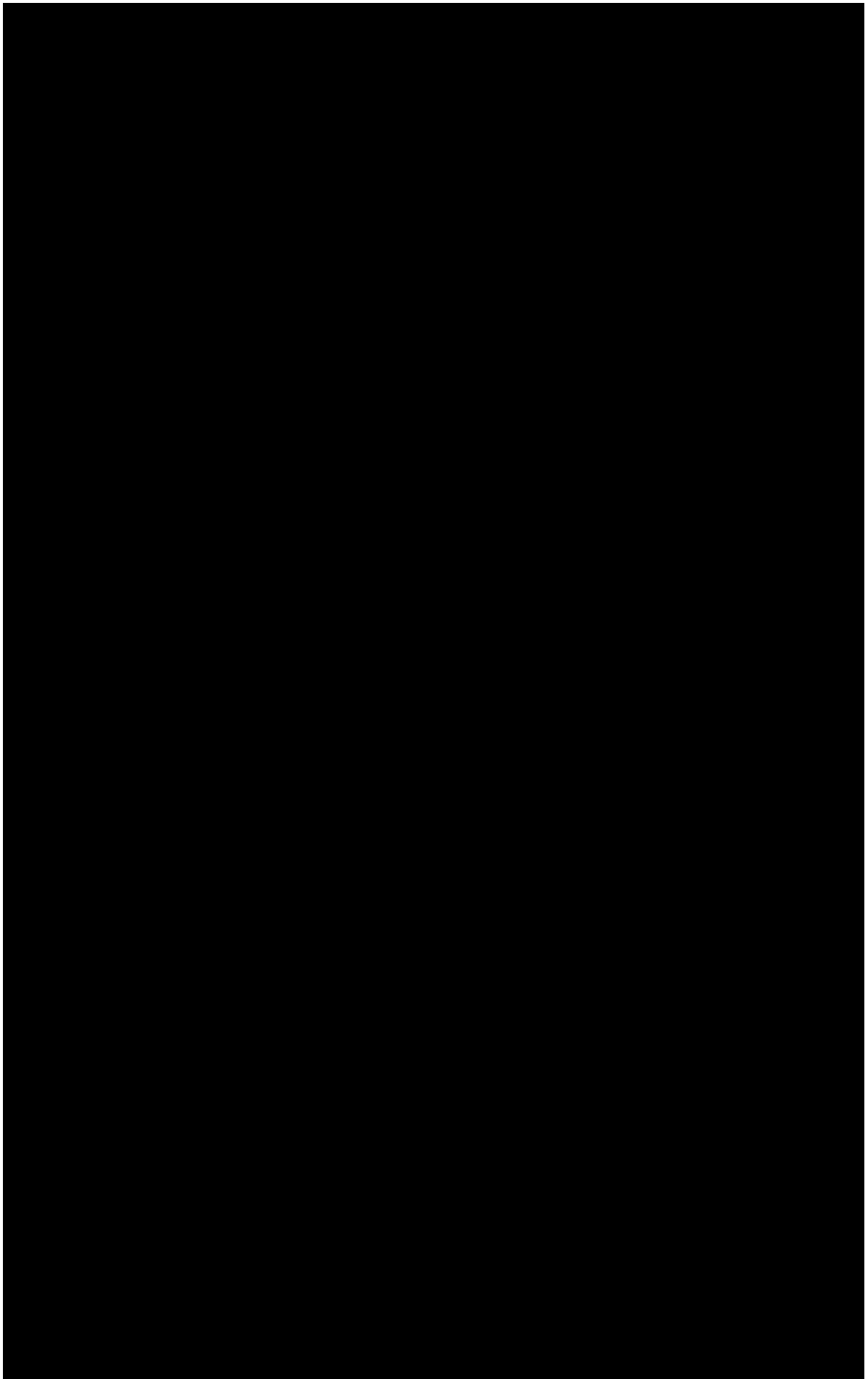
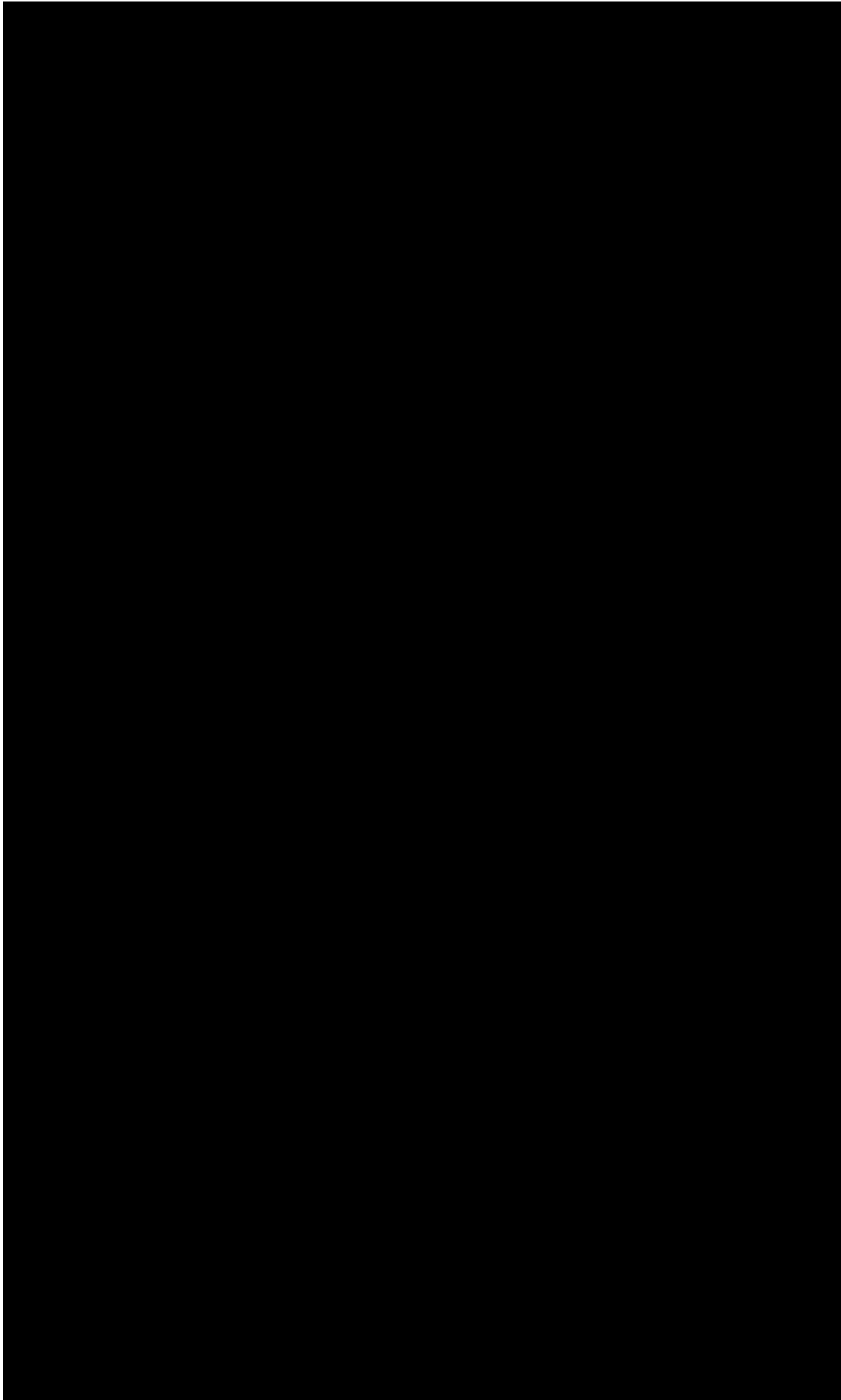


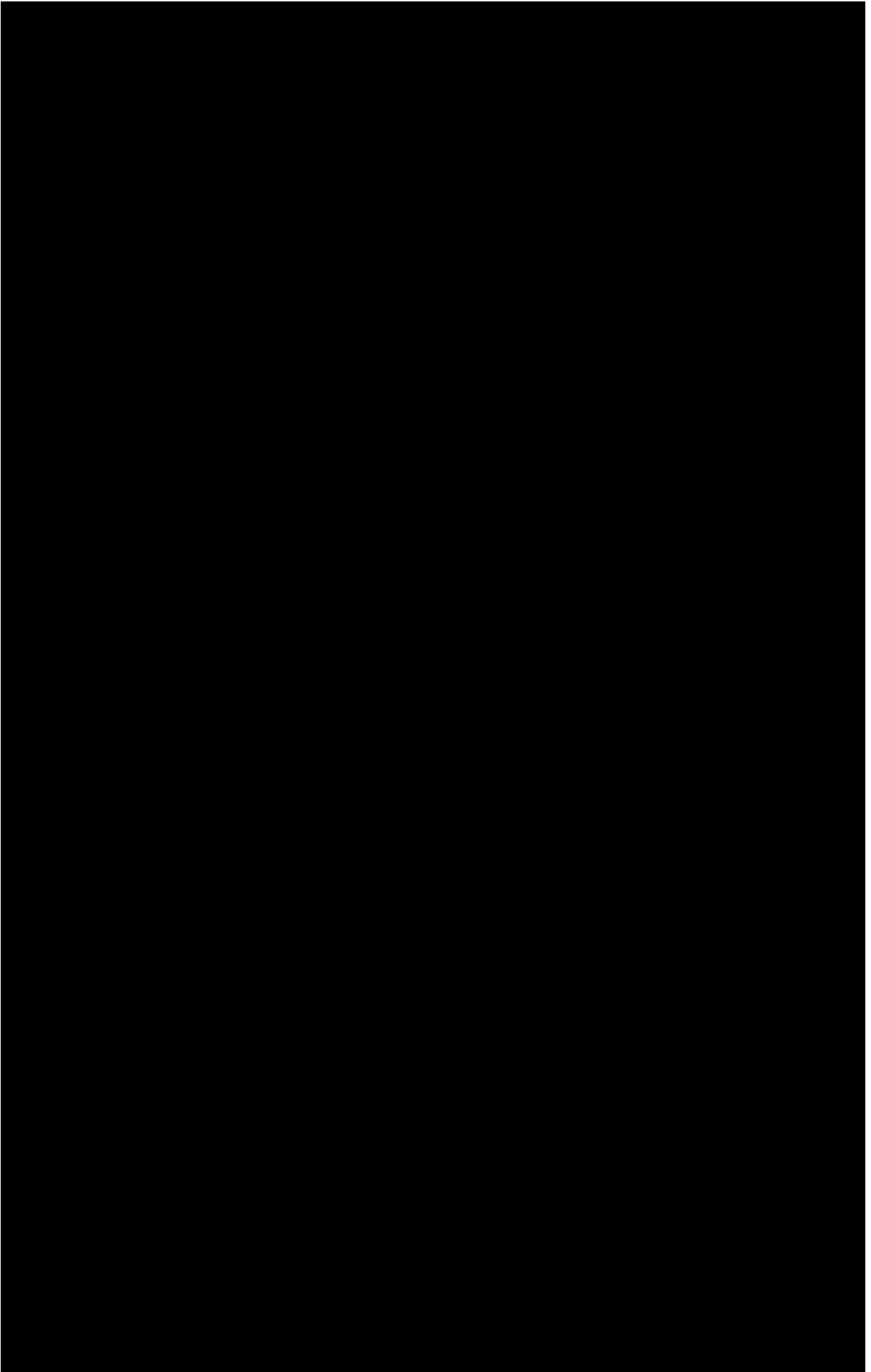
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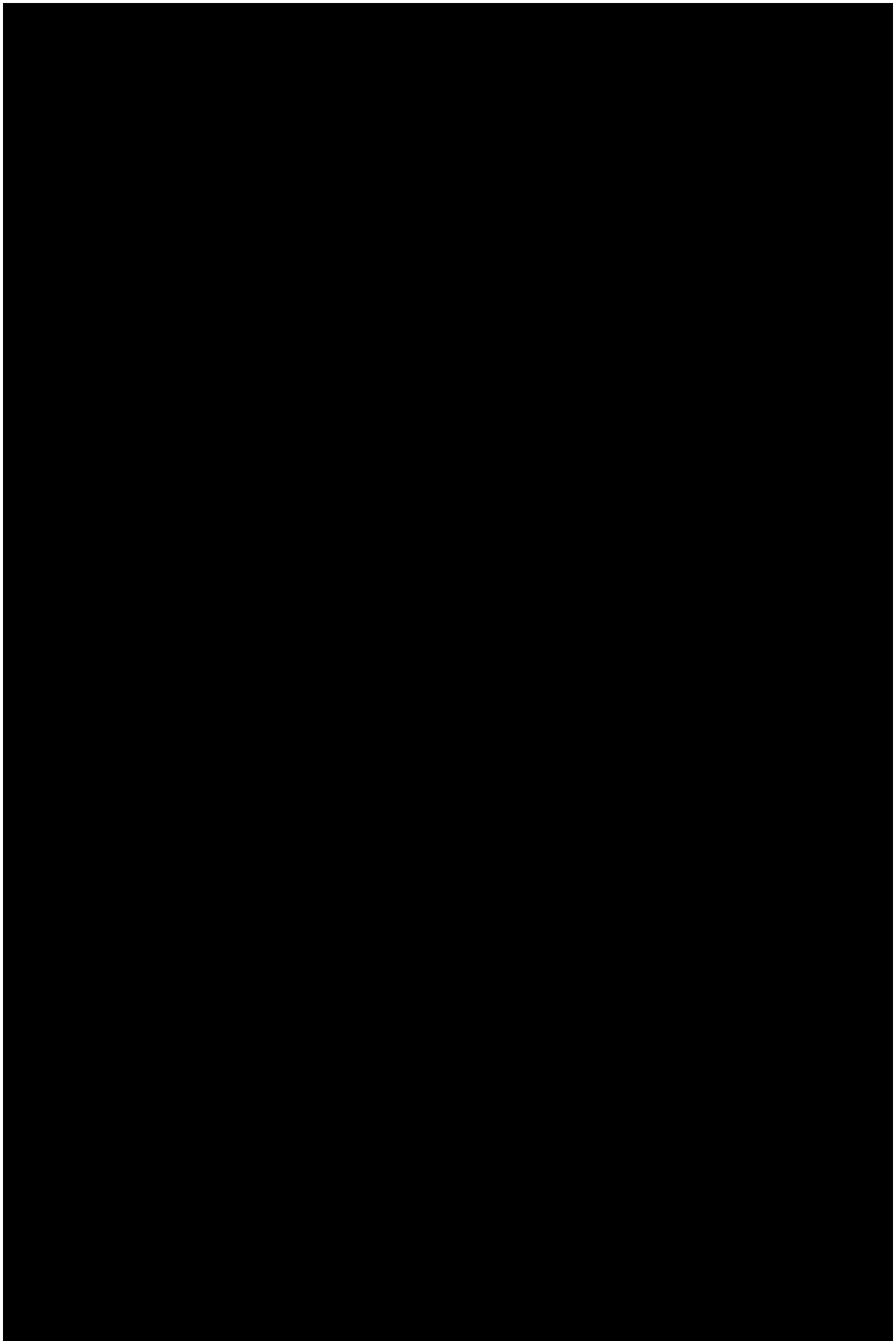
Annexure A – Bid Design Deliverables

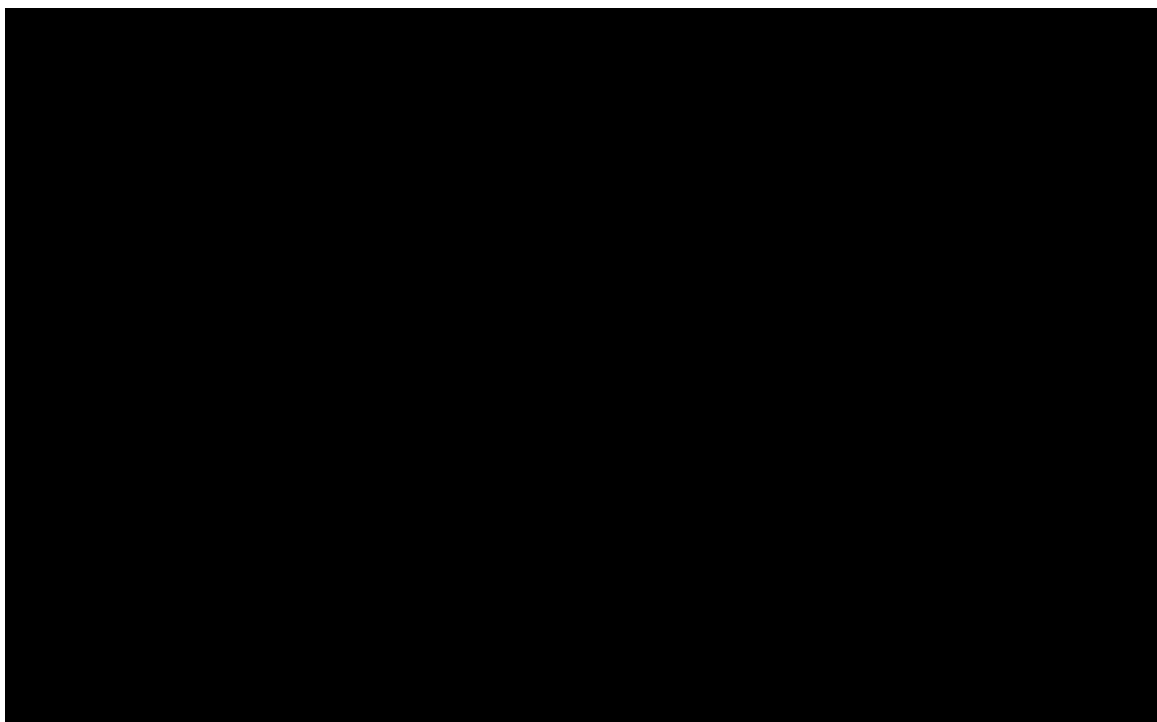
A1 Initial Delivery Phase Plans











Annexure A – Health & Safety Management Plan

Compass currently has a Health and Safety Management Plan that is included as appendix 1. Compass completes a thorough review process of the plan every two years to ensure the Safety Management Systems in place current. The Plan is also updating in response to any relevant legislative changes.

Compass is continually examining initiatives to improve safety performance with all Compass branches having designated trained First Aid Officers, Fire Wardens and Workplace Health and Safety Representatives which have been elected by individual work groups. These groups play an important role as the conduit in Compass' aspiration to ensure workplace consultation is an organisational priority and a work health and safety commitment of zero harm to all employees.

Compass' Work Health & Safety Committee, which consists of members from across its organisation and tenant representation, regularly reviews any workplace incidents, safety initiatives, policy and procedures and is instrumental in providing safety information to the Compass Board of Directors and Management through their regular work health and safety reports.

