

Induction for Volunteers information session work health and safety



This information session is being run today as part of our induction process for new volunteers, and will focus primarily on our Work, Health and Safety practises.



Our Commitment to You

Quite simply

We want everyone who works and volunteers here to go home at the end of the day without injury or incident.

Why do we all need to know about work health and safety? We want our House to be a safe place for everyone, and Quite Simply.....(read quote on slide)

IMPORTANT INFORMATION FOR YOU

- Volunteer Handbook
- Our Background
- Operational Structure
- Policies & Procedures

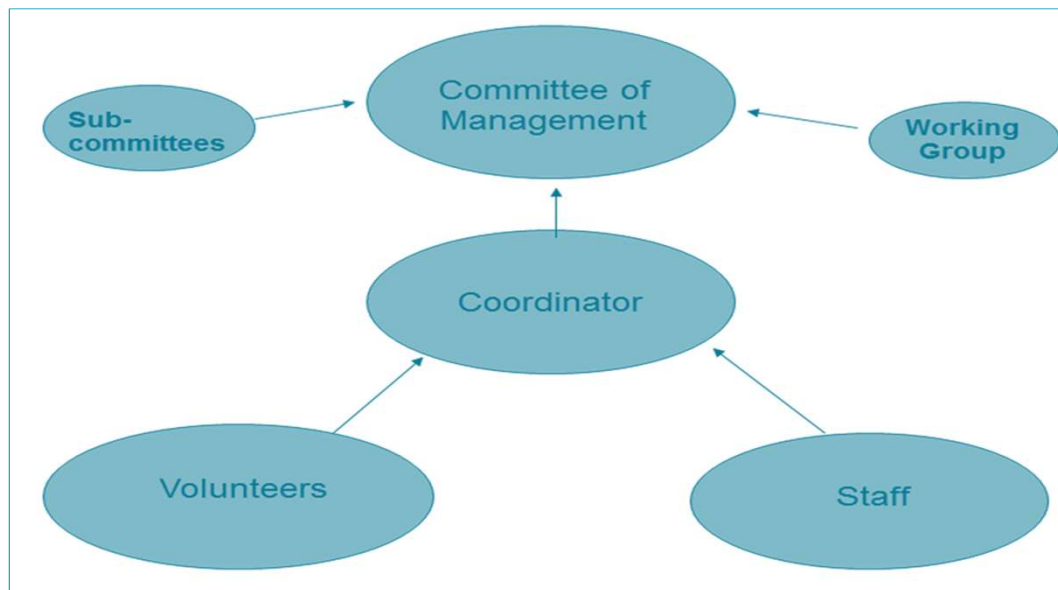


As a new volunteer, you will have already been given a copy of our Volunteer Handbook – which includes who we are, what we do, important policies for you to be aware of, your responsibilities and ours etc. You should have read this by now and signed an acknowledgement form to say that you have received, read and understood its contents. Please keep the Handbook in case you want to refresh your memory at a later date.

Our background:- we are one of 35 Houses located across Tasmania. Our core funding comes from the Dept of Health & Human Services under the Government's Neighbourhood House Program Strategic Framework. Please refer back to the Handbook for an outline of the specific programs and projects that are happening here at our House.

Operational Structure:- we will look at that in detail in the next slide, but a key aspect is that each House, including us, is an independently incorporated association with a volunteer committee of governance, managed on a day-to-day basis by a team of volunteers and staff. This is called the community governance model and is part of the community development framework that all Houses work from.

Policies and procedures:- these play a vital part in giving us a consistent, informed framework on how we all do things, and what is expected of us here at the House. They cover a wide range of topics – from code of conduct, confidentiality, antidiscrimination policies to emergency procedures and protective equipment policies. It is important for all staff and volunteers to be familiar with House policies and procedures. Copies are available at #####.



*Peak Body = NHT = Neighbourhood Houses Tasmania

This is our House Organisational Chart showing lines of accountability between staff, volunteers and the committee of management. Volunteers and staff report to the Coordinator, and the Coordinator reports to the Management Committee. There may at times be active sub committees and working groups, especially for special events or short term projects.

