



# Work Health and Safety Manual

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# Introduction

At Optimal Recruitment, your health and safety are very important to us. We are committed to ensuring that you are informed and trained on health and safety issues in the workplace.

## Responsibility for Work Health & Safety

Under the Work Health and Safety Act, Optimal Recruitment and the 'host business', where you are assigned as a worker, have joint responsibility for ensuring your health and safety at work. We work together with all our host businesses to ensure that you receive a full health and safety induction and training in all necessary areas before you start work and ongoing supervision throughout your assignment.

## Optimal Recruitment WHS Induction

We have put together the *Optimal Recruitment Work Health & Safety Manual* to provide you with key information on health and safety in the workplace. Please read it carefully so that you understand what you need to know and what to look out for.

When you finish reading this manual, your Optimal Recruitment Consultant will ask you questions about the areas it covers to ensure you have fully understood the relevant work health and safety issues. This is also your opportunity to ask if any aspects are unclear, so that an explanation can be provided. Once the discussion has been completed, we will ask you to sign the *Optimal Recruitment WHS Induction Form* (Appendix I).

## Host Business WHS Induction

You should receive a full site-specific induction on work health and safety on starting with your host business. This should cover work health and safety duties, policies, procedures and practices in the workplace, and consultation methods, as well as health and safety specific to the tasks you will be working on.

We require you to complete the *Optimal Recruitment Host Business WHS Induction Form* (Appendix II) and return it to us at the end of your first day on any new assignment so that we know your on-site induction has been carried out by your host business.

## Your Role

You also have a very important role to play in ensuring a healthy and safe workplace. You should be aware of your health and safety and that of all workers, visitors and contractors and others at all times, in all workplaces. If you are worried about potential risks to your health and safety, or if any aspects are unclear, you should alert your on-site Supervisor and your Optimal Recruitment Consultant so that a solution can be found as soon as possible.

If you are asked to work on new tasks or new equipment at any time, or work from a different location, then please let your Optimal Recruitment Consultant know immediately, so that your role can be reassessed.

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# Work Health & Safety Policy

Optimal Recruitment is committed to ensuring our workers and visitors remain free from risk to their health and safety at work. We are committed to continual improvement of safety performance and the elimination of workplace injury and illness. As a provider of on-hire services, we understand the importance of working with all stakeholders to achieve our safety objectives.

## Objectives

The objectives of this policy are to ensure, as far as reasonably practicable:

- Risks to work health and safety are controlled through the engagement of all stakeholders in a culture of safety;
- Safe systems of work are provided and maintained at all times in all workplaces;
- Workers are provided with information, training, instruction and supervision needed for them to work safely and without risks to their health;
- The health of operational and on-hire workers and the conditions of the workplaces where they work are monitored;
- Adequate facilities are provided for the welfare of our workers;
- Health and safety policies and procedures comply with legislative requirements; and
- Safety performance is continually reviewed and improved.

## Duties

We have a duty to:

- Comply with all relevant legislation;
- Conduct assessments in the workplace to identify and control any potential risks to health and safety;
- Ensure that safe systems of work and plant are provided and maintained, and that emergency systems are in place;
- Provide information, training, instruction and supervision to ensure the health and safety of workers, visitors, contractors and others in the workplace;
- Consult with workers on issues relating to health and safety which may affect them and provide ongoing support to them.

## Responsibility

Management has the ultimate responsibility for the implementation and review of this Work Health & Safety policy, and to this end we shall:

- Ensure that all work health safety policies and procedures are implemented;
- Regularly review and assess work health and safety management systems;

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- Provide the necessary resources to ensure we carry out our work health and safety obligations.
- Ensure systems are in place to allow for the identification and resolution of work health and safety issues

Workers/staff also have a number of responsibilities and should:

- Comply with all work health and safety policies and procedures;
- Ensure their actions do not affect their own health and safety or that of others in the workplace;
- Work with the host's and business partners to achieve the objectives outlined in this policy
- Observe and adhere to the host business own WHS standards and procedures
- Report any incidents, injuries, near misses and damaged materials immediately to their on-site Supervisor and Optimal Recruitment Consultant.

We recognize that there is a combined responsibility for work health and safety and will consult and communicate with our host businesses and workers to continually develop and maintain the necessary procedures to fulfil all necessary requirements.

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# Safety Policies and Procedures

## Drugs and Alcohol

Optimal Recruitment work with a **Zero tolerance policy** for all Optimal Recruitment staff during working hours.

Alcohol and drugs are not permitted on any work-related premises. They can seriously affect a person's ability to work safely and potentially impact on other workers, visitors, contractors and others in the workplace. Optimal Recruitment have given approval/consent to its clients for any of its staff to be tested for impairment whilst in the workplace. Any worker proven or suspected of being under the influence of alcohol or drugs shall be immediately sent off the premises and risks having their employment terminated.