Individual training elected by Compass employees is a key feature of Compass' HSMP, including:

- Risk Identification and Assessment Training
- Prevention of Bullying & Harassment in the Workplace (in house training course)
- How to Manage Poor Employee Performance (in house training course)
- Consumer, Trader and Tenancy Tribunal Training
- Work Health & Safety Contractor Induction Training
- Volunteer & Work Experience Induction Training

The Health and Safety Management Plan in accordance with the requirements set out in Schedule 16 to the Services Agreement, is set out below:

1. Compliance with WHS Legislation

Compass is fully aware of its legal and moral responsibilities regarding Workplace Health & Safety, and has an excellent record on Workplace Health & Safety and maintains strict practices to maintain this record. Key practices include:

- All staff receives training on Work Health & Safety practices when starting employment with Compass (Reference Workplace Relations Policy Manual-Part 2 pg 28).
- Staff who visit tenant's homes are trained to adopt rigorous safety protocols including wearing a functioning Personal Duress Alarm (Safe T Card™) (Reference WHSMS-Part 9 Personal Duress Alarm Policy pg 58).
- Compass uses a system called TICKIT to raise and report on any potential safety or other risk incidents as they occur. (Reference WHSMS-Part 3.4 Work, Health & Safety Policy pg 26)

2. Ensure sub-contractors comply with WHS legislation

Compass has a compliance system built into its Greentree system that ensures contractors have current licenses and insurances in order to be issued maintenance purchase orders. Contractors are required in their contracts to comply fully with their own obligations regarding WH&S at all times.

Compass recognises that under WH&S legislation, any competent person who witnesses potential WH&S breaches is required to raise the matter in an appropriate and effective manner (Reference Part 15 Contractor Procedure pg 88-101).

3. Actions to address risk or potential risks

Delivery Phase - WH&S risks in the delivery phase are most likely to be focused on travelling to development sites and stakeholder meetings. Compass staff will be required to comply with existing Compass WH&S policy. Developers and builders will be responsible for managing WH&S on their sites as required by law and the developer will be appointed principal contractor and responsible for complying with WH&S obligations in respect of the relevant site (Reference WHSMS-Part 3.4 Work, Health & Safety Policy pg 26 and Part 15 Contractor Procedure pg 88-101).

Service Delivery Phase - WH&S risks in the service delivery phase are most likely to be focused on visiting tenants in their homes. Compass requires staff to comply with WH&S legislation, safe driving practices and protocols for home visits such as checking on the Greentree system if the tenant has any record of violent or threatening behaviour, such as by wearing a functioning SAFE T Card duress alarm, or having more than one staff member in attendance (Reference WHSMS-Part 3.4 Work, Health & Safety Policy pg 26 and Personal Duress Alarm (Safe T Card™) WHSMS-Part 9 Personal Duress Alarm Policy pg 58).

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	Authorised by:	Greg Budworth, CEO and Executive Director
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Preface

Compass Housing Services Co Ltd. is committed to providing a safe and healthy place of work for all people employed by Compass Housing Services Co Ltd. contractors engaged to carry out work and volunteers, work experience students and visitors to the areas under the control of Compass Housing Services Co Ltd.

Compass Housing Services Co Ltd. believes that accidents and incidents which cause damage and/or injury can be avoided. In order to maintain continual progress towards safer and healthier workplaces, it requires the active cooperation of every worker.

Compass Housing Services Co Ltd. will:

Ensure that all business processes and facilities and appropriate WHS principles are accorded a high priority and accepted as an integral part of Compass Housing Services Co Ltd. 's operations;

Comply with WHS legislation in all areas of operations;

Provide training and equipment necessary for workers to carry out their work in a safe manner;

Provide opportunities for workers, through supervision during consultative meetings, to consult on WHS matters. Workers are encouraged to identify, rectify if possible, then report hazards in the workplace in order to minimise safety risks and provide a safer working environment for everyone;

Consult with workers to resolve issues and provide the resources necessary to successfully implement the WHSMS.

All Managers and Supervisors have a responsibility to:

Administer safety rules and regulations relative to those works under their control;
Ensure workers are appropriately trained in safety procedures.

All workers have a responsibility to:

- Support the aims and objectives of safety programs implemented by Compass Housing Services Co Ltd.
- Undertake their duties in a safe manner
- Use the aids provided and follow procedures which have been introduced for their protection
- Report hazards, near misses and equipment damage

Ideas, initiatives or suggestions are invited from all workers so that development of a safe work environment can continue. All injuries must be brought to the attention of Managers and are to be recorded on the Incident Notification Form.

This manual sets out the general Workplace Health and Safety Management System (WHSMS) for Compass Housing Services, which includes policies, procedures and forms. Within Compass Housing Services Co Ltd., there are areas which face unique Work Health & Safety (WHS) issues.

1. Workplace Health and Safety Policy

1.1. Policy Statement

Compass Housing Services Co Ltd. aspires to Zero Harm to our people, contractors, visitors, customers and the community in which we operate.

We have an overriding commitment to health and safety and we will not compromise our safety values.

Compass Housing Services Co Ltd. strategy and goals support our Workplace Health and Safety procedures and respond to the legislative requirements. This Work Health and Safety Policy details how we will manage Health and Safety within Compass Housing Services.

We will develop, implement and maintain an effective Health and Safety Management System which will:

- Create and foster a positive health and safety culture where health and safety is considered to be an integral part of our organisation;
- Provide clear expectations to all personnel to engage and comply with Compass Housing's Health and Safety Management System;
- Identify, assess and manage risks;
- Ensure that all incidents are reported and investigated with learning's actioned, implemented and shared.
- Seek continuous improvement in health and safety through rigorous examination of all activities, practices and incidents;
- Ensure ongoing monitoring, review and auditing of the Health and Safety Management System;
- Meet all relevant legislative and regulatory requirements;
- Meet or exceed Compass Housing Services Co Ltd. standards and guidelines;
- Establish measurable targets to facilitate continual improvement;
- Provide appropriate information, instruction, training and supervision;
- Consult openly to enhance the effectiveness of the Health and Safety Management System and increase awareness;

- Effectively implement this Policy through a process of consultation, communication, continual improvement and culture change;

This Policy will be reviewed every two years to ensure it remains relevant and appropriate.

Signed: _____

Dated: _____

Greg Budworth
Chief Executive Officer & Executive Director

Compass Housing Services Co Ltd. commitment to Workplace Safety is defined and documented within the Work Health & Safety Policy document. This policy has been developed in consultation with workers and is endorsed by the Chief Executive Officer (CEO) on behalf of the Board of Directors of Compass Housing Services.

1.2. Policy Commitment

The Work Health and Safety Policy incorporates a commitment to:

- Creating and fostering a positive health and safety culture where health and safety is considered to be an integral part of our business;
- Providing clear expectations to all personnel to engage and comply with the Health and Safety Management System;
- Systematically identifying hazards and processes, potential risks and opportunities for improvement and to assess the risks these hazards represent and then establishing methods in order to eliminate or mitigate them;
- Developing and implementing safety management programs to continually improve performance and realise opportunities for environmentally positive contribution;
- Identifying, reporting, investigating and resolving all safety incidents and non-conformance with learning's actioned, implemented and shared;
- Seek continuous improvement in health and safety through rigorous examination of all activities, practices and incidents;

- Maintaining, monitoring, reporting, reviewing, auditing and continual improvement of the Health and Safety Management System;
- Meet all relevant legislative and regulatory requirements;
- Establish and review meaningful and accurate measurable targets and objectives to facilitate continual improvement for safety and communicating appropriately to our people;
- Educating and training people to continually improve awareness, skills and knowledge of environmental issues and practices;
- Consult openly to enhance the effectiveness of the WHS Safety System and increase awareness;
- Effectively implement this Policy through a process of consultation, communication, continual improvement and culture change and ensure it is available to the public;
- Providing suitable and sufficient resources to implement and maintain the WHS System

The [Work Health and Safety Policy](#) is displayed on noticeboards in all work areas and safety communication tools such as the intranet.

The Policy is also made available to other parties upon request.

This Policy is reviewed and updated as needed and within document review timeframe.

2. Return to Work Policy

2.1. Policy Statement

Compass Housing Services Co Ltd. aspires to Zero Harm to our people, contractors, visitors, customers and the community in which we operate.

We have an overriding commitment to health and safety and we will not compromise our safety values.

This policy has been developed in consultation with workers through our Senior Management Team. This policy is consistent with NSW WorkCover guidelines and satisfies the requirements of the Workplace Injury Management and Workers Compensation Act 1998 and is compliant with the Injury Management Procedure.

2.2. Commitments of the Workplace

- To prevent injury and illness by providing a safe and healthy working environment.
- To ensure that injury management activities commence as soon as possible after injury and every effort is made to provide suitable and meaningful duties consistent with the nature of the injury/illness, after seeking appropriate medical judgment
- To provide support throughout the rehabilitation process to minimise the effects of the injury and ensure that an early return to work is normal practice and an expectation.
- To provide suitable duties/employment for an injured employee as soon as it is practically possible. This is, an integral part of the rehabilitation process.
- To consult with the injured employee, their nominated treating doctor, their supervisor (or immediate manager), rehabilitation provider, Return-to-Work Co-ordinator and where applicable their union representing them to ensure the Return-to-Work Program is realistic, is agreed to and operates effectively.
- To ensure that participation in a Return-to-Work Program will not, of itself, prejudice an injured employee.

2.3. Procedures for Action When Injury Occurs

2.3.1. When an injury occurs:

- It is the worker's responsibility to notify his or her Manager of any injury as soon as possible.

- Once an injury is notified, Compass Housing Services will ensure that the injured employee receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to prevent a recurrence. The employee or supervisor if the employee is unable to will record the incident using Compass Housing incident procedure.
- Injured workers must obtain an appropriate medical certificate under the relevant WHS legislation from the doctor providing medical treatment to the employee. The employee must provide a copy of the medical certificate to the WHS Officer who will forward a copy to the Return-to-Work Provider.
- Compass Housing Services will notify its insurer of any significant injury (WorkCover-
- defined injury where an employee is unfit for normal duties for more than seven days) within 48 hours of the above, and within 7 days for any other type of injury.
- An Injury Management Plan and Return-to-Work Plan must be completed for all significant injuries.

2.3.2. Follow-up after injury

- The designated Return-to-Work Provider (if one has been nominated) will contact the injured worker as soon as possible to provide information to assist the employee in their recuperation.
- The Return-to-Work Provider in consultation with the worker's nominated treating doctor and others (such as a Rehabilitation Provider) will develop the workers injury management plan within 3 days of becoming aware of a significant injury.
- The Return-to-Work Provider will forward the Injury Management Plan to the employee and insurer and will maintain a copy on the worker's case file. They will also protect the confidentiality of the information on this file.
- The injury management plan will be updated to reflect the suitable duties & any restrictions as detailed in the WorkCover medical certificate

2.3.3. Finding suitable duties

When the injured worker is, according to medical judgment, capable of return to work, an individual Return-to-Work Plan will be developed offering suitable duties,

which will be identified after consultation with relevant parties and will be specified in writing. Appropriate assistance will be given to workers from a non-English speaking background and to those permanently unable to return to pre-injury duties.

2.3.4. Consultation

Workers will be informed of their rights and responsibilities and of Company policies of rehabilitation. Such consultation will be effected through the Executive and Senior Management team and through team meetings.

2.3.5. Disputes

Compass Housing Services accepts the need to consult with workers and any union representing them on disputes and to contact the insurer, the Workers Compensation Advisory Service on 131050, or an Injury Management Consultant where relevant. Disputes may also be referred to the Workers Compensation Commission.

Chief Executive Officer

Worker Representative

2.4. Responsibilities

This document will be reviewed every two years unless otherwise warranted.

The Executive Manager Business, Organisational and Environmental Development is ultimately responsible for the review of this policy.

This Policy will be reviewed every two years to ensure it remains relevant and appropriate.

Signed: _____

Dated: _____

Greg Budworth
Chief Executive Officer & Executive Director

3. Return-to-Work Program

A return-to-work program is:

An agreed system that an employer must have in place, in readiness for the management of workers who suffer a work related injury or illness.

An agreed system between employers and worker representatives that is developed before an injury or illness occurs.

A reflection of the business practices, culture and environment of the workplace.

The return-to-work program consists of the formal policy and the procedures to help injured workers with their recovery and return to the workplace.

The return-to-work program must not be inconsistent with the injury management program.

Section 52 of the Workplace Injury Management and Workers Compensation Act 1998 states that:

'An employer must establish a Return-to-Work program with respect to policies and procedures for the rehabilitation (and, if necessary, vocational re-education) of any injured workers of the employer. An employer's Return-to-Work program must not be inconsistent with the injury management program of the employer's insurer and is of no effect to the extent of any such inconsistency.'

The return-to-work program covers the following areas:

Prevention of workplace injury/illness.

Development and implementation of the return-to-work program.

Consultation.

Injury management and return to work.

Provision of suitable duties.

Return-to-work not to disadvantage injured workers.

Resolution of disputes.

3.1. Prevention of Workplace Injury/Illness

Compass Housing Services will comply with employer obligations under the Work Health and Safety Act to maintain a safe and healthy working environment.

Compass Housing Services has a systematic approach to the identification; assessment and control of hazards which may cause injury or illness (refer to Risk Management and Process Control of the Compass Housing Services Workplace Health and Safety Management System).

3.2. Development and Implementation of Return-to-work Program

Compass Housing Services has developed this return-to-work program to facilitate the return-to-work of injured workers. The return-to-work program outlines Compass Housing Services commitment to assist injured workers with accessing necessary treatment and rehabilitation, and outlines the steps to be taken to achieve a safe, timely and durable return to work.

The return-to-work program is to be used in conjunction with the return-to-work plan.

3.3. Consultation

Compass Housing Services is committed to consulting with workers and where applicable any union representing them to ensure that the return-to-work program and return-to-work plan operates efficiently. An Information Consent form should be signed by the injured worker to assist the consultation process between the parties concerned.

3.4. Injury Management and Return to Work Procedure

In order to succeed, injury management requires all parties to follow the procedures adopted.

3.4.1. When an Injury Occurs

- It is the worker's responsibility to notify the employer of any injury as soon as possible (usually within 24 hours of the injury). Compass Housing Services Incident Notification System (Tickit) should be filled out and sent to the Supervisor.
- Once the injury is reported, Compass Housing Services will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible, and conduct an investigation to prevent recurrence.
- Compass Housing Services will use the defined procedure for reporting and investigating injuries which includes notifying the insurer within 48 hours where workers compensation is or may be payable.

- The insurer is to contact the employer and worker within three days of notification for all workers with significant injuries, and to contact the treating doctor as well if appropriate and reasonably practical.

3.4.2. Post Injury

- The Return-to-work Coordinator will coordinate the process of workplace rehabilitation, i.e. returning the injured worker to suitable employment as soon as safely possible.
- Compass Housing Services will participate and cooperate in the development of an injury management plan by the insurer for every worker with a significant injury (this should be completed no more than 20 working days after notification).
- Compass Housing Services. is required to select agreed accredited rehabilitation providers who can be called upon to assist with rehabilitation cases. A criterion for rehabilitation providers has been developed.
- Accredited rehabilitation providers will have access to the workplace to enable familiarity and assist with workplace assessments.
- Note: Injured workers will retain the right to nominate an accredited provider of their own choice; however, any proposed program must be approved by Compass Housing Services.
- The injury management process will include the following:
 - Initial assessment.
 - Referral for functional assessment.
 - Referral to appropriate rehabilitation providers.
 - Expected progress with associated time frames.
 - Liaise with treating doctors.
 - Review dates and program modifications.
 - Phased return-to-work including graduated suitable duties.
 - Retraining needs, i.e. external involvement with the insurance company.
 - Job and equipment modifications required to accommodate the worker's temporary or permanent disability.
 - Final outcome e.g. return to normal duties, redeployment, retirement.

3.4.3. Provision of Suitable Duties or Phased Return to Work

- Provision of all duties should be on the basis that the worker is given meaningful tasks. Rehabilitation should be viewed as part of the normal work

scheme and return-to-work in a minimal period should become a normal practice and expectation.

- For the purpose of this policy the terms 'suitable duties' and 'phased/graduated return to work' include:

Temporary placement in an existing position.

Temporary placement in a job specifically created to fit a worker's current capabilities.

Temporarily reduced working hours.

Special transport arrangements.

Temporary modifications to existing task, equipment or environment.

3.4.4. Identification and Notification of Suitable Duties

- Maintenance of a viable injury management plan is dependent on the active assistance and cooperation of all parties including the worker, their medical practitioner, the Manager/Supervisor and Executive Manager Corporate and Human Services (Return to Work Coordinator), and commences with the development of a list of duties available within each area that could be utilised in a rehabilitation case plan. This data should be passed to the Return-to-work Coordinator and followed up by regular notification of changes. A pool of alternative duties is thus available for the Return-to-work Coordinator to begin selection and liaison with the appropriate department.
- If the worker has sustained a minor injury and is deemed fit for selective work, suitable alternative duties or phased return-to-work will be arranged by the Return-to-work Coordinator in conjunction with the rehabilitation provider if required.
- Where it is necessary to provide suitable duties, the Return-to-work Coordinator shall, if possible, provide suitable duties within the workers pre-injury classification. In determining suitable duties or alternate employment, it must be ensured that the worker will not suffer any recurrence or aggravation of the injury or illness.
- When the worker resumes on suitable duties or phased return to work, due consideration must be given to the provision of 'reasonable accommodation'. Reasonable accommodation is the adaptation of employment practices, special services and facilities to enable a person with a physical disability to do a job which he/she is qualified for and able to do safely and effectively.

- Where suitable duties or alternate employment are identified and agreed upon, the duties shall be specified in writing.
- Where a worker cannot return to their pre-injury position, Compass Housing Services will assist the worker find alternate employment by:

Undertaking vocational skills assessment.

Providing some skills development training appropriate to the worker.

Trying to identify alternate positions within the organisation based on the workers transferable skills.

Placement of workers requiring permanent suitable employment will be coordinated by the Return-to-work Coordinator and key parties.

- When a worker returns to work on suitable duties with restrictions, the employer/Return-to-work Coordinator or rehabilitation provider must prepare a Return-to-work Plan.

3.4.5. Injured Workers not to be Disadvantaged

- Compass Housing Services will ensure that injured workers are not disadvantaged while participating in the process of return to work.

3.4.6. Resolution of Disputes

- Every endeavour should be made to resolve any dispute by discussions among the rehabilitation team, Chief Executive Officer, Supervisors, the worker, and if necessary, any union representing that worker. The rehabilitation team comprises of:

The treating doctor.

Return-to-work Coordinator

External providers (where applicable)

Related Policies:	
Related Procedures	
Forms	
Supporting Documentation	

4. Workplace Health and Safety Authority, Accountability and Responsibility Procedure

Compass Housing Services ensures that the authority, accountability and responsibility for all workplace activities which have the potential to affect health and safety are defined, documented and allocated throughout the organisation to enable Compass Housing Services to meet its WHSMS requirements and legislative responsibilities.

