yellow in colour and must be used when the floor is slippery from mopping, spills, rain or any other reason. They should be stored in the same place for easy access.

**Emergency First Aid Kit signs** indicate the location of the first aid kits and Automatic External Defibrillator (AED) . They are green and white in colour. They are located above the first aid kit above head height so they can be seen clearly from a distance.

On completion of the inspection any urgent hazards must be brought to management's attention immediately for rectification and a risk assessment documented in the relevant section of the Clubs WHS system

# Hazard Identification, Risk Assessment and Control

Procedure No: WHS005

*References: WHS Act 2011 sections 17 and 18 address Risk Management generally. Hazpak – Making Your Workplace Safer – A Practical Guide to Basic Risk Management ([www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)) is the most practical document to assist with understanding the risk management process which is fundamental to implementation of WHS procedures throughout the organisation. See also Risk Management Standard ISO31000 – 2009 and the Code of Practice: How to Manage Work Health & Safety Risks ([www.safeworkaustralia.com.au](http://www.safeworkaustralia.com.au))*

## Purpose

To have a defined method of hazard identification, risk assessment and control so as to eliminate or minimise risk and the potential for work place related injuries and incidents.

## Scope

This procedure covers all employees and contractors in the workplace. Ultimate responsibility for this procedure lies with Management and those delegated to perform specific risk management tasks. This procedure applies to all activities within the workplace.

## Responsibilities

It is the responsibility of Committee of Management to understand and implement the process and procedures of risk management to ensure their WHS obligations are fulfilled in accordance with the requirements of the WHS Act 2011.

It is the Committee of Management's responsibility to ensure staff are trained in implementation of this procedure.

It is the responsibility of staff / volunteers to ensure they follow the hazard identification processes of the workplace particularly with regard to notification of operational hazards as they may occur and to notify management immediately.

It is the responsibility of staff to follow any safe work practices that have been agreed in order to minimize the potential of incidents and accidents.

## Terms –

Hazard is an activity, procedure or physical situation that has the potential to cause injury or harm.

Hazard identification is the procedure used to identify situations that could lead to injury

Risk is the potential injury, incident or damage to property or people that could result from exposure to the hazard.

Risk Assessment is the evaluation of the likelihood of an injury, incident or damage and the consequences or outcomes associated.

Risk Control is how the risk associated with the hazard can be eliminated or controlled The "Hierarchy of Control" is the preferred order of risk control.

## The Process of WHS Risk Management (Refer to Hazpak Guidance document )

The process works in a cycle as follows:

1. Identify the Hazard
2. Assess the Risk
3. Eliminate or Control the Risk
4. Review

### 1. Identify the Hazard

Hazards are identified in any of the following ways:

Workplace Inspection

Incident Investigation

Observation by staff member, contractor, volunteer or visitor

When introducing new systems of work, procedures, plant or equipment

WHS System Self Audit

If a hazard in the workplace is identified it should be reported to management who will determine the necessity for a risk assessment and any relevant risk controls

## 2. Assess the Risk

This will be undertaken by Management and/or the person identifying the hazard using the principles outlined in the Hazpak document. If completing the risk assessment in the ClubsWHS website the system will automatically use the likelihood and consequence matrix below

Assess the likelihood of a hazard or incident occurring and the potential severity / consequence of that incident. Select the relevant square in the matrix to determine the urgency of response

### Risk Matrix (Hazpak- Work Cover)

<b>Consequences</b> – how badly could someone be hurt by this hazard?	<b>Likelihood – how likely is it that the hazardous event could occur?</b>			
	<b>Very Likely</b> Could happen anytime	<b>Likely</b> Could happen some time	<b>Unlikely</b> Could happen but very rarely	<b>Very Unlikely</b> May happen but probably never will
<b>Death or permanent disability</b>	1	1	2	3
<b>Long-term injury of serious illness</b>	1	2	3	4
<b>Medical attention required</b>	2	3	4	5
<b>First Aid only</b>	3	4	5	6

### Risk Scores and suggested Action time frames

- 1 = Do something about this hazard immediately
- 2 = Do something about this hazard within 24 hours
- 3 = Do something about this hazard within 48 hours
- 4 = Do something about this hazard within one week
- 5 = Do something about this hazard within two weeks
- 6 = Do something when possible

## 3. Control the Risks

The Hierarchy of Control is used to eliminate or reduce the risk. Elimination of a hazard is the best option. The lower the risk score the more important it is to try and use the high order controls preferably elimination, Personal protective equipment should only be used as an adjunct to other control methods or as a 'last resort'.

The order of preference for hazard controls is:

1. Elimination of the hazard
2. Substitution e.g. substitute your equipment with something different or use a different process
3. Isolation e.g. store hazardous item separately or cordon off area where hazard is found
4. Engineering controls e.g. put a guard on a blender, use better designed equipment
5. Administrative controls e.g. training, creation of safe operating procedures, job rotation and policies
6. Personal protective equipment and clothing e.g. gloves, eye protection

Complete the risk assessment with the preferred controls in consultation with Management.

Administrative controls include safe operating procedures (also called safe work method statements or standard operating procedures) support a WHS management system; they describe methods for carrying out certain procedures, types of work, tasks or operating equipment. Safe operating procedures are to be documented and readily accessible; they should form part of training for those functions or tasks.

The safe operating procedure describes the task and identifies the associated WHS risks. It details appropriate risk controls and provides a 'blueprint' for completing the task safely. Employees should be consulted when safe operating procedures are developed.

Where elimination of the hazard is not possible the most effective risk control will involve a combination of methods. For example when assessing the potential for armed holdup in a property it may be feasible to use a variety of 'engineering' controls such as physical alteration of the site, installation of better lighting, CCTV or alarms in combination with 'administrative' controls such as minimizing cash held, employing additional staff or security club, or changing opening hours and personal protective equipment such as batons or protective clothing.

Once the controls have been decided these must be agreed between management and staff, implemented and then reviewed for effectiveness.

#### 4. Review the risk

This is a vital step in the Risk Management process. When implementing the controls a diary note should be created to review their effectiveness and if on review alterations need to be made these should be documented.

**Note:** If the risk assessment is completed in the Clubs WHS system when describing the actions (controls) to be taken to eliminate or minimize the risk the due date for completion of the action can be input into the system. If this is done an email will automatically be sent by the system on due date to check that the action has been completed. The email will be sent daily until the action is ticked as completed which will turn off the email.

To turn off the email go to [www.clubswhs.com.au](http://www.clubswhs.com.au) login to the system using your login and password then go to the Risk Assessment icon on My Member page. Click on the relevant risk assessment which will show in the "urgent" section, enter any actions undertaken and click action completed box.

# First Aid & Use of Emergency Equipment

Procedure No: WHS006

*References: Code of Practice – First Aid in the Workplace. WHS Regulation 2011 Chapter 3, Division 3 contains details in relation to the duty to provide first aid.*

## Purpose

To ensure that injuries to individuals are properly treated and there are sufficient adequately trained staff available

## Scope

This procedure encompasses all injuries sustained to staff and others in this workplace.

## Responsibilities

It is the responsibility of Committee of Management to ensure that there are enough staff trained in First Aid at the workplace and that there are adequate resources / kits available to address any foreseeable issues. Management must be satisfied that all staff are adequately trained to respond appropriately to first aid situations

All staff are expected to know the location of the First Aid Kit/s and Emergency Equipment and who to contact in the event of injury.

