



WORK HEALTH & SAFETY POLICIES AND PROCEDURES

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| Policy Number: | | Version: | 3 |
| Drafted by: | Strategic Finance Executive | Board approval on: | November 2022 |
| Responsible Person: | Strategic Finance Executive | Scheduled Review Date: | November 2023 |

INTRODUCTION

Big Yellow Umbrella is committed to ensuring, as far as is reasonably practicable, the health, safety, and welfare of the working environment for its staff, volunteers, contractors, and visitors to its premises.

Big Yellow Umbrella is obligated to adhere to all relevant laws in relation to Work Health & Safety (WH&S).

PURPOSE

Big Yellow Umbrella recognises that workplace health and safety is integral to achieving excellence in service provision and work performance outcomes by providing guidance for staff and volunteers so they can confidently work in a safe environment. The purpose of this policy is to, as far as reasonably practicable:

- Prevent workplace injuries and illnesses.
- Promote a safe and healthy workplace culture.
- Provide a framework for consulting, collaborating, and communicating with workers and safety representatives.
- Consider workplace health and safety in project planning and work activities.
- Allocate adequate resources to prevent health and safety risks and promote a safe and healthy workplace.
- Ensure that workers understand their rights and responsibilities and can identify and control risks in the workplace.
- Drive continuous improvement in workplace health and safety.

These Policies and Procedures applies to:

- all staff members
- volunteers
- students
- contractors and visitors to Big Yellow Umbrella's premises to the extent it is relevant to them.

In this policy, 'workplace' includes working on site or off-site, working from home, attendance at a work-related conference or function and attendance at a client or other work-related event, including retreats and social events.

POLICIES

The following policies will come into effect from the date this document is approved.

Overview

Big Yellow Umbrella supports the rights of all persons covered by the policy to work in an environment that is, so far as is reasonably practicable, safe and without risks to health.

Big Yellow Umbrella is committed to the promotion of a joint and united approach to consultation and resolution of Work Health and Safety issues.

Big Yellow Umbrella is committed to improving health and safety with a view to improving workplace efficiency and productivity. This will be accomplished through the ongoing development, in consultation with staff, of management systems and procedures designed to, so far as is reasonably practicable:

- identify, assess, and control workplace hazards.
- reduce the incidence and cost of occupational injury, illness, harassment, and violence.
- provide a rehabilitation system for those affected by occupational injury. Illness, harassment, and violence

Big Yellow Umbrella ensures staff are appropriately trained and educated in the area of WHS in line with position accountability and responsibilities including individual obligations to personal safety.

Big Yellow Umbrella will provide facilities, equipment, resources, and services to enable employees to perform their role safely.

Big Yellow Umbrella will regularly communicate with staff in relation to WHS initiatives and programs that support a workplace health and safety culture.

Work Health and Safety statutory requirements, including regulations and codes of practice, are minimum standards and so the aim is for them to be improved upon, where practicable.

Big Yellow Umbrella has a commitment to a safety culture that extends beyond the once traditional view of physical injuries sustained from accidents in the workplace to the physical and psychological health and wellbeing of staff as addressed in bullying and harassment below.

Bullying and violence at work

Big Yellow Umbrella is committed to reducing bullying and occupational violence so far as is practicable in the workplace.

Bullying is repeated, unreasonable behaviour directed toward a person, or a group of persons, that creates a risk to their health and safety.

Examples of bullying can include:

- verbal abuse
- excluding, ignoring, or isolating a person
- psychological harassment
- intimidation
- assigning meaningless tasks unrelated to a person's job
- giving a person impossible assignments and deadlines
- unjustified criticism or complaints
- deliberately withholding information vital for effective work performance
- constant taunting, teasing, or playing practical jokes on a person who is not a willing participant

Bullying can be verbal, or in writing (including online). Occupational violence refers to any incident where a person is physically attacked, abused, assaulted, or threatened in the workplace.