4.1. Purpose

This procedure is designed to ensure that the authority, accountability and responsibility for all workplace activities which have the potential to affect health and safety are defined, documented and allocated throughout the organisation to enable **Compass Housing Services** to meet its WHSMS requirements and legislative responsibilities.

4.2. Scope

This is a company-wide procedure and applies to all areas of **Compass Housing Services**. The document details how WHS responsibilities and accountabilities will be identified and communicated to all relevant workers. Further specific WHS responsibilities and accountabilities are defined in Individual Performance Objectives and Position Descriptions.

4.3. Responsibilities

Please refer to the Compass Housing Head Office and Branch Contact List for up to date worker listing including position title and contact details.

The Board of Directors and Executive Management

The Board of Directors and Executive Management responsibilities and accountabilities include:

- Ensuring the development, implementation and maintenance of the Compass Housing Services Work Health and Safety Policy and the WHSMS documentation;
- Implementing the duty of care principle, which means planning for the prevention of workplace accidents, injuries and illnesses. There is a general duty of care to ensure as far as reasonably practicable the health, safety and welfare at work of all workers at all premises controlled by the employer;
- Ensure that all reasonably practicable measures have been taken to control risks against all possible injuries arising from the workplace;
- Ensuring WHS is integrated into Compass Housing Services. corporate planning and implementation strategies;

- Reviewing health and safety performance and monitoring the implementation of the WHS strategic plan;
- Participate in driving the implementation of the Compass Housing Services Co Ltd. WHS strategy;
- Support, communicate and demonstrate the importance of safety through their actions and all communication methods;
- Ensure the constant promotion of safety as a principle value in each Compass Housing Services Location;
- Allocate funds and resources to effectively address health and safety within Compass Housing Services;
- Authorise the Compass Housing Services management team to act on matters relating to WHS;
- Ensuring all Managers and Supervisors have specific, achievable and measurable WHS objectives are outlined in Individual Performance Plans and position descriptions;
- Ensuring Chief Executive Officer Position description outlines WHS objectives as per the WHS Position Description Inserts.

Senior Management/Team Leaders/Supervisors

- Senior Management, Team Leaders and Supervisors include the management team, and all workers who are responsible for managing workers and/or contractors working under their supervision, or in areas under their control.
- Senior Management/Team Leaders/Supervisors responsibilities and accountabilities include:
 - Appropriate strategies are implemented to improve the WHS performance of the department;
 - Implementing and maintaining the WHS system in their area of responsibility;
 - Ensuring workers under their control have specific, achievable and measurable WHS objectives;
 - Ensuring workers under their control have WHS objectives included in their position descriptions;
 - Adequate resources are provided to meet the department health and safety objectives, targets and WHS plan requirements;

- WHS performance is an integral component of the department's operating and financial plans.
- Mechanisms are provided to regularly monitor and report on health and safety performance;
- Annual WHS plans are developed and implemented to meet health and safety objectives;
- Actively participating in the development of Return-to-Work plans and supporting workers returning to suitable duties after an incident.
- Ensuring all workers under their control are:
 - Fully informed about the hazards associated with their work activities;
 - Adequately trained and instructed in safe work procedures;
 - Appropriately supervised (where practicable).
- Conducting the following activities (in consultation with Work Health & Safety Representatives and the workers):
 - Ensure regular inspections are carried out;
 - Identify and report hazards;
 - Evaluate risks;
- Develop and implement appropriate control measures;
 - Investigate WHS incidents;
 - Develop controls to prevent their recurrence.
- Participate where required in the resolution of safety issues;
- Encourage workers and contractors to report all injuries, potential hazards or any 'near misses'.

Workers

Workers (including contractors or subcontractors working for or on behalf of Compass Housing Services or any associated companies) responsibilities and accountabilities include:

- Comply with the requirements identified in this document and other WHS related policies, procedures, rules and instructions
- Take reasonable care to ensure the health and safety of themselves & others in the workplace
- Cooperate with Compass Housing Services Co Ltd. (the employer) in our efforts to comply with the Work Health & Safety legislation

- Not to interfere with or misuse items/equipment provided to ensure safety
- Not to obstruct attempts to give aid or prevent a serious risk to the health, safety or welfare of others at work
- Not to refuse a reasonable request to assist in giving aid or preventing a risk to health, safety or welfare of others
- Obey all reasonable WHS instructions and safe working procedures
- Identify and report any hazards, risks or unsafe practices
- Participate in drills, training and instruction as deemed necessary by management
- Participate in evaluation and development of controls or other preventive measures, in relation to hazards within their workplaces
- Actively participate in Return-to-Work programs as agreed upon by the treating medical practitioner, rehabilitation coordinator and Compass Housing Services.

Executive Manager Corporate and Human Services

Executive Manager Corporate and Human Services responsibilities and accountabilities include:

- Develop and coordinate the implementation and review of a WHSMS that meets legislative and best practice standards;
- Provide WHS expertise to resource and support all Compass Housing Services workers
- Communicate amendments to relevant WHS legislation (including new legislation) to The Board, Management and workers (as appropriate);
- Ensure legal requirements relating to WHS are identified;
- Coordinate auditing of the Compass Housing Services WHSMS;
- Report on WHS performance and the performance of the WHSMS, including providing recommendations for improvement;
- Represent Compass Housing Services Co Ltd. as a point-of-reference for WHS statutory authority inspectors;
- WHS Position Descriptions references and Employee Performance Plan WHS inserts will be reviewed on annual basis by the Executive Manager Corporate and Human Services to

ensure the context remains relevant to the WHS Legislation, the organisations operational plan and the organisations WHS Strategic Plan

- Providing assistance to Managers and Supervisors to enable them to comply with the policies and procedures set out in this and related manuals
- Consider the hazards and risks when considering the type of WHS training required for management and workers
- Promoting and encouraging WHS commitment and consultation among the workforce.

4.4. Information and Training

Compass Housing Services Co Ltd. will provide training to all relevant workers in the requirements of this procedure.

4.5. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- Inclusion of WHS responsibilities and accountabilities in all position descriptions
- Inclusion of WHS KPI measurements in performance objectives
- Inclusion of specific procedural responsibilities in all WHS procedures.

Related Policies:	
Related Procedures	
Forms	Performance Plan Template Position Description
Supporting Documentation	

5. Workplace Health and Safety Consultation Statement

5.1. Introduction

Effective consultation is a key part of the Compass Housing Services Co Ltd. overall WHS management system (WHSMS). The aim of the overall system is to have a proactive approach to Work Health & Safety, facilitating the implementation of new and improved safety strategies, improves risk management and focuses on continuous improvement of systems and processes. All workers throughout all levels of management and within their area of responsibility and accountability are to value their WHS obligations and understand how to fulfil those WHS obligations on a practical, day-to-day level.

The Compass Housing Services Co Ltd. WHSMS contains the following elements:

- Policy
- Planning
- Implementation
- Measurement and Evaluation
- Review

Practical application of the system requires consultation on:

- policy, guidelines or procedure development and review;
- performance of workplace inspections;
- workstation assessments;
- training needs analysis;
- assessment of risk prior to the introduction of new equipment, substances, processes, methods of work;
- evaluation of risk control mechanisms;
- incident investigations;
- Implementation of corrective action.

Compass Housing Services Co Ltd. has established an 'otherwise agreed arrangement' to consult on WHS matters in the workplace. This arrangement utilises WHS Committee made up

Health and Safety Group Representatives (HSR) at a Head Office and Branch level who are trained to ensure they are aware of their duties as a HSR and are able to carry out these duties in a competent and effective manner.

5.2. Legislative Requirements

The Work Health and Safety Act 2011 require employers to have a consultation arrangement in place to implement its duty to consult on health and safety issues in the workplace.

5.3. Consultation Arrangements

As defined in the WHS Act 2011, Compass Housing Services Co Ltd. has established a consultation arrangement based upon an 'otherwise agreed arrangement'. The consultation arrangement comprises of a Work Health & Safety (WHS) Committee which is made up of Health & Safety Representatives (HSR). A work group within Compass Housing is defined as either a Branch or location which is managed by Compass Housing Services Co Ltd. or a group of workers such as volunteers and contractors.

All HRS have been appointed via group elections held at each branch/location in 2011 as per sections 60-64 WHS Act 2011.

5.4. Work Health & Safety Committee

The WHS Committee is the peak committee for consultation within Compass Housing Services Co Ltd. for WHS matters. Membership consists of workers, volunteers and management representatives. Details on the makeup of the WHS Committee are outlined in the WHS Committee Terms of Reference.

As agreed chairing of the WHS Committee meetings will be shared alternatively by all members of Workplace Committee and all representatives are required to regularly attend the WHS Committee meetings to provide an overview of their activities, represent their work group in relation to local WHS concerns, review any suggested introduction of or changes to policy, procedures or equipment which has the potential to affect the WHS of workers and raise any WHS issues or concerns with the Committee.

Workplace Health & Safety Representatives (WHSR) act as the local branch/location vehicle for consultation on WHS matters as well as monitoring the implementation of the WHS system in their area of responsibility.

More information on the role, function and responsibility of WHSR are located in the Terms of Reference for WHS Committee.

5.5. Role of Health & Safety Representatives

HSR's serve as an easily identifiable point of contact for individual employees seeking to provide input about WHS matters in their work group. The Workplace Advisory Representative acts as a direct link to employees in the work area and allows the opportunity to provide feedback direct to the Compass Housing Services. Workplace Advisory Representatives are able to raise a WHS issue with the Central WHS Committee Chairperson by contacting the WHS Advisor in the first instance.

HSR's shall be allowed reasonable time during working hours to discuss WHS issues with persons whom they represent and also for the purpose of carrying out other tasks or functions associated with their role. They shall have access to adequate and appropriate resources to enable and support their consultation duties.

The provision of resources as required includes:

- meeting room or other venue;
- stationery;
- computer including network access;
- electronic media;
- telephone;
- photocopier;
- filing cabinet or other required facilities.

5.6. Application to Modify Current WHS Consultation Arrangement

If a request is made to modify the current WHS consultation arrangement, Compass Housing Services Co Ltd. will consult with workers through their HRS and through the WHS Committee for endorsement and to allow the members of the WHS Committee will have an opportunity to raise concerns they may have with the proposed arrangement as well as make any recommendations they might have for improvement prior to any changes being introduced.

5.7. Nomination and Selection of Health & Safety Representatives

WHS group will call for nominations from employees in the branch/location. Once nominations are received an election will take place and the candidate with the most votes will be the new HSR for that Branch/Location and will automatically become a member of the WHS Committee. If only one nomination is made then that nominee will automatically become the HSR without the need for an election to be held. Each branch/location of Compass Housing Services Co Ltd.

will be responsible for managing and minuting their elections which are to be held at part of the regular Branch meeting. The HSR will be elected for a 3 year term as per the legislation. Where there are no nominations from the employee work group, the Chief Executive Officer may nominate a person/s to fulfil this role.

5.8. Training

HSR's are to undertake the following training:

- Health & Safety Representative Training
- Hazards and Risk in the Workplace.

5.9. Review

In order to ensure that the Compass Housing Services Co Ltd. consultation arrangement continue to be effective and applicable to the Compass Housing Services Co Ltd. the consultation statement will be reviewed bi-annually by the WHS Committee in consultation with management representatives.

Conditions which might warrant a review of the consultation statement on a more frequent basis would include:

- legislative change;
- WHS Committee or employee concern.

Following the completion of any review, the statement will be revised and updated in order to correct any deficiencies and will be sent to the Compass Housing Board for final approval. Once approved the amended consultation statement will be communicated to the Compass Housing Services Co Ltd. workers via the WHS Committee meeting minutes.

Related Policies:	
Related Procedures	
Forms	
Supporting Documentation	Terms of Reference for the Workplace Health & Safety Committee

	<u>Work Health & Safety Act 2011</u> <u>Work Health & Safety Regulation 2011</u> <u>Work Health & Safety Consultation Code of Practice</u>
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6. Consultation and Communication Procedure

6.1. Purpose

To promote consultation, communication and cooperation between management and workers in instigating and developing the WHSMS and carrying out health and safety measures in the workplace.

6.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services and references the consultation and communication responsibilities of the Work Health & Safety Act and Regulations 2011, Reference must be made to applicable Acts and Regulations.

6.3. Responsibilities

All Managers will be responsible for:

- Ensuring consultative processes are working effectively to resolve WHS issues;
- Supporting the attendance of all scheduled consultation;
- Providing feedback relating to WHS from management meetings to workers;
- Ensuring actions and recommendations are followed through by allocating approval of resources and responsibility to individuals;
- Ensuring all persons in consultative roles are adequately trained;
- Promoting worker consultation;
- Promoting the notification and correction of hazards throughout their department;
- Promoting the WHS Plan throughout their department;
- Informing workers of WHS Plan requirements and initiatives;
- Implementing corrective action of WHS issues in a timely manner.

Executive Manager Corporate and Human Services where requested by the Chief Executive Officer, will be responsible for:

- Attending (or assigning a delegate to attend on their behalf) main consultative meetings and assisting the people in the consultative process with appropriate information and resources;
- Attending at least one 'other agreed arrangement' for consultation at each workgroup per annum;
- Distribution of completed inspections and audit results as relevant to be presented in consultative meetings
- Presenting for discussion and review injury analysis data during consultative meetings for corrective action strategy development
- Presenting for comment and review all new WHS policies and procedures
- Involving all workers in the implementation and review of the WHS Plan
- Promoting the notification and correction of hazards throughout each workgroup
- Promoting the WHS Plan throughout each workgroup
- Consulting workers on the WHS Plan requirements and initiatives
- Implementing corrective action of WHS issues in a timely manner.

Members of Consultative meetings (including team meetings) will be responsible for:

- Involving workers in the development, implementation and review of the WHS Plan;
- Promoting the notification and correction of hazards throughout their area;
- Promoting the WHS Plan throughout their area;
- Consulting with others on the WHS Plan requirements and initiatives;
- Implementing corrective action of WHS issues in a timely manner.

Workers will be responsible for:

- Actively attending and participating in consultative forums and processes
- Reporting WHS hazards/concerns in their consultative meetings

- Reporting any ideas, initiatives or suggestions to their manager and in consultative meetings.

6.4. Procedure

6.4.1. Team/Workgroup Meetings

- Team Meetings shall be held at least once every three months. WHS must be the first agenda item to discuss incidents that may have occurred, raise worker awareness and to discuss and plan for any foreseeable hazards. A record of the items discussed in the meetings in the form of minutes must be kept.
- Team meetings may be held at any time including when special jobs involving new and hazardous conditions and practices are encountered that required termination of safe work practices to be followed.
- All workers from the workgroup are required to attend Team Meetings however if absent are required to review the minutes of the meeting they missed within 5 working days of returning to the workplace.
- Group interaction is to be encouraged and a record should be kept of items discussed or raised at the meeting. A record of the meeting shall be kept at the workplace detailing the subject matter, items raised by the group and the names and signatures of the persons present.
- The meeting should be relevant with the activities presently being or to be performed at the workplace.

6.4.2. Establishing Consultation Arrangements

Each work area/ department must undertake an election with workers to determine if a WHS committee or other agreed arrangements will occur and agree on the workgroups it will represent.

6.4.3. WHS Consultation

WHS consultation will be carried out directly with the workers in each workgroup or at the organisation level. The agreed method of consultation will begin at the workgroup level, and can be established using any of the following mechanisms for consultation:

- Health and Safety Representative(s), or
- Health and Safety Committee, or

- Other agreed consultation arrangements.

The mechanism for WHS consultation may vary across the different workgroups in Compass Housing Services.

Work Health & Safety Committee meetings for the Health & Safety Representatives of each work group will be held regularly but not more than three months apart. A Pro-Forma agenda for Work Health & Safety Committee Meetings is in place and appropriate written minutes and actions will be kept for each meeting. These agendas and meeting minutes will be distributed to the workers via email and a copy of the agenda and minutes will be saved on the Compass Housing U Drive for all workers to access.

The Executive Manager Corporate and Human Services on behalf of the Chief Executive Officer will be responsible for establishing a Consultation Statement on how meaningful consultation and communication arrangements within the workgroup and throughout the organisation that can be used to promote positive WHS and injury management outcomes.

Activities for achieving this may include but are not limited to:

- Reviewing legal obligations with respect to the consultative process;
- Providing up-to-date information to workers so that they are able to give an informed opinion on matters affecting them;
- Informing workers about consultative arrangement options such as WHS committees, WHS representatives or other agreed arrangements establishing suitable forums for meaningful discussion so that workers can decide the consultative arrangements best suited to their workplace;
- Consulting with workers in the development of return-to-work programs;
- Workers are provided with meaningful opportunities to express views;
- Workers are given the opportunity to ask questions, raise concerns and offer recommendations.

Once consultation arrangements are agreed:

- Appropriate information is made available on the consultative arrangements established including a strategy for informing non-English speakers or workers with poor literacy skills;
- Appropriate documented activities including meetings, action strategies, information dissemination, reporting mechanisms, feedback loops, etc. are in place.
- Managers will be required to report to the Chief Executive Officer on WHS Consultation carried out in their department, which includes the reporting of incidents, hazards and other matters relating to the WHSMS.
- An annual review of the WHS consultation arrangements should take place within each workgroup. This will include talking with workers about health and safety issues, keeping minutes on such discussions, reviewing the results and reporting back to workers.

6.5. Information and Training

Compass Housing Services Co Ltd. will provide training to all workers in the requirements of this procedure which meets applicable legislation requirements.

6.6. Compliance and Verification Guidelines

- The verification that the requirements of this procedure have been carried out may be evidenced by:
- Early reporting and correction of WHS issues and disputes;
- All levels of the organisation have a clear understanding of the Compass Housing Services Co Ltd. WHS objectives, targets and KPIs;
- The involvement of all workers in the Compass Housing Services Co Ltd. WHSMS;
- WHS and injury management disputes are resolved internally 95% of the time;
- All workers have either online access or hardcopy access to the Compass Housing Services Co Ltd. WHSMS;
- Compass Housing Services Co Ltd. WHS consultation procedures meet legislative requirements.

Related Policies:	
Related Procedures	
Forms	Committee minutes template Committee agenda template
Supporting Documentation	

7. Risk Management and Process Control Procedures

7.1. Purpose

To set guidelines for assessing and reducing any risks or hazards identified within Compass Housing Services Co Ltd. workplaces.

7.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services. This document should be read and applied whenever a hazard is identified. The procedure outlines the steps required to conduct a risk assessment and implement hazard/risk control measures.