Trained First Aid staff must attend a refresher course every three years. All First Aid and Health professional Trained Staff Will be trained in the use of ( AED) and refresher course will be attended every 18 months . The trained staff are responsible for displaying and distributing First Aid-related information to all other staff and management within this workplace. Names of qualified first aiders are displayed on notice boards or other common areas

## First Aid Kits

First Aid Kits and emergency equipment will be provided in accordance with the requirements of the WHS Regulation and following a risk assessment in accordance with the Code of Practice on First Aid. Kits are generally categorised A, B or C depending on size of workplace however this should be adjusted for risk level of premises or department. For example kitchen areas should include 'blue' plasters for cuts and additional burn aid creams while some regional sports clubs may consider snake or tick bite medication /equipment relevant

**All Staff:** If first aid supplies are low, it should be reported to the First Aider or OH&S Management so that supplies can be replenished. Alternatively First Aid Kits are checked quarterly.

**HIV / Hepatitis:** A risk assessment has been undertaken to determine the need for staff vaccinations and a counseling service has been identified for possible use in the event of needlestick injury; safe operating procedures have been created and staff trained in needle stick disposal.

**Psychological Trauma** In the event of armed holdup, or other workplace aggression a counseling service has been identified that is available to provide debrief or other assistance where relevant. For more information contact : Club Employers Mutual .

**First Aid Treatment:** All incidents requiring first aid will require the injured party or treating party to complete details of First Aid given on the First Aid register. This can be in the manual register or in the Clubs WHS system online.

Incident investigation may be required depending on severity of the incident and additionally Work Cover or Club Employers Mutual may need to be advised of the incident.

# Emergency Preparedness and Evacuation

**Procedure No: WHS007**

*References: Chapter 3, Division 4 of the WHS Regulation 2011 outlines the duty to prepare, maintain and implement an emergency plan. See also –Standard AS 3745-2010 Planning for emergencies; Standard ISO/TS 11602-2:2010. Fire protection - Portable and wheeled fire extinguishers - Part 2: Inspection and maintenance; Standard AS 1851 - Maintenance of Fire Extinguishers Standard (Part 1); Standard AS 2444-2001 - Portable fire extinguishers and fire blankets - Selection and location; Standard AS 1851-2005 - Maintenance of fire protection systems and equipment; Standard AS 2293 - Emergency Evacuation Lighting Standard (Part 2) – Inspection and Maintenance Code.*

## Purpose

To ensure that all workers and visitors are safe and not exposed to hazards in the event of an emergency. To ensure that staff are trained and capable of responding in accordance with that training in the event of an emergency.

## Scope

This procedure addresses the following foreseeable emergencies and the response procedures for 1) Fire and Evacuation, 2) Hazardous chemical spills.3) Bomb threat. 4) Response to Difficult Customers or Threatening individuals. Additional response to armed hold up is addressed in procedure WHS 008

## Responsibilities

It is the responsibility of all staff in this workplace to ensure that they act in a safe and responsible manner, ensuring that they do not perform any action that will result in a risk to the health of any other individual or thing in this workplace.

Management is responsible for

- Ensuring there is an Evacuation Plan devised for all areas of the workplace and that it is clearly displayed in the appropriate areas throughout the workplace
- Ensuring there is a response plan for all foreseeable emergencies and that staff are trained in appropriate response
- That staff are appropriately trained in all emergency procedures including evacuation procedures and use of fire extinguishers if necessary
- Ensuring regular evacuation drills occur and are evaluated.
- Nominate and provide training for fire wardens
- Ensuring procedures are in place to manage the risk of other emergencies not requiring evacuation
- Ensuring counseling services have been identified and made available to all staff in the event of an emergency.

Both staff and Management must make themselves aware of the procedures and ensure that in the event of an emergency, they are capable of following the site specific procedures.

Emergency training is included in staff induction which also includes information regarding access to counseling services.

## 1) Fire and Evacuation

Emergency evacuation plans are located around the premises on the walls. They include a floor plan of the workplace and locations of First Aid Kits, fire exits, extinguishers, hose reels and fire blankets together with emergency contact numbers and instructions

It is the responsibility of each staff member to know the location of fire extinguishers, especially those in the immediate work vicinity. This is included in induction training. It is also the responsibility of all staff to know their appropriate evacuation route and assembly location.

Fire wardens are designated and trained.

Fire extinguishers and hose reels are checked regularly (6 monthly) to ensure they are fully functional.

#### Internal Emergency Drills:

Evacuation drills are conducted under the supervision of the Manager. Drills are necessary to train and prepare building occupants for safe evacuation should an internal emergency occur. All fire alarms should be treated as "real" and full evacuation conducted.

Following evacuation drills the efficiency should be assessed and revisions made to procedures if necessary.

#### Standard Instruction applicable in Case of Fire

- Sound the Alarm
- Call 000 (Police and Fire) to report name, location, description of emergency,
- If trained, use fire extinguishers to aid in evacuation and to confine the area of the fire
- Remove victims in the immediate area of the fire
- Ensure every area/room including bathrooms, have been checked and cleared.
- Confine fire and smoke by closing doors and windows in vicinity of fire
- Direct persons to assigned exits and the Assembly Point
- Ensure area is completely evacuated.
- Check all persons at Assembly Point and identify missing persons.
- Report missing person(s) presumed to be in the building to Police/Fire Services
- Remain at Assembly Point until further instruction from Police/Fire Services.

## 2. Chemical Spills

There will be considerable variation in the type, quantity, and characteristics of chemicals used depending on the function of the Club.

For Clubs with predominantly a hospitality function there will be cleaning chemicals of various types for kitchen, bars, and amenities but gas cylinders should also be evaluated.

For Sports Clubs chemicals relating to grounds and facilities maintenance including vegetation and pest control will require evaluation

Material Safety data sheets (MSDS) are obtained for all chemicals on the premises and the instructions contained in these relating to storage, dilution, first aid and spills is noted and followed

MSDS are retained in close proximity to the chemical storage and /or usage area.

Where spill kits are required these have been obtained and staff instructed in their use.

## 3. Response to Telephone Bomb Threats

Response to possible bomb threat should be included in induction training together with fire response and emergency evacuation procedures.

Instructions should include the following principles

- Keep the person on the phone - ask "When", "Where", "What", and "Why"
- After the call, do not hang up the phone unless you must call for help
- Call Police on 000 immediately (during the call if possible)



- Notify your Manager and follow his/her guidance
- Do not touch or move any suspicious package.
- Above all, remain calm and avoid creating a panic.
- All staff are offered access to counseling services after the event
- Advise your Workers Compensation insurer (Club Employers Mutual,

#### **4) Response to Difficult Customers / Threatening Individuals.**

Response to difficult customers which can escalate to threatening behaviors is addressed in standard Responsible Service of Alcohol training (RSA).

Additional Club specific procedures are included in induction training.

The following principles apply.

- Do not become confrontational. If the individual is argumentative, do not antagonise.
- Take note of whether any threats are verbal or physical. If possible disengage the individual by calmly asking them to wait while management is notified to address the issue.
- Notify your Manager on Duty and fellow workers.
- Remain as calm and collected as possible.
- If the issue escalates and you feel threatened call Police on 000.
- Immediately after the incident write down as much as you can remember of the episode. Record the threats in as much detail as you can remember
- All staff are offered access to counseling services after any threatening events
- Advise your Workers Compensation insurer if the staff member indicates they are feeling particularly upset over the incident.

## Response to Armed Holdup

### Procedure No WHS008

*References: Managing the Risk of Robbery and Violence Factsheet and Armed Holdup and Cash handling Fact sheet Vic Work cover*

#### Purpose

To ensure that all workers and visitors are safe and exposure to risk is minimized in the event of an armed holdup. To ensure that staff are trained and capable of responding in accordance with that training in the event of an armed holdup

#### Scope

This procedure addresses the foreseeable risk of armed holdup at the Club premises.