Harassment

Harassment is any unwelcome or offensive behaviour that contributes to a hostile work environment. These can come from a co-worker, supervisor, boss, volunteer, student, vendor, or client that can cause an employee to feel uncomfortable or threatened.

Examples of harassment can include:

- physical harassment
- verbal harassment
- personal harassment
- discrimination (includes, race, color, political views, religion, and sexuality)
- psychological harassment
- cyber bullying
- sexual harassment

Breach of this Policy

Any breach of this Policies and Procedures may result in counseling and/or disciplinary action, which, in the case of employees, may lead to dismissal, or, in the case of volunteers and students, may lead to the cessation of their engagement.

Any breach of these Policies and Procedures by a contractor/vendor may result in the cancellation of the services provided by that contractor/vendor.

Any breach of this Policies and Procedures by a client may result in the cancellation of the services provided to that client.

The Chief Operations Manager, the Strategic Finance Executive in consultation with Big Yellow Umbrella's staff will be held accountable for coordinating and managing health and safety for the organisation.

ROLES AND RESPONSIBILITIES

The Chief Operations Manager and the Strategic Finance Executive are responsible for the implementation and monitoring of all aspects of this policy and procedure.

All staff and volunteers are responsible for ensuring they fully comply with this Policies and Procedures.

The Chief Operations Manager will:

- be committed to the provision and maintenance of a healthy and safe workplace.
- consult and participate in the health and safety program.
- work alongside the Fire Warden and the Safety Committee to ensure the [Camden Council Emergency Plan and evaluation plans](#) are read and adhered to
- use risk identification, assessment, and control principles to reach Big Yellow Umbrella's health and safety objectives.
- ensure all work areas have been inspected on an annual basis.
- ensure [Risk Assessments](#) are conducted on all of Big Yellow Umbrella's activities.
- promptly follow up on any issues that do not comply with legislation or pose a risk to staff, students, and volunteers
- inform and train all persons to whom this procedure applies in relevant policies, procedures and health and safety obligations.
- participate in Big Yellow Umbrella's inductions and implement all safety procedures.
- delegate responsibility to relevant staff to complete the monthly [Workplace Safety Checklist](#).
- embedded a culture whereby employees are encouraged to discuss health and safety issues and concerns in a transparent and open manner.
- View health, safety, and wellbeing as an integral part of daily business activities and demonstrate this through their planning, communication, and work practices.

The Strategic Finance Executive will:

- coordinate the identification, development, implementation and review of Work Health and Safety policies and procedures.
- work alongside the Fire Warden and the Safety Committee to ensure the [Camden Council Emergency Plan and evaluation plans](#) are read and adhered to
- assist in the identification, assessment, and selection of measures to control hazards and risks to health and safety.
- conduct annual workplace inspections in consultation with the Chief Operations Manager and relevant staff.
- develop [Risk Assessments](#) for all Big Yellow Umbrella's activities.
- promptly follow up on any issues that do not comply with legislation or pose a risk to staff and volunteers.
- assist in monitoring and evaluating hazards and risk control measures, including keeping the Workplace Safety Checklist up to date.
- assist in the identification, development and provision of appropriate Work Health and Safety related information, instruction, and training.

- monitor and advise on legislative and technical changes relating to health and safety.
- support employees to follow policies and safe work procedures developed.

Employees will:

- maintain a current First Aid Certificate at all times when employed by Big Yellow Umbrella. BYU is responsible for payment of the First Aid Course and the time to attend the course. First Aid Certificate information will be managed through MYOB.
- participate in health and safety training, actions and activities and support Big Yellow Umbrella in its efforts to reach its health and safety and, where relevant, rehabilitation objectives
- follow reasonable health and safety instructions from the Chief Operations Manager and/or the Strategic Finance Executive
- ensure the [Camden Council emergency plan](#) is read and understood.
- conduct [Risk Assessments](#) for all Big Yellow Umbrella activities.
- report any incidents, accidents, injuries, or hazards in the workplace immediately but no later than within 24 hours to the Chief Operations Manager or Strategic Finance Executive and complete the appropriate [incident form](#).
- aim to work in a way that does not endanger the health or safety of themselves or others.
- properly use and maintain safety equipment.
- make sure visitors follow safety rules in the workplace.
- participate in Big Yellow Umbrella's induction programs and implement all detailed safety procedures.
- Assume individual accountability for personal health and safety including psychological wellbeing.