7.3. Responsibilities

Managers, Supervisors and Team Leaders are responsible for:

- Taking preventative action immediately upon notification of a hazard by addressing any hazard that arises in their area of responsibility;
- Conducting a risk assessment on all identified hazards;
- Ensuring all relevant information is collected and reported during the risk assessment process;
- Determining the appropriate control measure(s) for an identified hazard and designating a person to implement the specific control measure by a specific date;
- Completing the Risk Assessment/ Worksite Hazard Management Form and forwarding a copy of the completed form to the Executive Manager Corporate and Human Services;
- Briefing all workers on hazard control measures;
- Documenting verbal hazard reports via the Hazard Report Form and forwarding a copy of the completed form to the Executive Manager Corporate and Human Services;
- The effective control of workplace hazards in their area of responsibility.

Executive Manager Corporate and Human Services is responsible for:

- Assisting workers to conduct risk assessments
- Assisting workers in implementing risk control mechanisms
- Coordination of incident/accident investigations

- Providing training to all Managers, Supervisors and WHS Representatives in the principals of risk assessment and control
- Forwarding the completed corrective to WHS Committee meetings for review
- Reviewing the corrective action register for accuracy and completeness.

WHS Committee meetings must:

Reviewing and monitoring corrective action progress

Ensuring that introduced controls reduce the assessed hazard to an acceptable level

Reviewing the risks and the corrective action for completeness.

Workers are responsible for:

- Reporting hazards to their manager/supervisor
- Participating in risk management activities, such as completion or risk assessments, consultation on controls and/or training
- Adhering to risk controls developed

7.4. Procedure

7.4.1. Assessment of Hazards

The following procedure should be implemented whenever a risk or hazard is identified either verbally, via email or raised through the use of a [Hazard Identification and Risk Control Form](#):

Upon notification of the hazard the hazard must be assessed. This will include:

- Physical observation of the situation, consultation with workers involved and research of the relevant legislative requirements (note: assistance should be sought from the Executive Manager Corporate and Human Services where required)
- Evaluation of the probability and consequence of injury and illness arising from exposure to the identified hazard using the risk matrix provided and selection of the appropriate risk level of the hazard (note: this level will also determine the level of priority that the Manager needs to assign to the corrective action).

7.4.2. Corrective Action

- Using the 'Hierarchy of Controls' the site shall identify the most appropriate control measure (Hierarchy of Controls are defined on the Risk Assessment Form). Note: the Manager must ensure that, where possible, the identified hazard is controlled at its source rather than trying to make the worker work safely in a dangerous environment or having the worker wear unnecessary protective equipment or clothing.
- The Manager may select a short term solution (i.e. personal protective equipment such as a respirator required) as well as a long-term solution (i.e. engineering control such as investment of a ventilation system) as a method of corrective action
- The Manager notes the control measures and the person responsible for implementation of the corrective action. This should include the date for corrective action to be completed by.
- Should the Manager be unable to identify a solution to the problem they will discuss the problem with the Executive Manager Corporate and Human Services
- Upon completion of the Risk Assessment, the Manager shall forward the completed checklist to the Executive Manager Corporate and Human Services
- The Executive Manager Corporate and Human Services will review the completed form and log the risk rating and corrective action the Corrective Action Register forward the completed copy to the Chief Executive Officer for future reference. The completed checklist shall then be filed with the site supporting documents for future verification.
- The Chief Executive Officer shall review all corrective actions and monitor corrective action implementation until complete.
- Areas that are operating under 'other agreed arrangements' must have a mechanism to communicate hazards and corrective actions to workers.

7.4.3. Review of Risk Following Corrective Action Implementation

- One month after implementation of the corrective action a nominated WHS representative will review the risk assessment control to ensure corrective action is finalised and the risk is mitigated satisfactorily

- Upon completion of re-assessment, this must be documented and the nominated WHS representative shall table the finalised item for discussion at the next meeting. During this discussion any concerns or issues that remain unresolved shall be noted for further assessment.
- Upon consultative discussions that the identified hazard is appropriately controlled.
- The Executive Manager Corporate and Human Services logs completeness against the outstanding time on the corrective action register and files the completed form with the WHS Supporting Documents file for future reference.

7.5. Information and Training

Compass Housing Services Co Ltd. will provide information and training to all workers in the following:

- Risk assessment and control principles
- The requirements of this procedure.

7.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- The development of a WHS Corrective Action Register which has coverage over all areas of the business
- The review of the WHS Corrective Action Register at consultative meetings
- The completion of risk assessments for each hazard identified.

Related Policies:	Risk Management Policy Work Health and Safety Policy
Related Procedures	Risk Management Procedures
Forms	Incident notification forms

	Hazard Identification and Risk Control Form
Supporting Documentation	

8. Hazard Management Procedure

8.1. Purpose

This procedure describes the method by which all hazards will be identified, reported, assessed for risks and controlled using the appropriate form and/or workplace inspections to enable risk assessment and planned correction.

8.2. Scope

This procedure is a company-wide procedure and applies to all areas of Compass Housing Services Co Ltd. The document should be read and applied by all workers to assist in identification and reporting hazards/risks through scheduled workplace inspections and/or Hazard Notification Forms.

8.3. Responsibilities

Managers are responsible for:

- Encouraging all workers to identify and report hazards;
- Promoting, displaying and communicating regularly to workers the principles of hazard identification;
- Ensuring Hazard Notification Forms are readily available for all workers (if required);
- Responding to email requests generated as a result of a hazard notification;
- Close off Workplace Hazard Inspections with defined intervals;
- Ensuring corrective actions are implemented;
- Providing an update of corrective actions completed each month to the Executive Manager Corporate and Human Services;
- Forwarding completed Workplace Hazard Inspections to the Executive Manager Corporate and Human Services.

Managers/Supervisors/Team Leaders are responsible for:

- Assisting workers in completing the Hazard Notification Form and Workplace Hazard Inspections;

- Reporting any urgent hazard(s) immediately to the Chief Executive Officer using the incident notification system.

Executive Manager Corporate and Human Services is responsible for:

- Issuing and conducting training to all workers on hazard management
- Assisting Managers in encouraging and promoting the hazard identification process
- Providing all completed Hazard Notification Form and Workplace Hazard Inspections to the consultative meetings for review
- Assisting workers in completing the Hazard Notification Form and Workplace Hazard Inspections whenever a worker reports a hazard(s)
- Following up the Manager of each department to ensure corrective actions are implemented in a timely manner
- Distributing a summary of the completed inspections to the consultative meetings
- Filing the original inspection on the WHS supporting documents file
- Ensuring WHS corrective action register is maintained and up to date
- Monitoring and ensuring corrective action implementation.

Consultative meetings (including team meetings and committees) must:

- Review a summary of the hazards reported each month and ensuring the responsible Manager completes a risk assessment of the hazard
- Encourage workers within the workgroup to identify hazards
- Promote the use of the Hazard Notification Forms and participating in the Workplace Hazard Inspections throughout the site
- Assist in and ensuring corrective actions identified during the inspection and hazard reports are raised and implemented.

WHS Representatives are responsible for:

- Encouraging workers within the workgroup to identify hazards

- Promote the use of the Hazard Notification Forms and participating in the Workplace Hazard Inspections throughout the site
- Discussing hazards with their Managers to ensure they are rectified in a timely manner and resolve hazards which they are able to correct immediately.

Workers are responsible for:

- Identifying and reporting hazards to their manager/supervisor;
- Completing a Hazard Notification Form in consultation with their manager/supervisor;
- Participating in and/or completing Workplace Inspections in line with workplace inspection schedule;
- Assisting in the control of reported hazards, in consultation with their manager/supervisor;
- Informing their manager/supervisor if they feel a job is too hazardous to complete.

8.4. Procedure

8.4.1. Hazard Notification and Hazard Inspections

Documenting identification of hazards and regular work area inspections is an important part of controlling hazards within Compass Housing Services. A Schedule of Workplace Hazard Inspections shall be developed by the Executive Manager Corporate and Human Services at the commencement of each financial year as part of Compass Housing Services Co Ltd. WHS Strategic Plan.

The Manager shall ensure workers are aware of the hazard notification process including:

- The Manager shall ensure that regular Workplace Hazard Inspections are conducted as per the schedule for allocated work areas utilising a specific area inspection checklist if required. Any corrective actions required from these inspections shall be documented within the corrective action register.
- Should a worker identify a hazard, this should be immediately reported to their Supervisor/Manager/Team Leader. The employee should participate in the completion of the Hazard Notification process. Where the Supervisor/Manager/Team Leader is not readily available the employee should report the hazard to their Executive Manager or to the Executive Manager Corporate and Human Services.

The Manager, Supervisor/Manager/Team Leader upon complementation of short term corrective action will then:

- Where required, conduct a risk assessment of the hazard to identify corrective action and risk level, and record details on the corrective action register and
- Respond to any outstanding actions required.
- The Manager will discuss all reported hazards within the consultative team meetings and monitor the corrective actions register in each consultative team meeting to ensure all hazards have been logged and assessed.
- In the consultative team meeting the manager shall review progress for the hazard(s) corrective action until the hazard has been rectified and escalate if required through the appropriate process.

8.4.2. What happens if the Job is too risky?

In the event that worker(s) finds themselves in a job they believe is too risky to complete, the following steps should be taken:

- Do not continue or commence the job and immediately report the problem to your Manager/Manager/Team Leader
- The Manager/Manager/Team Leader, in consultation with affected workers, shall discuss the risk and assess it using the risk assessment process
- The risk must be removed, or if this is not possible, reduced to a safe level to everyone's satisfaction using the hierarchy of controls, prior to the commencement or recommencement of the task.

8.4.3. Hazards Belonging to Client or Other

In the event that worker identifies a hazard on a client's site, where Compass Housing Services. Worker(s) are required to perform work on a regular basis, the following steps shall be taken:

- Immediately report the problem to the Manager/Manager/Team Leader by logging the hazard via a Hazard Report Form. If the hazard is too risky follow the procedure “what happens if the job is too risky” section of this procedure
- Upon receipt of the hazard notification Form the Manager/Manager/Team Leader shall investigate the hazard using the Risk Assessment process
- Any corrective actions to come out of the investigation/risk assessment will be logged on the Corrective Actions Register
- The Manager or an appropriate Compass Housing Services worker will raise the issue with the customer/client for correction.

8.5. Information and Training

Compass Housing Services shall provide information and training to all relevant personnel in the following:

- Hazard identification and notification practices;
- Risk assessment and control practices;
- Workplace Inspections.

8.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out shall be evidenced by the following:

- Documented hazards through completed hazard notification forms (or through other approved notification options)
- The completion of WHS corrective actions within the WHS corrective action register
- The tabling and discussion of identified hazards, inspection checklist and applicable corrective actions at WHS consultative meetings.

Related Policies:	
Related Procedures	

Forms	Hazard Identification and Risk Control Form Corrective Action Registers Schedule of workplace inspections Inspection checklists
Supporting Documentation	

9. Personal Duress Alarm Policy

9.1. Purpose

We believe that all injuries are preventable and no activity is so important that it cannot be done safely.

Our Safety Principles guide us in the decisions that we make every day. Our safety principles state that management is responsible for maintaining a safe working environment and we are all responsible for our personal safety and that of others. Wearing personal protective equipment (PPE) is a condition of employment and supports these principles.

This policy provides information about the responsibilities of management and employees in relation to the provision and use of personal duress alarms and applies to employees of Compass Housing Services who undertake work which requires them to visit properties owned or managed by our organisation where there is a likelihood the employee may be exposed to potentially hazards such as threatening or aggressive behaviour or in the situation where the employee believes the situation may be hazardous.

This policy is intended to enhance safe work practices and minimise the risk of injury related to potentially hazards when undertaking their duties within the work environment.

9.2. Definition

For the purposes of this policy the following definitions apply:

“Aggressive threatening behaviour” intentional behaviour that "would cause a person of ordinary sensibilities" fear of injury or harm. “

Personal duress alarm” is a small hand-held electronic device with the functionality to emit a back to base signal, GPS positioning locator and man down function which is activated by the wearer by either by a button, or a tag that, when pulled, emits the signal.

“Property/site inspection” visiting a property /site owned or managed by Compass Housing Services which are classified as a residence and may or may not at the time of the inspection have other persons present either residing in the property/site, visiting the property/site or a third party present at the property/site location.

9.3. Scope

This policy relates to all employees of Compass Housing Services, who as part of their employment requirements to undertake site visits which have the potential to place the

employee into situations where they may witness or be subjected to aggressive or threatening behaviour either directly or indirectly during the course of their duties such as but not limited to property inspections, client visits

9.4. Roles and Responsibilities

Management

The Line Manager / Supervisor will ensure that:

- Tasks that require the use of personal duress alarm are identified and the alarm is provided;
- Appropriate instruction and training in the use of the personal duress alarm is provided;
- The person using personal duress alarm is informed about the equipment and its usage, including any limitations of the equipment;
- Personal duress alarm is properly maintained, repaired or replaced as necessary;
- Personal duress alarm is stored in a place provided by the employer for that purpose;
- Areas/situations where personal duress alarm must be used are clearly identified understood by the employee; and
- Personal duress alarm requirements are communicated to visitors/volunteers/work experience persons in advance so they can ensure compliance the policy/procedure as required.

Finance and Human Resources

Both Finance and Human Resources have shared responsibilities to ensure the following:

- Personal duress alarms provided complies with current relevant Australian standards;
- Ensuring the supply of Personal duress alarm via an approved supplier;
- Training in the correct use of Personal duress alarm has been completed and recorded against the relevant employees training file
- Consult with the Work Health & Safety Committee on the purchase of and procedures for use of Personal duress alarms; and

- Coordinating a sub-committee (made of cross business representatives) to trial and review existing and new Personal duress alarm items, to ensure ongoing effectiveness.

Employees

Employees are required to:

- Employees must carry the Personal duress alarm where their duties require its use to reduce the risk of exposure to hazards
- Carry and use Personal duress alarm where required or if directed;
- Maintain responsibility for, and not intentionally interfere with or misuse the Personal duress alarm provided;
- Immediately inform their supervisor of any defects or deficiencies in Personal duress alarm of which they become aware; and
- Return any Personal duress alarm supplied by Compass Housing Services, when employment and/or contract ceases.
- Employees must cooperate with management in complying with Compass Housing Service's Work Health and Safety requirements.
- Failure to use the Personal duress alarm where required or directed may result in immediate extended periods and in this event, it is the responsibility of visitor to provide their own hat, preferably

9.5. Roles and Responsibilities

Human Resources at the time of the Corporate Induction and Line management during the day to day operations are responsible for communicating the requirements of this Policy to all employees, work experience and volunteers and visitors as required.

Related Policies:	Work Health & Safety Policy
Related Procedures	
Forms	

Supporting Documentation	
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10. Electrical Safety Procedure

10.1. Purpose

This procedure ensures that exposure to WHS risks are minimised for all persons in the workplace whilst using electricity, electrically powered tools, machinery or plant.

10.2. Scope

This is a company-wide procedure that applies to all areas of Compass Housing Services. This document outlines the procedures required for the safe use of electrical equipment.

10.3. Responsibilities

Managers will be responsible for:

- Ensuring that workers are aware of these procedures and comply with them
- Ensuring that workers receive adequate training to enable them to comply with these procedures
- Ensuring all electrical equipment procedures for use in the workplace conforms to statutory requirements
- Ensuring all relevant workers receive instruction in the statutory requirements for the safe use of electrical equipment
- Ensure the maintenance of a register of training and licenses.

Supervisors are responsible for:

- Ensuring that all electrical equipment, used by workers and contractors in their area of responsibility, is tested and tagged in accordance with statutory requirements
- Ensuring that only Compass Housing Services Co Ltd. approved electrical equipment is used in the course of Compass Housing Services Co Ltd. work
- Ensuring that an electrical equipment register is maintained
- Ensuring that portable electrical equipment is inspected at the required intervals
- Ensuring all external contractors own portable equipment complies with these requirements

- Ensuring all portable equipment is listed on the Electrical Equipment Register and the Residual Current Devices Register

Executive Manager Corporate and Human Services will be responsible for:

- Sighting the Electrical Equipment Register for compliance to the Electrical Safety Procedure during WHS audits
- Assisting the areas in implementation of this procedure.

Workers will be responsible for:

- Adhering to and working within the requirements of this procedure
- Informing management of any equipment or process that is not in compliance with this procedure.
- Only working on electrical installations if they are appropriate authorised and licenced.

10.4. Procedure

10.4.1. Electrical Hazards

Risks of injury from electricity can arise from any of the following:

- Lack of awareness of the dangers on working with electricity
- Unsafe work practices
- Defective or dangerous equipment and/or work areas
- Poor equipment maintenance and/or poor maintenance of installed circuitry
- Failure to observe safety notices, safe work procedures and/or warnings.

10.5. Electrical Safety – General Precautions

The following general safety precautions must be followed at all times whilst working on, or with, electrically powered equipment:

- Only authorised and appropriately licensed worker may work on electrical installations;

- A visual inspection of portable electrical equipment, including power cords must be conducted prior to use every time;
- Wherever possible risks associated with the supply of electricity must be controlled with the use of a residual current device (RCD);
- Details of all fixed and portable electrical plant and equipment must be noted on a site Electrical Equipment Register;
- Maintenance must be scheduled and completed on all items of electrical equipment noted on the site Electrical Equipment Register and must be conducted in accordance with AS 3017, or relevant legislation. All maintenance and repairs on electrical equipment shall only be carried out by a competent person;
- A record of all such maintenance performed must be noted on the site Electrical Equipment Register;
- Where possible, portable electrical equipment, used either internally or externally, should have an operating voltage of no more than 240 volts AC;
- Plant and equipment is not to be used in conditions which could cause electrical hazards;
- Appropriate isolation/lock out must be conducted prior to the commencement of maintenance work to avoid inadvertently energising plant and equipment connected to the electricity supply;
- Only fiberglass or timber ladders are to be used while conducting electrical work. Metal ladders must not be used under any circumstances.

10.5.1. The Register and Testing of Electrical Equipment

- An Electrical Equipment Register shall be developed for the site and shall detail all fixed and portable electrical equipment (including RCD's, extension cords, appliances and power boards).
- The responsible manager will ensure that all new electrical equipment, testing and maintenance details associated with the electrical equipment are noted on the Electrical Equipment Register.
- All electrical equipment noted on the Electrical Equipment Register shall be authorised, inspected and tested in accordance with AS 3760.
- Upon completion of all tests, the tester will tag the electrical appliance in accordance with AS 3012 and will complete the Electrical Equipment Register. A

copy of the Electrical Equipment Register shall be maintained at the site to enable verification against procedural requirements.

- The responsible manager, supervisor or team leader shall be responsible for ensuring testing is conducted in accordance with the requirements noted on the Electrical Equipment Register.
- The Executive Manager Corporate and Human Services shall review the site Electrical Equipment Register at each WHS Audit for ongoing compliance. In the event of non-compliance a Corrective Action Request will be raised and issued during the WHS Audit. This will be logged on the site WHS Corrective Action Register and monitored for completion.

