



Quality
ISO 9001
SAI GLOBAL



The WorkPac System

HSC Assignment and Basic Safety Guide - Social Care

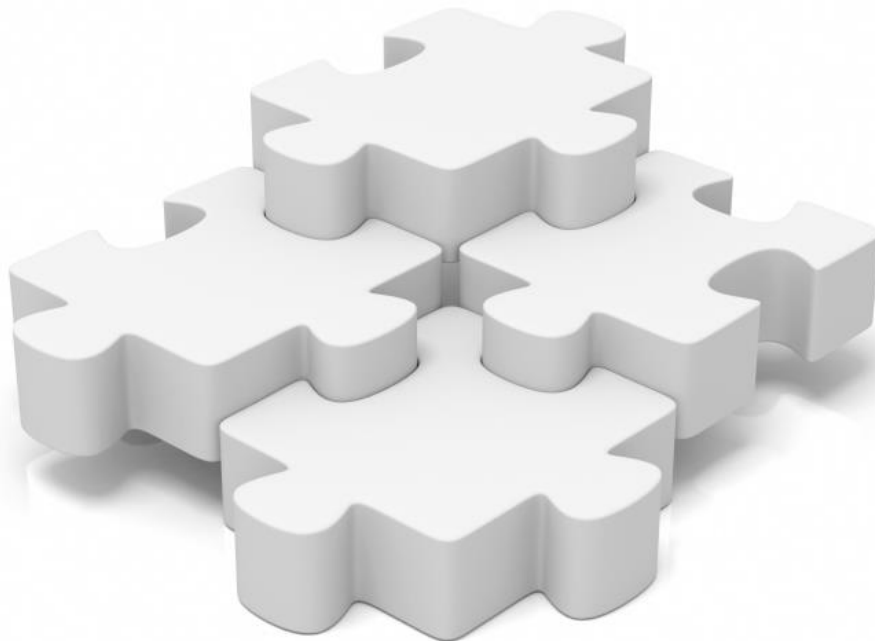


Table of Contents

THE ESSENTIALS	3
1. Introduction.....	3
2. Identification and Relevant Documentation.....	4
3. WorkPac HSC Uniform Policy.....	4
WORKPLACE CONDUCT	5
4. WorkPac Policies	5
5. Professional Conduct and Retaining your Reputation in the Workplace	5
6. Compulsory Reporting Guidelines.....	6
7. Reportable Conduct.....	7
GENERAL INFORMATION	9
8. Confidentiality.....	9
9. Minimum Annual Requirements.....	9
10. Performance Reviews.....	9
11. Professional Development	10
12. Getting Paid & Personal Details.....	10
13. Shift Placement and Getting Paid - Deputy	11
14. Placement.....	12
15. Cancelling a Shift	12
16. On Arrival at Your Shift	12
17. Orientation to Each Area.....	13
18. Direct Bookings by the Facilities	13
GENERAL SAFETY IN THE WORKPLACE	14
19. Introduction to Safety at WorkPac HSC.....	14
20. Your Safety Responsibilities.....	14
21. Recognising Hazards in the Workplace	15
22. Reporting Hazards in the Workplace.....	16
23. Reporting Incidents and Accidents in the Workplace	16
24. Injury Management.....	18
25. Fitness for Work.....	19
26. Understanding and Avoiding Fatigue.....	19
27. Driving to Client Site.....	20

HSC Assignment and Basic Safety Guide - Social Care

The WorkPac System



HEALTH & SOCIAL CARE SAFETY GUIDE	21
28. Basic First Aid Information.....	21
29. Infection Control.....	21
30. Manual Handling - Correct Lifting.....	22
31. Fire Protection.....	23
32. Medication Safety	24
33. Working Alone.....	25
34. Needle Stick Injuries and other Blood Borne Virus (BBV) Exposure.....	25
35. Motor Vehicle Usage - Private Vehicles.....	27
36. Personal Property	27
EMPLOYEE ACKNOWLEDGEMENT FORM	28

THE ESSENTIALS

I. Introduction

Welcome to the WorkPac Health and Social Care Team

BRC Recruitment, Prime Medical and WorkPac Health and Social Care (HSC) are part of the WorkPac Group, a leading Australian recruitment specialist in Community, Aged Care, Housing, Medical professionals, Nursing, Child Care, Disability and Youth Support and Allied Health. All of our employees are required to deliver high quality professional services and have common attributes of uncompromising service adding value to the HSC sectors.

Please take the time to read the information contained in this guide and refer to it whenever you are placed on an assignment with WorkPac HSC.

Our main aim is to assist you in securing assignments where you can best utilise and enhance your current skills and develop your career objectives in order to help you succeed.

We strive to ensure you are booked on an assignment for which you are equipped with the knowledge of your duties, the terms of your engagement and within the scope of your practice.

Please contact your WorkPac HSC Representative immediately if you have any questions or experience any problems. If it's a safety issue or pay inquiry, please contact your WorkPac HSC Representative. If you've changed your personal details (e.g. phone number, emergency contact, address, bank details etc.), please make sure you update these details by logging onto your myworkpac account.

In the event that you misplace this guide, contact your WorkPac HSC Representative and request another copy to be forwarded to you.

Some tips for getting the most out of your relationship with WorkPac HSC:

- Keep us up to date with your availability status *at all times*, via HSC Rostering System "**Deputy**";
- If you change any personal contact details please let us know;
- Follow all Client and WorkPac HSC and WorkPac Group Policies and Procedures;
- Attend any inductions as instructed;
- Maintain currency of all documents including driver's licence, certifications and worker clearances (including any changes, restrictions or pending charges); expired documents will need to be updated;
- Look and act professional at all times and remember you are our front line and representative of our company;
- Provide us with 24hrs notice when you are unable to commence/complete a shift;
- Keep in contact during the duration of your work assignment;
- Contact your WorkPac HSC Representative immediately should there be any concerns with your assignment (i.e. inappropriate behaviour or tasks being requested of you);
- Let us know of any relevant courses you have undertaken, newly acquired skills and when updating any existing competencies and skills. We will update your work profile as this may provide you with further work opportunities; and
- Feel free to contact us at any time with any questions.

We hope the association we now have is mutually beneficial and long lasting between both parties. We are confident that you will enjoy working for an organisation that prides itself on its greatest asset...*you*.

THE ESSENTIALS

2. Identification and Relevant Documentation

Once your employment with WorkPac HSC is finalised, you may be provided with WorkPac HSC identification. It is essential that you always wear your photo ID badge provided when you are working, where applicable, so that others can identify you easily.

If you misplace or lose your ID badge, please notify your WorkPac HSC Representative immediately so we can issue you with a replacement.

In addition to your ID badge please ensure you have all other relevant documentation with you for each shift, which may include:

- HSC Timesheet, if required;
- Photo ID, in addition to the WorkPac HSC ID, if relevant; and
- Client documents or legislation requirements, such as vaccination and screening documentation facilities eg, COVID 19 vaccinations or any other documentation as requested by your WorkPac HSC Representative.

3. WorkPac HSC Uniform Policy

It is a requirement that you present professionally to all of your assignments wearing responsible and smart clothing. Shoes must be enclosed, have non-slip soles and be in good, clean condition.

If you are attending a site that may require a uniform, your HSC Representative will inform you at the time of your assignment offer. If you are working in a non-clinical environment the site may issue you with their own uniform or advise you of any casual/corporate dress standards that may apply.

Please also consider your working environment. You must comply with all infection control standards by ensuring:

- Jewellery is kept to a minimum, a wedding ring and a watch (unless bare below the elbow standards are required);
- Nails are kept short, clean and neatly trimmed. Artificial nails and nail polish are not to be worn by anyone providing-care; and
- Hair is neat and tied back.

WORKPLACE CONDUCT

4. WorkPac Policies

As an employee of WorkPac HSC, it is expected that you are aware of both WorkPac and Client's site-based policies and adhere to them in your day to day duties. You can view WorkPac policies online at www.workpachsc.com/our-policies. Policies include:

- Occupational Health and Safety Policy;
- Injury Management and Rehabilitation Policy;
- Fitness for Work Policy;
- Environmental and Sustainability Policy;
- Quality Policy;
- Privacy Policy;
- Equal Employment Opportunity Policy;
- Workplace Equity and Diversity Policy;
- Harassment, Discrimination and Workplace Bullying Policy;
- Employee Relations Policy;
- Community Relations Policy; and
- Indigenous Australian Policy.