#### Responsibilities

It is the responsibility of management to ensure a comprehensive risk assessment has been undertaken in consultation with staff to determine the likely risk of holdup (armed or otherwise)

Following the risk assessment it is management's responsibility to ensure the most effective control methods are put in place to minimize the risk of holdup.

Management must provide training to staff in 'armed hold up' response at induction training.

Management must provide access to counseling services to address the potential of staff stress that may occur following a hold up incident.

#### Staff

It is the responsibility of all staff to understand and act on the holdup procedures established.

Following a hold up incident staff should request access to counseling services if required

#### Procedure

The risk assessment to determine the likelihood of holdup will take into account the following factors as a minimum

- Type of Club
- Amount of cash held on the premises
- Geographical location of the Club
- Surrounding geographical area and access /exit routes
- Proximity of car access and ease of 'getaway'
- Presence of bottle shop / gaming room or other high risk functions
- Club opening hours
- Staffing rosters and number of staff on the premises
- Past history of any holdup at the Club or in the area

In assessing risk it is advisable to contact local Police for their advice and assistance in establishing preventative control measures

Standard control measures include the following

- Minimizing cash held on the premises.
- Varying times and routes when cash may be taken off premises
- installing time delay safes
- Installing CCTV

Ensuring adequate lighting particularly around car parks and access /exit routes  
Employing additional security staff  
Rostering staff to ensure no-one works alone at high risk locations or times  
Providing staff with deterrents such as 'panic' alarms or sprays.

All staff should be made aware of the control measures at induction training

In the event of a 'hold up' the following steps should be taken as relevant :

- DO NOT BECOME CONFRONTATIONAL. If they are argumentative, do not antagonise.
- Observe the person closely, taking note of clothing, method of travel, any weapons displayed or implied.
- Take note of whether the threats are verbal or physical.
- Where possible disengage the individual by calmly asking them to leave and call Police on 000 if they refuse.
- Contact your Manager and fellow workers.
- Remain as calm and collected as possible, avoiding panic.
- Immediately after the incident write down as much as you can remember of the episode. Record the threats in as much detail as you can remember
- All staff are offered access to counseling services after the event
- Advise your Workers Compensation insurer.

[Work Place Organisation -Fatigue /Bullying /Health Monitoring](#)

## **Procedure 009**

*References: WHS Act 2011 section 19 contains the primary duty of a person conducting a business or undertaking to ensure as far as reasonably practicable a safe and healthy workplace. Chapter 3 of the WHS Regulation 2011 outlines the PCBU's duty to identify hazards, assess the risks of those hazards and control those risks. WHS Regulation 2011 clause 368 requires health monitoring for employees exposed to hazardous substances if there is a risk to health. WHS Act 2011 section 19(3)(g) contains a requirement that the PCBU is to monitor the health of workers to prevent illness or injury arising from the undertaking.*

### **Purpose**

To ensure that all workers are supported to minimise fatigue, are not subject to bullying, psychological hazards or other forms of workplace violence and if necessary have health monitoring organized.

### **Scope**

This procedure encompasses all staff. Bullying of any type is not tolerated in this workplace. Persons bullied on the basis of gender, race or ethnic background, disability, sexual preference, marital status, pregnancy or age, are protected by the Equal Opportunity Act.

### **Responsibilities**

It is the responsibility of all persons in the workplace to report bullying, harassment or other psychological hazards immediately to Management

Management is responsible for developing systems to detect and prevent fatigue, bullying, harassment and /or workplace violence issues.

Management is also responsible for consulting with workers concerning possible issues of fatigue, bullying and workplace violence in the Club

Management is responsible for ensuring that factors that contribute to workplace bullying and violence are addressed and controlled promptly

Management is committed to providing training and a communication strategy that promotes zero tolerance of aggression and violence.

Management is responsible for ensuring there are adequate HR procedures in place which are fully implemented to address any psychological hazards that occur

Management is responsible for identifying and addressing any situation where workers have been exposed to potentially hazardous materials such as asbestos and instigating a process of health monitoring if appropriate.

Staff are responsible for following instructions in all relevant workplace procedures, and adhering to their training.

#### Procedures

Injuries resulting from psychological hazards of fatigue, bullying, harassment or other workplace violence are increasing and where these result in workers compensation claims they become difficult to manage and resolve.

It is therefore important the Club assesses their potential risk of psychological injuries and establishes procedures to prevent any such incidents. Procedures must also be established to manage incidents if they do occur.

#### **Fatigue**

Fatigue is defined as tiredness that results from physical or mental exertion or insufficient sleep. Shift work, work that requires a high level of concentration or intense inter-personal interactions, standing for long periods of time and overtime are all conditions that can lead to fatigue.

In the Club environment high risk individuals are those that have two jobs, have split shifts, or work late shifts in the kitchen or elsewhere

Health effects of prolonged fatigue can include: sleep disorders, mood disturbances, gastro-intestinal complaints, headache, nausea and depression

Successful prevention of fatigue involves consultation between management, staff, WHS Representatives and committees. Consultation will include discussion in relation to shift work schedules, driving, or workloads.

### **Bullying and Harassment**

Bullying is defined as -repeated unreasonable behavior directed toward a worker or person within the workplace, or a group thereof that creates a risk to health and safety.

Examples of behavior that could be bullying include :

- Verbal abuse
- Humiliating someone through sarcasm or insults
- Intimidation
- Belittling individuals in front of peers/subordinates
- Giving someone the majority of unpleasant tasks
- Continuously threaten a staff member
- Constantly look over an individual's shoulder while they do their duties
- Calling an individual names, tease, insult or generally make fun of them
- Cause individuals to become alienated from peers and deliberately not include staff in workplace activities
- Make individuals feel afraid and worried
- Spread gossip about individuals
- Give individuals an unreasonable amount of work to do
- Hide individuals belongings or tools

It is a condition of employment in the Club that all persons in our workplace to behave in a professional manner and treat each other with dignity and respect. Anyone displaying behaviors indicated above will be subject to the Clubs HR and disciplinary processes.

Staff who witness or experience workplace bullying should report the incident immediately to Management. In the event that the Supervisor may be involved in a workplace bullying claim, the staff member should then report the incident to another Supervisor or the most senior manager available.

### Investigation and Resolution Procedure

When a report of workplace bullying is lodged the Club will complete the following steps:

- determine the nature and severity of the problem;
- ensure confidentiality at all times;;
- document every stage of the process from initial report to ultimate resolution
- examine the underlying risk factors that may have contributed to the bullying and apply the most appropriate resolution method

### Confidentiality

Reporting will remain strictly confidential and no repercussions or retaliation will occur against the person who reports any legitimate incident of bullying.

### Resolution

For assistance with management of bullying allegations

There are three (3) approaches that can be employed to deal with complaints regarding workplace bullying:

1. Informal (direct) - the person who believes that they are experiencing workplace bullying (or someone on their behalf, e.g. team leader, supervisor etc.), makes a clear, polite request for the behavior to stop.
2. Informal (mediation) - a meeting is held involving the staff member affected by the bullying and the perpetrator. An independent and impartial mediator (Human Resources) is present to assist and discuss the incident and come to an agreed outcome. Members of a union have the right for union representation. Participation in mediation is voluntary and either party can withdraw at any time.

3. Formal (investigation) - this approach is steered by an independent third party. It involves separate interviews with the staff member allegedly affected by the bullying, the alleged offender, any witnesses and other relevant staff. This is often the stage at which the issue becomes a Workers Compensation Claim which can become difficult, time consuming and expensive to manage. Resolution using methods 1 or 2 is preferable.

Possible outcomes following the resolution strategies above will vary but may include

- a written apology; or
- an official warning; or
- counseling; or
- dismissal

All staff will be made aware of the Club's policy regarding bullying and harassment during induction training.

