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## Occupational Health & Safety Policy

### **Policy**

Optimal Recruitment will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors and members of the public who may be affected by our work.

To do this, we will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees and health and safety representatives on safety
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace.

All persons responsible for the work activities of other employees are accountable for:

- identifying practices and conditions that could injure employees, clients, members of the public or the environment
- controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their Manager

Optimal Recruitment demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

## Workers' compensation policy



All employees may be eligible for workers' compensation benefits if injured while at work.

## Injury procedure

If there is an injury:

1. The first priority is medical attention. For a serious injury also call an ambulance.
2. Any employee who is injured on the job, experiences a safety incident or a near miss, must report the incident to the MD immediately.
3. The standard report must include:
  - employee's name and job details
  - time and date of injury
  - exact location the injury/incident occurred
  - how the injury/incident happened
  - details of the injury/illness and the part/s of the body injured
  - names of any witnesses
  - name of the person entering details in the Register
  - date the employer was notified
4. Optimal Recruitment will let the injured employee know in writing that we have received notification of any injury or illness reported to the MD

The MD will report serious injuries to WorkSafe immediately.

## Optimal Recruitment Return to Work Policy

### **Our commitment**

From injury prevention to when an injury occurs, through the insurance claims process and as our workers recover at work, we will:

- provide a safe and healthy working environment for all workers
- promote a positive attitude toward workers compensation claims and recovery at work
- consult our workers and, where applicable, unions to ensure this RTW program is implemented successfully
- review this RTW program at least every two years to ensure it remains current
- have procedures to help workers achieve the best health, work and recovery outcomes.

Our workers compensation policy covers all of our workers in case they suffer a work related injury or illness.



## After an incident

We will:

- provide immediate first aid (where appropriate) and medical treatment (if required) when a worker becomes injured or ill at work
- require all injuries to be reported as soon as possible and recorded in the register of injuries
- notify iCare of all work related injuries and illnesses within 48 hours
- immediately notify SafeWork NSW on 13 10 50 if an incident involves a death, serious injury or illness, or is a dangerous incident.

### **Support for the worker**

We will:

- contact the worker regularly throughout their recovery
- inform the worker of their rights and obligations, and give them our workers compensation insurer's details
- make early contact with the worker's doctor to discuss the worker's normal duties, suitable work that is available, and opportunities for workplace modifications or assistive equipment
- contribute to the worker's injury management plan, which will be written by our insurer, and meet our obligations stated in the plan
- if necessary, arrange for an approved workplace rehabilitation provider to help the worker to recover at work
- not dismiss the worker for six months after they become unfit for employment because of a work related injury, as the law requires.
- If we dismiss a worker because they are unfit for employment due to the injury, the worker may apply to us within two years to be reinstated.

### **Sections 241 and 248 of the Workers Compensation Act 1987 (NSW) Recovery at work**

We will provide suitable full-time or part-time employment for workers with the capacity to recover at work, as far as reasonably practicable. This work will be consistent with medical advice, productive and appropriate for the worker's physical and psychological condition. It may include parts of the same job, the same job with different hours or modified duties, a different job at the same or a different workplace, training opportunities or a combination of these.

We will also:

- provide other support if necessary, such as equipment, workplace modifications or changes in practices to reduce work demands and aid the worker's recovery at



work

- begin planning for the worker's recovery at work as soon as we are notified of a work related injury or illness
- consult the worker, insurer, doctor (where possible) and workplace rehabilitation provider (where applicable) to write a tailored recover at work plan
- monitor the worker's progress and update the recover at work plan as required
- keep all documents about the workers compensation claim in a confidential file.

## Dispute prevention and resolution

We will:

- seek help from the insurer or an approved workplace rehabilitation provider if the worker's recovery at work is difficult or progress has stalled
- work with the worker and their representative to resolve any disputes and seek help from the insurer if necessary.