WorkPac HSC does not tolerate any Workplace violence (this includes verbal and/or physical threats), bullying, harassment, vilification, malicious behaviour causing intentional damage. Apart from policy breaches these acts could also breach state and federal statutes including criminal acts. If there are any behaviours and/or conduct you feel fall under any of these categories, please contact your WorkPac HSC Representative and your site-based management. Please note that misconduct in any of these areas may lead to disciplinary action, up to and including termination.

5. Professional Conduct and Retaining your Reputation in the Workplace

The majority of our employees complete all of their assignments with their professional reputation enhanced.

Please remember when you are working in a Client environment that you represent WorkPac HSC as well as yourself.

Take the time to review the basics of professional conduct which include:

- Always work within your level of competence. Do not attempt any procedures that you are not qualified to perform or use unfamiliar equipment without appropriate instruction;
- Any damage caused to a Client's property must be reported immediately to your Supervisor. You may, depending on the circumstances, be personally liable for any damage done to Client property.
- Do not take personal property to a site; any damage is your responsibility;
- Adhere to the Client site's operational policies and procedures;
- Always be punctual - making sure you arrive 15 minutes early to ensure that you are ready to commence your shift at the confirmed start time; and

WORKPLACE CONDUCT

- Contact your WorkPac HSC Representative should you require assistance.
- Always wear neat, clean clothing (uniform where required) including name badge, where required;
- Understand that WorkPac HSC has a zero tolerance for the misuse, personal distribution and/ or consumption of drugs and/or alcohol in the workplace. This means the consumption of any alcohol and/or any drugs at work, or employees arriving at work unfit due to being adversely affected by alcohol and/or other drugs (i.e. illicit, prescription, over the counter). Not following these company and/or Client procedures may result in summary dismissal. Employees who are currently on prescription and/or over the counter medications that can impair/negatively affect their ability to perform their job tasks in a safe and risk-free manner must notify WorkPac HSC prior to any engagement;
- Please ensure you look after your own property during your assignment. WorkPac will not be liable for personal property (for example, personal effects, sunglasses) taken to Client site. This includes personal equipment for personal and Young Person entertainment, such as PlayStation, laptop etc.
- All facilities have 'no smoking' areas with some classified as 'no smoking sites'. You are therefore required to honour the policies of the Client site and only smoke where permitted and only during your authorised break(s);
- Ensure your mobile device is charged at all times in case of emergency; emergency numbers, including WorkPac HSC, should be stored in your contacts list; and
- If you are experiencing challenges on an assignment and are concerned about discussing this with the Client please speak to us. We are here to support you and mediate on your behalf.

6. Compulsory Reporting Guidelines

As a WorkPac HSC Employee, it is expected that you are aware of the compulsory reporting requirements aligning with your role within WorkPac HSC. Mandatory reporting may be required for AHPRA Registered Employees, Elder Abuse and Child Abuse and Neglect.

AHPRA Mandatory Reporting:

[Guidelines for Mandatory Notifications](#) (AHPRA)

Compulsory Child Abuse and Neglect Reporting:

Further information regarding Mandatory Reporting Queensland

<https://www.csyw.qld.gov.au/child-family/protecting-children>

Further information regarding Mandatory Reporting South Australia

www.childprotection.sa.gov.au/reporting-child-abuse

Further information regarding Mandatory Reporting Northern Territory

<https://www.childwise.org.au/page/48/state-legislation-reporting-nt>

Further information regarding Mandatory Reporting NSW

www.facs.nsw.gov.au/families/Protecting-kids/mandatory-reporters/how-to

Further information regarding Mandatory Reporting ACT

www.accesscanberra.act.gov.au/app/answers/detail/a_id/213/~reporting-child-abuse-and-neglect

WORKPLACE CONDUCT

Further information regarding Mandatory Reporting Victoria

http://www.cpmanual.vic.gov.au/advice-and_protocols/advice/intake/mandatory-reporting

Further information regarding Mandatory Reporting Tasmania

www.dhhs.tas.gov.au/children/child_protection_services/what_can_i_expect_when/child_protection_notification_form

Further information regarding Mandatory Reporting Western Australia

<https://mandatoryreporting.dcp.wa.gov.au/Pages/Home.aspx>

7. Reportable Conduct

It is imperative that WorkPac HSC employees strive to always protect a child, youth or disabled persons' right to be safe from abuse of any kind, and to take all necessary steps to achieve this fundamental objective. The safety, welfare and well-being of the child, young or disabled persons that WorkPac HSC support is paramount. WorkPac HSC is committed to supporting young persons placed in out-of-home care, disabled persons, in home and community care, and children in early learning facilities and recognise that they are entitled to a safe, nurturing, stable and secure environment.

All WorkPac HSC employees who are placed in an environment with a child, young or disabled person must have the appropriate qualifications, training, skills and knowledge and comply with the WorkPac procedures and processes and Child Safety Standards. All WorkPac HSC employees will be required to have and maintain relevant probity checks, including, but not limited to, a Working with Children Check (WWCC) and/or NDIS Worker Screening Check.

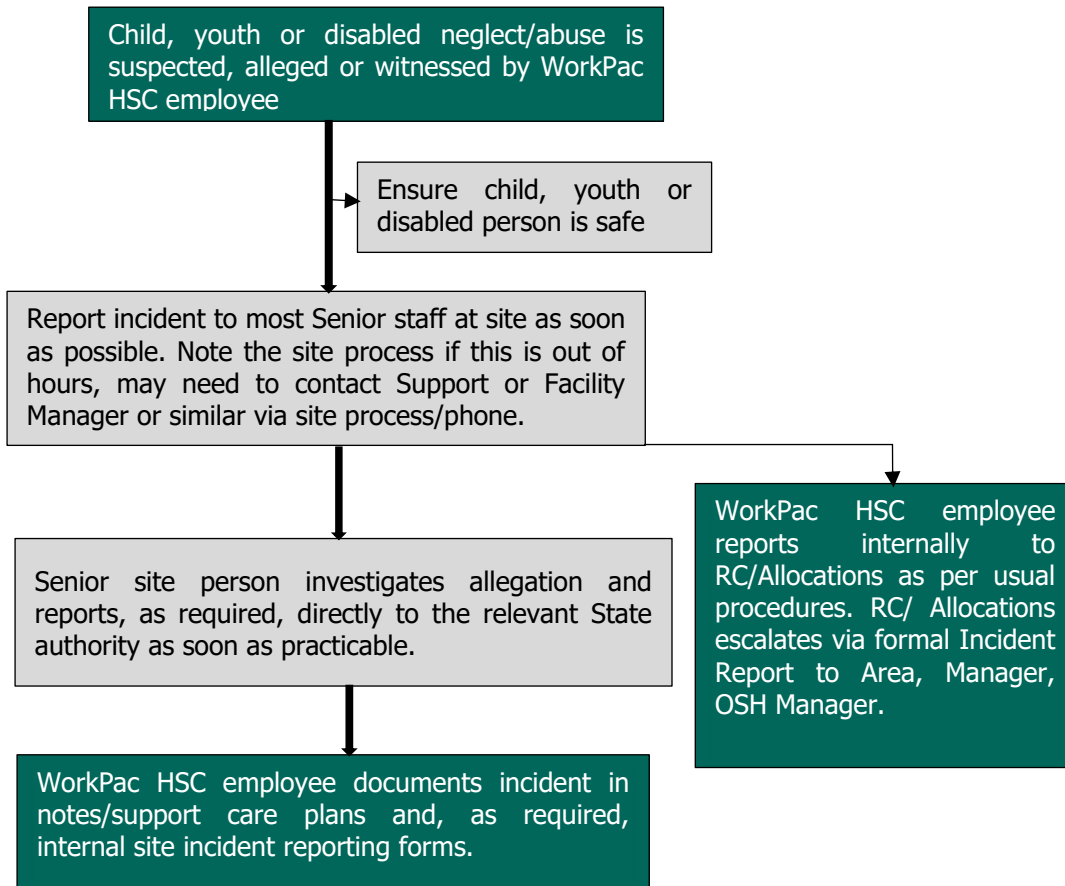
All WorkPac HSC employees are expected to act with integrity and honesty, provide support in a safe and competent manner, with care and skill, must not at any time act inappropriately and recognise their understanding of their code of conduct and duty of care by signed acknowledgement of the relevant WorkPac HSC forms:

- WorkPac HSC Youth Worker Acknowledgement Form; and/or
- WorkPac HSC Disability Worker Acknowledgement Form

Legislation regarding child or disabled neglect/abuse can differ between states. For the purposes of the WorkPac HSC, all WorkPac HSC employees who work with children, youth or disabled persons are required to report any suspected, alleged or actual neglect/abuse to their WorkPac HSC Representative and the Client. The Client will investigate the allegation and report to the state-based authority, should the allegation be sustained. Abuse may be defined as, but not limited to, physical abuse, sexual abuse, emotional abuse or neglect.

