



Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

17 Bicentenary Lane
Maleny, QLD, 4552
Phone: (07) 5499 9345
Email: info@malenync.org.au
Open Mon - Fri: 9am - 3pm
and booked activities anytime



In the Heart of Maleny ...

FINAL

MALENY NEIGHBOURHOOD CENTRE

2018 WORKPLACE HEALTH & SAFETY POLICY v1

Authorised By: Maleny Neighbourhood Centre Association Inc (MNC) Management Committee

Responsibility for the review: MNC Management Committee and Centre Coordinator and Development Worker (CCDW)

Date last review: New policy Reviewed and cleared by CCDW September 2018	Reviewed and endorsed By: MNC Management Committee 27/9/18 (Signature)	Date of next review: Updated July 2020 to include dog policy. Review due Sept 2020
---	---	--

Review Process	This Policy will be reviewed by the CCDW and the MNC Management Committee and approved on or before the next date of review.
----------------	--

Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of MNC Management Committee and forwarded to CCDW for updating of policy documents. Policy changes relevant to staff and volunteers will be either emailed out or discussed at staff and volunteer meetings.
----------------------------------	---

POLICY CONTEXT:

Queensland Standards for Community Services:	Standard 6 (Protecting safety and Wellbeing)
--	--

Other Standards:	
------------------	--

Relevant Policies:	Risk Management Policy
--------------------	------------------------

Forms or other organisational documents:	Risk Register Incident Form Accident Form
--	---

Legislation or other requirements:	<i>Work Health and Safety Act 2011 (QLD)</i> <i>Industrial Relations Act 2016</i> <i>Anti-Discrimination Act, 1991</i>
------------------------------------	--

PURPOSE AND COMMITMENT	MNC recognises the principles and responsibilities of the <i>Workplace Health and Safety Act 2011</i> . MNC is committed to providing a healthy and safe work environment for all staff, paid and unpaid, and all community members whilst using MNC's premises.
SCOPE	This policy applies to all paid staff, students, volunteers, clients and all centre users which includes services using space in the centre.
POLICY OBJECTIVES	MNC supports the rights of all persons covered by this policy to work in and use an environment that is harmonious, functional and supportive of emotional and physical health and safety. Especially, all MNC users are asked to observe and be aware of the safety of those under eighteen years of age. Everyone using MNC is expected to take personal responsibility for undertaking activities in a way that does not involve unnecessary risk. Everyone is asked to report potential risks that may need to be mitigated.
Employer Responsibility	<p>MNC is committed to providing a safe and positive working environment for staff acknowledging that staff well-being is a major factor in enabling them to perform their duties to the best of their ability.</p> <p>Under the requirements of the Workplace Health and Safety legislation, Maleny Neighbourhood Centre, as an employer, has a general duty of ensuring the safety of employees while they are working. These include:</p> <ul style="list-style-type: none"> ● Provision of maintained workplaces, equipment and systems or work that do not expose employees to hazards (This duty refers to the whole of the working environment. It covers items such as the premises, equipment and methods of work as well as the physical factors e.g. lighting, ventilation, dust, heat, noise, etc and intellectual factors e.g. stress, fatigue etc); ● Provision of information, instruction, training and supervision so that employees are not exposed to hazards while they are working. New employees and volunteers receive comprehensive orientation to the workplace including what to do in case of fire and instructions on evacuation procedures. Training in the use of fire fighting equipment is provided by the local fire authorities. This training is made available to staff and volunteers when it is being run. A copy of the Workplace Health and Safety Policy is also made available to new staff members through the Induction process. ● Responsibility for the safety of clients and visitors in the course of their accessing the Centre's programs/facilities.
Employee Responsibility	<ul style="list-style-type: none"> ● Employees must take care to protect their own health and safety and not engage in any behaviour that puts at risk the health and safety of others. Staff have a legal obligation to act responsibly and perform their duties in accordance with the safety standards applied by the employer, the regulations or relevant codes of practice. ● Staff will co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation that could constitute a hazard. This is to be reported via the Incident Report Form. ● Employees must follow the instruction and training provided by their employer, and not interfere with anything set up in the interests of health and safety

