GCA Group of Companies Work, Health and Safety (WHS) Policies and Procedures

These policies and procedures manual have been developed to assist staff during the course of their work. It outlines common GCA WHS policies and procedures. GCA reserves the right to change any of these policies and procedures at any time with endorsement of the WHS Committee. Changes and omissions are expected.

Version 1.3

December 2016

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PART A: WORK HEALTH AND SAFETY (WHS) ARRANGEMENTS

1. Purpose

The purpose of this Plan is to establish and maintain an effective health and safety management system. Group Colleges Australia (GCA) is committed to implementing a structured approach to workplace health and safety in order to achieve a consistently high standard of safety performance. This Plan will assist GCA in meeting its obligations in accordance with work health and safety legislation. This Plan applies to all GCA officers and workers and to other persons at risk from work carried out at GCA workplaces. Failure to comply with the requirements of this Plan may lead to disciplinary action.

2. Work Health and Safety (WHS) Policy

The Statement of Commitment and the Implementation of Policy Commitment provide the overarching direction GCA will follow in pursuit of workplace health and safety outcomes. These commitments are;

2.1 Statement of Commitment

GCA is committed to providing a workplace that enables all work activities to be carried out safely. We will take all reasonably practicable measures to eliminate or minimise risks to the health, safety and welfare of workers, contractors, visitors, and anyone else who may be affected by our operations.
We are committed to ensuring we comply with the Work Health and Safety Act 2011. We will also comply with any other relevant legislation, applicable Codes of Practice and Australian Standards as far as possible.
This WHS Management Plan and GCA's WHS Policies and Procedures set out the safety arrangements and principles which are to be observed by and its workers to ensure compliance with the WHS Act and to provide appropriate mechanisms for continuing consultation and management of WHS matters.

2.2 Implementation of Policy Commitment

GCA is committed to ensuring, so far as is reasonably practicable, the health and safety of its workers (employees, contractors, labour hire workers, outworkers, apprentices, students or volunteers) while they are at work, and that the health and safety of other persons (e.g. visitors) is not put at risk from our operations. This will be achieved by:

- providing and maintaining a healthy and safe work environment through the implementation of safe work practices, safe systems of work and the provision of safe plant and equipment;
- ensuring that workplaces under the control of GCA are safe, without risk to health, and have safe means of access and egress;
- routinely consulting in order to maintain effective and co-operative relationships between GCA and its workers, and with other duty holders, on health and safety matters in the workplace; and
- Reviewing, through appropriate mechanisms, the effectiveness of the safety measures taken.

GCA's commitment to providing safe and healthy working environments for its workers includes:
- providing relevant, up-to-date WHS information to all workers on matters such as workplace safety and their responsibilities;
- Providing expert assistance in WHS matters where necessary;
- Providing instruction and/or training in work processes where appropriate;
- Developing and implementing strategies which include workplace assessment, hazard Identification, and appropriate remedial action to eliminate or control hazards; and
- Implementing and maintaining appropriate information and reporting.

3. Definitions

Terminology	Definition
Person Conducting a Business or Undertaking (PCBU)	A PCBU has the primary duty of care to ensure, so far as is reasonably practicable: > the health and safety of its workers while they are at work, and > that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the PCBU. GCA is a PCBU.
Officer	It is an officer's duty to exercise due diligence to ensure that the PCBU complies with its health and safety obligations under the WHS Act. > GCA's Managing Director is the Officer under the WHS Act. > Campus Managers may also be Officers under the WHS Act Note: A person is an Officer under the WHS Act only if they "make, or participate in making, decisions that affect the whole, or a substantial part, of the business of the corporation; or who has the capacity to affect significantly the corporation's financial standing". Whether a person is an Officer or not under the WHS Act will depend on the facts of the particular situation.
Worker	Previously known as 'employee'. The term worker includes employees, contractors and sub-contractors and their employees, labour hire

	employees, outworkers, apprentices and trainees, work experience students and volunteers
WHS Committee members	Members elected by their work group to represent them in health and safety matters.
Other persons	Includes any visitors

4. Responsibilities

4.1 PCBU

As the duty holder, GCA, being the PCBU, must:

- ensure the health and safety of its workers and others in our workplace
- ensure the health and safety of other persons is not put at risk from work carried out as part of its operations
- provide and maintain a work environment that is without risks to health and safety
- provide and maintain safe plant and structures
- provide and maintain safe systems of work
- ensure the safe use, handling and storage of plant, structures and substances
- provide adequate facilities for the welfare of workers
- provide information, training, instruction and supervision
- monitor the health of workers and the conditions of our workplaces.