WORKPLACE CONDUCT

See below flowchart for reporting process.



GENERAL INFORMATION

8. Confidentiality

As a WorkPac HSC employee, you have a legal and ethical duty to protect the confidentiality of the information of the person(s) in your care. It is expected that you will keep WorkPac HSC, those in your care and our Client's information confidential at all times and will not, without prior written consent, disclose, divulge, or deal with any confidential information or allow any confidential information to become known or be used by or be disclosed or communicated to, any other person.

9. Minimum Annual Requirements

If required under professional registration or industry specific standards, as a minimum, you must meet your continuing professional development (CPD) annual obligations. You are required to provide us with a 'certified' copy of those certificates immediately upon renewal. Clinical employees have a professional obligation to keep clinical skills up to date to ensure competencies. Should this not be clear please contact your HSC Representative.

WorkPac HSC does work with some Clients who require annual induction or site specific programs that you may be required to undertake.

WorkPac HSC also requires all employees to have a Police Clearance. As an approved provider, BRC Recruitment will conduct an annual Police Clearance check and request completion of required documents prior. Additionally, a statutory declaration regarding criminal history will be requested.

If working in areas of child-related work or disability care, you will also be required to hold a current Working with Children Check (WWCC) relevant to the state or territory that you are working in and/or a National NDIS Worker Screening Check (previously state based disability employment check). Please ensure that we have a copy of your up-to-date clearances, checks and certifications at all times.

All employees have an obligation to notify WorkPac HSC immediately of any changes to your National Police or Working with Children clearances (i.e. any allegations, pending charges or criminal convictions and/or penalties).

You will be required to comply with the WorkPac HSC Credentialing Procedure, which specifically outlines legislative, any relevant State/Territory and our Client's requirements to ensure you are screened and/or vaccinated for/against Vaccine Preventable Diseases.

All clinical employees must ensure that their registration with AHPRA is up to date at all times. In addition, you must ensure that we are notified of any complaints, notifications, restrictions or pending restrictions, upon your registration.

10. Performance Reviews

Given that employees are working at various Client sites, WorkPac HSC does not have direct knowledge of your performance and competencies at work and relies on feedback. It is important you regularly submit our post placement assessments as part of our quality assurance process and to confirm that there are no performance or training issues that may arise and that we could assist you with through further training.

Ongoing clinical assessments are to be completed on a three (3) monthly basis or at the end of each assignment. We will keep these on record, and these maybe used, if requested, to secure new assignments for you.

GENERAL INFORMATION

For a fair assessment, we suggest you give it to the Client (Supervisor) before commencement of your shift/placement.

This feedback also assists us to recognise excellent performance and will qualify employees to be considered for our reward and recognition program (which will assist you with future employment opportunities). Our Clients are encouraged to provide feedback, on your performance, as part of our quality assurance.

11. Professional Development

WorkPac HSC is committed to the continuing professional development of our employees. Please speak to us about training opportunities.

12. Getting Paid & Personal Details

WorkPac HSC predominantly offers employment on a casual basis.

- If you are employed on a **casual basis**:
 - You will be engaged on an hourly basis, where you will be paid an hourly rate of pay for every hour you work (unless otherwise agreed in writing).
 - Your hourly rate will be inclusive of casual loading, which is paid in compensation for any paid leave entitlements under the *Fair Work Act 2009* (Cth). Further details in relation to this can be found in your Notice of Offer of Casual Employment.
 - You will **not** be paid for a Public Holiday unless you undertake work on that day.
- When you are employed by WorkPac HSC, we hold insurance for workers compensation, professional indemnity and public liability which will cover you during your assignment.

Please note: If you engage in conduct which constitutes neglect, or is outside the scope of your duties under the relevant safety legislation and/or professional obligations, this may affect your entitlement to workers' compensation. If you are uncomfortable or concerned about something you have been requested to do during an assignment, please contact your WorkPac HSC representative.

12.1 Getting your Pay Right

It is your right to receive your pay on time and accurately and we are proud of our systems and the expertise of our employees to ensure this happens.

However, we can only achieve this goal with your help. Below are some tips on how to ensure you are paid correctly and on time:

- WorkPac HSC, as your employer, sets your pay rates, **not the Client**. Please refer any pay queries to your WorkPac HSC Representative.
- You will be provided with a Notice of Offer of Employment which outlines the terms and conditions of your Employment with WorkPac HSC.
- It is your responsibility to complete, check and submit your timesheet to the Client for approval; Failure to do so may delay your pay from being processed on time; Please refer to your copy of the '*Casual (Non-Permanent) FTM - Terms and Conditions of Employment*' provided at your interview for further information. If you cannot find your copy, please liaise with your HSC Representative who will provide you with a copy.

GENERAL INFORMATION

12.2 Pay Days

- You must check and confirm that the bank account details, provided via MyWorkPac and/or on your Notice of Offer of Employment are correct.
- You must also ensure you have completed a Tax File Declaration Form.
- Your Notice of Offer of Employment will confirm the day on which your pay will be deposited into your nominated bank account) or confirm with your HSC Representative. Please note, WorkPac HSC has no control over when electronically transferred funds will be available. If you have questions in relation to this, please contact your bank directly.

WorkPac HSC do not pay by cash or cheque.

12.3 Superannuation

- Superannuation is paid to all WorkPac HSC employees as per the Superannuation Guarantee Levy in place at the time of your employment. WorkPac HSC lodges your entitlements quarterly, though the frequency can vary from fund to fund.
- You must ensure you have provided WorkPac HSC with the details of your superannuation fund and membership number. If you fail to provide WorkPac with your superannuation details after twenty eight (28) days of working for us, we will lodge your entitlements with WorkPac HSC' default fund.

12.4 Personal and Postal Details

- You must ensure that your contact number, postal address and email address on the WorkPac database record is correct at all times.

12.5 Public Holidays

- WorkPac HSC's Payroll Team operates out of our Service Centre in Queensland and do not work on public holidays. Please note, there may be a delay in Payment delay may also occur if there has been a public holiday in your State.

13. Shift Placement and Getting Paid - Deputy

Deputy is WorkPac HSC' system for capturing availability and unavailability, rostering and allocating shifts and submission of timesheets.

There are exemptions from 'Deputy', and relevant employees will be advised of an alternate process by their HSC Representative on advising availability, placement of shifts and timesheet submission.

Detailed instructions on how to use Deputy are provided during your on boarding with WorkPac HSC. If you have any questions regarding Deputy or require further clarification, please refer to these instructions or contact your WorkPac HSC Representative.

Deputy Tips:

- When can you work? Deputy requires you to log your unavailability, so that we know when you are available. You will need to block out your calendar when you are unable to work, so when allocating shifts, we can see when you can work. Please make sure that you block out periods of unavailability like holidays, appointments and, if you have secondary employment.

GENERAL INFORMATION

- Available Shifts are displayed within the application, so by enabling push notifications and emails, you will be notified when a shift becomes available.
- To claim the shift, you will need to 'Claim Shift' directly within the application.
- Confirmation of the shift will be displayed within the application, and if you have enabled push notifications and emails, you will receive confirmation via this method as well.
- The application logs start times for your shift, breaks and completion of your shift. You need to enter these details to ensure an accurate timesheet submission and subsequently your pay.

Please note that to view your payslips, you will need to log onto your "myworkpac" account.

14. Placement

We will attempt to place you in your preferred speciality, sites and locality on the days and shifts you request.

If you undertake an assignment and you do not wish to return, please advise your WorkPac HSC Representative so we can note this information on your file.

15. Cancelling a Shift

If you need to cancel a shift for any reason, please call WorkPac HSC (**not** the Client site) as soon as possible so we can make other arrangements. You must provide us with a **minimum of 24 hours-notice**. If you are going to be late for any reason, please phone us immediately.