Appointment of First Aid Officers

- Big Yellow Umbrella will ensure that First Aid Officers are available during hours of operation.
- A weekly first aid allowance of 1.67% of the standard pay rate per week will be paid to full-time or part-time / casual employees. For part-time / casual employees this will be paid on a pro rata basis on the basis that the ordinary weekly hours of work for a full-time employee.
- This allowance is payable when:
 - An employee is required by the employer to hold a current first aid certificate; and
 - An employee is required by their employer to perform first aid at their workplace.

Contractors and visitors to Big Yellow Umbrella will:

- follow lawful and reasonable workplace health and safety instructions from Big Yellow Umbrella
- assess risks to their health and safety arising from the provision of their services.
- have control measures in place to address those risks, including complying with any relevant Big Yellow Umbrella's policies and practices and the [Camden Council Emergency Plan and evacuation plans](#).
- report all hazards and incidents to the Chief Operations Manager or the Strategic Finance Executive and complete the appropriate [incident form](#).

Big Yellow Umbrella Team Responsibility

Using team meetings employees will:

- develop schedules to ensure [Workplace Safety Checklists](#) are conducted monthly and [Risk Assessments](#) are conducted regularly for programs and activities, in line with Safe Work NSW identification of hazards and risk assessments in the workplace.
- manage the ongoing development and maintenance of workplace health and safety practices in line with the WHS framework, systems, processes, and resources that support everyone meeting their health and safety responsibilities.
- support the effective communication and education of WHS roles and responsibilities throughout the organisation including inspections, reporting incidents and hazard identification and risk controls.
- ensure the [Camden Council emergency plan](#) is read and understood and presented to Team Meetings by the Fire Warren
- promote resources such as the Employee Assistance Program (EAP) and lead a safety culture.

PROCEDURES

It is essential as an employee, employer, student, volunteer, contractor, or visitor to Big Yellow Umbrella to comply with the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2017. This means taking reasonable steps to understand hazards and risks associated with the operation of the organisation and using appropriate resources and processes to eliminate or minimise these risks. The following procedures apply:

- All staff, students and volunteers are to ensure they have read and fully understand these policies and procedures.
- All staff, students, and volunteers are to ensure they have read and fully understand the [Camden Council Emergency Plan](#) folder on reception and the emergency evacuation map displayed in the foyer, in order to safely evacuate program users.
- Workers have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of other people.
- Work Health and Safety procedures must be followed. Don't wait until something goes wrong. Safe Work NSW recommends that the [Workplace Safety Checklist](#) be completed monthly to meet this requirement.
- Big Yellow Umbrella, due to its size, is not required to have a Work Health and Safety Officer or a committee. Therefore, Work Health and Safety duties are the responsibility of the relevant staff as above and will be managed jointly through team meetings. The Act states that employees who carry out the work must be consulted as they are the ones who will be directly affected by a health and safety matter. Consultation reduces work-related injuries and disease.
- A Fire Warren and a related committee manage the emergency safety aspects of Big Yellow Umbrella and it related Narellan programs.
- All staff are encouraged to report any hazards and health and safety problems immediately so that risks can be managed before an incident occurs.
- If your program or activity involves partner services, it is essential to determine who is doing what and work together, so risks are eliminated or minimised. Never assume someone else is taking care of health and safety matters. When entering into contracts / MOUs it is important these matters are addressed before signing the document
- Consider the use of signed [Waiver and Release of Liability Form](#) if an activity has higher than average risk and is not covered by BYU's insurance.

Managing health and safety risks

Risk Assessments (see [BYU Risk Management Template](#))

1. Identify hazards – find out what could cause harm.
2. Assess the risks – understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening.
3. Control risks – implement the most effective control measure that is reasonably practical in the circumstances.
4. Review the control measures to ensure they are working as planned.