	<ul style="list-style-type: none"> ● The legislation also recognises that employees have certain rights with regard to health and safety in their workplaces. These include the right to: <ul style="list-style-type: none"> · Be informed i.e. to know the potential hazards; · To participate in the setting up of safe standards in the workplace; · To be represented on matters relating to Workplace Health and Safety
<p>POLICY</p>	<p>HEALTH AND SAFETY</p> <p>The MNC CCDW is the responsible officer in relation to Health and Safety. Any breach of this policy and any health and safety incidents or identified risks should be reported to the CCDW. Where appropriate, the CCDW will report relevant matters to the Management Committee.</p> <p>LOCATION OF FIRST AID KITS AT MNC</p> <p>There are First Aid Kits in the following locations within MNC:</p> <ul style="list-style-type: none"> ● Volunteer Support Worker’s (VSW) Office ● Front Counter ● Little / Staff Kitchen ● Commercial Kitchen ● Activity Shed <p>FIRST AID OFFICERS</p> <p>The following people have current First Aid Qualifications:</p> <ul style="list-style-type: none"> ● CCDW ● Admin Officer (AO) ● VSW ● Volunteer x 2 <p>RESPONSIBILITIES</p> <p>The daily staff at MNC includes the CCDW, Volunteer Support Worker (VSW) and the Administration Officer. The daily staff aim to provide and maintain a healthy and safe MNC environment and will:</p> <ul style="list-style-type: none"> ● Consult and encourage feedback and suggestions ● Discuss Health and Safety as required at monthly volunteer meetings ● Be alert to risks within the building and grounds of the MNC ● Inform and train those persons to whom this procedure applies ● Monitor and advise on any new legislative and technical changes relating to health and safety ● Support everyone at MNC to follow safe procedures ● Observe and be aware of the safety of those under eighteen years of age. <p>All MNC staff whether employees or volunteers will:</p> <ul style="list-style-type: none"> ● Follow the health and safety instructions given by the CCDW, VSW or Admin Officer ● Aim to work in a way that does not endanger the health or safety of themselves or others ● Properly use and maintain safety equipment ● Help visitors to MNC follow safety rules in the Centre

- Participate in MNC induction and training programs and implement all safety procedures.

Abusive Client Behaviour

If abusive or violent behaviour occurs in the workplace please report this immediately to the VSW if available or to the CCDW.

Smoking

In line with Workplace Health and Safety regulations MNC provides a smoke free work environment. Therefore, a no smoking rule applies to the MNC premises and garden. Staff or visitors who wish to smoke should do so outside of the MNC grounds.

Emergency Evacuation Procedures

There is a Chief Fire Warden and three (3) Fire wardens at the MNC and Flexi School. It is envisaged at any one time there will be at least one present. During an Evacuation scenario the Fire Wardens will alert all occupants to evacuate the building and move to the designated assembly point/s. Fire wardens are identifiable by a fluorescent vest.

Designated fire wardens will undertake refresher training in the use of Fire Extinguishers as often as deemed necessary.

Practice evacuations will be conducted on an annual basis at a minimum.

Evacuation Diagrams are posted at relevant locations around the building. Fire extinguishers are inspected and tagged according to legislation. Emergency exit paths are identified by the placement of emergency exit lights throughout the building. These are inspected according to regulations and records kept in the fire alarm box in the reception area.

Fire extinguisher training is conducted by the Rural Fire Brigade as deemed necessary and this training is made available to staff and volunteers.

Hazards

Staff should report, in writing, any identified hazards as soon as possible. Staff are required to report any 'near-miss' accidents as such incidents may identify potential hazards. This not only relates to physical hazards which may cause slips, trips and falls for example, but stressful encounters like dealing with difficult situations. Staff are to report any identifiable hazards to the CCDW via the *Incident Report Form*. Reported items and their responses are to be recorded on the Incident Register and if appropriate on the Risk Register.

GENERAL CLOTHING AND FOOTWEAR REQUIREMENTS

All employees and volunteers are required to dress and wear footwear that avoids a risk to their own and others' health and safety within the grounds and building of the MNC. The

CCDW is the final arbiter on the suitability of an individual's clothing or footwear. The following points apply:

1. When working at MNC, workers must wear clean and practical clothing that covers the chest and body, suitable for specific working environments within or around MNC
2. Sandals or closed footwear with a non-slip sole must be worn – no bare feet or thongs
3. When working outside, sun safe protective gear including hats, long sleeve shirts and sunscreen to be worn
4. When handling food in the kitchen, clean clothes or aprons must be worn, hair pulled back or covered and gloves worn for food serving.

Contractors and visitors to the MNC will:

- Take responsibility for assessing their own risk to health and safety arising from the provision of their services or use of the building and mitigate any risks so identified to the best of their ability
- Provide MNC with copies of all relevant licences, insurances, Material Safety Data Sheets (MSDS) and Safe Work Method Statements (SWMS) when requested.
- Comply with any relevant MNC policies and practices.

Dogs at the Centre

- Dogs are welcome at the centre as long as they are on leashes and not a nuisance to others.
- Provision is made for dogs to be tethered outside. Dogs may be tethered at the designated places on short leads, while the owner is in the building.
- The CCDW is authorised to designate the tethering places.
- Dogs must not be left unattended for more than an hour.
- It is the owner's responsibility to ensure that water is provided at these places and that their dog has shade available.
- Dogs must not be in the vicinity of the kitchens.
- During Community Lunch times dogs must not be on the concreted area of the eastern verandah.
- At all times, it is the ultimate responsibility of dog owners to ensure that their dog is safely restrained and managed.
- The only dogs allowed inside the centre are those allowed by law ie guide dogs and therapy dogs.

