



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.7 Risk Management

Background & Issues

Manjimup Home and Community Care (HACC) is committed to the safety, health and wellbeing of all employees. The Occupational Safety and Health (OSH) Act 1984 places certain responsibilities on both employers and employees. It also places an emphasis on the prevention of accidents and injury. All staff are required to comply with all policies, procedures and safe work procedures within relevance in the Shire of Manjimup Safety Manual.

Objectives

Shire of Manjimup HACC is actively working to;

- identify and address potential risk and;
- to ensure the safety of service users, staff and the organisation.

Area of Application

It is the Manager's role to see that certain standards are met by Shire of Manjimup HACC staff, and that staff safety and health hazards and risks are identified and controlled in the workplace. Staff must also take reasonable care to ensure their own safety and health at work.

Policy Measures

Health and Safety

Shire of Manjimup HACC is committed to providing a safe and positive working environment for its staff, acknowledging that staff well-being is a major factor in enabling them to perform their duties to the best of their ability.

Under the requirements of the Occupational Safety and Health Safety legislation, Shire of Manjimup HACC, as an employer has a general duty of ensuring that employees are not exposed to hazards while they are working. These include;

- Provide or maintain workplaces, plant and systems or work that does not expose employees to hazards.
- This duty refers to the whole of the working environment, so it covers items such as the premises, machinery and methods of work as well as the physical factors (lighting, ventilation, dust, heat, noise, etc.) and intellectual factors (stress, fatigue etc.)
- Provide the information, instruction, training and supervision so that employees are not exposed to hazards while they are working. The employer is only required to provide training that is relevant to the health and safety of employees in that workplace.
- Consult and co-operate with health and safety representatives.
- Provide adequate personal protective clothing and safety equipment whenever hazards cannot be avoided.



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- Make arrangements for the safe use, cleaning, maintenance, transportation and disposal of substances and plant used in the workplace.

Duties of employees under the legislation include that they must:

- Take reasonable care to protect their own health and safety and the health and safety of others.
- Co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation at the workplace that could constitute a hazard.
- Follow the instruction and training provided by their employers, use the personal protective equipment provided and not interfere with anything set up in the interests of health and safety.

The legislation also recognises that employees have certain rights with regard to health and safety in their workplaces. These include the right to:

- Be informed, i.e. to know about potential hazards.
- To participate in the setting up of safe standards in the workplace.
- To be represented on matters relating to occupational health and safety.
- Refuse to work if they have reason to believe that they are or would be, exposed to risk of imminent and serious injury or illness, without losing pay or benefits.

In accordance with the requirements of the legislation, information and relevant training will be provided to all staff on the causes and prevention of work related illnesses and injuries.

- **Furniture and Equipment**

Staff will be provided with relevant training prior to the use of any equipment.

Shire of Manjimup HACC will purchase furniture and equipment which minimises the risk of injury or strain - particularly for staff working on keyboards. It is the responsibility of staff to ensure that they use equipment appropriately and follow the procedures recommended to protect keyboard users from muscle fatigue and repetitive strain injury.

Photocopiers will be placed in a separate room where possible and/or in a position with good ventilation. Staff should ensure that they protect their eyes from the light emitted by the photocopier, and should take care when filling the machine with toner.



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• **Safe Transporting Techniques**

Training on the proper procedures will be given. Refresher courses will be held at regular intervals. Shire of Manjimup HACC undertakes not to place support staff in a position where they may be required to take risks in transporting clients.

• **Stress**

Shire of Manjimup HACC recognises that stress is an occupational hazard and aims to minimise stress for staff by:

- Making good staff working conditions a priority.
- Clearly defining job responsibilities and accountability structures.
- Establishing support systems for all staff.
- Ensuring work plans and timelines are realistic.

• **Abusive Client Behaviour**

Staff are not expected to put up with abusive or violent behaviour from clients. If clients become extremely difficult, they should be referred to the Manager for attention.