Specific duties as a PCBU also include:

- record and notify Comcare of any notifiable incidents arising out of the conduct of the business or undertaking
- ensure authorisations are in place for any high risk work or plant
- consult so far as reasonably practicable with other PCBUs or persons who have a duty in regard to a work health and safety matter
- consult so far as reasonably practicable with workers, their representatives and Health and Safety Representatives on work health and safety matters.

4.2 Campus Managers

Campus Managers are responsible for providing a workplace that is, as far as reasonably practicable, safe and healthy workplace for workers and visitors, in particular in the areas of their control. This includes:

- modelling health and safety leadership
- demonstrating a commitment to good health and safety performance, by: – talking about safety at regular meetings – ensuring safe work procedures are followed – reporting incidents, hazards and safety concerns promptly – assessing task risk and not allowing an activity to continue until it can be controlled adequately

- fostering a strong work health and safety culture where worker input is valued
- Actively support the identification of hazards and risks and the management of these
- Understand and monitor safety performance objectives
- Proactively manage other duty holders (e.g. contractors), when required.

4.3 Workers

Workers must take reasonable care for their own health and safety while they are at work, and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons. They must comply, so far as they are reasonably able, with any reasonable instruction given by the Campus Manager, as well as co-operating with any reasonable GCA policy or procedure which relates to workplace health and safety. On a day to day basis, this includes:
- to the extent of the worker's control or influence over working conditions and methods, take reasonable care to work safely
- making sure that the work area safe when leaving it
- make proper use of all appropriate safeguards, safety devices and personal protective equipment
- Follow agreed safe working practices and rules
- Report all known hazards, accidents and incidents as soon as possible.

It is acknowledged that, in accordance with the Act, a worker may cease, or refuse to carry out work if they have a reasonable concern the work would expose the worker to a serious risk to their health or safety.

The Act requires workers who cease work to notify the relevant Campus Manager that they have ceased unsafe work as soon as practicable after doing so. It also requires workers to remain available to carry out 'suitable alternative work'. This would not however require workers to remain at any place that poses a serious risk to their health or safety

4.4 Contractors

Contractors, sub-contractors and self-employed persons are defined as "workers" under the WHS Act if they carry out work in any capacity for GCA . They are required to:
- comply with the requirements of the WHS legislation
- have in place any work health and safety policies and programs required under State or Territory safety legislation
- consult with GCA about safety matters and comply with GCA policies
- Work safely and to include the safety of GCA staff and visitors in their safety plans.

If any staff member believes that a contractor may be engaging in an unsafe work practice, they are required to report this issue to their manager.

4.5 Visitors

Visitors and other persons to also have responsibilities to abide by our workplace safety rules and procedures. These responsibilities include to:

- take reasonable care for their own health and safety and for the health and safety of other persons
- comply with, so far as they are reasonably able, all reasonable safety directions provided by staff report all safety related incidents to staff
- ensure the adequate supervision of any accompanying children
- not enter any restricted area without authorisation or escort
- not willfully or recklessly interfere with property

5. CONSULTATION AND COMMUNICATION ARRANGEMENTS

Open communication between workers and managers is important to ensuring a safe workplace. Therefore, workers are encouraged to:

- ask questions relating to WHS
- bring up safety concerns
- make recommendations regarding WHS
- give regular feedback
- become involved in evaluation of safety issues
- Participate in any WHS related problem solving process. It is important that workers help shape decisions about WHS particularly when:
- identifying hazards and assessing risks
- making decisions about ways to eliminate or minimise those hazards or risks
- proposing business changes that may affect the health and safety of workers
- purchasing of new equipment or substances
- Developing or changing job tasks or safety procedures.

All workers belong to a work group and are encouraged to raise any work health and safety concerns they may have with their Campus manager and/or GCA WHS Committee member. If the issue identified remains unresolved, it should be raised directly with the GCA WHS Committee chairperson.