If a Client site cancels your shift, we will notify you and provide you with a replacement shift where possible.

If the cancellation occurs on arrival at the Client site you may be compensated, aligning with the relevant Industrial Instrument. The Client site may have the right to ask you to stay and work the time period that you will be paid.

If you need to leave a shift, prior to its completion (and without being asked to by the Client site), you may only be paid for the hours actually worked.

16. On Arrival at Your Shift

After you have signed on at the Client site where you have been booked, you must report to the Shift /Residential Coordinator in the area where you have been assigned to work, if applicable.

If you are requested and agree to work through your breaks or to working beyond the allocated shift times, please confirm authorisation with the Supervisor, Shift/Residential Coordinator.

Please also advise your WorkPac HSC Representative. Due to OH&S precautions we cannot permit you to work more than 12 hours in any shift.

It is imperative that you seek permission from the Nurse/ Shift Manager or Residential Coordinator prior to working through your breaks or working hours different to those you have been assigned. Ensure that your timesheet is signed or submitted with the additional hours worked initialled or noted by the appropriate site Supervisor

If you do not receive this permission, you may not be paid for the extra work done.

GENERAL INFORMATION

17. Orientation to Each Area

When you arrive at the Client site, you must request that the House Manager/Supervisor/Staff orientates you to each area where you are to undertake work.

Some facilities provide an orientation package for agency staff to assist with orientation and other facilities require you to complete an online induction before commencing work onsite.

Ask the House Manager/Supervisor/Staff when you sign on about orientation and what happens at their site.

Please ensure that you request orientation regarding safety, fire procedures and evacuation points.

You may find that this information is also covered in the orientation pack provided by the Client site if they supply one. If you are working in motel/apartment accommodation please check the emergency evacuation procedure, usually displayed on the back of the front door.

You should arrive at least 15 mins prior to shift commencement when working in a new area so you have time to complete this orientation.

For employees working alone, please refer to section 33 '**Working Alone**' for further details.

18. Direct Bookings by the Facilities

If you are invited by the House Manager/Supervisor/Staff to work another shift, it is also important that you confirm the shift with WorkPac HSC. We will confirm the shift with the relevant person at the Client site and add it to our roster and payroll once appropriate authorisation has been obtained.

GENERAL SAFETY IN THE WORKPLACE

19. Introduction to Safety at WorkPac HSC

WorkPac as well as WorkPac HSC, have a formal Safety Management System consisting of policies, procedures, plans and forms with the aim of providing a safe work environment for our employees at Client sites.

WorkPac promotes open communication and transparency in all aspects of their business and recognises Work Health and Safety (WHS) as an integral part of its and its Clients' business. We strive to continually improve our processes and manage change through effective communications, monitoring of activities, recognising opportunities and implementing changes when needed.

We encourage our employees to be active in observing and suggesting changes in the workplace to reduce the risks and hazards and enhance their safety performance. We expect all employees to accept responsibility for their actions, report unsafe acts and conditions, and behave in a manner than reflects safe work practices.

20. Your Safety Responsibilities

While you are working with WorkPac HSC, you have a **'duty of care'** to ensure that you work in a safe manner to reduce harm and injury to yourself and others. This 'duty of care' in the workplace is a shared responsibility between the employer and the employee and is legally enforceable.

Whilst you are employed with WorkPac HSC, you must adhere to the following safety guidelines:

WHO	Responsibility	Key Activity	Outcome
All Field team Members	Follow standard safe work procedures.	Report ALL unsafe situations immediately to HSC Representative or Manager at site.	Resolve any unsafe situations immediately if within your ability to do so.
	Report ALL hazards identified.	Take corrective action within own ability and report to RC/Manager at site.	Ensure that risks are as low as reasonably practicable if within your ability to do so.
	Follow all reasonable instructions.	Report ALL injuries, near miss and any equipment damage.	Ensure first aid or medical treatment to any injuries.
	Participate in Safety improvement activities.	Support fellow employees.	Show initiative in driving safety.
	Wear ALL designated Personal Protective Equipment (PPE)	Ask about and keep informed of workplace hazards, including communicable diseases and current infections at site.	Comply with mandatory PPE to ensure that any communicable disease risks are as low as reasonably practicable.
	Ensure all equipment is in a safe condition before use.	Inspect all equipment prior to use.	Check tag and test labels.
	Ensure all mandatory training, qualifications and annual certifications are current and maintained.	Notify your RC with any changes to certifications or qualifications.	Ensure compliance with annual re-certification.

GENERAL SAFETY IN THE WORKPLACE

21. Recognising Hazards in the Workplace

WorkPac HSC recognise the importance of timely hazard reporting as a major component of an accident prevention program. Hazards in the workplace come in many forms and are defined as anything with the potential to cause harm to people (self and others), plant, equipment, property or to the environment.

Hazards arise from:

- Unsafe Acts - persons not using equipment for the task it was designed, not following procedures or being familiar with their work environment and the hazards that exist (new site);
- Lack of risk assessment, especially if working alone or in a new site;
- Inappropriate or inadequate systems, procedures and processes in place;
- The work environment - indoors or outdoors
- Chemicals and their use and handling requirements;
- Poor work design.

Workplace hazards can be divided into five main or specific categories:

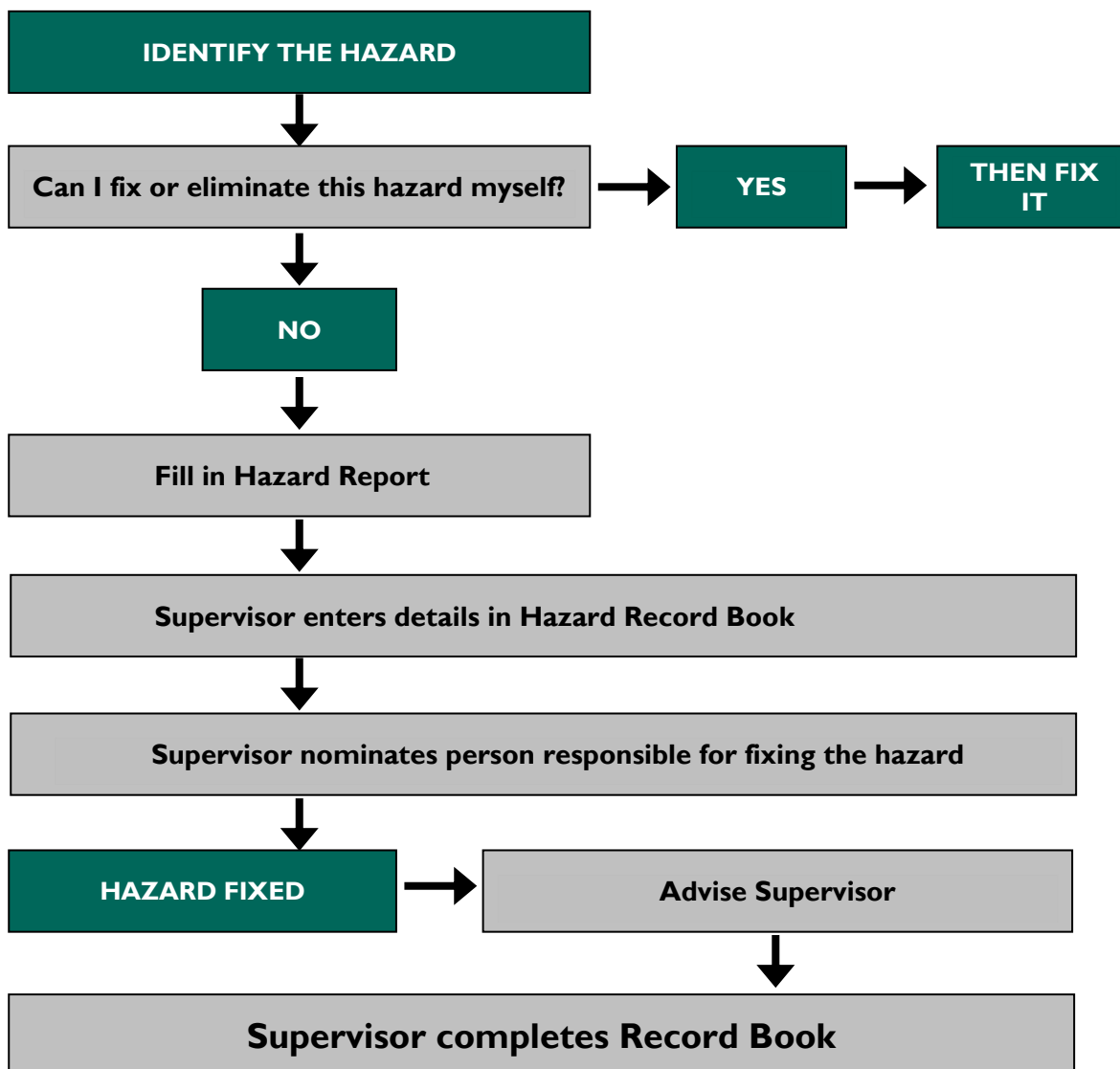
1. **Physical** - Noise, radiation, vibration, occupational violence
2. **Chemical** - Poisons, dusts
3. **Biological** - Bacterial, viruses, parasites, plants
4. **Mechanical and Electrical** - Tools, electrical equipment, slips, trips, falls
5. **Psychological** - Stress, fatigue, bullying, violence