• **Smoking**

The service recognises the dangers of passive smoking and the office is a smoke free environment. Staff are not permitted to smoke in a client's home.

Clients are requested to refrain from smoking in their homes while agency staff are present.

• **Hazards**

Staff will be trained to identify any health or safety hazards in the client's home, and should report, in writing, any hazards to the Manager or HACC Safety Representative as soon as possible. Please report any 'near-miss' accidents as they may identify potential hazards. Home maintenance and gardening staff will receive appropriate training on hazards in the house/garden. Hazards are reported on a Hazard Report.

• **Accidents**

A Staff Accident/Incident Report should be completed by any staff involved in an accident (however minor) at work and given to their Manager as soon as possible.

Near misses - when an accident or incident nearly occurs - should also be reported on this form.

• **Communicable Diseases**

Staff are trained in and observe basic hygiene and infection control measures in their work with clients in order to avoid communicable diseases.



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Staff who suspect that someone in their work place (office or client's home) has a communicable disease should report this immediately to the Manager who will advise them of the appropriate action.

Injury Management

Staff who sustain an injury at work are required to seek first aid, notify the Manager immediately and complete an Accident/Incident/Hazard form. The Manager will liaise with the staff person and Shire of Manjimup Human Resource Officer to ensure that they are supported in a return to work programme that is appropriate to their injury and abilities and meets the needs of the organisation if necessary. The Shire of Manjimup Human Resource Officer will be guided by the Medical Practitioner who is overseeing the staff person's recovery.

Safety Precautions in Service Delivery

To ensure the safety of clients when receiving Shire of Manjimup HACC services the following procedures must be followed.

Back Care

It is important that staff be aware of how to safely carry out their work tasks to protect their backs and to practise good posture while standing, sitting, driving, cleaning, carrying and moving objects in the home.

- Staff will receive training immediately after recruitment on proper back care and manual handling techniques.

Health and Hygiene Procedures

The following basic principles should be adhered to:

- Maintain good personal health and hygiene e.g. make sure vaccinations (e.g. flu, Hepatitis B) are up-to-date and good personal hygiene standards maintained (e.g. washing hands, daily shower and wearing clean clothes).

Wash hands using soap and water

- After going to the toilet or touching your nose, head etc.
- After cleaning contaminated areas e.g. Bathrooms and toilets.
- Before preparing food.

Hands should be dried using paper towel or a clean towel provided by the client. If soap, water and a clean towel is not available, hands may be wiped with 'wet wipes' or an alcohol-based gel can be used. Use a barrier cream to protect hands and cover cuts or abrasions with waterproof dressings.

Personal protective equipment

Wear gloves over clean hands when;

- Handling soiled clothes or linen.
- Cleaning bathroom or toilet areas.



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- To cover broken skin on hands.

Gloves should be changed and hands washed between clients, between different tasks for the same client or if the glove is punctured.

Aprons should be worn if clothing is likely to be soiled. Aprons should be worn once only and then changed.

Linen

- Soiled linen and clothes should be handled with gloves.
- Paper towels should be used to remove solid matter and flushed down the toilet.

Personal protective equipment (gloves and aprons) are provided to staff and should be used by all staff.

Household Safety Precautions

Support Workers should be aware of and act to reduce potential dangers in the home. The following are basic guidelines for minimising accidents:

- An Occupational Safety and Health Assessment form is completed by the Assessment Officer or Safety Representative on the client's acceptance of HACC services to assess the risks in the client's home. All staff should read this assessment and the client's support plan to ensure that safety is maintained.
- If OSH risks for the HACC staff are identified these are discussed with the Safety Representative and the client and action is identified to reduce the risks. If the risks cannot be reduced and it remains unsafe for a staff person to enter the home then the Manager will decide if and how services are to be provided.
- Client mobility - if assisting clients to move around use correct transfer procedures, and encourage the client to use prescribed walking aids and grab rails. If grab rails and ramps are needed advise the Assessment Officer.
- Home maintenance - report to the Assessment Officer any observed home and garden maintenance needs which the client is unable to do themselves.
- Kitchens - store sharp utensils and chemical cleaners and pesticides safely. Make sure the handles of pots and pans are not over a hot plate and are turned in. Use pot holders. Do not hang tea towels near a burner. Check condition of stove. If a stove guard is necessary, report to Safety Representative.