5.1 Health and Safety Committee

Health and Safety Committees provide the forum for the constructive discussion of measures to assure health and safety in the workplace. At GCA the Health and Safety Committee will meet quarterly and:

- facilitate co-operation between the PCBU and workers in the instigation, development and implementation of WHS policies and procedures
- assist in developing standards, rules and procedures relating to health and safety
- consult with workers regarding their WHS concerns
- consult with management regarding worker WHS concerns including change that may influence WHS more broadly
- ensure the conduct of regular workplace inspections.

Minutes of the latest Health and Safety Committee meeting will be made available for all workers to

review

The GCA WHS committee constitution is located:
https://moodle25.gca.edu.au/pluginfile.php/5639/mod_resource/content/1/GCA%20WHS%20Constitution%20June%202013.pdf

6. AUTHORITATIVE SOURCES

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
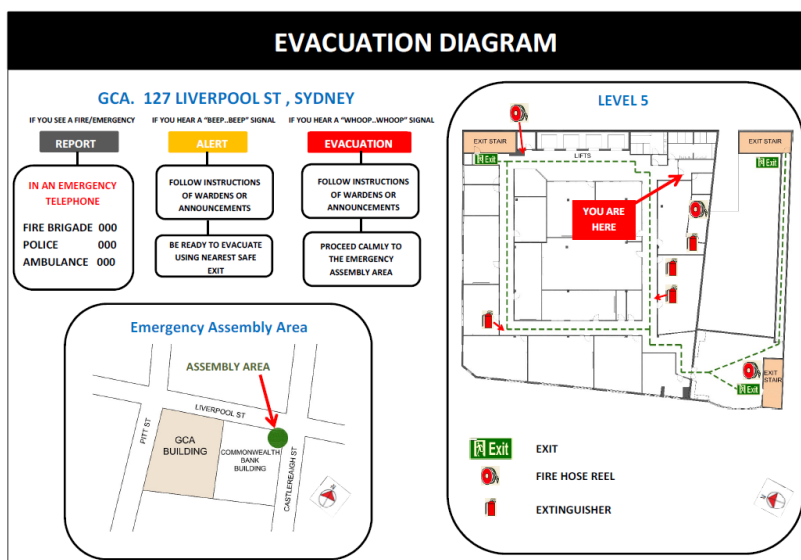- Approved Work Health and Safety Codes of Practice

PART B: GENERAL WHS INFORMATION

1. EMERGENCY PROCEDURES

An emergency evacuation plan has been developed and this plan, together with a list of emergency contacts, is displayed in the following locations:

- Office/reception
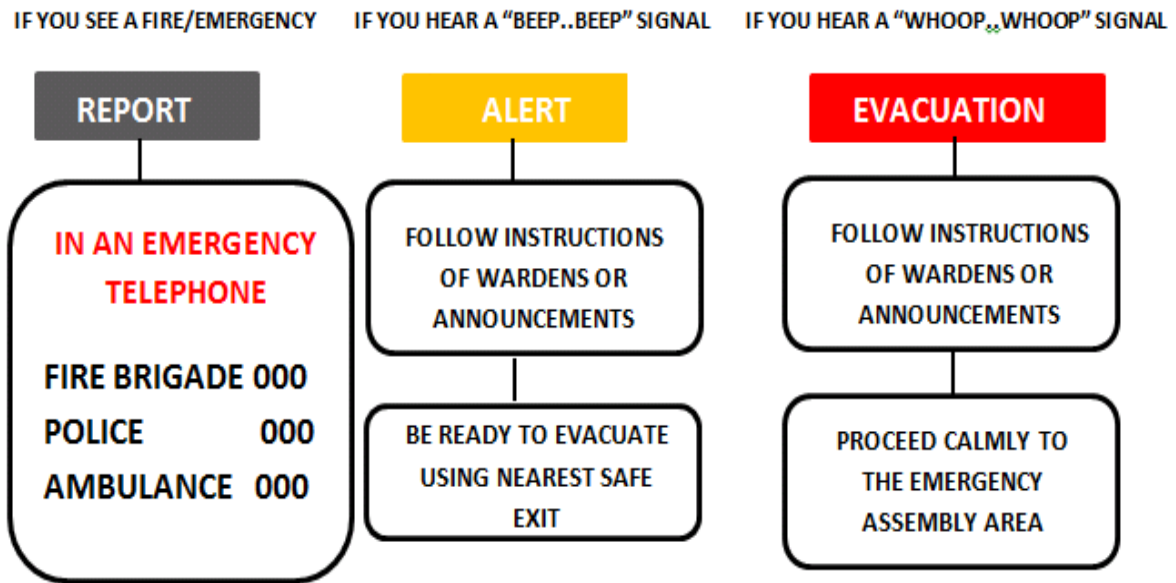- Common areas
- Classrooms

Example:

All fire   emergency

equipment, such fire extinguishers, will be tested by an approved provider every 12 months.