10.5.2. Unsafe Equipment

- All frayed and/or worn electrical leads or cables and any unsafe equipment identified during inspection or day-to-day work processes shall be reported to the Manager, in consultative meetings or Executive Manager Corporate and Human Services for immediate inspection and rectification. Upon report the equipment in question will be tagged "Out of Service Do Not Use" and removed from the work process until the hazard can be rectified by a qualified and trained person. Immediate inspection and report will be carried out by a suitably qualified and licensed person and repair initiated where appropriate.
- Double adaptors are not permitted on Compass Housing Services Co Ltd. work sites.

10.5.3. Electrical Installation and Servicing

- Only competent worker shall work on electrical installations.
- The Authorised Person must ensure that no electrical installation or service involving electrical wiring is performed on live power.
- Only under exceptional circumstances shall work be performed on live equipment. All work performed on potentially live electricity must be in accordance with the regulatory electrical guides.
- Prior to commencing work, the Authorised Person shall ensure that all electrical power is isolated using an isolating device and that the power is padlocked and tagged. All circuits affecting the task to be performed must be isolated before work commences.
- Prior to commencement of work or installation:

- The isolation shall be tested by checking conductors for live electricity (e.g. voltmeter, test lamp, buzzer, etc.) and/or attempting to start the machine. All testing equipment must be calibrated to ensure validity of testing.
- An assessment of the risks associated with the task is undertaken and reasonable steps implemented to control any risks identified
- The Authorised Person will undertake a visual inspection of the area prior to commencing an electrical installation or electrical servicing looking for specific hazards (eg water, exposed or hidden wiring) or a test of an installation or appliance
- In more complicated situations where a formal risk assessment is required (eg working in close proximity to a water source that cannot be isolated or near overhead power lines) the Authorised Person should refer to the Hazard Identification and Risk Assessment and Control Procedure prior to the commencement of the activity
- Where the potential for electrical risk is unable to be determined, all necessary precautions must be followed (e.g. when drilling where potentially live wires lay). Electrical safety mats, gloves etc. must be used. The Authorised person or Manager must ensure that the correct testing equipment is used to detect wires or other hazards behind the wall prior to the commencement of work.
- If excavation work is to be carried out, all persons at the site are to be informed of the position of underground electrical cables.
- If a person is at risk because the performance of work is in proximity to exposed live equipment (being equipment designed to be used in that state) then:
 - The supply of electricity to the live equipment must be disconnected, or
 - If disconnection of the electricity supply is not reasonably practicable, reasonable barriers must be put in place to protect the safety of the person.
- The Authorised Person must ensure that all new fixed wiring installations (including the installation or modification of a new sub-circuit to existing installations) are installed and tested in accordance with AS 3000 SAA Wiring Rules and AS 3017 Electrical Installations – Testing Guidelines.
- At all times the Lockout Tag out regulatory guidelines must be followed.

10.5.4. Establishment of Safe Work Procedures and Assessment of Risks

Once PRINTED, this is an UNCONTROLLED DOCUMENT. Refer to [U:\Policies & Procedures Current](#) for the latest version.

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The Manager, with the assistance of the Executive Manager Corporate and Human Services and the in consultative meetings, shall identify all electrical hazards which have the potential to cause death or injury during the course of a worker's duties and shall:

- Establish safe work procedures to ensure instructions provide for the safety of workers, and
- Conduct a risk assessment of each process to identify corrective measures which may be implemented to reduce the risks identified.

10.5.5. Purchasing and Intended Use

Purchasing specifications of all electrical equipment shall specify compliance with the relevant Australian Standards.

If equipment is purchased second-hand or brought in from overseas it must be inspected by a competent person prior to use to ensure compliance with Australian Standards. Manufacturers Operating Instructions should be available with the equipment.

Electrical equipment shall only be used for the purpose for which it was designed and intended and in accordance with manufacturer's instruction.

10.5.6. Leasing and Hiring of Equipment

Any equipment brought in under a hire/lease agreement must comply with Australian Standards. The supplier of the equipment is responsible for testing the equipment and training in the use of the equipment prior to delivering it to site.

10.5.7. Residual Current Devices (RCD's)

RCD's (to provide earth leakage protection) shall be installed on all circuits where there is a risk of persons coming into contact with metal objects. Where appropriate, such devices shall be fitted to portable machines with metallic enclosures. Determination of site requirements shall be conducted by a licensed and trained person, reviewed on a regular basis and the results of the review documented and filed on the WHS Supporting Documents File.

All corrective actions identified shall be recorded on the WHS Corrective Action Register and implemented in accordance with the Hazard Identification and Risk Assessment Procedure.

Portable generators should have internal RCD's, however if not, a portable safety switch should be fitted.

10.5.8. Electrostatic Earthing

Electrostatic earthing must be provided for all situations where sparking may present a hazard. Determination of site requirements shall be conducted by an appropriately licensed and trained person, reviewed on a regular basis and the results of the review documented and filed on the WHS Supporting documents file.

Earthing shall be regularly inspected and if required, repaired.

All corrective actions identified shall be recorded on the WHS Corrective Action Register and implemented.

10.5.9. Emergency Procedures specific to Electrical Incidents

The following emergency procedures shall be used whenever a person has an electrical exposure or whenever an electrical incident involving a worker or contractor occurs:

- Immediately turn off the power supply and call for medical assistance
- Where it is not possible to turn off the power, the person in contact with the current should be released from contact with the power source as soon as possible through the use of some insulation source such as dry gloves, a blanket, clothing or a rubber sheet, or rescue hook
- By no means should the rescuer touch the person(s) in contact with the live source with their bare hands
- Once released from the electrical source check the persons breathing and pulse. If necessary begin artificial respiration immediately and continue until qualified medical worker arrive
- Where a person has suffered electrical burns appropriate professional medical assistance must be sought to assist as soon as possible
- Immediately after seeking medical assistance for the affected worker the Manager should notify the Chief Executive Officer and Executive Manager Corporate and Human Services

10.5.10. Electrical Tagging Test Intervals

AS3760 requires that portable electrical equipment be tested at the following intervals:

	Portable Equipment	Portable Residual Current Devices	Portable Outlet Devices and Extension Cords
Store and on site	6 months	6 months	6 months
Office Kitchens	12 months	24 months*	12 months
Offices	60 months*	24 months*	60 months*

**if risk assessment supports these intervals*

10.6. Information and Training

Compass Housing Services Co Ltd. will provide information and training to all relevant workers in the following:

- Low Voltage switchboard rescue and resuscitation every months
- The principles of electrical safety
- The requirements of this procedure.

10.7. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- Completion of electrical registers
- Completion of testing and tagging as per the schedule outlined in this procedure
- Development and implementation of corrective actions in the corrective action register to rectify non-compliance noted against this procedure.

Related Policies:	
Related Procedures	
Forms	Electrical Equipment Register

Supporting Documentation	
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11. Manual Handling Procedure

11.1. Purpose

This procedure is designed to prevent manual handling injuries and reduce the severity of injuries resulting from hazardous manual handling tasks. It also establishes responsibilities for eliminating hazardous manual handling tasks within Compass Housing Services.

11.2. Scope

This procedure is a company-wide procedure all applies to all areas of Compass Housing Services. This document outlines the procedures and legislation requirements for the assessment of hazardous/high risk/repetitive tasks relating to manual handling and manual handling risks and the implementation of corrective actions to reduce the risk exposure of hazardous manual handling in Compass Housing Services.

11.3. Responsibilities

Managers and Supervisors will be responsible for:

- Completing Manual Handling Risk Assessments for all manual handling tasks where deemed necessary, as identified through completion of a risk assessment, incident or hazard notification or checklist and all unresolved manual handling issues as reported by workers.

Executive Manager Corporate and Human Services will be responsible for:

- Assisting in the completion of Manual Handling Risk Assessments where required.

Consultative meetings shall:

- Review the Register of Manual Handling Tasks;
- Review the implementation of corrective actions following a Manual Handling Risk Assessment;
- Assist in the completion of Manual Handling Risk Assessments where required.

Workers will be responsible for:

- Reporting any hazards/issues in relation to manual handling to their manager/supervisor;

- Assisting in the completion of Manual Handling Risk Assessments where required;
- Attend manual handling training programs as required;
- Adhering to the requirements of this procedure in completion of their work duties.

11.4. Procedure

11.4.1. Manual Handling Risk Assessment

Risk Assessments shall be conducted by the Manager responsible for the department in consultation with workers. Assistance should be sought from the Executive Manager Corporate and Human Services wherever necessary. All assessments shall be conducted using the Manual Handling Risk Assessment/ Worksite Hazard Management Form.

The Manager shall consider the following matters when conducting the assessment:

- Actions and movements involved;
- Workplace and workstation layout;
- Postures and positions that must be taken by each person involved in the task;
- The duration and frequency of the manual handling;
- The location of loads and distances that must be moved;
- The weights and forces involved;
- The characteristics of the loads and equipment used;
- Organisation of the work;
- Skill and experience of worker completing the task;
- The personal characteristics of each person involved in the task;
- The clothing that is worn, and;
- Any other relevant factor (as identified by employer, worker or in consultative meetings).

The Manager shall assess the overall risk and identify corrective actions to eliminate where possible, or reduce the risk. These shall be noted and logged into the corrective action register. Control measures may include:

- Task modification through substitution or engineering controls;
- Work-station layout modification;
- Mechanical handling equipment such as cranes, hoists and vacuum lifts;
- Training of worker in manual handling techniques;
- Swaps or rotation of workers.

The Manager shall forward the assessment to the Executive Manager Corporate and Human Services for review and filing. Upon receipt of the risk assessment the Executive Manager Corporate and Human Services shall:

- Review corrective actions identified;
- Verify that the assessment, risks and corrective actions have been noted on the WHS Corrective Action Register.

During consultative meetings Managers shall review and monitor corrective actions. Upon completion of a corrective action in the consultative meeting, with the assistance of the Manager, shall monitor the risk for effectiveness and report the findings or further corrective actions to the Executive Manager Corporate and Human Services.

The Executive Manager Corporate and Human Services will note any revised risk rating on the job risk register and amend the completed Risk Assessment/ Worksite Hazard Management Form, if required, in the WHS supporting documents.

11.5. Information and Training

Compass Housing Services will provide information and training to all relevant workers in the following:

- Completion of manual handling awareness training
- How to complete a manual handling risk assessment
- The requirements of this procedure

- How to add items to the corrective action register done by the WHS team
- Regular refresher training in the above (minimum every two years).

11.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- The completion of manual handling risk assessments for all hazardous manual handling tasks identified through job safety analysis, incident report forms, hazard notification or other risk assessments.

Related Policies:	
Related Procedures	
Forms	Hazard Identification and Risk Control form Job risk register; Corrective Action Register.
Supporting Documentation	

12. Confined Space Entry Procedure

12.1. Purpose

The purpose of this procedure is to prescribe standards to eliminate, or where that is not reasonably practicable, minimise risks to persons entering or working in a confined space.

12.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services Co Ltd. who have identified confined space requirements at the workplace. The document should be read and applied for all work performed in a confined space.

12.3. Responsibilities

Manager is responsible for:

- Ensuring that any confined space work carried out is done so in accordance with this procedure
- Ensuring that there are adequate persons with confined space entry qualifications to complete necessary work

Persons in control of a Confined Space Entry are responsible for:

- All activities completed in a confined space. This will include but is not limited to the following:
- Identification of the particular hazards that may be encountered
- Proposed operations and work procedures, particularly those that may change the conditions inside the confined space
- Training and instruction of worker in safe work requirements
- The development and implementation of specific emergency rescue plans
- The nomination of Authorised Worker
- Ensuring that all work practices and procedures are carried out in accordance with the relevant instructions
- Ensuring Authorised Worker signs a record form indicating an understanding of the confined space procedure

- Ensuring Authorised Worker is trained for their task and are authorised in writing to perform that task.

Authorised Worker will be responsible for:

- Ensuring that workers entering a confined space are aware of the risks associated with confined space entry
- Ensuring that workers entering the confined space are aware of any protective measures that may be required
- Coordinating the planning and supervision of the work to be performed in the confined space
- Evaluating the environment of a particular confined space
- Authorising the entry to a confined space by issue of a Confined Space Entry Permit
- Ensuring the availability of gas detection equipment whilst working in a confined space
- Developing and implementing specific emergency rescue plans for work performed in a confined space
- The storage, maintenance and inspection of respirators in accordance with AS1715.

Standby Worker will be responsible for:

- The observation of and continuous communication with all workers working within the confined space
- Implementing emergency rescue plans
- The provision of first aid, including cardio-pulmonary resuscitation (CPR)
- Monitoring mechanical ventilation equipment.

12.4. Procedure

12.4.1. General

Compass Housing Services acknowledges that its workers may be exposed to the risks associated with confined spaces and will, where possible through engineering methods, remove or reduce the risks associated with these areas.

Compass Housing Services will, through recognised training in accordance with the Australian Standard, train workers in the safe method of entry and working in confined space.

Contractors and visitors/ patrons are not permitted to enter any Confined Space under the jurisdiction of Compass Housing Services unless they can show that they have attended and passed an approved Confined Spaces Training course or have attended a refresher course in the preceding 12 month period. (In the case of proof of attendance at a refresher course, proof must also be provided that the person has attended an approved confined spaces training course.)

Any person failing to follow the set confined space entry procedures shall be subject to disciplinary action.

12.4.2. Identification of Common Confined Space Entry Requirements

The Manager (in conjunction with the Executive Manager Corporate and Human Services where necessary) shall conduct a review of all work processes it performs to identify any work processes conducted by Compass Housing Services Co Ltd. which involve confined space entry and shall record the following details on a Confined Space Register.

As a minimum the Confined Space Register shall note:

- The task description
- The date of the risk assessment
- The risk rating
- Details as to whether a Safe Work Procedure or Work Instruction has been developed for the task.

Before any future work is undertaken, an accredited person will conduct a risk assessment of the task in accordance with Risk Assessment Procedure. Relevant team members, the manager, or Executive Manager Corporate and Human Services may take part. In some cases the use of an external consultant may also be deemed necessary.

This risk assessment shall include consideration of the following:

- Whether the work can be carried out without the need to enter the confined space
- The nature of the confined space and the work commonly undertaken
- The various ways in which the work could be carried out
- The risks associated with the method of work selected, the plant to be used, and any potentially hazardous condition that may exist inside the confined space
- The need for emergency and rescue procedures when performing the task

Review of hazards associated with the task including, but not limited to:

- Suffocation;
- Electrocution;
- Poisoning;
- Moving Parts;
- Fire;
- Drowning;
- Burial under solids;
- Radiation;
- Burning and scalding;
- Explosion;
- Hazards specific to task ;
- Engulfment.

Upon completion of the risk assessment the Manager (with the assistance of the Executive Manager Corporate and Human Services where necessary) shall complete a safe work procedure for the task.

12.4.3. Warning Signs and Placarding

All entry points to confined spaces shall be sign-posted with a "Danger" sign forbidding access to unauthorised workers specific confined space entry prohibited sign.

12.4.4. Confined Space Training

The Manager/Supervisor shall identify all workers who are required to perform confined space work and will note their names on a Confined Space Training Register. Within the training records

The Manager will obtain copies of all workers' Confined Space training records, and with the assistance of the Executive Manager Corporate and Human Services, will update the site Training Register.

Where training is required the appropriate department administration officer will coordinate training and update the Confined Space Training Register.

12.4.5. Work in Confined Spaces

All work in confined spaces shall:

- Be subject to approval using the Confined Spaces Permit referred to in this procedure;
- Be carried out in accordance with Australian Standard AS2865-2001 which provides detailed requirements for oxygen and flammable gases;
- Be carried out in accordance with the specific requirements of the work-permit for that task;
- At the completion of the work, the confined space shall be closed and the permit returned to the issuer and closed.

Note: A system shall be implemented to ensure that all Confined Spaces Permits are retained on file for future reference.

12.4.6. Stand-By Worker

Where required by work permit, a Stand-By Worker shall be required to monitor all confined space entry work. Stand-By Workers are required to follow all instructions noted in the work permit and are not to leave the area while person(s) are in the confined space. The Stand-By Worker should have a mobile phone or radio with them at all times in case of emergency.

In the event of an injury or collapse of the person in the confined space, the Stand-By Workers primary duty is to summon help and if possible, provide assistance, first aid and resuscitation. Stand-By Workers must not enter the confined space under any circumstance.

12.4.7. Work Permits – Confined Space Entry

All Work permits for confined space entry shall specify the following preparations for entry:

- Physical isolation requirements including the isolation of hydraulic and pneumatic systems;
- Electrical isolation requirements;
- Cleaning and purging processes;
- Decontamination processes;
- Testing of the atmosphere;
- Use of PPE;
- Briefing of person(s) carrying out the work and Stand-By Worker(s).

12.5. Information and Training

Compass Housing Services will provide training and information to all relevant workers according to the following:

- Those required to control confined space entries or work in confined spaces will receive training and must become accredited in:
 - Confined space entry requirements;
 - Breathing apparatus usage;
 - The requirements of this procedure.
- All relevant workers will receive training in confined space awareness;
- All relevant workers and relevant contractors must receive the appropriate level of confined space refresher training at 12 month intervals.

12.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- All confined space work is performed under the control of a confined space permit
- All areas within Compass Housing Services have conducted a confined space risk assessment to identify any requirements for confined space entry in its day-to-day practices and have recorded these requirements on a confined space register
- The documenting and conducting of confined space training for Authorised Worker.

Related Policies:	
Related Procedures	
Forms	Training Register
Supporting Documentation	

13. Isolation and Tagging Procedure

13.1. Purpose

The proper isolation and tagging of equipment helps to ensure safe working conditions for workers and prevent potential damage or misuse from operating faulty or unsafe equipment. Isolation and tagging by worker should be used at all times. This procedure outlines the responsibilities and actions to be followed for the use of Danger Tags, Out-of-Service Tags and Warning Tags.

13.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services.

13.3. Responsibilities

Chief Executive Officer, Managers, Supervisors and Technical worker must ensure that:

- All workers who need to use tags are trained and aware of proper use of the Isolation and Tagging procedure;
- Ensure that worker uses tagging procedures correctly.

Workers must:

- Follow the Isolation and Tagging procedures. These procedures must be adhered to strictly to ensure the safety of workers. Disciplinary action will be enforced to anyone found deliberately not following these procedures;
- All workers who perform isolations or working in an area where isolations are required must be trained in these procedures;
- Use the appropriate tag where required;
- Identify hazards, assess risks and control the risks;
- Wear protective equipment where required.