If there is a dispute, we will give the worker the insurer's contact details as well as the following useful contacts:

SIRA Customer Service Centre Phone 13 10 50 or visit [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au)

Workers Compensation Independent Review Officer (WIRO) Phone 13 94 76 or visit <http://www.wiro.nsw.gov.au/>

Workers Compensation Commission (WCC) Phone 1300 368 040 or visit [www.wcc.nsw.gov.au](http://www.wcc.nsw.gov.au)

## Risk and Hazard Management Procedures

Definitions:

- Hazard: A situation or thing which has the potential to harm a person.
- Risk: The possibility that harm (death, injury or illness) might occur when a person is exposed to a hazard.
- Risk Management: The process of hazard identification, risk assessment, implementation of appropriate risk control measures and monitoring and review of their effectiveness.
- Risk Assessment: The process of evaluating the likelihood and consequences (or severity) of injury, illness or disease arising from exposure to an identified hazard(s).
- Risk Control: The process of implementing measures to eliminate or minimize the risk associated with a hazard so far as is reasonably practicable.
- Hierarchy of Risk Control: The priority order for the types of measures to be used to control risks.
- Residual Risk: The risk rating, based on the risk matrix, after recommended control measures have been implemented.



- Plant: Any machinery, equipment, appliance, container, implement and tool, and any component or anything fitted or connected to any of those things. Does not include equipment that is both hand held and hand powered.
- Hazardous Chemicals: Substances, mixtures and articles which are defined as hazardous chemicals under WHS Regulations, and dangerous goods and controlled substances.

## **Hazard Identification**

Hazards within the work environment must be identified and details should be recorded.

- Worksites will have an initial site assessment before workers are placed in the environment, including location of Host employer's WHS documentation and induction process and risk level profile.
  - Maintain a register for all hazards in the area, covering all plant processes, activities and tasks.
- Head office and Host employer sites are to be visited and monitored on a regular basis according to the degree of potential risk, each visit documented for records.
- If a host employer's environment is deemed too high risk, our workers will not be placed.
- Where there are known hazards, run a risk assessment with relevant parties and eliminate hazard as far as is reasonably practicable.



## Risk Assessment

Once a hazard has been identified or reported, the following steps must be used to assess health and safety risk:

Step A – consider the consequences

For each hazard, consider the consequences if something happens. Consider what could reasonably have happened, as well as what actually happened (if there was an accident/incident). Choose the most suitable consequence below.

Consequence	Description
Catastrophic	May cause death, or permanent disability and/or permanent ill health
Major	Severe injury or illness
Minor	Minor (usually reversible) injury or illness resulting in days off work
First aid only	First aid level medical treatment
Negligible	No treatment required

Step B – consider the likelihood

How likely is something to happen as a result of the hazard? Choose the most suitable likelihood below.

Likelihood	Description
Very likely	Expected to occur in most circumstances
Likely	Will probably occur in most circumstances
Possible	Might occur occasionally
Unlikely	Could happen at some time
Highly Unlikely	May happen only in exceptional circumstances

Step C – calculate the risk level

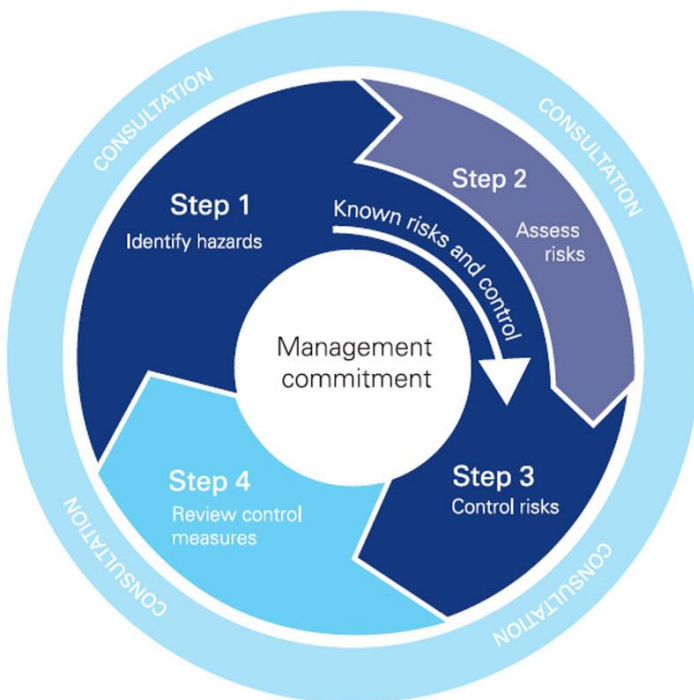
1. Take the Step A rating and select the correct line in the matrix below.
2. Take the Step B rating and select the correct column in the matrix below.
3. Circle the risk level where the two ratings intersect in the matrix below.