GENERAL SAFETY IN THE WORKPLACE

22. Reporting Hazards in the Workplace

WorkPac HSC recognises the importance of timely hazard reporting as a major component of the accident prevention program.

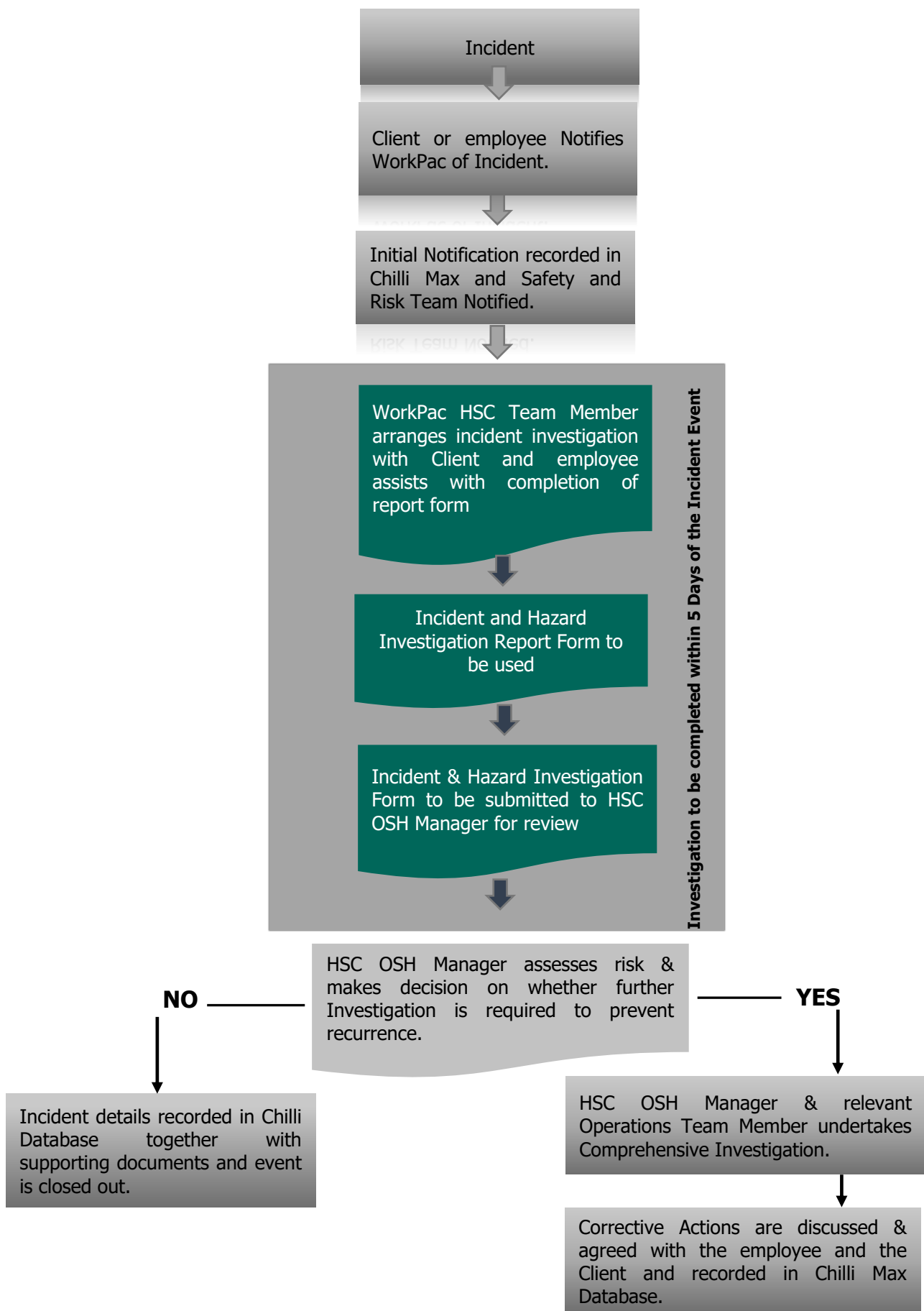
If you see a hazard, which can be identified from: observation; inspection; task observation; or as a result of an accident investigation, please follow the flow chart on the next page.



23. Reporting Incidents and Accidents in the Workplace

ALL incident and accidents **MUST** be reported to the Client and to WorkPac HSC as soon as possible and no later than 24 hours from the time they occur. The following flow chart highlights the incident investigation process to reduce the risk to as low as reasonably practicable in any future events.

GENERAL SAFETY IN THE WORKPLACE



GENERAL SAFETY IN THE WORKPLACE

24. Injury Management

A condition of your employment requires you to notify both our Clients Supervisor and your WorkPac HSC Representative of any injuries as soon as possible and **no later than 24 hours** from the time of injury.

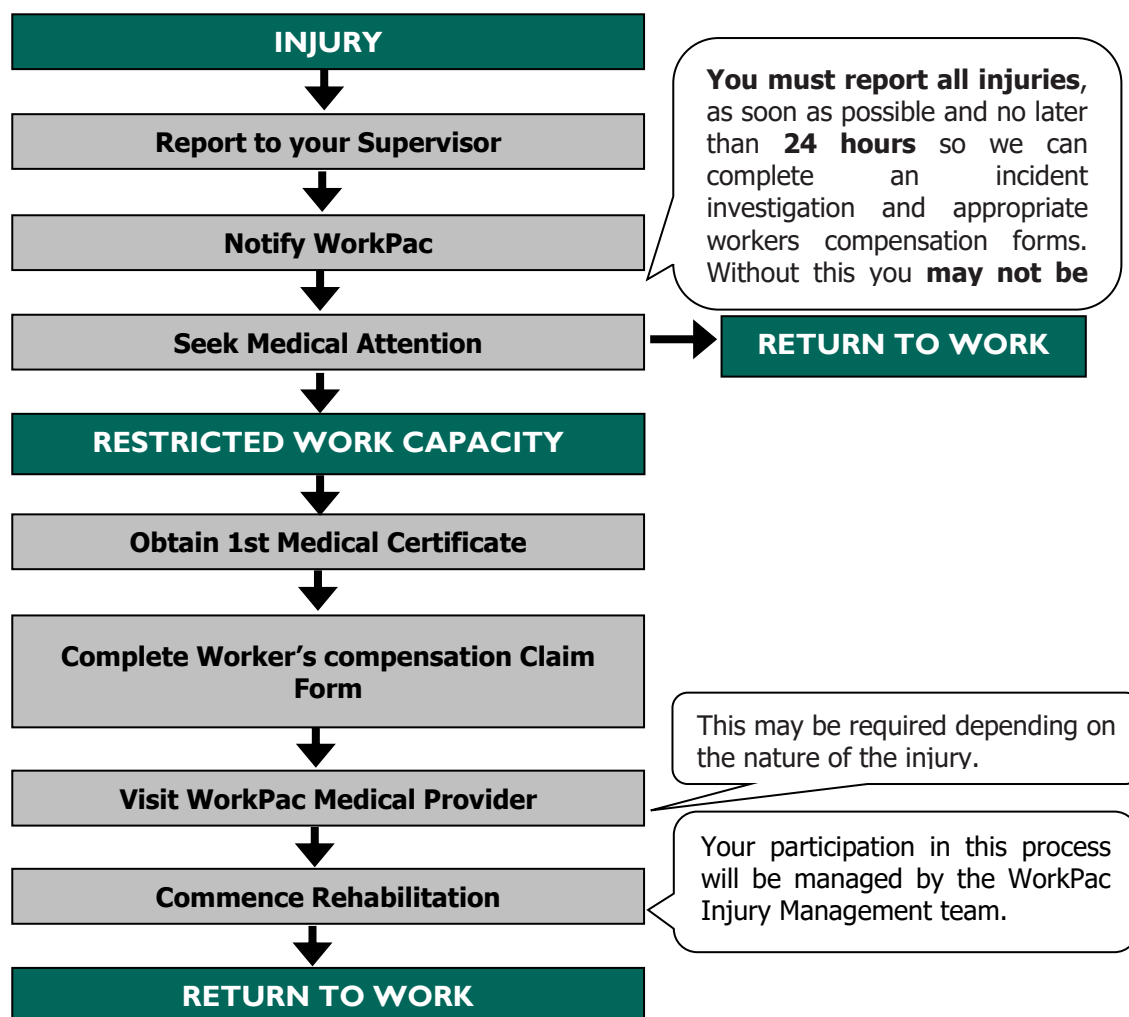
WorkPac HSC has a responsibility to manage all injuries to any employee that becomes injured. In case of injury, immediately notify your WorkPac HSC Representative during business hours, BRC (NSW) Casual Team on **02 8604 3974** and Child Care on **02 8604 3999**.