### **Workplace Violence**

In the Club industry the main threat of violence is from customers who may become intoxicated. This is addressed in WHS007 Emergency Procedures - Dealing with difficult or threatening behavior.

### **Health Monitoring**

Where the Club has identified a risk of exposure to hazardous substances such as asbestos a program of health monitoring should be considered. This would normally only occur if the buildings contain asbestos products such as fibro and lino pre 1990 (approx.) or 'super six corrugated roofing and unprotected renovations have been undertaken,

Health assessment and monitoring such as testing for industrial deafness can also be undertaken to determine functional capacity of long term employees or immediately prior to engaging new employees.

## Incident Reporting and Investigation

### Procedure No: WHS010

*References: WHS Act 2011 Part 3 – ss. 35 to 39 – includes incidents and incident notification. SafeWork Australia - Incident Notification Factsheet. [www.safeworkaustralia.com.au](http://www.safeworkaustralia.com.au))  
WHS Act 2011 s 17 requires the elimination or management of risks and undertaking investigations to ensure there are no further incidents is fundamental to this process.*

#### Purpose

To ensure that every incident is handled in the correct manner as outlined in the WHS Act 2011 and to ensure that incidents are investigated as part of the risk management process to identify causes and establish controls to minimise recurrence.

#### Scope

This procedure encompasses all incidents, accidents and injuries and 'near misses' that occur within the workplace.

#### Responsibilities

It is the responsibility of Management to contact the Workers Compensation Insurer and /or Work Cover Vic depending on the severity of the incident. Management are responsible for undertaking investigations to ensure there are no further incidents immediately and to establish long term controls to minimize the possibility of recurrence

If a Workers Compensation claim is made the manager or Return to work Coordinator will liaise with the worker, insurer and treating practitioners to obtain the optimum return to work outcome.

Staff will cooperate fully with the investigation process. It is the responsibility of every member of staff to follow the instructions within this procedure.

#### Procedure:

Whenever there is an incident, it must be reported to management

- If there is an injury provide the injured person with immediate First Aid and medical attention when necessary
- The incident must be recorded in the Incident Report Form register, found in the Member Area of Clubs WHS or in a separate manual register of injuries book
- If entering the incident in Clubs WHS system the form will prompt the investigation using the standard risk management process. A separate risk assessment may be completed to evaluate the circumstances and develop a remedial action plan.
- There are additional; prompts to allow notification of the incident to other staff in the Club, Club Employers Mutual or other parties
- In some circumstances WorkCover must be notified (refer to Safework Australia factsheet referenced above) and if there is a chance the incident might become a Workers Compensation claim the Insurer should be notified.
- Where the incident report is completed in Clubs WHS system remedial action items will automatically be diarised which will prompt a reminder email to be sent on due date.
- The risk assessment form should be used to investigate the incident and record corrective actions to avoid further incidents.
- If the incident has occurred to a contractor, volunteer or member of the public the same incident report form may be used.

**First Aid:** refer to WHS006 – First Aid. All incidents requiring the person to receive first aid will require the person/treating party to fill in the details of First Aid given on the First Aid Register in Clubs WHS.

## Workers Compensation and return to Work

Procedure WHS 011

*References Chapter 4 of the Workplace Injury Management and Workers Compensation Act 1998 addresses workplace injury management; s.52 mandates a return-to-work program and s.63 requires a register of injuries. See WorkCover publication "Injury Management and Return-to-Work Programs: Factsheet 2".*

*Note: Adjustments to the Workers Compensation Legislation was passed by the NSW Parliament in June 2012 which significantly changes the management of Workers Compensation claims.*

### Purpose

To ensure that every incident is handled in the correct manner as outlined in the Workers Compensation and Return to Work legislation and to ensure that injured employees are brought back to full health and fitness and resume duties at work as soon as possible.

### Scope

This procedure encompasses the management of workers compensation claims occurring to employees of the Club.

**Note 1 Unpaid volunteers to the Club are not covered by the Workers Compensation legislation and if injured are not covered under the Clubs Workers Compensation Policy. The Club should have separate insurance cover to address this situation**

**Note 2 Contractors to the Club should have their own Workers Compensation Policy (if they have wages greater than \$7,500 per year) and the Club will obtain copies of their Certificates of Currency to confirm this insurance (Contractors with less than \$7,500 wages per year should have a personal accident policy) If a contractor without the necessary insurance is injured the Club may be liable for their injury.**

### Responsibilities

Management will contact the Workers Compensation Insurer and /or Work Cover Vic depending on the severity of the incident. Management will appoint a Return to Work Coordinator if relevant or will manage the employees claim themselves in partnership with Club Employers Mutual  
Management will create a Return to Work Program in accordance with legislative requirements  
Management will ensure there is a generic list of suitable duties created to increase the efficiency of the Return to work process.

Staff will cooperate fully with the Return to Work Process in the event of having a claim.  
It is the responsibility of every member of staff to follow the instructions within this procedure.

### Procedure:

Whenever there is an incident, it must be reported to management

- Provide injured person (if there is one) with immediate First Aid and medical attention when necessary
- The incident must be recorded in the Incident Report Form register, found in the Member Area of Clubs WHS or in a separate manual register of injuries book Online
- Club Employers Mutual will be notified of the injury within 48hours and the Club will work with the insurer to ensure the employee returns to fitness and work as soon as possible

**First Aid:** Please refer to WHS006 – First Aid. All incidents requiring the person to receive first aid will require the person/treating party to fill in the details of First Aid given on the First Aid Register in Clubs WHS.



## Safety Meetings and Consultation

Procedure No: WHS012

*References: WHS Act 2011 Part 5 addresses consultation, representation and participation. There are specific requirements for consultation contained in the WHS legislation that must be followed depending on the size of the workplace. Relevant practical information and guidance is contained in the Code of Practice: Work Health and Safety Consultation, Cooperation and Coordination.*

### Purpose

Our workplace is committed to holding regular Safety Meetings and / or discussion of WHS issues in staff meetings. The workplace has an elected a WHS Committee (or other agreed Health and Safety Representative arrangement) in accordance with the legislation that is responsible for communicating WHS issues throughout the workplace.

### Scope

This procedure relates to the consultation and representation procedures with all workers at the Club and highlights the process for consultation. This includes contractors, regular labour hire workers and regular volunteers all of whom are classified as 'workers' under the WHS legislation.

### Responsibilities

#### Management must:

- Address all issues raised in the WHS Committee Meeting Minutes
- Be responsible for communicating issues regarding WHS throughout the workplace.
- Discuss all safety issues within the workplace with staff at the WHS Committee Meeting
- Ensure regular contractors / regular labour hire staff /regular volunteers are included in the consultation process.
- Provide resources for training to the Health and Safety representatives as requested
- Be present at any interview between an employee and a Work Cover inspector concerning WHS.
- Know the implementation process for the WHS Policy and maintain the WHSMS for the workplace.

All staff are responsible for maintaining a safe workplace and the WHS Committee (or other agreed representative process) is the formal communication channel to be used to ensure consultation is carried out at all levels of the organisation.

#### Health and Safety Committee and /or Health and Safety Representative functions

- Review the safety performance of each workplace.
- Monitor the effectiveness of the work health and safety policy and programs.
- Assist with identifying hazards and managing risks
- Carry out workplace inspections.
- Monitor the effectiveness of safety training.
- Other site specific functions as determined

#### Committee Attendance:

- The committee (if applicable) consists of at least one elected representative from each departmental area, one from management, and the Return-to-Work Coordinator.
- Attendance at meetings will be limited to members of the Committee, invited guests, deputies and special speakers following consultation with the Chairperson and a Management Representative.
- Where regular contractors or labour hire staff or volunteers fulfill particular functions at the Club they may be included in the committee.