If you are required to take prescription or over-the-counter medication that may affect your ability to work safely, please inform your Optimal Recruitment Consultant immediately.

## Amenities

Amenities include toilets, drinking water, and facilities for washing and eating. We will ensure as far as possible that adequate amenities are provided in the workplace and that these are clean, safe, accessible and in good working order. If you notice any damage to amenities in the workplace, or if there is a lack of cleanliness, please report this to your on-site Supervisor.

## Getting to Work Safely

To reduce the possibility of incidents on your journey into work, these simple steps should be considered:

- Plan your route in advance before starting a new job, or at a new site, so you know where you are going;
- Make sure you leave plenty of time to get to work so that you are not in a rush;
- Ensure your vehicle is kept in good working condition;
- Some assignments are outside core business areas.
- We advise never to use mobile phones whilst driving however if necessary, they must be used in accordance with relevant state and federal laws.
- When there are less people about you should ensure you park in a well-lit area and keep to well-lit streets if you are walking.
- If travelling by public transport, you should check the timetable in advance to ensure you are not waiting too long at the bus stop.

## Manual Handling

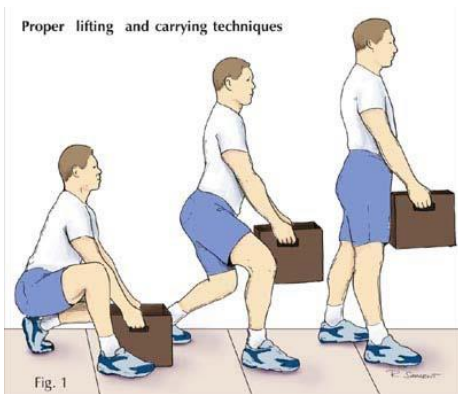
1. Size up the load (weight, size and shape). Consider your physical ability to handle it. If in doubt, get assistance. Avoid lifting loads that weigh more than you are comfortable lifting.
2. Place your feet close to the object to be lifted. Adopt a balanced position.
3. Bend your knees in a semi-squat to a comfortable degree and get a good handhold. Lift the load keeping it close to the body.

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Try to keep the natural curve of your spine whilst lifting.

4. Use your leg muscles to lift the load and allow it to rest in fully extended arms. Lift smoothly and rhythmically. Avoid sudden accelerations or jerky movements.
5. With the load comfortably in your hands and arms, move your feet in the direction of travel – don't twist your hips or shoulders.
6. Setting down the load is just as important as picking it up. Using your leg muscles, lower the load by bending your knees in a semi-squat to a comfortable degree. Don't let go of the load until it is secure.



## Safety Signs

You should pay close attention to the requirements of all safety signs on site. If you notice that a sign has been damaged in any way, you should report this immediately to your on-site Supervisor.

## Smoking

It is important to know that most working environments are non-smoking. On some sites however, designated smoking areas may be provided. In this case, you should check with your on-site Supervisor for permission to smoke in these areas during scheduled work breaks.

## Using a Computer

**Monitor:** Position your monitor so there is minimal reflection on the screen. Ensure your monitor is placed directly in front of you and your keyboard and that your eye level is within the top third of the monitor screen.

**Keyboard and Mouse:** Ensure that your keyboard is positioned directly in front of you and that your mouse is directly next to it. Your elbows should be at 90 degrees, and forearms parallel to the floor. Keep your wrist in neutral (not tilted) when using your mouse.

**Chairs:** Adjust the height of your chair so that you are sitting comfortably, and your elbows are positioned just above the desk surface. Adjust your back rest as necessary for comfort and support.

## Slips, Trips and Falls



Slips, trips and fall are common incidents in the workplace and can cause a variety of injuries. You should ensure that your workplace is kept clean and tidy, and free from the hazards leading to these incidents. Examples include checking that floor surfaces are even and that any spills are cleaned up immediately; that there are no boxes, or electrical wiring in walkways or doorways; and that stairs are clear and well-lit. You should report any potential hazards immediately to your on-site Supervisor.

## Safety Issues for Specific Roles

### Hazardous Chemicals

You should follow the information supplied in a SDS (Safety Data Sheet) if you are required to use, store, or dispose of a hazardous chemical. The SDS and training on how to handle the hazardous chemical should be provided by your host business, along with information on emergency procedures. You should always be provided with the necessary personal protective equipment when handling hazardous chemicals.

### Personal Protective Equipment and Clothing (PPE)

For some assignments, personal protective equipment and clothing (PPE) is required. Some examples of PPE are steel-capped safety boots, eye protection, overalls, gloves and hearing protection. You will be advised of, or supplied with, the personal protective equipment and clothing (PPE) you need for your assignment by either your Optimal Recruitment Consultant or Supervisor at the host business. You should wear the clothing and/or use equipment as instructed by your on-site Supervisor. Any clothing or equipment that is damaged in any way should be reported immediately so that it can be repaired or replaced.