WorkPac HSC has a responsibility to manage all injuries to employees and cannot do this if we do not know about you being injured. To review WorkPac's *Injury Management and Rehabilitation Policy* please visit <https://www.workpachsc.com/our-policies>.

The focus of injury management is on the safe, timely and sustainable return to work of an injured or ill employee. Effective injury management relies on the cooperative efforts of all stakeholders.

When an injured employee receives minor treatment by a Medical Practitioner and returns to normal duties, no further action is required. Should the injured employee be unable to return to their normal duties, the Injury Management Coordinator will commence the rehabilitation process.

The following chart shows the steps to take in the event of an injury:



GENERAL SAFETY IN THE WORKPLACE

25. Fitness for Work

“Fit for work” is defined as being in a physical, mental and emotional state which enables an individual to competently carry out allocated work activities without compromising the safety and health of themselves or others. Fitness to work can be influenced by many factors, including, but not limited to, injury and illness, prescribed medication, illicit drugs, alcohol and fatigue.

At all times WorkPac HSC employees are expected to be fully fit to work, including not being affected by alcohol or other drugs. Employees must notify the Client Supervisor and their WorkPac HSC Representative on any occasion where there is concern for their fitness for work, prior to commencing shift.

For further information, please refer to WorkPac’s Fitness for Work Policy, please visit <https://www.workpachsc.com/our-policies>.

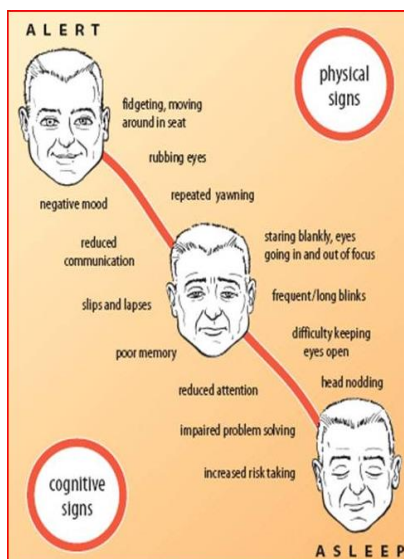
26. Understanding and Avoiding Fatigue

Fatigue is a leading contributor to traffic accidents and incidents on shift. Managing fatigue is an important component of being fit for work. Fatigue is more than being tired and drowsy. In a work context, fatigue is mental and/or physical exhaustion that reduces your ability to perform your work safely and effectively. The only cure for fatigue is **sleep**.

Fatigue can be influenced by working irregular times, completing mentally or physically demanding activities, having too little sleep, working during normal sleep times, some medications and other lifestyle factors.

WorkPac HSC employees have a responsibility in controlling their risk of fatigue, so they are fit to work. To minimise the risk of fatigue the following factors must be considered:

- Sleep: adequate sleep opportunity. This isn’t just the time between shifts, but the actual amount of sleep, in addition to the time required for commuting to site, eating etc;
- Adequate rest breaks: consider how much time there is off between shifts, including following sleepovers;
- Hours worked: total hours worked in a single day and per week/fortnight/month must be assessed; and
- Secondary employment: employees must advise their WorkPac HSC Representative if they have secondary employment.



Be aware of signs and symptoms of fatigue and the risk of reducing work performance and safety with increasing fatigue.

B. Samn-Perelli Fatigue Checklist	Risk Level
<ul style="list-style-type: none"> • Fully alert • Very lively • Okay 	<ul style="list-style-type: none"> • Low
<ul style="list-style-type: none"> • A little tired • Moderately tired 	<ul style="list-style-type: none"> • Moderate
<ul style="list-style-type: none"> • Extremely tired 	<ul style="list-style-type: none"> • High
<ul style="list-style-type: none"> • Completely Exhausted 	<ul style="list-style-type: none"> • Very High

GENERAL SAFETY IN THE WORKPLACE

If you are experiencing fatigue in the workplace, you must notify your WorkPac HSC Representative immediately.

27. Driving to Client Site

In most instances, Client site will be located an easy commute to your home. There may be occasion that you are offered a placement/assignment that is some distance to your home. Where the site is located more than 2 hours away a Journey Management Plan will be required. Your WorkPac HSC Representative will provide guidance on when this is required and provide the required documentation to be completed.

As a minimum, you should carry out a check (shown below) before embarking on your journey to ensure that the following have been addressed.

The vehicle's registration is current and valid.	<input type="checkbox"/>
You hold a valid and current driver's license.	<input type="checkbox"/>
The vehicle is safe e.g. tyre tread is sufficient, safety belts are intact, brake and hazard lights are working.	<input type="checkbox"/>
Fuel, water and oil supplies are adequate and spare water is stored in the boot for emergency purposes.	<input type="checkbox"/>
The vehicle has a roadworthy spare tyre, and a reliable jack.	<input type="checkbox"/>
A basic first aid car kit is stored in the glove box for emergency purposes.	<input type="checkbox"/>
You have developed a travel management plan that includes rest breaks (every 2 hours) and overnight stops.	<input type="checkbox"/>
You make contact with your destination prior to commencing your trip with an estimated arrival time and proposed route you will be taking. Once on site you let your site contact know that you have arrived.	<input type="checkbox"/>
Upon leaving you notify your site contact of your set off time and upon arriving at your destination you make contact with to notify them you have arrived home safely.	<input type="checkbox"/>

HEALTH & SOCIAL CARE SAFETY GUIDE

28. Basic First Aid Information

All youth and disability support employees are required to have current Cardiopulmonary Resuscitation (CPR) certification. Some employees will also be required to have an appropriate level of First Aid certification, in line with your role, as advised by your WorkPac HSC Representative.

Remember, even if you are untrained, any attempt at resuscitation is better than no attempt at all. The following is intended as a general guide only, however, these steps should be followed no matter what the injury or illness is.

Danger - always check for danger to yourself, to any bystanders or others and then the ill or injured person.

Response - is the person conscious? Do they respond when you talk to them, touch their hands or squeeze their shoulder?

Send for help - internally on site and externally to '000'

Airway - Is the person's airway clear? Check for obstructions and where possible clear them by rolling the adult casualty on their left side, tilting the head back slightly and opening the mouth and clearing the obstruction.

Breathing - check for breathing by looking for chest movements (up and down). Listen by putting your ear near to their mouth and nose. Feel for breathing by putting your hand on the lower part of their chest. If the casualty is unconscious but breathing, turn them onto their left side, carefully ensuring that you keep their head, neck and spine in alignment and continue to monitor.

Cardiopulmonary resuscitation - if an adult is unconscious and not breathing, make sure they are flat on their back. Place the heel of one hand in the centre of their chest with your other hand on top. Press down firmly and smoothly, compressing to one third of their chest depth, 30 times. Give two breaths. To get the breath in, tilt their head back gently by lifting their chin. Pinch their nostrils closed, place your open mouth firmly over their open mouth and blow firmly into their mouth. Keep going with the 30 compressions and two breaths at the speed of approximately five repeats in two minutes until help arrives.