#### The Chairperson:

- The Chairperson (if applicable) will be elected by and from the elected members of the Committee and the position will be reviewed each 12 months. The Management Representative will not be the Chairperson.

#### Election of Members:

- Elected members shall hold office for a period of two years or until they are no longer employed by the workplace. At such time elected Committee positions will become vacant and a ballot shall be held for re-election. All staff shall be eligible for re-election to the Committee.

Records of all meetings and consultation processes are maintained on Clubs WHS system

## Volunteer Management

Procedure No: WHS013

*References: Under the WHS Act 2011 clause 7 the definition of a 'worker' includes volunteers. This means the Club "must ensure, so far as is reasonably practicable, the health and safety of 'workers' (ie volunteers) engaged while they are at work in the business." (Clause 19)*

*Guidance material from Safe Work Australia includes the following publications "Volunteer 'Officer' and their duties under the model Work health and Safety Act," "Volunteer Organisations and the model Work Health and Safety Act," "Volunteers and the model Work Health and Safety Act," "How volunteer organisations can comply with the model Work Health and Safety Act"*

**NOTE:**

*Unpaid Volunteers are not covered under your Workers Compensation Policy with Club Employers Mutual. A separate insurance policy should be taken out to cover these workers. Refer to your broker or Club Employers Mutual*

### Purpose

To ensure the work undertaken by all volunteers working for the Club is assessed, procedures are put in place to ensure safe work, training is provided and volunteers are managed to ensure they work safely.

### Scope

This procedure applies to all volunteers and the Club managers responsible for their management.

### Responsibilities

Club management is responsible for the organisation, registration, training, and supervision and monitoring of the volunteers working on behalf of the Club.

In consultation with the Volunteers Management will assess all jobs undertaken by volunteers to determine a safe method of work and procedures will be written to ensure volunteers work safely.

Management will provide safe equipment for use by the volunteers and relevant training and Personal protective equipment.

Management will provide a sign in /out process or other method of recording when and where volunteers are working

If volunteers regularly perform tasks in conjunction with Club employees a representative may become a member of the WHS Consultation Committee

Volunteers will work in accordance with the procedures set by the Club and will advise Club management where any of these procedures require adjustment.

Volunteers will advise Club management of any incidents or accidents immediately they occur.

### Procedures

- New volunteers are registered with the club and any qualifications or limitation noted.
- Volunteers are provided with general induction training relevant to their roles where necessary. This training is recorded in the Clubs WHS system.
- Volunteers will work with Club staff to identify assess and control any risks inherent in the tasks they perform
- Volunteers receive specific training for their roles where relevant and are provided with any Personal protective equipment as required.
- Volunteers follow a sign in /out or other notification process when working.
- Depending on the nature of the work undertaken volunteers may be supervised by Club staff.
- Where work is undertaken off Club premises the standard procedures will still apply.
- If an incident occurs the volunteer will notify Club Management immediately.

## WHS Staff Training and Induction

Procedure No: WHS014

*References: WHS Act 2011 s19 includes the requirement for the Club to ensure staff receive adequate training to undertake their work safely. Note also s.72 which deals with the training of the Health and Safety representatives. H&S*

*NOTE. H&S Representative training is in the process of reorganization by WorkCover and up to date information can be obtained from Club Employers Mutual or WorkCover*

### Purpose

To maintain a safe workplace where all WHS training needs for staff, management, relevant contractors and volunteers are identified, training is delivered and records maintained. Job specific training is identified, developed, delivered and recorded

### Scope

This procedure covers the WHS training of all management, staff, relevant contractors and volunteers at the workplace.

### Responsibilities

#### Directors

The Directors will provide the necessary funds to further the training and WHS Skills of Management and staff as appropriate.

#### Management

Management is responsible for identifying and organising WHS training for staff as appropriate. Management is also responsible for the recording of that training. Management will be trained in First Aid.

#### Supervisors / Staff and volunteers

Supervisors / staff and volunteers must produce copies of all relevant qualifications/certificates relevant to WHS and their role upon commencement of their duties in this workplace. They must also attend all WHS related training as directed by Management and apply that training to the workplace.

#### Skills Register

The workplace maintains records of all staff, volunteers and contractors inducted in the Clubs WHS system. Some job specific training records are also maintained in Clubs WHS system.

Copies of training material /certificates are kept in individual staff files.

Attendance records for training sessions held on the premises are retained in the Club records management system.

#### Training materials

Copies of all training materials such as standard operating procedures, induction handbooks etc are retained with the training records. Contractors receive site induction for each site.

#### Staff Induction

The workplace has a program of induction for all new staff that includes general WHS knowledge and information on individual responsibilities. Job specific and site specific information is provided by the supervisor of the area in which the employee will work.

# Manual Handling Procedure

Procedure No: WHS015

*References: WHS Regulation 2011 Part 4.2 "Hazardous Manual Tasks" deals specifically with employer's duties with respect to manual handling risks and includes useful control measures.*

*Code of Practice: Hazardous Manual Tasks (safeworkaustralia.gov.au) and Manual Handling - Hierarchy of Controls: Factsheet issued by WorkCover also contain useful reference material.*

## Purpose

To prevent the occurrence of musculoskeletal injuries caused by manual handling tasks in the workplace.

## Scope

This procedure covers any lifting, pushing, pulling or moving of heavy/cumbersome or awkward items or repetitious movement, that any employee participates in for this workplace that could result in musculoskeletal injuries.

## Responsibilities

Management is responsible for identifying any tasks requiring manual handling and ensuring safe operating procedures are in place to address them

Management is responsible for reinforcing implementation of manual handling training and ensuring all staff work in accordance with the standard / safe operating procedures.

## Staff

Each and every person in the workplace is responsible for using correct Manual Handling Procedures.

All staff should be trained in correct manual handling techniques and standard operating procedures (SOP) or equivalent created for standard tasks.

SOP's can then be used as training documents.

If you have not been trained or there is no suitable equipment available to complete the manual handling task, and/or if you are unsure how you should be undertaking the manual handling task, please refer to Management immediately.

## What kind of injuries can result from manual handling?

Unsafe manual handling may cause a range of injuries, including:

- muscle sprains and strains – sudden onset and gradual onset.
- injuries to muscles, ligaments, intervertebral discs and other structures in the back
- injuries to soft tissues in the wrist, arms, shoulders, neck or legs
- abdominal hernias

Conditions can be acute, trauma injuries or gradual onset where a high level of repetition is involved.

The majority of Workers Compensation Claims relate to various forms of manual handling injury and it is

## Lifting By Hand

Manual handling injuries are minimised if the correct techniques are used and the body is in good physical condition. This applies to sudden injuries and to gradual onset injuries caused by repetitious movement

## How much can/should I lift?

There is no legal maximum /minimum lifting limit. Lifting ability partly depends on the body's condition, including flexibility and strength, and physical make-up. Building up strength by a regular exercise program and stretching your body before doing any heavy or awkward manual handling task can assist with minimising the risk of injury

## Sizing Up The Load:

Consider size, shape, ability to grasp, height, and distance to be transported.

### **Lifting Correctly**

There are eight key principles to be applied to correct lifting.

- Keep feet approx. shoulder width apart or parted--one alongside the object and one behind the object, so that you can stand as close to the object as possible. Comfortably spread feet give greater stability
- Keep back straight. Use the squat or half kneel position to do so, but remember that "straight" does not mean absolutely "vertical". A straight back helps keeps the spine, back muscles, in correct alignment
- Tuck in chin so the neck and head continue the straight line and keep spine straight and firm
- Grasp the object with the whole hand for maximum strength. Fingers alone have very little power. Wearing gloves is recommended
- Keep eyes looking straight ahead and neck and shoulders squared and upright. Keep knees bent and use your legs to begin to straighten your body to take the weight of the load
- Tuck elbows and arms in and hold load close to body. When the arms are held away from the body, they lose much of their strength and power. Keeping the arms tucked in also helps keep body weight centered
- Keep body weight directly over feet. This provides a more powerful line of thrust and ensures better balance
- Never twist the trunk - always move your feet to align with direction of travel.