I want to tell you a little about NHT – Neighbourhood Houses Tasmania is the Peak Body for Neighbourhood and Community Houses and Centres across Tasmania. An association was originally formed by a group of volunteers in 1985 to collectively represent and support the work of Houses within their communities and across the state. In 1990 government funding was received to employ an Executive Officer, and today NHT has an EO plus several part time staff who support the work of Houses. NHT is governed by a Board of Management which is made up of elected representatives from Houses in the north, northwest and southern regions of Tasmania. NHT advocates for all Houses, provides us with resources and support, and organises the annual state wide conference, amongst other things.

WORK HEALTH & SAFETY REQUIREMENTS



We want to create and maintain a culture of unconditional dedication to safety at the House. Maintaining a safe environment is everybody's business, and everybody's responsibility. We are now going to explore the topic of work and health safety a bit more.

Work Health and Safety Act 2012



- The wording of 'employer' has changed to '**a person conducting a business or undertaking**' (PCBU).
- A person is a '**worker**' if the person carries out work in any capacity for 'a person conducting a business or undertaking' (PCBU).
- A '**worker**' includes an employee, labour hire staff, apprentice, work experience student, contractor, subcontractor and **volunteer**.

Each House is a PCBU and each volunteer is considered a worker.

To get technical for a second, the new Work Health and Safety Act came into effect in 2012, and uses the following definitions. (read slide)

Duty of Care



As a PCBU we must:

- provide a safe work environment, equipment and structures
- provide safe use, handling and storage of equipment, structures and substances
- provide adequate facilities at work for workers
- provide information, training, instruction and/or supervision that is necessary to protect all persons from risks to health and safety
- prevent illness and injury of workers arising from the conduct of the business
- maintain the premises so that workers are not exposed to risks to health and safety.

As a PCBU (**person conducting a business or undertaking**), we have a duty of care to everyone who enters our House, including all our volunteers. We must ensure that the health and safety of people is not put at risk during their participation at the House. This Duty of Care includes (read slide)

As a volunteer do I have duties under the WHS Act?



YES - volunteers have the same duties as other 'workers' at the workplace to:

- take reasonable care for your own health and safety, as well as for your fellow workers
- take reasonable care that your conduct does not adversely affect the health and safety of others
- comply with any reasonable instruction that is given to you by the House regarding health and safety
- be familiar with the House policies and procedures relating to health and safety, and comply with their requirements and directives

Volunteers are recognised as workers, and therefore have the same duties, rights and responsibilities as paid workers. These duties include: (read slide). A reminder that our policies and procedures are kept #####.



Risk Assessment

A **risk** is the exposure to the chance of damage, injury or loss.

These may be reduced through preventative action and the removal of obvious hazards.

A **risk assessment** is the systematic process of evaluating potential risks and includes:



(read the slide, including diagram, starting at red item) Okay so what could a potential risk look like? These could be: exposed wires; overloaded power points; wet slippery floors; cables running over the floor where people walk; broken glass; poor lighting; bunched up floor rug.....any others? So let's take an example of a wet slippery floor due to a leaking pipe.....that's our identified risk (red) in the diagram; (green) who is at risk? Everyone moving through the wet area, especially if they are unaware of the potential to slip and don't know to take extra caution. The risk will be high this afternoon because there will be a group activity in the kitchen at 3pm so we need to....do what? (purple and blue) i/ clean up existing water; ii/ stop the leak as much as possible using tape, towels etc; iii/ verbally alert others to the problem; v/ put up a sign alerting people to the wet, slippery floor; vi/ contact a plumber. (orange) monitor the site and keep mopping up if necessary; wait for the plumber.....

Hazard Identification

A hazard is a potential source of danger causing harm to people, other living things, property, the environment or a combination of these.

Different categories of hazards include:

- **Physical – constant noise and vibration**
- Chemical – cleaning products; fumes from machinery
- **Environmental – poor lighting; uneven floor surfaces**
- Ergonomic – improperly adjusted desks and chairs
- **Psychosocial – stress; harassment**



Read slide

Hazard Control

Exposure to hazards that may present risks to health or safety in the workplace must be controlled.