		Likelihood				
		Very likely	Likely	Possible	Unlikely	Highly unlikely
Consequence	Catastrophic	Extreme	High	High	High	Medium
	Major injury	High	High	High	Medium	Medium
	Minor injury	High	Medium	Medium	Medium	Medium
	First aid	Medium	Medium	Medium	Low	Low
	Negligible	Medium	Medium	Low	Low	Low

b. The risk assessment matrix shown above must be used as a standard for WHS risk assessments unless the host employer has a more appropriate risk assessment tool for the particular circumstances.

## Risk Management Process



## Prioritising Risks

1. Extreme: Priority 1.
  - Cease task/activity immediately.
  - Implement short term safety control to make situation safe.
  - Notify supervisor/manager and assess activity and;

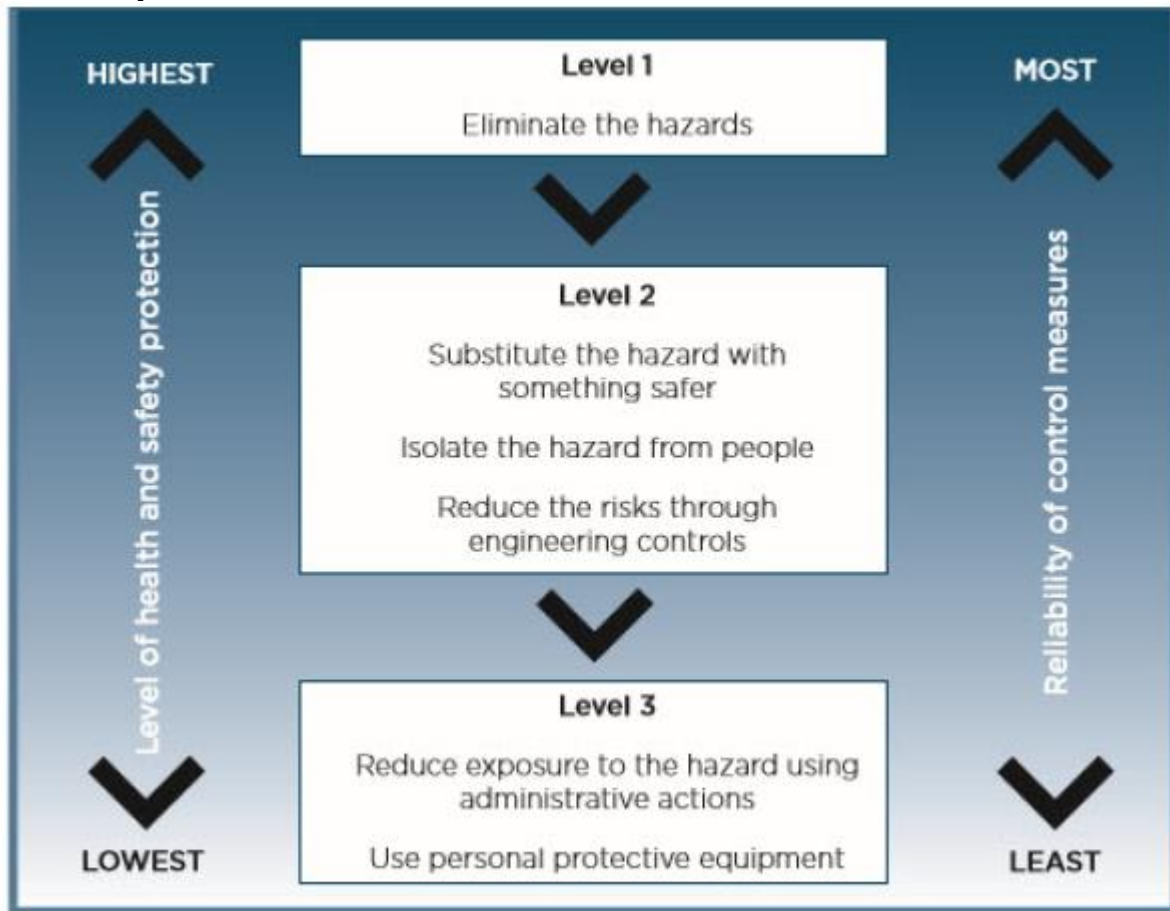


- Do not proceed with task/activity until corrective action has been implemented, reviewed and approved by relevant Host WHS supervisor or Optimal Recruitment WHS Supervisor.
- 2. High: Priority 2.
  - Implement short term safety control to make situation safe.
  - Notify supervisor/manager and assess activity and;
  - Do not proceed with task/activity until corrective action has been implemented, reviewed and approved by relevant Host WHS supervisor or Optimal Recruitment WHS Supervisor.
- 3. Medium: Priority 3.
  - Implement short term safety control to make situation safe.
  - Notify supervisor/manager and assess activity and;
  - Implement corrective action.
- 4. Low: Priority 4.
  - Notify supervisor/manager and assess activity and;
  - Implement corrective action.