What to do in an emergency:

IF YOU SEE A FIRE/EMERGENCY	IF YOU HEAR A "BEEP..BEEP" SIGNAL	IF YOU HEAR A "WHOOP..WHOOP" SIGNAL
REPORT	**ALERT**	**EVACUATION**
IN AN EMERGENCY TELEPHONE **FIRE BRIGADE 000** **POLICE 000** **AMBULANCE 000**	FOLLOW INSTRUCTIONS OF WARDENS OR ANNOUNCEMENTS BE READY TO EVACUATE USING NEAREST SAFE EXIT	FOLLOW INSTRUCTIONS OF WARDENS OR ANNOUNCEMENTS PROCEED CALMLY TO THE EMERGENCY ASSEMBLY AREA

2. HAZARD/INJURY/INCIDENT REPORTING

How to Report a Hazard or Injury or Incident:

All managers and workers including contractors are required to complete an incident form if a hazard/injury/incident occurs, and:

- Advise the Campus Manager of the incident or injury or hazard
- For recording purposes complete a Hazard/Injury/Incident Report Form
- Complete the relevant sections of the form giving details of the incident. The form should be completed even when an injury has not occurred, that is, in the event of a near miss
- All hard copy forms should be signed by the relevant parties
- The Campus Manager must record all injuries on the injury register

3. FIRST AID

3.1 Definitions
- First aid is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.
- First aid officer is a person who has successfully completed a nationally accredited training course or an equivalent level of training that has given them the competencies required to administer first aid.

  GCA has in place the following first aid procedures, as required by First Aid in the Workplace Code of Practice

- The appointment and training of First Aid Officers (FAO)

- The provision of first aid kits within the workplace
- Clear signage with the name of the FAO and the location of the first aid kits
- It is the FAO's responsibility to ensure that the contents of all first aid kits are maintained

3.2 First Aid Officer Training

- The minimum level of training for a FAO is the Senior First Aid Certificate (or equivalent)
- Refresher training should be undertaken every three years.

3.3 First Aid Officer Responsibilities

- The FAO is approved to render first aid assistance in the workplace.
- The FAO should ensure that they do not administer first aid services beyond their level of training.
- A record of any first aid treatment given should be kept by the FAO and reported to the line Manager on a regular basis to assist with reviewing first aid arrangements.

3.4 First Aid—Summary For the Campus Manager

- Ensure that a First Aid Officer (FAO) has been appointed and trained.
- Keep a copy of the FAO's qualifications.
- Ensure that a first aid kit is provided and maintained by the FAO.
- Advise all middle managers and workers of the name of the FAO and the location of the kit.
- Place a sign on the wall where the kit is located.
- First Aid in the Workplace Code of Practice is available on the Comcare website.

3.5 First Aid Emergency Procedure

Familiarity with local emergency procedures will assist in responding promptly to a medical emergency.

Staff & Student Disclosure of Medical Conditions

Staff and students with known medical conditions are encouraged to disclose their conditions and recommended first aid responses to the GCA First Aid Officers located in Student Services. The health information disclosed shall be kept confidential in accordance with Privacy legislation requirements. Records, if kept, must be in a locked drawer and only accessed by these nominated First Aid Officers.

Serious Medical injuries/ illnesses

• If a student or staff member is seriously injured or ill, a nominated First Aid Officer from Student Services should be contacted to immediately assess the situation and commence first aid if required.

• If they assess that the injured or ill person needs further medical treatment following first aid treatment, they should refer the person to further medical attention by contacting an ambulance on 000 from internal phones or 112 from any external or mobile phone.

• It is important that all Student Services staff are notified if an ambulance is called. If contacted by the ambulance service, they will be able to provide additional information to guide the Ambulance to the correct location.