The risk of exposure could be managed by adopting the following steps:

- **Elimination: removal**
- **Substitution: use something else**
- **Isolation: lockable storage space**
- **Engineering Controls: mechanical aids**
- **Administrative Means: training**
- **Personal Protective Equipment: protective clothing**



So what do we do when faced with a hazard? (read slide) We can use the following steps: **ELIMINATION** – Remove the hazard from the workplace altogether; **SUBSTITUTION** – Replace the hazard with something less hazardous; **ISOLATION** – Separate people from the hazard; **ENGINEERING CONTROLS** – use a trolley to move heavy objects; **ADMINISTRATION MEANS** – Use of safe work practices; **PERSONAL PROTECTIVE EQUIPMENT** – protective clothing like gloves, eye goggles.

So – if you see a potential hazard or risk when you are here please tell us so prompt action can be

taken.

GENERAL HEALTH & SAFETY

- Incidents and accidents
- Personal protection
- Manual handling



Now we will have a look at general health and safety in the workplace.

Incident, Accident & Hazard Reporting

In the case of any accident and/or incident occurring, the following procedures must be followed:

- The volunteer must **immediately notify** the Manager or next responsible staff person
- The Manager will notify WorkSafe Tasmania in the event of a **serious** accident and/or incident
- The volunteer and the Manager must complete an **Incident /Injury/ Near Miss Report** **AND** an **Investigation Form** as soon as possible after the incident/accident



We do have requirements regarding reporting incidents, accidents and hazards, and the following procedures must be followed (read dot points on slide)

The **Accident/Incident Report Form** is filled out ASAP to ensure that all details are collected at the time, in case issues develop in the future. This means that memory wont be relied upon 3 weeks later.

The **Accident/Incident Investigation Report Form** is filled out to ensure that how the accident/incident occurred is documented and there is discussion on how to prevent it from happening in the future.

Definitions

Accident: requires intervention such as First Aid, ambulance attendance or hospitalisation.

Incident: an event that could have resulted in an accident.

Personal Protective Equipment

Protective equipment that is required to be worn will depend on the type of work being undertaken. For example if you are participating in a 'working bee' in the garden and using the whipper snipper you will need to wear:

- Long sleeved clothing
- Wide brim hat
- Safety footwear
- Gloves
- Eye protection
- Ear muffs
- Sunscreen



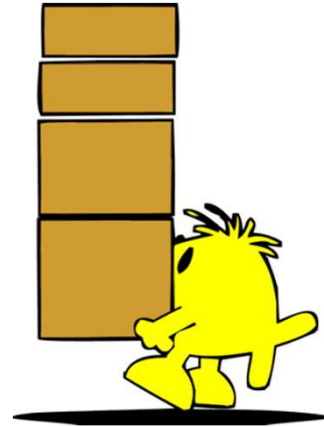
Appropriate protective equipment is required before participating in certain activities.

The House will ensure that individuals have the proper and adequate protective equipment required (either supplied by the House or by the individual) before they participate in certain activities according to our safe work practices. The House reserves the right to ask people not to participate in certain activities if the proper equipment cannot be sourced at that time. (read slide)

Manual Handling

Correct Manual Handling Lifting Technique includes:

- Plan the lift
- Correct feet position
- Bend your knees, not your back
- Get a firm grip on the load.
- Use a team lift or mechanical assistance wherever possible.



Lifting items, big and small, can cause stress on the body, especially the back. There are some important steps to follow when lifting things. They include: plan the lift- know exactly where you are going with the load before you lift it. Assume a well balanced position facing the direction you intend to move the load. The feet should be parted with one foot alongside the object to be lifted and one behind. Use the large muscles in your legs to do the work. You should be close to the load, keeping your spine in good alignment – do not twist. Do not stress or strain. Ask for help!

EMERGENCY MANAGEMENT

- First Aid
- Fire



There is a section on Emergency Procedures in the Volunteer Handbook, and we have copies of our Emergency Policies and Procedures located at ####. Just to recap a couple of key areas we will look at First Aid and Fire.

First Aid



First Aid Kit

- First Aid Kit
- Emergency contact information or call 000 for an ambulance.
- First Aid Officer
- All injuries must be reported to the Manager as soon as possible and the appropriate forms completed.