Note: When setting the load down, use the same lifting steps in reverse.

### **Change of Direction**

To change direction, lift the object to the carrying position and turn the entire body including the feet. Never twist the body as this is a common cause of back injury

### **Team Lifting**

- When two or more people carry one object, adjust the load so that it rides level.
- When team lifting, designate one person to give the signal when to lift.
- When team lifting make sure that you and your lifting partner are of similar strength

**Remember:** The important principles for safe manual handling are

- Avoid twisting your body while turning with a load.
- Maintain a straight back wherever possible
- Use strong leg muscles to help lift the load
- Use assistive equipment when provided to help move the load
- Avoid high reaching and high lifting. Use a suitable, sturdy platform to reach the load.
- Do not catch or throw loads.
- Check the materials to be lifted for overall weight and shape, nails, splinters, rough strapping, or other things that might injure hands.
- Always maintain good visibility- particularly in areas with poor sight lines slopes or stairs.

## Specific Risks – Electrical Equipment

Procedure No: WHS016

*References: WHS Regulation 2011 Chapter 4, Part 4.7, Division 3 covers issues of electrical safety and management. Records of any testing and tagging should be kept. Clause 164 addresses the need for installation of residual current devices (RCD's) in hostile environments (exposure to heat, water, vibration, corrosion, dust, chemicals), however, unlike the remainder of the WHS Regulation 2011 this clause does not become enforceable until 1/1/13. See also:*

- *Code of Practice – Managing electrical risks at the Workplace*
- *AS 3760 - In Service Safety Inspection and Testing of Electrical Equipment Standard (Tagging),*

*And the following WorkCover publications:*

- *Electrical Equipment Risk Assessment checklist*
- *Competent person for testing and tagging electrical equipment*

### Purpose

To significantly reduce the risks of electrocution or fires associated with use of electrical fixtures, fittings or appliances. It is imperative everything is done to prevent incidents occurring as a result of electrical hazards.

### Scope

This procedure covers all of the electrical appliances fixtures and fittings used in this workplace.

### Responsibilities

Management is responsible for ensuring that, appliances are purchased and when necessary tested and tagged in accordance with the Australian Standards and Work Cover guidelines and accurate records are maintained.

Management is responsible for ensuring all electrical fixtures and fittings are appropriately installed, that points are not overloaded and RCD's/ circuit breakers are installed and tested in switchboards

Management is responsible for ensuring only qualified / competent electricians are used when maintaining /installing any electrical equipment or fittings and that all staff is trained in safe electrical procedures including the need for visual checks of appliances prior to use.

Management is responsible for ensuring there is a reliable system for withdrawing /'locking out' faulty equipment from use and that all staff are aware of the procedure.

Management is responsible for ensuring all staff are trained to visually check appliances before use particularly portable appliances and extension leads that are frequently moved.

Staff are responsible for following instructions, for visually checking all electrical equipment prior to use, for withdrawing faulty equipment from use and notifying management of any electrical hazard.

### Procedures

Frequency of 'Testing and Tagging' for electrical equipment is related to environmental and equipment risk level. If equipment is operated in a "Hostile environment" (defined in AS 3760) including equipment used in conditions that "involve exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust."(WHS Regulation cl 150) - testing and tagging must be done more frequently than in a low risk environment.

In a Club environment kitchens are the most common potential 'hostile environment' and /or Club maintenance workshops

The following guides can be used

- fixed equipment such as computers photocopiers etc – tagging unnecessary.
- portable small equipment in e.g. irons, bedside lights annual tagging with visual inspections regularly
- equipment in a "hostile environment" e.g. kitchen equipment around water etc monthly.

Refer to COP (referenced above) and Work Cover Electrical Risk Assessment Guidelines for more information and in particular the following requirements:

1. Testing should be undertaken by a "competent person" or a qualified electrician
2. All Emergency Exit Lights are tested 6 monthly by a qualified electrician or Fire Safety Consultant
3. All fire extinguishers are tested and tagged every 6 months by a qualified fire consultant Vic Fire Service or CFA

#### Lockout procedure

Where an appliance or socket is defective it must be labeled to ensure it cannot be used by others and be removed and sent for repair or disposal. Management should be notified and are responsible for ensuring the appliance is safely isolated.

#### Electrical Maintenance work

When work is being carried out on electrical installations a qualified electrician must be used and the system must be isolated to avoid any unintentional use by others

# Hazardous Substances and Dangerous Goods

Procedure No: WHS017

*References: WHS Regulation 2011 - Chapter 7 "Hazardous Chemicals". See especially clause 341 regarding labeling of hazardous material and clause 344 regarding the provision of Safety Data Sheets. Hazardous substance identification – see the National Occupational Health and Safety Commission's List of Designated Hazardous Substances [NOHSC:10005(1999)] and/or Approved Criteria for Classifying Hazardous Substances [NOHSC:1008(1999)].*

*WorkCover information concerning hazardous substances –*

- *Managing chemical hazards in the workplace: Advice for managers and supervisors*
- *Chemicals in the workplace dangerous goods and hazardous substances: Factsheet*
- *Chemical safety assessment scoreboard*

*See also the following Codes of Practice –*

- *Storage and handling of dangerous goods: Code of practice*
- *Labeling of Workplace Hazardous Substances: Code of Practice*
- *How to manage risks of hazardous chemicals: Code of practice*
- *Safe use of pesticides in non-agricultural workplaces: Code of practice.*
- *Safe Handling and Storage of Enzymatic Detergent Powders and Liquids: Code of Practice*

## Purpose

To ensure that safe and responsible conduct is observed at all times around chemicals, both hazardous and non-hazardous in all locations around the Club

## Scope

This procedure applies to every person in this workplace.

## Responsibilities

Management is responsible for ensuring procedures are in place and staff are trained in safe storage, use and disposal of all chemicals.

All staff are responsible for following procedures and notifying management of any issues that may arise with use of a particular chemical.

## Procedure

The supplier of a chemical will provide the workplace with an MSDS (Material Safety Data Sheet) relating to all chemicals. The MSDS will describe the composition of the chemical, storage recommendations, method of use, First Aid information, information regarding spills, dilution etc.

The MSDS should be retained at a central location and also in close proximity to the storage and area of use for the individual chemical. Ensure only compatible chemicals are stored together. E.g. Strong acids (low pH value) should not be stored with strong alkali's (high ph value) This storage information will be indicated on the MSDS

Chemicals used at the workplace may include cleaning chemicals, others relating to maintenance of plant and equipment, gas cylinders for bars or bbq's and acetylene cylinders. For every chemical on site there is an MSDS. If it is discovered that the MSDS is missing, management must immediately contact the supplier/manufacturer (contact details are usually on the label) and ask for an MSDS to be faxed to the workplace.

All staff using the chemicals must be trained in their safe use and where PPE is required this must be provided.

Staff should be sufficiently familiar with the location and content of the MSDS to ensure that in the event of a spill or if first aid is required there will be no delays in applying the correct procedure or first aid. Where necessary spill kits should be readily available and staff trained in their use.

## **Following purchase of chemicals use the following procedure when they are delivered:**

- If there is no MSDS on the premises already for this chemical, check that the delivery comes with an MSDS. If not, do not accept the delivery.