Documents Related to Conducting Risk Assessments:

- Big Yellow Umbrella Risk Management Policy
- Big Yellow Umbrella [Risk Management template](#)
- Big Yellow Umbrella Workplace Safety Checklist
- Big Yellow Umbrella [Incident Form](#)

Risk management is a proactive process that helps you respond to change and facilitate continuous improvement in your business. It should be planned, systematic and cover all reasonably foreseeable hazards and associated risks

When Risk Assessments should be conducted:

- Expanding your business
- Changing work practices, procedures, or the work environment
- Changing organisational structure or job roles
- Introducing new workers or moving workers around
- Purchasing new or used equipment or using new substances.
- Working with a new supplier
- Planning to increase productivity or reduce costs.
- New information about workplace risks become available.
- Responding to workplace incidents or injuries
- Responding to concerns raised by others in the workplace.
- Required by the WHS regulations for specific hazards.
- Designing and planning new processes or places used for work.

Risk management should be applied to both physical and psychological risks.

Hazards normally arise from:

- Physical work environment
- Equipment, materials, and substances used.
- Work tasks and how they are performed.
- Work design and management

Formal risk management assessments should be accompanied by general awareness of the surroundings.

Examples of common hazards (use [Big Yellow Umbrella Risk Management template](#))

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/Updates/WH&S Policy .docx>

| Hazard | Example | Potential harm |
|----------------------|---|---|
| Manual tasks | Tasks involving sustained or awkward postures, high or sudden force, repetitive movements, or vibration | Musculoskeletal disorders such as damage to joints, ligaments, and muscles |
| Gravity | Falling objects, falls, slips and trips of people | Fractures, bruises, lacerations, dislocations, concussion, permanent injuries, or death |
| Psychosocial | Excessive time pressure, bullying, violence, work related fatigue | Psychological or physical injury or illness |
| Electricity | Exposure to live electrical wires | Shock, burns, damage to organs and nerves leading to permanent injuries or death |
| Hazardous chemicals | Acids, hydrocarbons, cleaning products | Respiratory illnesses, cancers, illness |
| Extreme temperatures | Heat or cold | Burns and heat stroke or injuries due to fatigue. Hypothermia or frost bite |
| Noise | Exposure to loud noise | Permanent hearing damage |

How to do a risk assessment – refer to [Risk Management Matrix](#)

1. Work out how hazards may cause harm.
2. Work out how severe the harm could be.
3. Work out the likelihood of harm occurring.
4. How to control risks that have been identified?

Ensure control measures remain effective.

- The Chief Operations Manager and the Strategic Finance Executive must remain accountable for health and safety.
- Maintenance of resources and equipment that are used for program and activities across the organisation.
- Training and competency in work health and safety is kept up to date.
- Hazard information is kept up to date including [MSDS chemical lists](#), new technology, changes to operating conditions or the way activities are carried out.
- Regular reviews and consultations are conducted on work procedures. Managing work health and safety risks is an ongoing process that needs attention over time but particularly when any changes affect your work activities.

Big Yellow Umbrella's Work Health and Safety Manual

Detailed Work Health and Safety procedures are as set out in the Big Yellow Umbrella 's Work Health and Safety manual for your review and includes:

- Dealing with Difficult Clients
- Food handling
- Lifting techniques
- How to set up your workstation

- Driving skills
- Fire Drill records
- Other related information

First Aid Requirements

Big Yellow Umbrella has a number of qualified First Aid Officers across the organisation who are trained to provide first response first aid. All staff and volunteers, as part of their induction must be made aware of who these staff members are. Signage should be put up next to the first aid box.

In case of an incident or injury the First Aid Kit must be checked regularly by the First Aid Officers so that:

- The cabinet and contents are clean and orderly.
- Easy access to the cabinet
- Employees are aware of the location of the first aid cabinet
- First Aid cabinet is clearly labelled.
- Eye wash facilities are provided.
- Emergency numbers displayed.
- Supply of soap and towels
- Adequate stocks
- Names of trained First Aid Officers and their availability displayed.
- Checked First Aid kits in each vehicle and available for off-site programs.