Defibrillation - for the unconscious casualty who is not breathing, apply an automated external defibrillator (AED) if one is available. Follow the instructions and pictures on the machine, and on the package of the pads, as well as the voice prompts. If the person responds to defibrillation, turn them onto their left side and tilt their head to maintain their airway.

29. Infection Control

Infection prevention and control aims to reduce the risk of clients/children acquiring preventable infections. Infectious agents transmitted during the provision of support/care come primarily from interaction with other people, Clients/children, WorkPac HSC employees, other staff and visitors.

Implementation of appropriate measures to prevent/control spread of infection is essential. Identification of the risk of infection, understanding the modes of transmission of infectious agents and knowing how and when to apply the basic principles of infection prevention and control is critical to the success of infection prevention/control. It is highly recommended that WorkPac HSC employees complete infection control training to enhance the contribution of reducing the risk of transmission in the workplace.

PPE is an important component of risk management in alleviating or minimising transmission of infection. Whether employees are working in a childcare centre or in out-of-home-care accommodation, they must comply with site procedures and processes in relation to the use PPE.

HEALTH & SOCIAL CARE SAFETY GUIDE

Donning and doffing PPE in the correct sequence reduces the risk of a breach and subsequent contamination from PPE coming into contact with the FTM.

Perform hand hygiene and don in the following order

1. Put on apron or long-sleeved gown
2. Put on Surgical mask or required respirator
3. Put on protective eyewear (goggles or face shield)
4. Perform hand hygiene
5. Put on gloves

Doff in the following order

1. Remove gloves and dispose
2. Perform hand hygiene
3. Remove gown and dispose
4. Perform hand hygiene
5. Remove eye protection
6. Perform hand hygiene
7. Remove mask and dispose
8. Perform hand hygiene

30. Manual Handling - Correct Lifting

Hazardous manual tasks are the most common cause of workplace injuries in Australia.

A risk assessment must be completed for each task involving manual handling. You will need to assess the task, identify the hazards, control the risks and execute the task safely, preventing injury. This can be a formal, documented risk assessment or a 'walk through', where you follow the risk assessment process step by step in your head prior to commencing.

When assessing the manual handling task, consider how to reduce the risk from the task. Does the task need to be done? Can the task be completed in a less hazardous way? How can you reduce the risk? Does the task require a team of people, as opposed to just you?

There are some basic principles to consider when performing manual handling tasks:

- Maintain a stable base - make sure that your feet are secured before you commence the move/lift generally shoulder width apart;
- Check the load, assess the size and weight;
- Aim to maintain natural posture, so that the spine is in natural alignment;
- Tighten your 'core' muscle to support your posture;
- Avoid full extension/flexion of limbs to ensure that joints are not fully compressed;
- Avoid continuous muscle tension - do not grip items for an extended period;
- Use your body weight to assist where possible;
- Use your legs when lifting;
- Have a secure grip on items prior to lifting or moving;
- Hold items close to your body between hips and shoulders;
- Do not twist under load; move your feet in the direction of travel; and
- Always use mechanical aids or equipment where available and ask for assistance.



HEALTH & SOCIAL CARE SAFETY GUIDE

31. Fire Protection

At all times WorkPac HSC employees need to be prepared as possible to care for their own safety and that of colleagues and Clients/children in the event of a fire. All WorkPac HSC employees need to be aware of the three elements required to start a fire, as **diagram 1** below, and to understand the processes involved in managing and extinguishing small fires, including the appropriate use of equipment. WorkPac HSC employees will need to act quickly and appropriately if they encounter a fire as the right, rapid response can save lives and property.

WorkPac HSC employees should be aware of what to do in the event of a fire, what techniques to use on different types of fires, and the correct method to manage or extinguish a small fire in the workplace, **diagram 2** below, using fire hose reels, fire extinguishers and fire safety blankets. Site based procedures are an important component of induction and all employees need to be orientated in site evacuate procedures.

Diagram 1: 3 elements required for fire:

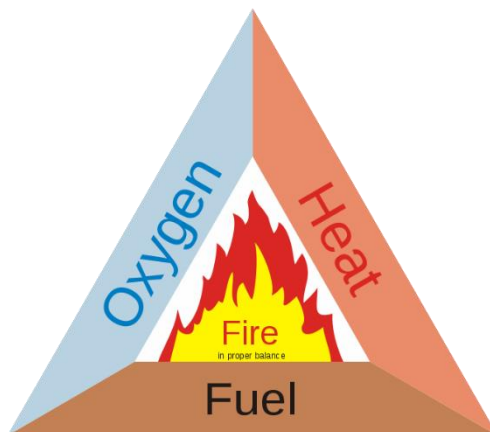


Diagram 2: 3 elements required for fire:

ID sign	Typical appearance	Extinguisher Type cylinder contains	Class A Wood, paper, textiles etc, normal combustibles	Class B Flammable liquids, petrol, paints	Class E Electrical fires	Class F Cooking oil, animal fats & vegetable oils
		Dry Chemical Powder	YES	YES	YES	NO
		Co2 Carbon Dioxide	NO	YES	YES	NO
		Water	YES	NO	NO	NO
		Foam	YES	YES	NO	NO
		Wet Chemical	YES	NO	NO	YES

HEALTH & SOCIAL CARE SAFETY GUIDE

32. Medication Safety

Medicines are the most common intervention used in health care and a key component of disease management and prevention. The safe use of medicines is therefore an essential component of patient safety. Medication errors can occur anywhere along the chain of the medication process. Errors can occur when prescribing, documenting, transcribing, dispensing, administering and monitoring. However, it's the person administering the medication, who must check the medication carefully to ensure that the medication is correct and everyone in the process chain has done their part correctly. All employees that administer medications or assist with medications, must be qualified to administer medication and understand the 'rights of medication'. Following these 'rights' and not becoming distracted when administering medication will reduce the risk of medication errors.

1. **Right Person** - verify the person's name and date of birth with them directly if they have the cognitive ability. Follow site processes to ensure the 'right person', checking photos in medication books or on medication software programs. Check the 'right person' with another staff member wherever possible.
2. **Right Medication** - Check that the medication you are giving is the one that was actually ordered.
3. **Right Dose** - Check that the order is appropriate for the Client or resident. Too much or too little of a properly ordered medication can still cause issues for the Client or resident.
4. **Right Route** - When checking the medication, it is important to determine whether you are giving the medication by the correct route. It is important to check that the order meets these requirements as well, and that the route is appropriate.
5. **Right Time** - Ensure that you are giving the medication at the right time and that two dosages are not stacking up on one another.
6. **Right Documentation** - You should also check that you are properly documenting the medication, including the time, dosage, and route, so that you have proof of what you gave to the Client or resident should there be a bad reaction.
7. **Right Reason** - You should also make sure that the medication is being given for the right reason. Does it make sense that you are giving this medication at this dosage?
8. **Right Response** - Finally, check that the patient, Client or resident has had the correct and intended response to the medicine. For example, if you gave a beta-blocker to your patient, Client or resident with hypertension, check the patient, client or resident later to determine if the blood pressure did, indeed, decrease.