- Refer to the MSDS and check to see if you are required to follow specific procedures regarding usage of the chemical or wear Personal Protective Equipment whilst handling the Hazardous Substance.
- Check the MSDS for storage instructions. Where a spill kit is required ensure this is obtained.
- Check with the Manager on duty as to the exact location for chemical storage.
- When transporting the chemical use the correct procedure - trolley, 2 person lift etc
- Take a copy of the MSDS and fill in the details of the chemical on the form provided in the Hazardous Substance Register stored in Clubs WHS System close to where the chemical is used and stored.
- Make sure the chemical is stored well away from areas that the general public may have access to.
- Do not store the chemical in any areas of extreme heat, damp or cold or in proximity to other incompatible chemicals
- Even if the chemical is regularly used e.g. for cleaning, only decant / dilute the exact quantity you require for your immediate task. Leave the remainder in its original packaging. All containers used for decanting must be labeled with the correct chemical name
- When decanting / diluting chemicals follow instructions exactly particularly with regard to use of PPE. Ensure spill kit and first aid is readily available. Never 'store' anything in an unlabelled container. You may order labels for spray/squeeze bottles from the supplier/manufacturer of the chemical.
- When disposing of excess unused chemicals follow instructions contained in the MSDS pouring excess chemical down the drain may cause a chemical reaction and / or contamination

### **Carbon Dioxide Cylinders**

When using carbon dioxide cylinders it may be necessary to have gas monitors installed depending on location and ventilation. A risk assessment has been undertaken to determine the need for this and where a monitor is required this is serviced regularly.

## Contractor Management

Procedure No: WHS018

*References: WHS Act 2011 – section 7 contains a broad definition of “worker” under which contractors and sub contractors are considered workers just like “employees”. Therefore the measures and protections concerning employees also apply to contractors. This will include measures to confirm Contractor insurance policies, verifications of safe methods of work and individual qualifications and individual workplace inductions.*

### Purpose

To ensure that all contractors to this workplace conduct themselves in a safe and responsible manner and the Club fulfills its duties to provide a safe workplace for them

### Scope

This procedure covers all the safety aspects of all the tasks undertaken by contractors to this workplace, including, but not limited to tradesmen, regular service suppliers, entertainers and individuals.

Where the workplace contracts out services on a permanent / regular basis (eg housekeeping or catering) the workplace remains responsible for ensuring the Club is safe and that safe systems of work are in place and being implemented.

Where the Club holds individual events or functions with an event organizer as the head contractor the same processes should apply however the contract with the head contractor should clearly specify the allocation of responsibilities between all parties.

### Responsibilities

Ultimately, Management is responsible for ensuring the safety and safe work practices of contractors to the workplace. The following are the key responsibilities of Management:

- Request relevant qualifications, safe work method statements or equivalent and insurance certificates from all contractors before they undertake any work on site. Check the documents and store all of these records in the ‘Contractor Policies’ section of Clubs WHS using the relevant fields.
- Consult with contractors regarding specific issues relating to the work being undertaken. Where labour hire companies or event organisers are regularly used consultation should be part of the contractual requirements. They may also be included as invitees or members of the WHS Committee
- When the Contractors’ insurances are set to expire, a request should be sent to the contractor for a copy of the renewed Certificate of Currency.
- Ensure management is fully aware of the scope of the contractors work to ensure the correct documentation is requested and received. The “Contractor Identification” section of Clubs WHS should be used to record this information.
- Provide, explain and document individual contractor site induction using the “Contractor Inductions” section of Clubs WHS. Explain site specific safety issues clearly to each contractor. Obtain contractor sign off after induction training.
- Provide assistance and if necessary set up restrictive barriers around the area that work is to be undertaken so that entry to other persons is impossible. Ensure warning signage is used where necessary
- Ensure contractors sign in and out when on site using the “Contractor Sign In” section of Clubs WHS
- It is management’s responsibility to ensure staff are trained in the implementation of this procedure

### Committee of Management / Staff & Volunteers

must observe all safety related direction they receive from both Management and the contractor relating to the contractor’s work, including staying well clear of the area of work.

## Contractors

Contractors must, upon request, provide Management representatives with certificates showing qualifications and insurance coverage and currency.

They must also either provide the Club with a signed Safe Work Method Statement and / or site specific risk assessment relating to each task they undertake within the workplace or sign the Safe Work Statement provided by the workplace.

In a situation where a 'head' or 'principal' contractor is used eg Club renovations or event /function organization the contract will clearly specify the responsibilities between the Club and the Head contractor.

Contractors must conduct themselves in a safe and responsible manner in accordance with the safe work method statement or other contract specifications. Where regular contract work is carried out e.g. equipment maintenance, window cleaning etc any specific requirements relating to the work should be included in the contract.

Should an incident occur to a contract employee this should be reported to the workplace and an investigation undertaken and documented. This can be done using the Clubs WHS incident reporting process. Documents should be retained in case of future legal issues.

## Management of Sports Facilities

### Procedure No WHS019

*References; Under the WHS Act 2011 the Club is responsible for providing a safe workplace for all workers. They must also ensure they provide a safe place for 'others' eg members of the public while they are at the workplace.*

*Where the Club owns or Rents & manages a sports related facility an analysis of the WHS risks should be undertaken and procedures for safe management established.*

*Refer to Draft Code of Practice for Managing Risks of Plant in the Work Place where relevant.*

#### Purpose

To ensure all staff engaged at the Club work safely in and around the Sports facility

#### Scope

This procedure applies to all staff engaged at the Club

#### Responsibilities

Management is responsible for identifying, assessing and managing the WHS risks associated with running the sports facility in the Club.

This may include establishing procedures to manage hazards associated with chemicals, plant and equipment, physical buildings or other structures and /or working with leasees or franchise organizations.

Management is responsible for providing resources and training to manage these risks effectively,

Staff have responsibility for following all procedures and notifying management of any issues

#### Procedures

The Club will identify hazards and risks associated with the sports facilities at the Club. This should be done in conjunction with the staff through the consultative committee or equivalent.

Where these risks include the maintenance of plant and equipment there are safe work procedures established to ensure the safety all of persons involved

Where risks include management of a facility which has been outsourced eg a gym on Club premises there should be procedures in place to ensure the contract addresses WHS issues.

Staff are all trained in relevant areas to manage the facility safely.

# Purchasing and Maintenance of Plant and Equipment and Safety Equipment

Procedure No: WHS020

*References: WHS Act 2011 s19(3) includes duties to provide and maintain a safe work environment and to provide safe plant. Chapter 3, Division 5 of the WHS Regulation 2011 outlines the provisions for PPE. Recording Plant Maintenance: Factsheet (WorkCover publication); Code of Practice for How to Manage the Risks of Plant in the Workplace. Also see the WorkCover publication Personal Protective Equipment: Factsheet.*

## Purpose

To describe the process of selection, purchase and maintenance of plant, equipment and Personal Protective Equipment (PPE).

## Scope

This procedure applies to all staff at the Club

## Responsibilities

Management is responsible for

- Selection and purchase of plant, equipment and PPE from a recommended seller in consultation with staff end users
- Ensure plant, equipment and PPE conforms to the appropriate Australian Standards
- Ensure employees are instructed / trained in the safe use of plant and equipment using Standard operating procedures derived from the manufacturer instructions
- Ensure all plant and equipment is maintained in accordance with manufacturer instructions.
- Provide appropriate PPE to staff and provide training in its use
- Ensure all new tasks and processes are Risk Assessed and if PPE is required provide as appropriate
- Promptly replace any lost or damaged PPE
- Ensure there is a process for tagging / lock out of any defective equipment and that staff are trained in this procedure

## Staff

- Observe directions and training received for use and maintenance of plant, equipment and PPE.
- Tag and report any defective or damaged equipment to management. Ensure it is removed from use.