• After calling the ambulance, if possible someone should be dispatched to flag down the ambulance outside the building.

• A Group Colleges Australia register of incidents must be filled out by all parties involved.

• A copy of the register of incidents must be uploaded to the students account immediately.

<h3 style="text-align:center">Non-Life threatening injuries</h3>

• A nominated First Aid Officer from Student should be requested to immediately assess the situation and call an ambulance for all serious injuries and illnesses, and commence first aid.

• If they assess that the injured or ill person does not require further medical treatment following first aid treatment, they must log the incident in the register of injuries.

• A Group Colleges Australia register of incidents must be filled out by all parties involved.

• A copy of the register of incidents must be uploaded to the students account immediately

4   RISK MANAGEMENT AND THE RISK REGISTER

WHS risk management is a systematic process of hazard identification, risk assessment, and risk control with the aim of providing healthy and safe conditions for managers, workers, visitors and contractors at GCA. As required by the WHS Act, GCA has adopted a risk management approach to underpin its WHS Management System. This approach involves all managers and workers in identifying hazards, assessing and prioritizing risks, implementing control measures and reviewing how effective the control measures are.

4.1 Definitions

- WHS Hazard: Anything which has the potential to cause injury or illness.
- WHS Risk: A WHS risk is the chance of someone becoming injured or ill as a result of a workplace hazard. This significance of the risk is determined by considering the likelihood of it happening and the consequences if it does happen.
- WHS Risk Control: WHS risk control is action taken to eliminate or reduce the likelihood that exposure to a hazard will result in injury or illness to people or damage to property and the environment.

4.2 The Risk Management Process

WHS risk management should be undertaken for all activities where there is the potential for harm

including:

- before activities commence
- before the introduction of new equipment, procedures or processes;
- When equipment, procedures or processes are modified.

Step 1: Identify the Hazard

A hazard is a source or potential source of injury, ill health or disease. Hazard identification is the process of identifying all situations and events that could cause injury or illness by examining a work area/task for the purpose of identifying all threats which are 'inherent in the job'. Tasks can include, but may not be limited to using tools, hazardous chemicals, dealing with people, lifting/moving items and mustering.

Step 2: Assess the Risk

Assessing the risk from a hazard determines its significance. Firstly, consider the consequences should something happen; will it cause a serious injury, illness or death or a minor injury. Secondly, consider how likely is this to occur—very likely, not likely at all or somewhere in between? Some of the things to think about include:

- how often is the task undertaken
- how frequently are people near the hazard
- how many people are near the hazard at a particular time
- has an incident happened before > have there been any 'near misses'

Use the table below to determine how significant the risk is. Where a manager, worker, contractor, or visitor to the workplace identifies a hazard, GCA requires that it is eliminated or reduced in consultation with the relevant stakeholders.

- Step 1: identify the Consequences—or how severely could it hurt someone
- Step 2: identify the Likelihood—or how likely is it for an injury to occur
- Step 3 & 4: identify the Risk Priority Score—to prioritise your actions
- Step 5: apply the hierarchy of hazard control
- Step 6: identify who, how and when the effectiveness of controls will be checked and reviewed

Step 1—CONSEQUENCES How severely could it hurt someone? or How ill could it make someone?— Circle it		Step 2—LIKELIHOOD How likely is it for an injury to occur?—Circle it			
		Very likely, could happen frequently	Likely, could happen occasionally	Unlikely, could happen, but rare	Very unlikely, could happen, probably never will
		L1	L2	L3	L4
Kill or cause permanent disability or ill health	C1	Very high risk (1)	Very high risk (1)	High Risk (2)	Substantial Risk (3)
Long term illness or serious injury	C2	Very high risk (1)	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)
Medical attention and several days off work	C3	High Risk (2)	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)
First Aid needed	C4	Substantial Risk (3)	Moderate Risk (4)	Acceptable Risk (5)	Low Risk (6)