Fire Safety

Big Yellow Umbrella has a Fire Warren employed and trained to manage fire related incidents. All staff and volunteers, as part of their induction must be made aware of who this staff member is. Signage should be put up in the kitchen.

In case of a fire related incident the Fire Warren must check:

- That extinguishers are in place, clearly marked for type of fire and recently serviced.
- Adequate direction notices for fire exits.
- Exit doors easily opened from inside.
- Exits clear of obstructions.
- Fire alarm system is functioning correctly.
- Fire instructions available and displayed.
- Assembly points clearly identified.
- Regular fire drills were carried out and a [post fire drill form completed](#).
- Training sessions conducted.
- Staff sign in and out when attending the offices.

Keeping Essential Records

(In line with the WHS Act and WHS Regulations)

Keeping records of the risk management process has the following benefits:

- Shows how decisions about controlling risks were made.
- Assists in targeting training.

- Provides a basis for preparing safe work procedures.
- Allow you to review risks following any changes more easily to legislation or business activities.
- Demonstrates to our stakeholders (including funders) that work health and safety risks are being managed.

Work Health and Safety records to be kept at Big Yellow Umbrella:

- Completed **Risk Management Templates** for every program and activity including the overall business of the organisation.
- **Incident Report Form** when a hazard has been identified for action.
- **Incident Report Form** when an incident or an injury occurs.
- **Workplace Safety Checklists** are completed monthly.
- Staff and volunteer training records
- Hazardous chemicals and products MSDS records
- Completed Workplace Safety Checklist and Vehicle Safety Checklist
- Fire drills completed.

| RELATED DOCUMENTS |
|---|
| Access and Equity Policy |
| Alone (Working Alone) Policy |
| Anti-discrimination Policy |
| Bullying and Harassment Policy |
| Camden Council Emergency Plan/Evacuation Folder Covers Fire, Fire Alarm sounds, Medical, Bomb threat, Suspicious items, Flood, Industrial accident, Lockdown, External Emergency, Civil Disorder, Armed or Unarmed Intrusion, Criminal Acts, Evacuation, Evacuation Diagram |
| Clients Record Policy |
| Code of Conduct Policy |
| Complaints Management Policy |
| COVID-19 Policy |
| Confidentiality and Declaration Policy |
| Customer Service Policy |
| Data Security Policy |
| Disclosure of Information Policy |
| Dress Code Policy |
| Drug and Alcohol Policy |
| Employee checks (Policy and WWCC) |
| Fitness for Work Policy |
| Food Handling Policy |
| Fraud Management |
| Incident Report Form (BYU) |
| Home Visitation Policy |
| Home Working Arrangement Policy |
| Immunisation Policy |
| LGBTIQ+ Policy |

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/Updates/WH&S Policy .docx>

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|---|
| Managing Difficult Behaviours Policy |
| Managing the Work Environment and Facilities: Safe Work Australia 2012 |
| Performance Appraisal Policy |
| Performance Management Policy |
| Photograph and Video Consent Policy |
| Playgroup Policy |
| Privacy Policy |
| Risk Management Policy |
| Secondary Employment Policy |
| Smoking Policy |
| Social and Electronic Media Policy |
| Staff Induction Policy |
| Trauma Informed Care Policy |
| Vehicle – BYU Use of and Hiring Policy |
| Volunteer Management Policy |
| Work Health and Safety Act 2011 |
| Work Health and Safety Regulation 2017 (Division 6: Remote or Isolated Work) |
| Working Alone Policy |
| Working with Children and Young People Policy |
| Workplace Safety Checklist (BYU) |

AUTHORISATION

The Board of Big Yellow Umbrella has reviewed and approved this policy.

Signature of Board Secretary: _____

Date of approval by the Board: _____

On behalf of the Big Yellow Umbrella