## Procedure

A risk assessment is undertaken when new equipment is purchased and a standard operating procedure developed, or manufacturer instructions used to train all staff that may use the equipment. Training is documented and records retained.

If PPE is required this is issued to relevant staff as required and they are trained in its use and maintenance.

Maintenance of some plant and equipment is carried out 'in house' to manufacturer specifications. Where this is not the case the equipment is taken off site for maintenance or contractors come on site. A regular maintenance schedule is established and records maintained to ensure safety of all users.

A system for locking out defective equipment is in place and staff are trained in the procedure.

## WHS Data Management, Standard Forms, Recording and Reporting

Procedure No: WHS021

*References: AS/NZS 4801. See also WHS022 in this manual: Continuous Improvement and Self Audit.*

### Purpose

The Work Health Safety Management System (WHSMS) is the framework of how WHS is organised in the workplace. WHS data management for WHS records and information is retained on the Clubs WHS software system and on site.

### Scope

This procedure covers all the documentation, records and materials related to OHS in this workplace.

### Responsibilities

It is the responsibility of the Management to ensure that all documentation and recording and reporting of WHS related information is stored and easily accessed by all staff and anyone else who requests access. Some documentation is maintained in hard copy at the workplace and other documents are stored in Clubs WHS

Staff are responsible for following procedures and recording information in the manner required

### Procedure

Management must store all designated information in My WHS Documents' section in Clubs WHS. If the workplace is audited the Auditors will need access to that information. Some of the documents are also used in calculating the overall risk score of the workplace.

Club specific and detailed departmental information is recorded elsewhere within the Club.

Standard Section lists in Clubs WHS are:

- WHSMS Plan – This document is located in “Other WHS Resources / WHS Management System Plan”. This document highlights the main activities required during the first 28 weeks of the year for the workplace.
- WHS Consultation – Records all consultation between staff and management regarding WHS
- WHS System Self Audit – Relevant sections are completed each quarter. This is an internal ‘mini-audit’ and you will be reminded to undertake this every quarter via email reminder through the Clubs WHS system.
- Workplace Inspection – A checklist used in the monthly workplace WHS inspection. You will be reminded to undertake this using the electronic form provided in your Member Area section of the Clubs WHS website. Email reminders will be sent to you monthly.
- Incident Report Form – An electronic form found in your Member Area of the Clubs WHS system website, used when an incident has occurred, with corrective/preventative actions that need to be actioned and followed through to completion.
- Hazardous Substances Register - A form for listing all the SDS relating to hazardous substances/chemicals used in the workplace. Found in your Member Area Section of the Clubs WHS system website.
- Staff Induction Register – A form for listing all staff and details of their induction in the workplace. Found in your Member Area Section of the Clubs WHS system website.
- WHS Training Plan – A form used to create a training plan for staff and to upload any certificates detailing staff qualifications in the workplace. Found in your Member Area section of the Clubs WHS system website.
- Contractor Management Tool – A form used to list all Contractors, insurance details and expiry dates and to upload any certificates of currency of those insurances and safe work method statements for the workplace. Found in your Member Area Section of the Clubs WHS system website.

## Continuous Improvement and Self Audit

Procedure No: WHS022

*References: AS/NZS 4801. See also WHS021 Data Management and Record Control.*

### Purpose

The Work Health Safety Management System (WHSMS) is the framework of how WHS is organised in the workplace. This policy and procedures manual contains all the basic procedures for safe work. WHS records and information is retained on the Clubs WHS software system or on site. The self-audit in Clubs WHS is completed semi annually as a gap analysis to help direct the process of continuous improvement.

### Scope

This procedure applies to all staff.

### Responsibilities

Managers are responsible for collecting information and uploaded it to our Member Area in Clubs WHS Management is responsible for ensuring the self-audit in Clubs WHS is completed semiannually. Management allocates responsibility for completing the action items identified and provides resources for their implementation.

Staff are responsible for raising issues with management to ensure there is an effective program of continuous improvement in the Club

### Procedure

Completion of the self-audit may be done by management or other designated staff member. Discussion of the self-audit results and any resulting action items should be tabled at the WHS Committee meeting and management meetings. Actions should be completed within the designated time frame. Monitor and review of those items should occur regularly to determine their effectiveness.

### External WHS Management System Audit

In addition to the internal audit process an independent third party audit may be performed by an Accredited WHS Auditor. The Audit will be conducted on the agreed date and the Auditor will hand back the documentation to the Manager. In most instances, the Auditor will provide a report to the Management, detailing the results of the Audit and where recommendations for changes are to be made. Management will review the recommendations and determine follow up action.

## Food Safety Risks

Procedure No: WHS023

*References: WHS Act 2011 s.19(3) stipulates the provision of a work environment without risks to health and safety, not only for “workers” but also for “others” at the workplace. Clean and sanitary food preparation areas is a component of ensuring premises controlled by the PCBU are safe and without risks to health. Risks arising from biological organisms, products or substances are a potential hazard which must be subject to risk assessment and control. Specific and detailed Food Safety Procedures are contained in the Food Safety Standards Code; see also WorkCover’s guide – Health and Safety at Work: Kitchen*

### Purpose

Food Safety Standards and Legislation is separate to WHS legislation and is prescriptive in its requirements for food preparation, handling, storage and service. (Refer to Australia New Zealand Food Standards Code at [www.foodstandards.gov.au](http://www.foodstandards.gov.au)) The workplace should develop its own Food Safety Plan to address these requirements. This procedure addresses the basic principles of food safety management only. There is some overlap with WHS legislation as this requires the workplace to be maintained as a safe and healthy place to work however Food Safety legislation addresses detailed and specific issues.

### Scope

This applies to all staff that handle or work around food. This procedure should be given to all Food Preparation Contractors.

### Responsibilities

Committee of Management is responsible for ensuring that training, information, protective clothing and/or equipment is provided to all staff/contractors that handle or work around food. Staff are responsible for following instructions in this procedure, and adhering to their training. They are responsible for wearing protective clothing and using protective equipment.

### Safe Handling of Food

Safe steps in food handling, cooking, and storage are essential to avoiding food borne illness.

**PLASTIC/LATEX GLOVES SHOULD ALWAYS BE WORN WHEN HANDLING FOOD.**

### Principles of Food Delivery and Storage

- Check packaging for tears and leaks, ensure frozen food is still frozen and check sell-by dates.
- Keep food in the fridge or freezer until required.
- Check the temperature of the fridge. Min and max temps are specified in the Food Standards Code.

### Food Preparation

- Keep everything clean and wash hands before and after handling all food.
- Sanitise cutting boards when used. Use separate cutting boards for meat/ fish/ poultry and other foods. Wash kitchen towels and cloths often in hot water in washing machine each day.
- Do not cross-contaminate. Keep raw meat, poultry, fish, and their juices away from other food. After cutting raw meats, wash hands, cutting board, knife, and counter tops with hot, soapy water.
- Marinate meat and poultry in a covered dish in the refrigerator.

### Thawing and Refreezing

- Refrigerator: Allows slow, safe thawing. Make sure thawing juices do not drip on other foods.
- Microwave: Cook meat and poultry immediately after microwave thawing.

### Safe Cooking

Specific minimum cooking temperatures are specified in the Food Standards Code

### Serving Food Safely

- Never leave food out longer than 2 hours. This is where bacteria breed. If left longer throw it away!
- Keep hot food hot! Cold food cold! When serving food at a buffet, keep hot food over a heat source and keep cold food on ice. Keep platters of food refrigerated until time to serve or heat them. Min and Max temperatures are specified in the Food Standard Codes