Step 3: Risk Priority Score Identifies the Necessary Action and Response

Step 3—RISK PRIORITY SCORE	Step 4—ACTION AND RESPONSE
1 = Very High Risk	Stop the activity—immediate action is required to ensure safety—safety measures applied must be cleared by the Station Manager before any activity recommences
2 = High Risk	Proceed with caution—immediate reporting of emerging or ongoing risk exposure at this level to the Station Manager for decision is mandatory
3 = Substantial Risk	Be aware—action required as soon as possible to prevent injury or illness
4 = Moderate Risk	Report these risks to the responsible Manager during the current shift or before the next shift
5 = Acceptable Risk	Do something when possible. Manage by routine procedures.
6 = Low Risk	These risks should be recorded, monitored and controlled by the responsible Manager

Step 4: Control the Hazards

Control the hazards—the aim is to implement the most reliable controls to create a safe workplace rather than simply relying on people to behave safely, following processes or using protective equipment. In many cases, a combination of several control strategies may be the best solution.

Hierarchy of control strategies (in order of preference):

- eliminate the hazard; remove the equipment from use, dispose of unwanted chemicals
- substitute; use a non-hazardous chemical, use a different machine that can do the same task
- isolation; contain noisy machinery within a booth
- engineering controls; design equipment differently, providing lifting devices to minimise manual handling
- administrative processes; task variation, job rotation, training
- personal protective equipment; gloves, hearing protection, eye protection

Step 5: Review the Process

Continuously review to monitor and improve control measures and find safer ways of doing things

Step 6: Workplace Hazard Inspections

GCA is required by WHS legislation to be proactive in identifying hazards in the workplace which may affect the health and safety of its workers and eliminating or minimising the risks arising from those hazards.

In order to ensure a safe and healthy workplace, the GCA WHS committee should undertake WHS hazard inspections of the workplace regularly and at any other times as required.

The hazard inspection should be undertaken by following the principles of WHS risk management and using the information and checklists, located on the GCA WHS Moodle page

(https://moodle25.gca.edu.au/course/view.php?id=197)

If any hazards are identified through the hazard inspection process, controls must be implemented to ensure that the risk to health and safety is eliminated or minimised.

Step 7: WHS Record Keeping

The WHS committee should retain all WHS documents. These documents are required to be filed for 30 years in safe storage accessible only to authorised personnel in accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth).

PART C: SPECIFIC WHS REQUIREMENTS

1. INAPPROPRIATE BEHAVIOR

Bullying, harassment, discrimination and violence of any form will not be tolerated at GCA.

GCA will take action to resolve the complaint. If the complaint is found to be valid, action may include any combination of the following:

- Asking for an apology
- Creating an agreement with the offender that will stop the behavior of concern
- Conciliation/mediation conducted by an independent/impartial third party to seek a mutually acceptable solution
- Disciplinary action in the form of verbal, written or final warning or dismissal
- All violence will be reported to the police.

In determining the action to be taken, the following factors will be considered:

- Severity and frequency of the behavior

- Whether there have been previous incidents or prior warnings.

2. CONTRACTORS

GCA is committed to ensuring that all workers under its control, including contractors and subcontractors have a safe and healthy environment in which to perform their duties.

Contractors are likely to be workers employed by to undertake a specific task; the delivery/pickup of goods, tradespeople undertaking repair or maintenance work within the workplace.

In order to achieve this objective, it is recognized that contractors need to be:

- suitably experienced to perform the tasks
- in possession of all necessary licenses, permits, registrations and insurance required to perform the works safely and in compliance with appropriate regulations
- notified of any potential hazards associated with the location or use of the area where the works are to be carried out
- made aware of Emergency Procedures
- All contractors must abide by WHS requirements which will be advised to them before engagement by the relevant Campus Manager.

PART D: FORMS AND CHECKLISTS

1. First Aid Officer Register
(Location: https://moodle25.gca.edu.au/mod/resource/view.php?id=3444)

GCA

GCA WHS Committee
First Aid Officer Register

Employee Name	Location	Qualification	Certificate Granted	Certification Expiration date
James Manly	Ground Floor	Senior First Aid	15 April 2011	15 April 2014
Scarlett Burns	Ground Floor	Senior First Aid	21 January 2013	21 January 2016

2. Work Inspection Checklist

(Location: https://moodle25.gca.edu.au/mod/resource/view.php?id=3451)

3. Register of Incidents form

(Location: https://moodle25.gca.edu.au/mod/resource/view.php?id=9222)

4. Incidents record register

(Location: https://moodle25.gca.edu.au/mod/resource/view.php?id=9225)