The remainder of this Health and Safety Policy covers the following specific functional areas:

- A. Cooking and Serving Food
- B. Lifting or Manual Handling
- C. Using Ladders
- D. Working in the Sun

A. COOKING AND SERVING FOOD

When using MNC's commercial kitchen, a person (over the age of eighteen) must take on the role of the LEAD COOK and ensure the following list of requirements is met. If there are issues nominating a LEAD COOK or there is uncertainty regarding who the LEAD COOK is, this must be brought to either the Volunteer Support Worker or the CCDW's attention. This must be resolved BEFORE work in the kitchen commences.

Before Food Is Prepared

- Equipment will be visually checked and operated to ensure it is in good working order.
- The work area will be surveyed for any potential hazards and these will be cleared prior to work.
- Kitchen workers will have clean hands, clean clothes / aprons and will wear their hair pulled back from the face.
- Kitchen workers will be instructed in safe use of equipment.
- Kitchen workers will be provided with adequate supervision during the activity.
- Kitchen workers will wear personal protective equipment (PPE) such as gloves
- Kitchen workers will ensure young people are supervised and / safe when working on food on stoves / ovens.
- Knives and other sharp objects will be locked in a cabinet when not in use.
- Spills will be wiped and cleaned immediately.
- Safe food storage and handling procedures will be clearly displayed.

After Food Has Been Prepared

- All equipment will be stored in secure locations.
- The kitchen work area will be cleaned to a high standard, rubbish removed / bins emptied.
- Food will be stored according to Safe Food Handling Standards.
- Equipment will be checked post use to ensure it is in good working order.
- Equipment found to be faulty will be isolated until maintenance is performed.
- Knives and other sharp objects to be safely stored in a locked cabinet.

B. LIFTING OR MANUAL HANDLING

Before Lifting

The weight of the load will be checked by lifting slightly at the sides. This will determine whether the load can be gripped safely and moved comfortably. Mechanical aids will be considered if available to reduce risk of injury. Adequate breaks will be established if the task involves repetitive movement.

Safety When Lifting

- Obstructions to the route will be cleared prior to transporting the item
- Two-person lifts will be used where required
- Use a mechanical aid where required

C. USING LADDERS

Before Using a Ladder

	<p>Visual inspections of the ladder will be done before and after normal use. The site where the ladder is to be used must be checked for hazards before use.</p> <p>Safety With Ladders</p> <ul style="list-style-type: none"> ● If working on a ladder with more than three (3) steps you MUST have a person who will secure the base of the ladder while under load. ● Ladders will only be used as a ‘work platform’ for uncomplicated work or short duration. Only use ladders for simple access jobs, or for a short duration. It’s best to work from ground level whenever possible. ● Choose the right ladder for the job. It should meet Australian standards and the load requirements of the job. ● Always maintain three points of contact with the ladder. This means two hands and one foot, or two feet and one hand on the ladder at all times. ● Ladders found to be defective will be clearly labelled or marked and withdrawn from service. ● Pole straps may be used where stable structures cannot be accessed. ● Extension ladders will NOT be used. ● Work will not be conducted within 3m of overhead electrical cables. <p>D. WORKING IN THE SUN</p> <p>Before Working in the Sun</p> <ul style="list-style-type: none"> ● Adequate sunscreen supplies will be checked prior to commencing the activity. ● An awareness of the likely temperature for the day will be determined and breaks established accordingly. <p>Sun Safety Measures</p> <ul style="list-style-type: none"> ● Sunscreen is available at MNC for application. Workers may apply sunscreen to exposed skin, ideally every 2 hours. ● Broad brimmed hats and sunglasses will be worn. These items are not provided by MNC. ● Where possible, work will be undertaken in shaded areas between 10am to 3pm. ● Workers are encouraged to wear long sleeve shirts and long pants to protect skin from sun damage. ● Workers must have personal access to drinking water at all times. ● Breaks will be taken while working in the sun.
PROCEDURES	<p>Procedures in case of accident, illness or injury</p> <p>Accidents or injury should be reported to the CCDW by completing an Accident Report Form. These forms can be obtained from any of the management staff ie CCDW, Admin Officer or the VSW. The report will be signed by all parties involved in the incident and a written copy given to the CCDW. If the cause of the accident or injury poses an ongoing risk to other people accessing the centre, this must be added to the risk register and if appropriate the Continuous Quality Improvement register.</p>

In case of emergency, please call 000.

If hospitalisation is required the CCDW should be notified immediately, relevant compensation and insurance reporting should occur in accordance with required timeframes by the CCDW.

The CCDW or Admin Officer is responsible for following up the cause of the accident, injury or illness and where possible, for ensuring that steps are taken to avoid their recurrence in the workplace.

The privacy and confidentiality of the injured person will be respected at all times.