### Using and Operating Plant

Plant includes a wide range of tools, equipment, and machinery, including power tools, lifts, cranes, computers and forklifts. Optimal Recruitment and your host business are responsible for ensuring the provision and maintenance of safe plant. Our responsibilities include:

- Ensuring that suitable operator protection is provided, maintained and used if necessary;
- Preventing unauthorized alterations or interference with plant;
- Providing guarding, e.g. permanent barriers, that is appropriately fixed;
- Implementing control measures to eliminate or control risks.

You must follow your Supervisor's instructions at all times when operating plant and not interfere with any safety measures in place. If you notice any damage or faults or have any concerns with the plant you are using/operating you should report these to your on-site Supervisor immediately.

You should only be requested to use or operate plant for which you have the relevant certificate of competency or licence, and/or for which you have received suitable training.

If you are asked to operate any machinery or tool which you have not been trained to use first, please inform your host business **you must check with Optimal Recruitment before you can use and contact us immediately.**

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# Accidents and Emergencies in the Workplace

## Accident/Incident Reporting

At Optimal Recruitment, we take work injuries very seriously. If you are injured at work, you should seek first aid if required. You should also report any accident or incident immediately to your on-site Supervisor and your Optimal Recruitment Consultant. You will be required to fill in the *Optimal Recruitment Incident Management Report Form* with detailed information on the accident or incident. We can then work with the host business to identify the cause and assess any hazards to eliminate or minimize the risk of such an accident or incident happening again.

Near-misses should also be immediately reported to your on-site Supervisor and your Optimal Recruitment Consultant.

## Emergency Procedures

It is important that you know what to do in the event of an emergency in your workplace. You should know where the nearest evacuation points, fire exits and emergency assembly points are, and where to locate fire extinguishers and first aid kits. You should be provided with this information in your host business's initial induction, and notices should also be clearly displayed in the workplace. You should also participate in any fire drills organized by the host business.

In the event of an emergency, you should remain calm, follow the instructions provided by your Supervisor or Emergency Warden, and make your way quickly (without running) to the nearest evacuation point or fire escape. You should remain at the designated assembly point until further instructions are given, and not re-enter the premises until instructed.

## First Aid

It is important to act quickly and appropriately in the event of a first aid emergency. As the on-site first aid officers may not always be available, you should be aware of the following information:

- Who the site first aid officers are and how to contact them;
- The location of the first aid room (if available); and
- The location of first aid kits and contents.

Your host business should provide you with this information on your first day of work; if not, then please ask.

You must then report any incident requiring first aid to your Optimal Recruitment representative.

## Return to Work Programme

If you have been injured at work, you should report the injury immediately to your on-site Supervisor and Optimal Recruitment Consultant. We will work with you to ensure that you receive the necessary medical treatment and rehabilitation assistance. Our policy is to help you return to work as soon as possible and we expect you to participate fully in the injury management process and make every effort to return to work.

We will consult with you, the host business, the treating doctor, medical practitioners and our insurer where applicable to ensure your return to work is as smooth as possible.

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# Consultation and Issue Resolution

## Consultation

At Optimal Recruitment, our policy is to consult with you on Work Health and Safety issues on a regular basis. Please let us know any concerns or suggestions you may have so that we can take these into account when making decisions on health and safety matters.

## Issue Resolution

At Optimal Recruitment, we are committed to ensuring that your workplace is a healthy, safe place to work. We expect you to:

- Immediately report any issue or hazard in the workplace that you think is a risk to your health or safety, or the health and safety of others, to your on-site Supervisor or Optimal Recruitment Consultant;
- Raise any other work health safety issues you have with your on-site Supervisor or Optimal Recruitment Consultant at any time;
- Think about potential hazards before you start any new task.

We can then work with the host business to resolve any issues and eliminate or control risks within the workplace.

## Workplace Harassment & Bullying

At Optimal Recruitment, we aim to ensure that you work in, and contribute to, a healthy, safe and pleasant working environment, where no person is at risk from harassment and bullying.

Bullying is defined as repeated unreasonable behaviour that creates a risk to health and safety. Harassment does not have to be repeated.

- Bullying and Harassment can take many forms. For example:
- Physical abuse
- Verbal abuse or comments that stereotype or put down people
- Offensive gestures or conduct
- Publicly displayed or circulated material that is racist or sexually explicit

In NSW it is against the Anti-Discrimination Act 1977 for workers, contractors, employers or customers to be harassed in the workplace due to their race (includes nationality, decent, religious or ethnic background) pregnancy, sex, marital status, homosexuality, age or transgender.

If you consider that you have been a victim of harassment or bullying, you should report this to your on-site Supervisor and Optimal Recruitment Consultant immediately. In this way, the incident(s) can be thoroughly investigated, and the appropriate action taken.