We have a first aid kit in the House. It is located #####. Emergency contact information for the closest doctor and hospital is located #####. Or call 000. The House First Aid Officer is ####. We have an accident and incident policy as outlined earlier that needs to be followed in the case of an accident. Please report all accidents to the House manager asap.

St Helens General Practice and Hospital are located within a few minutes and contractors should familiarise themselves with their phone numbers and seek assistance from them.

Fire

- **Remain calm**
- Stop work and leave the building immediately when the fire alarm sounds or when instructed to do so
- **Do NOT delay by looking for belongings or other people**
- Cooperate with those giving directions
- **Proceed to the designated Emergency Assembly Point**
- Do not re-enter the building until given the all-clear



In the case of a fire (read slide)

Our designated Emergency Assembly Point is #####.

There is a wall chart of the directions to the EAP located at #####.

Periodic fire emergency drills will be conducted.

There will be notification of these before they occur.

When a drill does happen we want everyone to take the practice drill seriously and respond according to these points.

CONDUCT

- Fitness for work
- Smoking
- Children and pets
- Breach of safety



We have requirements regarding conduct of all staff and volunteers at the House. We have Code of Conduct information contained in the Volunteer Handbook, of which you all have a copy. And a Code of Conduct Policy, a copy of which you can find ####. Other areas of conduct that concern us here include: (read slide)

Fitness for Work

No person will be permitted to work at our Neighbourhood House while his/her ability or alertness is impaired by fatigue, illness, medication, alcohol or other drugs that might subject them or others to the unnecessary risk of injury or harm.

If you are taking prescribed medication that may affect your ability to safely perform your duties, you must notify the Manager.



(Read slide). The consumption or being under the influence of alcohol and other drugs while working for us here at the House is prohibited and will result in disciplinary action.

Smoking

Smoking is not permitted on the premises
except in designated areas.



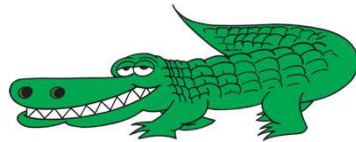
There is no smoking anywhere inside the building.
There is a designated smoking area ####. Please do
not smoke within 3 metres of any doorway or near
any outdoor activities, and dispose of butts
appropriately.

Children; Pets; Horseplay; Practical Jokes; Fighting and Offensive Language



Children are to be kept under supervision

Pets are not allowed on the premises



Horseplay & Practical Jokes are best avoided



Fighting will not be tolerated

Offensive Language is inappropriate



Unless **children** are here for a specific children's activity run by the House, they are the responsibility of the adult who brings them and are to be kept under supervision.

Pets in general are not allowed on the premises unless it is for a specific event. Assistance dogs are not considered pets and their admission to the House with their 'person' will be assessed on an individual basis.

Please remember that what is funny to one person may not be funny to another so we ask that

horseplay and practical jokes are generally avoided.

Fighting will not be tolerated in the House. If there is an issue or dispute with someone please conduct yourself in a responsible manner and seek assistance if need be.

The use of **offensive language** is inappropriate and again will not be tolerated within the House.

Breach of Safety

In the event that a volunteer is observed or reported to be behaving in an unsafe manner, Management will take immediate action and investigate the matter.

The volunteer may be asked to cease work until the situation has been rectified and the work area is considered safe. Non compliance with the instructions may result in:

- The issuing of a written notification
- Termination of volunteer work
- Reporting to Workplace Standards Tasmania, depending on the severity of the breach



Breach of safety includes behaving in a manner contrary to what is expected at the House, especially if it puts others at risk – this could, for example, be intentionally using chemicals or machinery inappropriately and not as directed. Regulations and procedures are not a ‘big yawn’ and are not to be ignored.

THANK YOU

Any questions?



Work health and safety is an on going topic for us. Remember we want to create and maintain a culture of unconditional dedication to safety at the House. Maintaining a safe environment is everybody's business, and everybody's responsibility. So we hope you will work with us to make our House a safe place for **EVERYONE**. Thank you for coming today. Any questions?