HEALTH & SOCIAL CARE SAFETY GUIDE

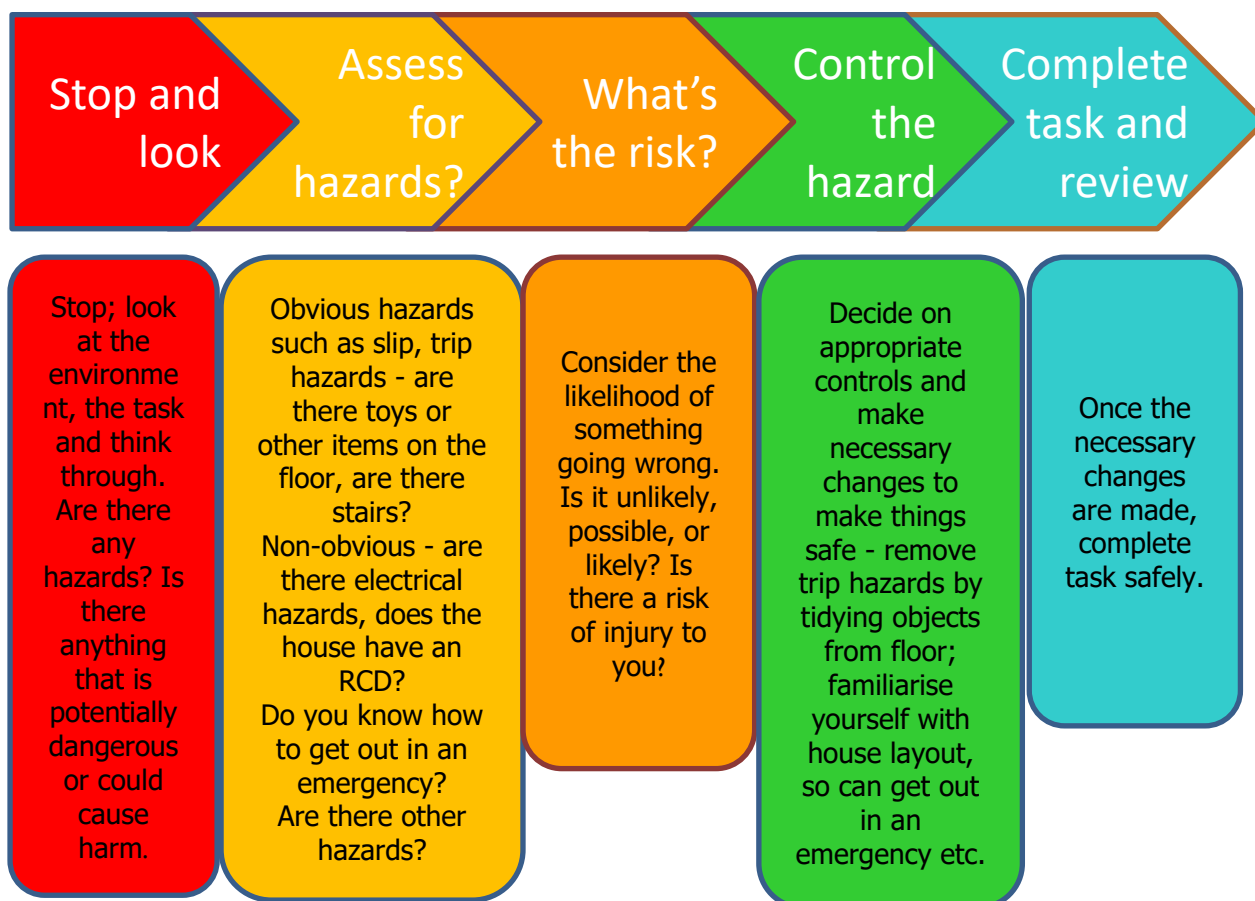
33. Working Alone

Working in a community setting with Clients, includes placements which may be in a communal residence, motel accommodation or in a private Client residence. WorkPac HSC employees must ensure that you are orientated to the site at the commencement of the shift. WorkPac HSC employees need to note hazards that may be a safety issue and take note of access and egress points. Make sure that you have a charged mobile phone at all times in case you need to contact emergency services and/or WorkPac HSC.

WorkPac HSC employees must remain vigilant and contact emergency services if they are in danger at any time. Employees must always assess any risk to themselves when working alone, considering any hazards, the risk of incident or injury and how to control the risk to complete the task safely.

Always 5 before doing any task to ensure that any hazards and risks are controlled to as low as reasonably practicable.

TAKE 5 Risk Assessment:



34. Needle Stick Injuries and other Blood Borne Virus (BBV) Exposure

In the unlikely event that a needlestick injury does occur, WorkPac HSC employees must follow standard post-exposure management protocols. Other BBV exposures follow the same protocol and can include blood splash to conjunctival (eye) or mucosal membranes (nose and mouth). The Incident must be immediately reported advising the Supervisor and, as soon as reasonably practicable, to WorkPac HSC.

HEALTH & SOCIAL CARE SAFETY GUIDE

Post Exposure Management First Aid	<ul style="list-style-type: none"> ▪ Immediate first aid. If a wound from a needle stick or similar, immediate flushing in running water; ▪ If a blood splash to a conjunctival or mucosal membrane, immediate and copious flushing of area; ▪ If wound on hands, conduct hand hygiene - wash hands with soap and water; ▪ Cover the wound to protect from further contaminants; and ▪ If a blood splash to intact skin, wash area immediately (no further follow up is required). 	
Document	Where the source person is known, document as much information as possible in status of blood borne viruses (BBV) and demographics, such as gender, age and country of origin.	
Medical Assessment	Make an appointment to see your doctor <i>as soon as possible</i> OR attend an A&E Department at the nearest hospital.	
Serological testing	Baseline serological testing should be conducted for hepatitis B and C and HIV.	
Post Exposure Prophylaxis (PEP)	The need for PEP must be assessed by the doctor.	
Hepatitis B	Evidence of previous immunity to hepatitis B (HBsAb positive) will require no further follow-up.	If an employee is non-immune/unvaccinated and the source is known to have chronic hepatitis B then a single dose of HB immunoglobulin should be administered within 72 hours of the exposure and hepatitis B immunisation commenced.
Hepatitis C	There are no antiviral agents recommended for PEP currently. However, assessment and monitoring are required as referral may be required if hepatitis C seroconversion is detected. New, highly effective antiviral treatments are available.	
HIV	PEP for HIV is usually a combination of 2 antiretroviral medications taken for 4 weeks. To be effective the initiation of this medication needs to be commenced within 72 hours of exposure, however, the earlier the treatment is commenced, the better.	
Follow-Up Management	As requested by your doctor, you will need to have further serological testing at certain intervals. It is expected that you will complete all serological testing as requested by your treating doctor.	
Counselling	A needle stick injury can be a concerning event and we highly recommend that you speak to someone professional. Please contact the WorkPac Employee Assistance Program (EAP): 1800 056 076	

HEALTH & SOCIAL CARE SAFETY GUIDE

35. Motor Vehicle Usage - Private Vehicles

On rare occasions WorkPac HSC employees may be required to transport a Client, when working in Youth Justice or the community, in their private vehicle or accompany Clients in a ride share, such as taxi or Uber etc.

If you are required to use your own vehicle to transport a Client/resident, you must:

- Obtain prior approval from your WorkPac HSC Representative, without which reimbursement costs may be rejected;
- Have full comprehensive and compulsory third-party insurances;
- Have current registration;
- Have a vehicle in good, clean, roadworthy condition;
- Have a current Driver's Licence;
- Obey all road rules;
- Have a first aid kit in the vehicle; and
- Have completed a *Motor Vehicle Usage Form* as instructed by the WorkPac HSC Representative.

If the Client is in a wheelchair, only suitable access vehicle, such as an access cab/taxi, are to be used.

If an employee is involved in an accident when transporting a Client, the employee must comply with all legal and insurance requirements. The employee must:

- Stop and render assistance;
- Attempt to make the scene as safe as possible, including moving the vehicles to the side of the road, if safe to do so;
- Arrange emergency services as required;
- Obtain details of the other parties involved and exchange vehicle and licence details; and
- Advise WorkPac HSC immediately, so they can advise the Client and organise transport for the Client if necessary;
- Advise your insurance company of the accident and report to Police, if required

Any issues relating to the care of a Client that may arise in your shift must be reported to the Supervisor/Manager immediately.

It is recommended that when working with Young Persons, that employee's vehicle are not parked on Client's site, unless necessary.

36. Personal Property

It is imperative that employees take responsibility of all their personal belongings when on shift. It is highly recommended that the minimal amount of belongings is taken to shift, to reduce the risk of loss or damage. This includes items like laptops, play stations, sunglasses, mobile phones etc.

Please note that WorkPac HSC are not responsible for any damage to employees' personal items, including their vehicle.

HSC Assignment and Basic Safety Guide - Social Care

The WorkPac System



EMPLOYEE ACKNOWLEDGEMENT FORM

Employee Details

Full Name:	
Address:	
Date of Birth:	/ /
Profession/Role:	

Employee Declaration

I acknowledge the receipt of "HSC Basic Safety & Assignment Guide - Social Care" and confirm that:

- I have reviewed and understood the information provided within this guide;
- I agree to comply with all the requirements and expectations as outlined within the guide whilst working for WorkPac HSC;
- I have clarified any queries I may have had with my WorkPac HSC Representative; and
- I will notify WorkPac HSC should my circumstances change.

Employee Signature:	
Date:	/ /