## **Risk Control**

- a. On the basis of the risk assessment, risks must be eliminated or, where that is not reasonably practicable, minimized using the Hierarchy of Risk Control as per clause Hierarchy of risk control.
- b. Those conducting the risk assessment should check if there are any Australian Standards or Codes of Practice which outline what controls are to be used, unless there is another solution which achieves the same or better standard of health and safety.
- c. If an identified hazard does not meet legislative requirements, the use of the plant, hazardous chemical or work process must cease immediately, and be locked out (if necessary) or secured until modifications have been implemented to make the plant, hazardous chemical or work practice legally compliant.

## Hierarchy of Risk Control



- Where elimination of the hazard and associated risk is not reasonably practicable, substitution, isolation and engineering controls must be considered next as shown above.
- Administrative controls and personal protective equipment should only be considered:
  - when higher level control measures are not practicable;
  - as an interim measure until a more effective way of controlling the hazard can be used; or
  - to supplement higher level control measures
- The cost of controlling a risk may be taken into account in determining what is reasonably practicable but cannot be used as a reason for doing nothing.
- When a decision is made to use lower level control measures, reasons for not using higher levels of control must be documented and retained with the risk assessment.
- Where plant guarding is to be used as a control measure, the guarding must comply with Australian Standard AS/NZS 4024 Safety of Machinery and must ensure the plant fails to a safe state.



## Evaluation, Monitoring, Review, Consultation, Cooperation and Records

- 1) The residual risk rating of the activity/task (i.e. after risk controls are implemented), must be assessed to determine if the proposed control measures are sufficient to reduce the risk.
- 2) Once control measures are implemented, including temporary measures, they must be assessed, monitored and reviewed to ensure:
  - a) They have been implemented correctly
  - b) They are effective in controlling the risk
  - c) They have not introduced any other hazards into the workplace and
  - d) Workers are complying with them.
- 3) The review process must be documented and retained.
- 4) Control measures must also be reviewed
  - a) When the control measure is not effective in controlling the risk;
  - b) Before a change at the workplace is likely to rise to a new or different health and safety risk that the control measure may not control effectively;
  - c) If a new hazard or risk is identified; and/or
  - d) If a health and safety representative requests a review.
- 5) Risk assessments must be reviewed at least every 5 years or new contract.
- 6) Throughout the risk management process managers must consult, so far as is reasonably practicable, workers, health and safety representatives (where applicable) for Optimal Recruitment and Host employers. They must provide all relevant information on hazards and ensure with parties who manage host workplaces to ensure, as far as is reasonably practicable, a safe workplace for employees.
- 7) Records will be recorded electronically on Dropbox and be available for relevant staff and employees.

## Responsibilities WH&S

Director	Ensure that Optimal Recruitment meets its legislative responsibilities for management of work health and safety risks.
Recruiters	<p>Ensure that WHS risk management is in place in all aspects of h host employer environments.</p> <p>Allocate adequate resources for effective risk management, including implementation of monitoring control measures at host employers.</p> <p>Consult employees where practicable re health and safety measures at host employers.</p> <p>Provide appropriate training (or coordinate with Host employers) for inducting employees to host work environment and risks associated with activities being carried out.</p>



	Document all relevant risk and hazards reported by employees and raise, cooperate and coordinate with host employers where reasonably practicable.
Host Employers	<p>Follow WHS risk and hazard management processes in their work environment.</p> <p>Monitor Optimal Recruitment employees are provided with known risks and hazards in work area to enable our employees to determine an appropriate safe system of work.</p>
Staff and Employees	<p>Assist with the identification of hazards, the assessment of risks and implementation of risk control measures</p> <p>Report any incident, accident or hazard in the workplace to their manager or supervisor, and</p> <p>Use the required control measures, work safely and not put themselves or others at risk of injury.</p>

## Workplace Inspection Procedure (Host employer)

A director or recruiter will inspect new Host employer work sites with Office tool for WHS Risk and Hazard assessment. Each inspection will be documented and records stored electronically in relevant drop box folder. New inspections will be held biannually or after Risk / Hazard notice raised, documented and record stored electronically.