13.4. Procedure

13.4.1. Danger Tags

- Danger tags are designed specifically to protect the individual that has placed the tag;

- Danger tags must be attached securely to the main isolating switch/s or valve/s wherever danger to persons could arise by the operation of the switch or valve;
- Each person requiring protection by this method must fix their own Danger Tag;
- Danger tags must be filled in completely before use and in a legible manner;
- Danger tags should only be removed by the person who attaches it. However, if that person is not available due to injury or illness, then their supervisor may remove the tag where it has been determined that the dangerous condition no longer exists;
- A switch or valve must not be operated while a danger tag is attached to it;
- The switch and valve must be in a safe and correct position to allow the safe performance of work;
- For electrical isolation, it is safest to consult an electrician to ensure correct switches are isolated.
- Electrical switches that are not positively isolating should not be used as isolating switches. These include push-button types, emergency stop buttons and switches, and master control and control switches;
- Danger tags must be removed at the completion of the job or if work is incomplete by the end of the day. The danger tag should be removed before leaving the work site by the person who placed the danger tag on the valve or the switch. If necessary, at the end of the day, and Out-of-Service tag may be required to prevent other persons from operating the valve or switch.

13.4.2. Out-of-Service Tags

- The Out-of-Service tag is designed specifically to ensure that faulty or unsafe equipment or plant will remain out of service so that damage or misuse of the equipment does not occur;
- An Out-of-Service tag should be attached to any plant, equipment or machinery whose operation could cause further damage to the equipment or cause injury to persons;
- The Out-of-Service tag should be completed fully, giving details explaining the reason why the equipment is out of service;

- The person that attached the Out-of-Service tag should notify the appropriate person or supervisor so the equipment can be repaired or replaced;
- Out-of-Service tags may be used in conjunction with Danger tags. The Out-of-Service tag should remain until the problem is rectified. Once the problem is rectified and there is no longer a risk to persons or equipment, the Out-of-Service tag should be removed by the supervisor;
- Out-of-Service tags have only a life cycle of three months. Once the expiry date is reached, the situation should be reassessed and either a new Out-of-Service tag issued or the equipment may need to be repaired, replaced or decommissioned.

13.4.3. Warning Tags

- Warning tags should be used to alert worker to equipment or system status changes that alters the operational status and may not be reflected in the documentation change. These can be used when a Danger or Out-of-Service tag is not relevant;
- The Warning tag must be completed fully and explain the details and reasons for attaching the tag;
- When a Warning tag is placed on a piece of equipment or system, the relevant supervisor should be notified;
- The Warning tag should be removed by the supervisor, the asset controller or by the person who originally attached the Warning tag, once the Warning tag is no longer needed.

13.5. Information and Training

Compass Housing Services will provide training and information to all relevant workers in the requirements of this procedure.

13.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- Training on this procedure has occurred
- Warning, out of service and danger tags are available for use
- Workers know where to source tags from

- Tags are being used.

Related Policies:	
Related Procedures	
Forms	
Supporting Documentation	

14. Fatigue Management Procedure

14.1. Purpose

Compass Housing Services Co Ltd. has a duty to provide systems of work that identify, eliminate and manage risks and hazards within the workplace. The potential to increase the risks associated with any activity through long working hours or fatigue requires additional controls. The intent of this policy is to provide a procedure that requires additional risk assessment and management approval to work longer hours.

14.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services.

14.3. Responsibilities

Chief Executive Officer, Managers and Supervisors must ensure that:

- Ensure this procedure is followed.

14.4. Procedure

14.4.1. General

- Documented procedures must be maintained to ensure that correct processes exist to control all workplace activities that impact directly on workplace health and safety.
- Subject to the normal requirements with respect to providing safe systems of work and fulfilling our duty of care. Managers have the authority to set work rosters of up to 50 hours per week for each worker spread over either a five (5) or five and half (5.5) day week.
- If workers are required to work in excess of 50 hours, but less than 70 hours in one, then a fully documented risk assessment must be undertaken by the Manager, in consultation with worker concerned. In addition to the risks already inherent in the activity to be undertaken, the risk assessment must identify the additional risks created by possible fatigue. Having identified the additional risks, the assessment must indicate what additional controls are to be used. This risk assessment must be signed off by the Chief Executive Officer prior to the additional hours being worked.
- If a Manager requires a worker to work beyond 12 hours in any one day, a documented risk assessment must be undertaken and signed off by the Chief

Executive Officer. In addition to the risks already inherent in the activity to be undertaken, the risk assessment must identify the additional risks created by possible fatigue. Having identified the additional risks, the assessment must indicate what additional controls are to be used

- In each circumstance it is mandatory that the sign off of the risk assessment occurs prior to the scheduled work commencing.

14.5. Information and Training

Compass Housing Services Co Ltd. will provide training and information to all relevant workers in the requirements of this procedure.

14.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- Training on this procedure has occurred
- All workers trained in fatigue management
- Managers trained on controls to reduce the risk of fatigue related injuries and illness.

Related Policies:	
Related Procedures	
Forms	
Supporting Documentation	

15. Contractor Procedure

15.1. Purpose

The purpose of the Contractor Procedure is to ensure that risks to workers, assets, the work environment and the general public arising from contractor activities are reduced to the lowest levels that are reasonably practicable.

15.2. Scope

This procedure applies to Compass Housing Services. The document outlines the procedures that should be undertaken whenever a worker appoints a contractor, subcontractor or distributor to perform tasks on behalf of the Compass Housing Services on site or a nominated external site.

Low Risk	Tasks that are unlikely to cause incident, illness or environmental damage but are regularly performed activities site or premise
Medium Risk	Tasks with inherently dangerous element/s that may cause incident, illness or environmental damage but are regularly performed activities on site or premise
High Risk	Tasks with inherently dangerous elements that may cause incident, illness or environmental damage and that are not normally performed activities on site or premise.
Emergency work	Work that may cause potential injury, incident or environmental damage if not attended to as a priority; &/or work that if not completed as a priority has/may result in lost production and the inability for Compass Housing Services or project to function.

15.3. Responsibilities

The Managers and Supervisors

- Issuing contractors with relevant forms noted in this procedure;
- Monitoring Contractor compliance whilst performing work;

- Reviewing the Contractor Risk Assessment / Work Method Statement / Environmental risk assessment / Environmental Management Plan and additional Permit to Work requirements to ensure legislative compliance and personnel safety;
- Ensuring all personnel hold necessary licenses and certificates of competency to perform the task;
- Maintenance and updating of the Contractor details;
- Reviewing contract specifications against this procedure and evaluating Tenders and selecting the best contractor for the task;
- Managing the contractor whilst they are on a Compass Housing Services Co Ltd. of Newcastle site or whilst performing work for the Compass Housing Services.

Contract Management Team:

- Classifying contract works

Project Team:

- Training all Managers in this procedure and its implementation.
- Overseeing Facilities Management compliance to this procedure.

Site Liaison Officers (where appointed):

- Ensuring Contractors are inducted prior to commencement of work
- Obtaining all relevant forms noted in this procedure and filing on the Contract file.
- Monitoring Contractor compliance whilst performing work.

Principal Contractor:

In the event of work being coordinated on behalf of Compass Housing Services Co Ltd. by a Principal Contractor/Contract Manager appointed by Compass Housing Services Co Ltd. to co-ordinate contract personnel, the Principal Contractor/Contract Manager will be responsible for:

- Ensuring all contractors conduct the Contractor Management training prior to their commencement of work;

- Ensuring all contractors are issued with, sign and understand Compass Housing Services requirements as outlined in the Contractor Induction Handbook;
- Monitoring Contractor compliance to Work Health and Safety and environmental legislation whilst on site to ensure legislative compliance is maintained throughout the entire project and that any risks inherent in the job are removed or controlled prior to commencement. Compliance is confirmed by audits of Contractors SWMS and by Compass Housing Services representative. In the instance where a non-conformance is identified, Compass Housing Service will notify the Contractor, provide details of the non-conformance and request rectification within agreed timeframes based on the level of risk. Failure to rectify the non-conformance of the breach will result in immediate suspension until the non-conformance is rectified. Repeated breaches of non-conformance will result in a review of the Contract and may result in cancellation of the contract.
- Advising the Manager of any risks inherent in the tasks to be performed and discussing with the Manager the steps required to be taken to reduce these risks prior to commencement of work;
- Ensuring all personnel employed by the Principal Contractor are trained and licensed/certified, where applicable in the task to be completed prior to commencement of the job;
- Removing any risk identified during the risk assessment process prior to commencement of work.
- Provide Compass Housing Services Co Ltd. with current certificates of currency for the contractor in Workers Compensation or Accident Insurance and Public Liability;
- Provide regular monitoring of compliance against theirs and Compass Housing Services Co Ltd. WHS and Environment standards.

15.4. Procedure

There are eight stages in the Facilities Management Contractor Safety Procedure:

- Inclusion on a Contractor Register;
- Classification of Contract Works by Risk Level;
- Contract Specification & Expression of Interest;
- Selection and evaluation of Tender/Expressions of Interest;
- Contractor Approval;

- Contractor Appointment and Induction;
- Contractor Management;
- Contractor Review.

15.4.1. Development of the Contractor Compliance Register

This section shall be implemented upon commencement of this procedure and will be updated to reflect all new contractors appointed post commencement of this procedure.

- The Manager will review the requirements of this procedure and appoint a Contract Management Team to review all contracts currently in operation at the site.
- Upon appointment of this team the Team will record all Contract companies currently performing work on the site on the Contractor Compliance Register. This database shall include:

Contractor's Company Name

The Contractor's ABN

The Principal contact for the Contract including their address and phone details

The tasks the contractor performs.

The date of Expiry of their:

- Workers Compensation Policy or Accident Insurance Policy;
- Public Liability Insurance Policy;
- Driver's License;
- Vehicle Insurance (if applicable);
- The assessed Risk Level of the Contract (selected based on tasks performed for Facilities management);
- Date of online Induction where applicable;
- All new contractors appointed post procedure implementation will be added to the site Contractor Compliance Register immediately upon appointment.

NB: In the event of emergency work being required after hours and a suitable Contractor is not identified or is not available to perform the work, then the

Manager should consider the level of risk involved in the emergency task to be performed and should implement appropriate control measures to mitigate that risk prior to allowing the work to proceed without applicable forms, etc. Once these risks have been mitigated the Contractor should be informed and provided with all necessary information to perform the emergency work. Post completion the Contractor should be requested to complete relevant forms, etc. in accordance with their deemed risk level.

15.4.2. Classification of Contract Works by Risk Level

This section shall be implemented upon commencement of this procedure and will be updated to reflect all new contractors appointed post commencement of this procedure and any existing contractor currently used by Compass Housing Services.

- Upon updating of the Contractor Compliance register the Contract Management Team will assess each Contractor to determine their risk level based on the tasks they perform for Facilities Management. The risk level will be in accordance with the table below.

Risk Level	Types Of Tasks	Contract Specifications
High Risk (tasks with inherently dangerous element/s that may cause incident, illness or environmental damage and that are not normally performed activities on site or premise)	<ul style="list-style-type: none"> • Engineering projects (involving more than 1 contractor or major works) • Construction/Excavation Work • Demolition work • Work involving appointment of multiple contract company's • Works on Boilers, Cooling Towers • Work with asbestos • Work involving hazardous Waste Removal (i.e. excluding general office/food waste, etc.) 	Must follow Contract Specifications – High Risk Section
Medium Risk (tasks with inherently dangerous element/s that may cause incident, illness or environmental damage but are regularly performed activities on a site or premise)	<ul style="list-style-type: none"> • Work at height • Work in confined spaces • Work involving appointment of no more than 1 additional contract company • Work involving repetitive manual handling • Work involving Hazardous substances, dangerous goods or industrial gases • Cash Handling • Work involving Forklift Operation 	Must follow Contract Specifications– Medium Risk Section

	<ul style="list-style-type: none"> • Maintenance, Refrigeration or Electrical work 	
Low Risk (tasks that are unlikely to cause incident, illness or environmental damage but are regularly performed activities on a site or premise)	<ul style="list-style-type: none"> • Administration Labour Hire • Office / General Waste Removal • Photocopier Repairer • Merchandising and special events • Surveyors. 	Must follow Contract Specifications– Low Risk Section

- Upon completion of selection of tasks in the contractor Compliance register the Contract's Risk level shall be updated on the database.
- Once the risk level of the contract has been determined the manager shall implement the required contract process according to the risk level of the contract below.

15.4.3. Contract Management for High Risk Tasks

The following tasks should be carried out for all NEW High Risk contracts identified by Compass Housing Services.

- Upon identification of proposed contractors the Manager shall:-
 - Update the Job Specification and Contract materials to include the WHS & Environment Contract Requirements appropriate for High risk tasks in Contract tender material;
 - Issue the Expression of Interest letter;
 - Issue the Contract Evaluation Scoresheet;
 - Minimum Guidelines for preparing Site Safety Management Plans;
 - Work Method Statement.
- To identified Contractors, requesting completion and return by the contractor.

15.4.4. Selection and Evaluation of Expressions of Interest/Tender Documentation for High Risk Contracts

- Upon return of information, the Manager, with the assistance of the Contract Management Team or Site Liaison Officer (where appointed), shall review all returned documentation supplied by prospective contractors and evaluates the documentation received. This evaluation shall be recorded on the Contract Evaluation Scoresheet.

- Once all evaluations are completed the Contractor who meets or exceeds Compass Housing Services Co Ltd. WHS standards shall be selected by the Contract Management Team. Where deemed required by the local Contract Management Team the contractor may be requested to supply a Safety Management Plan to support the Contract Evaluation Scoresheet.

15.4.5. Approval of a New Contractor – High Risk Contracts

- Once the successful Contractor is identified the Manager negotiates contract activities and pricing.
- Once negotiated and appointed the Manager registers the Contractor on the Contractor Compliance Register and records all Contract details on the register.
- The Manager reviews the task to be performed by the Contractor, ensuring that all identified risks are removed or controlled prior to appointment and commencement of the contract & issues the Contractor with the following documents for completion and return:-

Letter to Contractor, Induction Handbook & Acceptance Form

A copy of the Work Method Statement

Request for completion of Safety Plan

Completed Environment Risk Assessment and Environmental Mitigation Plan
(where deemed applicable as per Work Method Statement)

NB. The mail out date of the above documentation should be noted on the Contractor Compliance register for later follow-up.

- The Contractor completes all required forms and returns them to the Manager who updates the Contractor Compliance Database.

NB. Under no circumstances is the Contractor to commence work without Workers Compensation or Accident Insurance Policy coverage. Where the Contractor is a sole employee then Accident Insurance coverage must be obtained. Under no circumstance Compass Housing Services Co Ltd. cover a contractor for workers compensation coverage under a Compass Housing Services Co Ltd. policy.

- Following acknowledgement of insurance coverage and return of all forms, (including the completion of a Work Method Statement by the Contractor), the Manager co-ordinates a contract start date with the Contractor and arranges for the completion of the Contractor induction by all contract personnel who will be performing work.

NB. The contractor is required to provide details of the risk assessment undertaken and details of any control measures implemented to reduce these risks prior to commencement of the job. This may be completed on the Safe Work method Statement or on documentation supplied by the Contract Firm. A copy of all risk assessments are to be maintained on the Contract File.

Long term projects extending beyond 12 months require annual attendance at the Induction by the contractor.

Once completed the Manager shall:

- add the Induction date to the Contractor Compliance Register;
- Complete the Contractor approval Checklist and;
- File all related documentation on the contract file for future reference and;
- Continue management and ongoing Contractor Management.
- Where applicable, upon appointment of the Contractor and receipt of all documents the EMR shall be signed off by the Executive Manager Corporate and Human Services.

15.4.6. Contract Management for Medium Risk Tasks

The following tasks should be carried out for all NEW Medium Risk contracts identified by Compass Housing Services Co Ltd.

Upon identification of proposed contractors the Manager shall:-

- Update the Job Specification and Contract materials to include the WHS;
- Contract Requirements in Contract tender material where applicable
- Work Method Statement

15.4.7. Selection and Evaluation of Expressions of Interest/Tender Documentation for Medium Risk Contracts

NB: In the event that a tender process does not apply the Manager should proceed to Approval of a New Contractor

- Upon return of information, the Manager, with the assistance of the Contract Management Team or Site Liaison Officer (where appointed), shall review all returned documentation supplied by prospective contractors and evaluates the documentation received.
- Once all evaluations are completed the Contractor who meets or exceeds Compass Housing Services Co Ltd. 's WHS standards shall be selected by the Contract Management Team.
- Once the successful Contractor is identified the Manager negotiates contract activities and pricing.
- Once negotiated the Manager registers the Contractor on the Contractor Compliance Database and records all Contract details on the Database.
- The Manager reviews the task to be performed by the Contractor, ensuring that all identified risks are removed or controlled prior to appointment and commencement of the contract and issues the Contractor with the following documents for completion and return:-

Letter to Contractor, Contractor Induction Handbook and Acceptance Form;
A copy of the Work Method;

Completed Environment Risk Assessment and Environmental Mitigation Plan
(where deemed applicable as per Work Method Statement).

NB. The mail out date of the above documentation should be noted on the Contractor Compliance Register for later follow-up.

- The Contractor completes all required forms and returns them to the Manager who updates the Contractor Compliance Register.

NB. Under no circumstances is the Contractor to commence work without Workers Compensation or Accident Insurance Policy coverage. Where the Contractor is a sole employee then Accident Insurance coverage must be obtained. Under no circumstance will Compass Housing Services Co Ltd. cover a contractor for workers compensation coverage under a Compass Housing Services Co Ltd. policy (unless a prior agreement already exists at the time of implementation of this procedure).

- Following acknowledgement of insurance coverage and return of all forms, (including the completion of a Work Method Statement by the Contractor), the Manager co-ordinates a contract commencement date with the Contractor and

completes the Contractor induction by all contract personnel who will be performing work.

NB. The Principal Contractor or Contractor is required to provide details of the risk assessment undertaken and details of any control measures implemented to reduce these risks prior to commencement of the job. This may be completed on the Safe Work method Statement or on documentation supplied by the Contract Firm. A copy of all risk assessments are to be maintained on the Contract File.

Long term projects extending beyond 12 months require annual attendance at the Induction by the contractor.

- Once completed the Manager shall:

Add the Induction date to the Contractor Compliance Database;
Complete the Contractor Approval Checklist
File all related documentation on the contract file for future reference; and
Continue management & Ongoing Contractor Management.
- Where applicable, upon appointment of the Contractor and receipt of all documents the Environmental documents shall be signed off by the Executive Manager Corporate and Human Services.

15.4.8. Contract Management for Low Risk Tasks

The following tasks should be carried out for all NEW Low Risk contracts identified by Compass Housing Services.

- Upon identification of proposed contractors the Manager shall:-

Update the Job Specification and Contract materials to include the Contract Specification Flowchart applicable for LOW risk tasks in Contract tender material to identified Contractors, requesting completion and return by the contractor.