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- Bathrooms - store razors, scissors etc safely. Avoid use of electrical appliances. If used ensure they are switched off and unplugged after use. When turning on taps, put cold on first and off last. Check positioning of bathroom aids (grab rails, bath seats etc.) and if alterations or additional aids are needed report to Assessment Officer.
- Lighting - ensure there is good lighting. Use a torch if needed. Encourage use of high wattage and clear globes in dark areas.
- Electrical appliances - do not use any which have faulty connections, worn or frayed cords until repaired. Do not let extension cords obstruct walkways and do not place under mats or carpets.
- Heaters - should not be placed in busy areas or near combustible materials (curtains, lounges etc). Use a fireguard. Do not move when alight. Electric blankets to be kept straight and flat and not to be used where there is a risk of incontinence.
- Floors - dry after mopping and clean up spills as soon as possible. Never apply polish. Put non-slip backing on loose mats and move loose or frayed mats out of general walkway.
- Clear external areas of hoses and rubbish and note broken and uneven paving, overhanging trees and shrubs. Report any hazards to the Safety Representative.

HACC staff have the right to refuse to perform any duty that they feel would place their own safety and health at risk. They also have the right to request not to use certain cleaning substances or chemicals during work.

Information and training on all of the above is to be provided to all relevant staff immediately after recruitment and refresher training provided annually.

Motor Vehicle Accident Procedures

Staff who have a car accident while driving a Shire of Manjimup HACC vehicle should follow the procedures outlined below:

- Stop at once
- As much as possible, ensure that the vehicle is not posing a further traffic hazard
- Offer assistance to anyone who might be injured
- Get the names and addresses of all witnesses to the accident
- Report the accident to the police.



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If another vehicle is involved make sure you obtain and keep a record of the following information:

- The owner's name, address and telephone number
- The driver's name, address and driving licence number or other identification
- The name of the owner's insurance company
- The make, type and registration number of the car.

Identify yourself to the other driver, together with your name, address and registration number.

If the police attend, make sure you:

- Provide the police with all relevant information about yourself and the other driver
- Obtain and keep a record of the attending police officer's name, rank, number and station.

As much as possible try to recall and commit to memory (or write down) the details of the accident while they are still fresh in your mind.

Complete a Staff Accident/Incident Report and give it to the Manager as soon as possible after the accident.

First Aid Training

It is desirable for all staff to be trained in first aid.

First Aid Kit

A First Aid Kit is maintained in the office. It is checked every six months by the HACC OSH Representative and items replenished as necessary.

A first Aid Kit is maintained in all vehicles. It is checked by the HACC OSH Representative weekly and items replenished as necessary.

SEE SHIRE OF MANJIMUP CORPORATE POLICIES

2.6 OCCUPATIONAL SAFETY AND HEALTH

2.6.1 Occupational Safety and Health Policy

2.6.2 Acquired Immune Deficiency Syndrome

2.6.3 Hazard Reporting and Resolution

2.6.4 Safety Inspection and Reporting

2.6.5 Hazardous Substances Material Safety Data Sheets (MSDS)

2.6.6 Workplace Drug and Alcohol Use

2.6.7 Injury Management and Rehabilitation

2.6.8 Duty of Care to Visitors or Contractors

2.6.9 Occupational Safety and Health Reporting



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- 2.6.10 Emergency Evacuation
- 2.6.11 First Aid
- 2.6.12 Staff Personal Protective Equipment / Clothing

Administration

HACC Manager/ Shire of Manjimup Corporate Division

Adoption and Date Due for Revision

ADOPTED 12 JUNE 2003
REVIEWED 24 MARCH 2011

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The Administration of this Policy is by Community Services.