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# Appendix I: Work Health & Safety Induction Form

This form is to be completed once you have read the Optimal Recruitment Work Health & Safety Manual and discussed it with your Optimal Recruitment Consultant. Please tick the boxes to indicate that you have fully understood all the applicable work health and safety areas in the manual.

- Responsibility for Work Health & Safety (WHS)
- Optimal Recruitment WHS Induction
- Host Business WHS Induction
- Your Role
- Work Health & Safety Policy
- Drugs & Alcohol
- Amenities
- Getting to Work Safely
- Manual Handling
- Safety Signs
- Smoking
- Using a Computer
- Slips, Trips and Falls
- Hazardous Chemicals (if applicable)
- Personal Protective Equipment and Clothing (if applicable)
- Using and Operating Plant (if applicable)
- Accident/Incident Reporting
- Emergency Procedures
- First Aid
- Return to Work Programme
- Consultation
- Issue Resolution
- Workplace Harassment & Bullying

Casual Worker: I [*print name*] .....have read and understood all the applicable areas of the Optimal Recruitment Work Health & Safety Manual provided in my induction:

Signature..... Date.....

Optimal Recruitment Consultant: I [*print name*] .....have provided the Casual Worker named above with a Work Health & Safety Induction for the areas specified in this form:

Signature..... Date.....

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## Appendix II: Work Health & Safety Induction Form (To be completed with Host business)

This Optimal Recruitment WHS Induction Form only need be completed should your host employer not have an induction procedure and document that covers all of these elements. Please check with your Optimal Recruitment Consultant if unsure.

This form is to be completed with your Supervisor or a representative of the Host Business on the **first day** of any new assignment. Please tick 'Yes' or 'No' in the list below to indicate that you have received information and had all the applicable areas listed below explained to you. **You should return the completed form to your Optimal Recruitment Consultant at the end of your first day at work. This form can be returned via email to [jobs@optimalrecruitment.com.au](mailto:jobs@optimalrecruitment.com.au).**

**If any questions please contact either Julie on 0422 515 596 of Caroline on 0478 559 817.**

- |                          |     |                          |    |  |
|--------------------------|-----|--------------------------|----|--|
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Job Description  |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Work Health & Safety Induction for the Site                                    |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Work Health & Safety Policies and Procedures                                   |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Work Health & Safety Induction for the Job                                     |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Drugs and Alcohol Policy   |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Location of Facilities e.g. Toilets and Drinking Water                         |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | No smoking anywhere on the Host Business' property                             |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Manual Handling Policies   |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Reporting Accidents and Incidents  |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Emergencies  |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Location of Fire Exits   |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Location of Emergency Assembly Points  |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Location of First Aid Room (if applicable)                                     |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Location of First Aid Kit  |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | How to Handle Hazardous Chemicals (if applicable)                              |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Personal Protective Equipment and Clothing (if applicable)                     |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | How to Use and Operate Plant (if applicable)                                   |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Relevant licenses provided, i.e. forklift, for relevant task and copies taken? |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | PPE issued and instruction/training regarding its use explained?               |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Safe Manual handling of items in this Department explained incl 25kg limit?    |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | The location of Safety Data Sheets (SDS) explained?                            |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Work Health & Safety Consultation Arrangements                                 |
| <input type="checkbox"/> | Yes | <input type="checkbox"/> | No | Harassment & Bullying Policy   |

Please also provide detailed responses for the following questions:

Who is your Supervisor in the workplace?

Who is your Optimal Recruitment Consultant?

Who can you discuss health and safety within the workplace?

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**TASK SPECIFIC TRAINING.** Please explain any task specific training given. E.g; the manual handling of a specific item such as glass or a heavy item, OR, the training on a piece of equipment such as a pallet trolley:


**If there is an accident or injury:**

Who do you report to in the workplace?

Who do you report to at Optimal Recruitment?

Who do you report to when there is an emergency, e.g. fire?

Where is the nearest emergency exit?

Where is the emergency assembly point?

Who is the first aid officer in the workplace?

Where is the first aid kit located?

Casual Worker: I *[print name]*.....have completed a WHS site induction and had all relevant rules and procedures explained to me, and I have also received relevant WHS training in the tasks associated with my assignment. I agree to work safely and comply with the rules and procedures in place at all times.

Signature..... Date.....

Host Business Representative: I *[print name]* .....have provided the Casual Worker named above with a Work Health & Safety Induction for the areas specified in this form.

Signature..... Date.....

For the use of Optimal Recruitment

*If the worker has responded 'No' to any of the above, please detail the steps taken to address this.*

Optimal Recruitment Consultant: I *[print name]* ..... have

reviewed this form and addressed any areas where responses were insufficient, as follows:

Signed ..... Dated .....