In the event that the Manager deems the low risk task to be performed as a specific risk then the Manager will also request the completion of a Safe Work Method Statement for that task.

15.4.9. Selection and Evaluation of Expressions of Interest/Tender Documentation for LOW Risk Contracts

NB: In the event that a tender process does not apply the Manager should proceed to Approval of a New Contractor

- Upon return of information, the Manager, with the assistance of the Contract Management Team or Site Liaison Officer (where appointed), shall review all returned documentation supplied by prospective contractors and evaluates the documentation received.
- Once all evaluations are completed the Contractor who meets or Compass Housing Services Co Ltd. WHS standards shall be selected by the Contract Management Team.

15.4.10. Approval of a New Contractor – LOW Risk Contracts

- Once the successful Contractor is identified the Manager negotiates contract activities and pricing.
- Once negotiated the Manager registers the Contractor on the Contractor Compliance Database and records all Contract details on the Database.
- The Manager reviews the task to be performed by the Contractor, ensuring that all identified risks are removed or controlled prior to appointment and commencement of the contract & issues the Contractor with the following documents for completion and return:-
- Letter to Contractor, Contractor Induction Handbook and Acceptance Form

NB. The mail out date of the above documentation should be noted on the Contractor Compliance Database for later follow-up.

- The Contractor completes all required forms and returns them to the Manager who updates the Contractor Compliance Database.

NB. Under no circumstances is the Contractor to commence work without Workers Compensation or Accident Insurance Policy coverage. Where the Contractor is a sole employee then Accident Insurance coverage must be obtained. Under no circumstance will Compass Housing Services cover a contractor for workers compensation coverage under a Compass Housing Services policy (unless a prior agreement already exists at the time of implementation of this procedure).

- Following acknowledgement of insurance coverage and return of all forms, (including the completion of a Work Method Statement by the Contractor where deemed applicable by the Manager), the Manager co-ordinates a

contract start date with the Contractor and arranges for the completion of the Contractor induction by all contract personnel who will be performing work.

- Long term projects extending beyond 12 months require annual attendance at the Induction by the contractor.
- Once completed the Manager shall:

Check that the Induction has been completed;

Complete the Contractor approval Checklist;

File all related documentation on the contract file for future reference; and

Continue management & Ongoing Contractor Management.

- Where applicable, upon appointment of the Contractor and receipt of all documents the Environmental documents shall be signed off by the Executive Manager Corporate and Human Services.

15.4.11. Appointment, Commencement & Ongoing Management of a New Contractor

- Once all completed forms are received, the Manager shall file all returned documents associated with the contract on the Contract File and co-ordinate completion of the Contractor Induction for all contract personnel.
- Once completed the induction date shall be noted on the Contractor Compliance register and a start date agreed with the Contractor.
- The Manager shall monitor all work performed by the Contractor to ensure the contractor performs work in accordance with legislative requirements. Reviews of contractor performance shall be noted by the Contract Manager, filed on the Contract File and non-conformances advised and programmed for correction.

NB: Monitoring will be determined by the Manager and will be based on risk, location and task to be performed.

- All accidents and incidents involving contractor personnel shall be reported and investigated using the Compass Housing Services Incident reporting process and corrective action agreed with the Contractor and implemented.
- In the event of non-compliance to Compass Housing Services standards or legislative requirements the Manager shall advise the Contractor of corrective action required and dependent on the severity of the breach may cease the activities of the Contractor concerned until the matter is rectified.

- The Contractor shall be responsible for rectifying any non-compliance of any contractors he/she appoints.
- Where non-compliance is not rectified to Compass Housing Service's satisfaction then a note shall be recorded in the compliance section of the Contractor register about the incident/non-compliance and the Contract Manager should note the recommendation to no longer use the Contractor. Should the contractor rectify the non-conformance then the Contract Manager shall update the rectification note in the Contractor Compliance Database and select matter rectified.

15.4.12. Contractor Inductions

A comprehensive program of induction training (including emergency procedures) shall be conducted for all contractor personnel prior to commencing work with Compass Housing Services. Where contractors are used for periods longer than two years a bi-annual refresher induction will be conducted.

15.4.13. Equipment, Materials & Work Permits Used by Contractors

All equipment, materials and work permits used by contractors shall be supplied by the Contractor and shall meet legislative requirements unless otherwise arranged by the responsible Compass Housing Services. Manager.

15.4.14. Contractors Undertaking New Work

In the event that an existing Contractor is deemed appropriate to undertake additional/new work, prior to any new work tasks taking place the manager shall request:

- A Work Method Statement (as a minimum)
- And determine that Insurance Details are still current for the life of the new contract and if not provide new Insurance Details.

15.5. Verification and Auditing Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- All Contractors hold a copy of the Contractor Induction Handbook.
- All Contractors understand Compass Housing Service's safety requirements.

- No unauthorised contractor undertakes work for or on behalf of Compass Housing Services.
- All contractors have current licenses and insurance coverage & copies of certificates of currency are available and included on Contract files.
- All contractors' files contain a signed acknowledgement of Acceptance of Policy and Conditions Form.
- All medium and high risk contracted activities performed have a Risk Assessment / Work Method Statement completed for the task prior to commencement of the task with the express purpose of identifying risks and introducing mechanisms to control or reduce the risk whilst performing the task on behalf of Facilities Management.
- Where a task is to be completed off site on behalf of Compass Housing Services by a Contractor the task will have a completed Work Method Statement.

15.6. Worker Information and Training

Training will provide for the following:

- Training for all relevant personnel in the implementation and requirements of this procedure.
- A copy of the Contractor Induction Handbook for all appointed Contractors prior to the commencement of work.
- Induction training of all appointed Contractors prior to the commencement of work.

Related Policies:	
Related Procedures	
Forms	Contractor Approval Checklist Contractor Evaluation Scoresheet Contractor Induction Handbook Contractor Inspection Checklist Contractor Licence and Insurance Details Environmental Risk Assessment WHS Contract Clauses

	Letter of Expression of Interest Letter to Contractor Non Conformance Form Safe Work Method Statement Template
Supporting Documentation	

16. Supply of Goods and Services

Please see: Organisational Management Policy and Procedure V6 2013-06-17 pages 69-73: Corporate Asset Purchase and Procurement

<U:\Policies & Procedures Current\Organisational Management Policy & Procedures V6.0 2013-06-17.pdf>

17. Hazardous Substances and Dangerous Goods Procedure

17.1. Purpose

This procedure provides a mechanism to ensure a safe work environment when using hazardous substances and dangerous goods. The document outlines the procedures required to ensure compliance with all legal instructions when using and storing hazardous substances and dangerous goods.

17.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services. The document should be read and applied whenever a hazardous substance or dangerous good is used or purchased by a Compass Housing Services worker.

17.3. Responsibilities

Managers will ensure that:

- Chemicals used at Compass Housing Services are identified and noted on the Chemical Register
- All workers required to work with potential hazardous material or dangerous goods are properly trained in its use and are made aware of the potential risks to health and safety
- Suppliers of hazardous materials forward a SDS before it is purchased and used on site
- All hazardous substances and dangerous goods are stored in a safe manner and in accordance with legislative requirements and those stated on the SDS
- All spills and leakages are cleaned up in accordance with the instructions on the SDS
- Emergency Services are provided with relevant information as required by legislation
- All incidents involving hazardous substances ie spills, exposures, are reported using the Incident Notification Form
- Disposal of hazardous substances and dangerous goods is carried out in accordance with the procedures stated in the SDS
- Obsolete substances are disposed of with due consideration to the environment.

Executive Manager Corporate and Human Services will be responsible for:

- Providing information and training to the Managers and workers on hazardous substances and dangerous goods and the use of SDSs
- Assisting Managers to complete risk assessments on hazardous substances
- Conducting regular walk through inspections to review the work processes associated with hazardous substances usage
- Reviewing the chemical register, SDS register and risk assessments to ensure paperwork is current and in accordance with legislative and organisational requirements.

Workers will be responsible for:

- Applying this procedure when using or purchasing hazardous substances, and informing management of any difficulties/issues in relation to hazardous substances
- Ensuring that no hazardous substance is used if a current Material Safety Data Sheet is not available
- Wearing and correctly utilising any PPE provided, in line with training and information provided
- Attend all health surveillance appointments as informed by management
- Ensuring that no Hazardous substance and/or dangerous goods are used, unless the worker has been trained in the handling, storage, transportation, disposal and emergency procedures for that substance.

17.4. Procedure

17.4.1. Purchasing

- Where an additional material or hazardous substances requirement is identified by the Manager and a supplier is identified, the Manager shall request a copy of the SDS from the supplier prior to purchase and review the SDS for safety considerations prior to purchase. Where necessary the Manager shall discuss the purchase and potential replacement substances of lesser risks to the Executive Manager Corporate and Human Services for review. Note: in the event that the SDS requires health monitoring the Manager will advise the Executive Manager Corporate and Human Services
- Once confirmed that the produce is suitable the Manager shall purchase the hazardous substance or dangerous good and upon receipt (and prior to usage)

shall issue all workers who shall use the hazardous substance with training in the:

SDS requirements;
PPE requirements and usage;
Emergency procedures;
Spill procedures. And;
Storage and disposal procedures.

- Upon completion of necessary training the Manager shall update the chemical register and file the SDS in the SDS register. SDS registers are site-specific;
- All hazardous substances shall be monitored by the Manager and Executive Manager Corporate and Human Services on a day to day basis.

17.4.2. Labelling

- The [National Code of Practice for the Labelling of Workplace Substances](#) shall be used as a guide to labelling requirements.
- All hazardous substances shall be labelled appropriately (as per legislation) when delivered to the workplace.
- If any hazardous substances are decanted into smaller containers then these containers shall be sealed as well as labelled prior to being used in the workplace.

17.4.3. Risk Assessments

- A Risk Assessment/ Worksite Hazard Management Form shall be completed for all tasks involving the use of hazardous substances.
- Once the hazards have been identified and the risks assessed, use the Hierarchy of Controls to manage the risk of injury or incident, and develop safe operating procedures.
- Risk assessments must be maintained on a document control register by the relevant section/department.

17.4.4. Health Assessment and Surveillance

- Upon completion of the SDS Register the Manager will review all existing substances SDS's for health assessment and surveillance requirements. This shall form part of the overall review into hazardous substances on the site.

- Should a substance require health assessment or surveillance this will be noted on the Chemical Register and a schedule implemented to ensure workers are tested in accordance with product requirements
- All health assessment and surveillance results will be forwarded to the Executive Manager Corporate and Human Services for review, action where required and filing in the site health assessment/surveillance records and on the worker's personnel file.
- This register will be maintained by the Executive Manager Corporate and Human Services for all future health surveillance and will be maintained in accordance with confidentiality guidelines.

17.4.5. Handling

Work instructions and signs shall be prepared and implemented to cover at least the following:

- Incompatibility of substances when mixed (e.g. mixing may result in fire or explosion)
- Precautions when pouring, decanting or transferring substances
- Steps to be taken in the event of a spill or exposure
- PPE to be used with certain substances.

Whenever possible, devices to ensure safe pouring of chemicals shall be utilised. Such devices shall bear the full weight of the container and allow safe control of the pouring operation, to avoid spills and splashes.

In addition, mixing of substances (liquid with liquid, powder with powder, powder within liquid etc.) shall be carried out, whenever possible, within an enclosed space (container or pipe) to prevent the release of fumes or dust.

17.4.6. Storage and Transport

The Manager shall review the storage and transport required of each hazardous substance or dangerous goods used on the site to ensure it complies with legislative requirements and the requirements noted on the SDS. All discrepancies shall be noted in the review and corrective action identified, logged on the WHS corrective action register and corrective action implemented

Under no circumstances are hazardous substances to be left uncontrolled in the workplace (i.e. in office areas, print rooms etc.).

17.4.7. Chemical Register

A register shall be maintained at each workplace of all hazardous substances and dangerous goods. A copy of the manufacturer's SDS is to be filed on this register.

The register is to be kept up to date. New substances must be added to the register by the Manager as they arrive at the workplace, and any substances disposed of or no longer used are to be removed from the register.

The register will include:

- Types
- Quantities kept
- Location used and storage
- A reference to the relevant
- SDS
- Date of risk assessment (for hazardous substances) and
- Health surveillance requirements of the product.

17.4.8. Training

All workers who may be exposed to hazardous substances or dangerous goods shall be adequately trained in:

- Hazard identification
- Handling of hazardous substances and dangerous goods
- Limits to exposure
- PPE requirements
- Symptoms of exposure and incident reporting requirements
- Emergency procedures
- First aid and treatment exposure.

These sessions shall be held for each substance used and shall include re-training.

17.4.9. Spills

When a spill of any chemical substance occurs in the workplace, the Safety Data Sheets (SDS) shall be accessed to determine the actions to be taken to clean up and dispose of the spill.

Only workers with appropriate training are to participate in the clean-up of chemical and hazardous substance spills.

- Appropriate personal protective equipment must be used in accordance with the SDS.

17.4.10. Disposal

- Any disposal of unwanted hazardous substances shall be carried out by licensed disposal companies and shall be in accordance with applicable legislation.
- Disposal of hazardous substances and dangerous goods down sinks is prohibited.

17.4.11. Inspections

- Inspections of hazardous materials and dangerous goods shall be undertaken as part of the workplace inspections using the Workplace Inspection Report.

17.4.12. Areas with Flammable Gases and Dusts

- All hazardous areas shall be classified, delineated and documented in accordance with relevant standards noted in AS2430 Part 1 and Part 2. This classification shall be included as part of the design process for new facilities. Following any changes in hazardous substances usage a further review shall be conducted against these standards to determine whether the extent of hazardous areas has been affected by the change, and where appropriate, corrective action noted and implemented to rectify any non-compliances noted.
- All hazardous areas shall be:

Documented and detailed on layout drawings, including elevations and areas if necessary

Noted in a register of all hazardous areas

Be made available to Emergency Services

Be clearly signed and marked and

Where required, a barrier is to be erected to prevent inadvertent or unauthorised entry.

- All hazardous areas shall be reviewed to ensure that control measures are in place and adequate to prevent the uncontrolled presence of ignition sources in these areas. This shall include:

Lighters and matches

Electronic equipment

Spare and flame-producing equipment (e.g. welding, drilling, chipping, grinding etc.)

Portable electrical equipment or electronic equipment (e.g. electrical power tools, cameras, mobile phones etc.)

Forklifts other than flameproof forklifts

And any other item, equipment or activity which may constitute an ignition source.

- All equipment used for transport, handling and storage of powered, potentially combustible materials, shall be assessed and if required, fitted with suitable explosion venting, so as to ensure that any explosion within the equipment, is vented or contained and does not present a hazard to worker or property.
- A Hot Work Permit shall be obtained for any work required in hazardous areas.

17.4.13. Asbestos

- Prior to commencing work on site, a review of the site for asbestos occurs, and an asbestos register is completed. All workers are trained in the location of the asbestos and instructions on working in vicinity of asbestos.
- If there is believed to be asbestos identified on site, workers are informed of the asbestos and an approved asbestos contractor is hired to remove the asbestos. If there is no requirement for the asbestos to be removed, the asbestos is clearly labelled, and an asbestos register is updated.

17.5. Information and Training

Compass Housing Services shall provide the following information and training:

- Hazardous substance and dangerous goods handling, storage, transportation, disposal and emergency procedures
- Asbestos risks and control measures.
- The requirements of this procedure.

17.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- A chemical register is available which covers all areas within Compass Housing Services Co Ltd.
- Hazardous substances risk assessments completed for all hazardous substances
- Material safety data sheets are available for Compass Housing Services Co Ltd.
- Where dictated in the material safety data sheets, health surveillance records are available and maintained on all worker personnel files.

Related Policies:	
Related Procedures	
Forms	Chemical Register
Supporting Documentation	

18. Sharps Policy

18.1. Purpose

Compass Housing Services Co Ltd (Compass) recognises its legal obligation to provide a safe work environment and that the risk of injury from sharp implements requires specific management and control.

For the purposes of this policy, “sharps” includes syringes, scalpels, razor blades, broken glass or any other sharp implement with the potential to cut severely if not handled in a safe manner.

18.2. Scope

Sharps can potentially be contaminated with many different types of micro-organisms and contaminants such as blood, faeces, sewerage, human and animal secretions and whilst the risk from contaminated blood, eg HIV and Hepatitis B is generally well known, all sharps should be treated as contaminated.

18.3. Disposal of sharps

- Sharps (needles, scalpel blades, razor blades) are to be disposed of into approved impermeable sharp containers designated for the disposal of sharps, which complies with AS/NZS 4261 and displays the biohazard symbol (pictured below).



- These units will be installed in vehicles and must be kept in every company vehicle along with an approved first aid kit.
- Leather Gloves must be used at all times when handling sharps.

18.4. Procedure

18.4.1. Disposing of 'Sharps'

Once PRINTED, this is an UNCONTROLLED DOCUMENT. Refer to [U:\Policies & Procedures Current](#) for the latest version.

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- Ensure the container is as pictured above and is fit for purpose (seal unbroken, no cracks etc)
- Bring the container to the needle and syringe or other sharp object
- Ensure you are wearing correct PPE
- Pick up the used needle and syringe or other “sharps” object by the blunt end, away from the point. Do not touch the sharp point of any item
- If the plastic protective cover has fallen off the needle do not attempt to replace
- Put the needle and syringe, or other sharp object point first into the container. More than one can be placed in the container, but do not overfill
- Do not carry the needle and syringe or other sharp unless it is a suitable container
- Once the container full they are to be returned to the office for appropriate disposal.

18.4.2. Dealing with a sharps injury

Please note that a person who has an open wound/s is at greater risk of infection. If an employee sustains a sharps injury:

- Remove contaminated clothing
- Without delay gain first aid assistance
- Wash the injured area thoroughly with soap and water
- If the eyes are involved, rinse with running water or saline
- Administer appropriate first aid for any bleeding area or embedded objects
- Whenever possible, keep the “sharp” or contaminated object or any material that has caused the injury. Testing may need to be carried out to establish the risk level.

- All employees who sustain a sharps injury in which there is any risk of contamination must attend a registered medical doctor for assessment, advice and if necessary counselling
- All employees must report the incident on the approved Compass form within twenty four hours as described in Compass policy.

18.4.3. Exposure classification and risk factors

- The registered medical doctor will assess the level of risk to determine if further medical management is required.
- If the source of contamination is unknown the employee must be tested for Hepatitis B and receive a Hepatitis B Immunoglobulin vaccination.
- If there is any risk of HIV infection, testing shall be arranged (three months post injury) and counselling provided.
- If there is a risk of Tetanus, the injured employee will require a Tetanus Immunoglobulin.

18.4.4. Coverage for medical expenses

- Injured employees will be required to lodge a worker's compensation claim.
- Please consult the Executive Manager Corporate and Human Services for assistance.

19. Plant Safety Procedure

19.1. Purpose

This document is designed to eliminate the potential risk to health and safety from unsafe plant and equipment, including use of equipment in traffic situation such as forklifts and vehicles.

19.2. Scope

This is a company-wide procedure all applies to all areas of Compass Housing Services.

19.3. Responsibilities

Managers will be responsible for:

- Providing safe systems of work associated with plant
- Ensuring that plant is used, handled, stored and transported without risk to health and safety
- Providing information, instruction, training and supervision regarding plant, as is necessary, to enable workers to perform work involving the use of plant without a risk to the health and safety of themselves or others
- Providing personal protective equipment where it is not practicable to control the risks associated with plant by any other means
- Where appropriate, controlling risks associated with some hazards through the use of safeguards, (e.g. guards, fencing, enclosures or safety devices)
- Where appropriate, ensuring an effective alarm system is provided for moving plant which may endanger any person when plant is started and there is not a clear view of the plant from the control panel or operator's station to warn people of an imminent start-up
- Controlling all hazards associated with substances released by plant (e.g. oil, fumes, noise etc.)
- Ensuring noise levels are not a risk to hearing or health. If the noise levels are not controlled, or cannot be controlled at the source, serious consideration should be given to ways of controlling the effects of noise once the plant is in the workplace
- Ensuring all plant is provided with appropriate hand holds, standard attachments for lifting gear and appropriate lifting gear when required

- Ensuring that plant is used only where it is capable of performing safely within the design criteria and manufacturer's instructions
- Ensuring all plant is serviced, maintained, repaired, modified or cleaned according to the manufacturer's specifications for servicing or, in the absence of such specifications, in accordance with other proven and tested procedures
- Ensuring servicing of all plant/equipment is carried out without risk to health and safety.

Executive Manager Corporate and Human Services will be responsible for:

- Ensuring each department develops a Plant Register
- Ensuring that the requirements of this procedure have been implemented
- Assisting with the completion of Risk Assessments.

Workers will be responsible for:

- Using plant for the purpose it was designed for;
- Operating plant in line with applicable safe work procedures and training;
- Operating plant in line with the requirements of this procedure;
- Assisting in the completion of risk assessments as required;
- Informing management of any hazards/issues relating to the use of plant;
- Providing management with copies of licences/tickets relevant to the operation of plant and equipment.

19.4. Procedure

19.4.1. Existing Plant

- The following tasks shall be implemented for all plant currently owned, leased or hired by **Compass Housing Services Co Ltd.** department at commencement of this procedure. **Compass Housing Services** will develop a Plant Register which shall include:

Name of plant

Identification/Serial Number of plant

Plant location

Intended Use

Details of whether plant is owned, hired or leased
Licence/Registration number (where required)
Licence/Registration Expiry date
Inspection details
Maintenance schedules and history of alterations made
Date of Risk Assessment and ratings following assessment.

- Upon development of the site Plant Register the Manager, with the assistance of the maintenance worker, will schedule a risk assessment for all plant noted on the Register. All risk assessments shall be conducted using the Risk Assessment/ Worksite Hazard Management Form and will include:

Inspection of the plant and the surrounds (this will consider not only normal operation of the plant but maintenance, cleaning and repair of the plant)
Discussions with workers who work in the vicinity or use the plant
Review of accident and first aid records relating to the use of the plant
Review of the plant against safety Standards, manufacturer's instructions and hazard alerts.

- Upon completion of the risk assessment each hazard identified will be noted on the Risk Assessment Worksheet and provided with a risk rating.
- The Manager and worker will identify corrective actions to reduce the level of risk and note these under Corrective Actions on the Risk Assessment. (PPE shall be relied on only if other methods are not practicable). NB. Where corrective actions are identified these shall be recorded on the WHS Corrective Action Register and programmed for correction according to risk level.
- Upon completion of the risk assessment a Safe Work Procedure/Work Instruction shall be developed for the Plant.
- All Risk Assessments will be filed on the supporting documents file for future verification and a copy shall be forwarded to the consultative meeting for tabling.
- Corrective action implementation will be monitored at each consultative meeting until all actions are complete through the review of the WHS Corrective Action Register.
- All plant will be assessed for continued safety compliance as part of the site inspection schedule.

19.4.2. New Plant

- The Managers will include all new plant/equipment on the Plant Register and will file a copy of the completed risk assessment in the Plant Register file.
- The Managers will advise during consultative meetings of the new purchase/hire/lease.
- The Manager will schedule a risk assessment for the new equipment using Risk Assessment and all corrective actions shall be recorded on the WHS Corrective Action Register.

19.4.3. Modification of Plant

Upon modification of plant the Manager/ Supervisor/Team Leader will schedule a date for completion of a new risk assessment prior to re-commissioning the plant/equipment.

19.4.4. Training Worker on New Plant

- Upon completion of the plant risk assessment the Manager, Team Leader during consultative meetings will develop a safe work procedure/work instruction for the plant assessed.
- Upon completion of the safe work procedure the Team Leader will issue a copy of the safe work procedure to all workers and will train workers in the safe work requirements of the plant or equipment.

19.4.5. Registration of Plant and Equipment

- Any plant requiring registration or license by an authority will be noted on the site Plant Register. This notation will include the expiry date of registration or license
- All Managers/ Supervisors/ Team Leaders shall ensure that all plant and equipment has a current certificate of registration or license and that a copy of the registration is displayed at the plant/equipment place of use.

19.4.6. Inspection and Maintenance

- **Compass Housing Services** shall establish a schedule for regular inspection and maintenance of plant/equipment in accordance with manufacturer's instructions for all plant noted on the Plant Register. All inspections and maintenance reviews shall include as a minimum:

Verification of safety devices and guarding
Verification of emergency stop buttons

Verification of braking systems and other emergency controls.

NB. All maintenance conducted on plant and equipment shall be recorded and filed on the site supporting documents file.

19.4.7. Machine Guarding

- Where a risk of injury has been identified as part of a risk assessment, which could be controlled by machine guarding, i.e. access to moving parts or cold or hot parts (these are samples only), then guards shall be considered where access is not necessary for operation, inspection, maintenance or cleaning.
- All guards shall be designed and installed so as not to interfere with the normal operation or maintenance of the equipment but to provide safety to worker using the equipment.
- When guards are installed in narrow access ways or other cramped spaces, consideration shall be given to ensuring that means of escape are not restricted and that the guarding does not create a new hazard (e.g. barriers with sharp edges).

19.4.8. Safety Devices and Interlocks

- Where guarding is considered insufficient or easy to tamper with, the erection of barriers or fences shall be considered.
- Where guards have been fitted but access may be required, interlocks shall be fitted to prevent the starting or operation of the machine if the guard is removed or tampered with. Interlocks shall be designed so that they as difficult as is practicably possible to tamper with or bypass and will be in accordance to Australian Standards.
- Interlocks shall also be fitted to all items of equipment which may present a hazard if removed or changed (e.g. Openings on tanks under high pressure, etc.). Such interlocks shall prevent the cover, door or lid from being opened whenever hazardous conditions exist.
- Where required, presence sensing devices (including light beams and curtains), which can sense the presence of a person or a part of a person shall be fitted and connected so as to prevent the plant from starting or operating wherever a person may be harmed. The automatic stop shall be designed so that moving parts cannot be reached until the machine has come to a complete halt. Particular care shall be taken when interlocks and automatic stops are fitted to machines where an unscheduled stop may create additional hazards.

- Remotely started or operated plant shall be fitted with presence sensing devices, and a warning sign with a flashing light and loud warning sound which operate prior to starting.

19.4.9. Overriding of Guards or Safety Devices

- Where overriding of machine guarding is unavoidable (eg for production purposes, or where stopping the machine would create more hazards than the overriding of a guard) the overrides shall be strictly controlled. This shall include at least the following:

Secured arrangements for approval to override guards (ie operable only by a key held by the Manager)

Detailed work instructions covering the precautions to be taken when guards are overridden

Thorough training of worker required to work with, or in the vicinity of, overridden guards.

- Where it is necessary to operate a machine without complete guarding (eg during installation or commissioning) strict measures shall be in place to prevent unauthorised access to the machine and to protect the safety of the worker involved in the operation.

19.4.10. Tampering with Guards and Interlocks

Work instructions shall be prepared and issued, to prohibit tampering with guards or interlocks and to define the circumstances where access to guarded parts is safe.

19.4.11. High Pressure Plant and Equipment

- All high pressure plant and equipment shall be registered and shall include the following:

A unique identification number or serial number

Information related to the design and specification and manufacturing

Records of testing, modification, maintenance and repairs

Any other relevant details relating to equipment history.

- Compass Housing Services shall establish a maintenance program to ensure that examination of pressure equipment is carried out according to legislative requirements and manufacturing standards. This shall include, but not be limited to, the following:

Inspections to detect fatigue, corrosion, cracks, built-up deposits, etc.

19.4.12. Cranes and Lifting Equipment

- **Compass Housing Services** shall establish a maintenance program to ensure that all cranes and lifting equipment are regularly inspected, tested and maintained in accordance to manufacturer standards. This shall include, but not be limited to, the following:

Inspections of load bearing capacity
Inspections of emergency devices.

- In addition to the above **Compass Housing Services** shall develop a specific work instruction for each type of lifting equipment used which will include guidance on operation, inspection, testing and maintenance requirements.
- All operators using cranes and lifting equipment shall be appropriately trained in the work instruction for that equipment. This shall include training in equipment capacity, types of loads to be carried, and the danger of overloading. Where applicable operators shall hold an appropriate certificate of competency in accordance with the National Guidelines for Occupational Health and Safety Competency Standards for the Operation of Loads-shifting Equipment and Other Types of Specified Equipment.

19.5. Information and Training

Compass Housing Services will provide information and training to all relevant workers in:

- How to conduct risk assessments
- The requirements of this procedure.

19.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- The development, maintenance and review of a Plant Register
- Completion of risk assessment for all plant.

Related Policies:	
Related Procedures	

Forms	Plant Register
Supporting Documentation	

20. Working Alone or in Isolation Procedure

20.1. Purpose

This procedure is designed to ensure the safety of **Compass Housing Services** workers working in remote/ isolated work area.

20.2. Scope

This procedure applies to workers who work in remote/ isolated areas for example, where there are poor or no mobile phone coverage, and Compass Housing Services workers responsible for tracking personnel movement as part of their duties.

20.2.1. Responsibilities

Managers/Key Personnel will be responsible for:

- Workers being aware of this procedure and following it;
- Primary points of contact are in place, and hand over procedures are working;
- Documentation is kept for all movements and filed away for future verification;
- Any escalation of personnel being unable to be contacted is reported to the Senior Management.

20.3. Procedure

Each department must have documented risk assessment and procedures on how they will ensure the safety of workers who work alone or in isolation. This must include:

- Identification of roles of those working alone or in isolation;
- How to ensure workers safety and ongoing communication;
- Procedure to follow if there is an emergency and;
- Escalation reporting requirements.

20.4. Information and Training

Compass Housing Services will provide information and training in the requirements of the departmental procedure.

20.5. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- There is a risk assessment and procedure in place within each department which eliminates or reduces all risks of working alone or in isolation as far as reasonably practical.

Related Policies:	Risk Management Work Health and Safety
Related Procedures	Working After Hours Procedures
Forms	Risk Assessment
Supporting Documentation	

21. Working from Home Procedure

21.1. Purpose

Compass Housing Services Co Ltd workers may be given approval to work from home as part of a flexible working arrangement in order to balance family and work obligations. The purpose of this procedure is to outline the steps to be taken to assess and control the Work Health and Safety risks which may arise from working from home.

21.2. Scope

This procedure applies to all Compass Housing Services Co Ltd employees

21.3. Conditions

A home-based work arrangement is a voluntary and cooperative arrangement. Each application for a home-based work arrangement will be considered on a case-by-case basis and approved by the Chief Executive Officer or delegated representative.

21.4. Definitions

Managers

Senior Management, Team Leaders and Supervisors include the management team, and all workers who are responsible for managing workers and/or contractors working under their supervision, or in areas under their control.

Health and Safety Representative (HSR)

A Health and Safety Representative nominated and elected by employees at a workplace in accordance with the relevant legislation.

Worker

Worker is an employee, independent contractor, volunteer or work experience student who is carrying out duties for Compass Housing Services in premises under the control of Compass Housing Services

Risk

Risk is the effect of uncertainty on objectives. In the context of workplace health and safety, risk means exposure to the chance of injury or loss. For example; the possible impact on the wellbeing of workers from failure to provide adequate facilities.

Working from Home

Working from home means working from a nominated residence

21.5. Responsibilities

Managers:

- Consult their workers on identification, assessment and control WHS risks which may arise from working from home.
- Provide workers and HSRs (if they have been elected) with information on WHS issues in a timely manner in an easy to understand form
- Consult with HSRs and WHS Committee (
- Diarise or minute any discussions on WHS issues
- Ensure the worker has completed and returned the [Working from Home Agreement](#)

Workers

- Should participate in identification, assessment and control of WHS risks.
- Must notify their Manager if there are any changes to their office or residence or their place of residence and provide an updated Working from Home Approval form

21.6. WHS Requirements

Compliance with Compass Housing Services WHS policy is required at all times.

The worker must notify their Manager of any accident, injury or near miss which occurs in the course of performing their duties. Accidents, incidents near misses and hazards must be reported and investigated in accordance with Compass Housing Hazard and Incident Report procedure.

21.7. Working from Home

Compass Housing Services recognises the benefits of flexible work arrangements for workers. Workers benefit from increased flexibility in work schedules which provides greater opportunity to balance work and family life. Compass Housing Services benefits by attracting or retaining skilled workers.

Working from home may also be an option to consider in developing a Return to Work program to assist an injured worker to return to work. For Return to Work arrangements see Compass Housing Return to Work Policy and Return to Work Program.

21.8. Approval for Home Based Work

- Compass Housing Services is responsible for the health, safety and welfare of the employees at work and whilst working at the approved home-based site. Compass Housing Services requires the employees to ensure as outlined in paragraphs 2.2-2.4 the site and equipment to be used are in accordance with the provisions of the work health and safety (WHS) legislation and Compass Housing Services WHS policies and procedures.
- The employee is responsible for all costs associated with compliance of the home-based work unless otherwise approved by the Chief Executive Officer (CEO) or delegated representative.
- Prior to a employees being granted approval to commence a Home-Based Work Agreement the employees will designate the area in the home to be used as the workplace and complete the working from home risk assessment and checklist (detailed in this document)
- The employee agrees to cooperate with the Compass Housing Services in all measures to ensure that the home-based worksite conforms to acceptable WHS standards. Prior to the commencement of this arrangement the employee's manager will ensure WHS education is provided for the employees and the times.
- Compass Housing Services policies, which apply at the employee's usual place of work, shall, as far as practicable, apply in carrying out work at the home-based worksite. Policies shall be available at all times.
- The employees consents to the Compass Housing Services having access by specified Compass Housing Services personnel to visit or inspect the home-based worksite at mutually convenient times within business hours with a notice period in writing not less than 24 hours. Such inspection shall take place within designated working hours. Compass Housing Services may inspect the home-based worksite with an appropriately qualified person to ensure that the environment complies with the Compass Housing Service's statutory obligations to provide for the health, safety and welfare of the employees.
- In the event of a dispute arising on an issue of health, safety or welfare of the employees and for the sole purpose of resolving the dispute, the employees consents to a duly appointed Group WHS Representative of Compass Housing Services entering the home-based worksite given a notice period in writing of no less than 24 hours. Such inspection shall take place within designated working hours. It is agreed that the employees has a right to have a third party present during visits from the Compass Housing Service's representative.

- The employees agrees to notify his/her manager as per Compass Housing Services Incident Notification Procedure of any work related accident, injury, illness or disease arising out of a home-based work arrangement using the Compass Housing Services Hazard and Incident Report reporting system.
- It is agreed that the employees will notify his/her manager and complete an updated Working from Home Checklist immediately when any alterations to the home-based work space or location of technical equipment have been conducted. Depending on the nature of the alterations the manager may or may not approve the working from home arrangement.

21.9. Review

It is agreed that in cooperation with the employee's manager a review will be undertaken by the Human Resource Manager, in conjunction with the CEO and relevant Executive Manager at any time, to assess the impact of the arrangement on the employees and the work unit. If it is deemed the working from home arrangement is no longer appropriate due to the duties of the position, that the arrangement has or if the employee has breached the agreement the home based work arrangement can be cancelled immediately.

21.10. Disputes

It is agreed that any grievance or dispute arising out of this agreement shall be facilitated in accordance with the procedures outlined in Compass Housing Services Grievance Procedure or employees contract of employment whichever is applicable

22. Emergency Management Procedure

22.1. Purpose

This procedure provides a mechanism to ensure all necessary response procedures exist in Compass Housing Services through which emergencies, including business interruption, can be controlled and coordinated to minimise the severity of the outcome following an emergency and ensure all workers are evacuated safely.

22.2. Scope

This procedure is a company-wide procedure and applies to all areas of Compass Housing Services Co Ltd.

22.3. Responsibilities

Managers will be responsible for:

- Ensuring an Emergency Plan is developed and implemented in their location;
- Ensuring all workers under their control are aware of and understand the emergency plan and procedures.

Executive Manager Corporate and Human Services will be responsible for:

- Ensuring the requirements of this procedure are complied with.

Workers will be responsible for:

- Ensuring they comply with the requirements of this procedure;
- Participating in an emergency drills as required;
- Adhering to the requirements of the emergency plan in the event of an emergency, in line with the information and training provided.

22.4. Procedure

22.4.1. Site Assessment

- The Site Manager shall carry out a risk assessment on their location to determine the likely emergency risks to which the location may be exposed to. This assessment will consider the following:

- The identification of critical machinery or processes which could cause a problem if disrupted for any reason. The results of this assessment will form the basis for all future site-specific emergency procedures and all corrective action will be noted on the corrective action register.
- A review of all emergency equipment (including but not limited to emergency power, dives and lighting, breathing apparatus, emergency showers and stretchers) to ensure it is provided where applicable, maintained and adequately meets the site requirements.
- A review of emergency training records to determine if all personnel are adequately trained to meet the requirements of the site emergency plan.

22.4.2. Liaison with News Media

If there is any reason for the news media to become interested in any emergency in **Compass Housing Services**, is involved, no one may comment on any aspects of the emergency to the news media unless authorised by the Senior Management to do so.

22.4.3. Review and Maintenance of the Site Evacuation Plan and Emergency Response Procedures

The Site Manager will schedule and run documented six (6) monthly fire drills for the location. At the completion of each drill, the wardens will meet and discuss gaps and room for improvement of the drill which will be added to the corrective action register.

22.4.4. Emergency Plan

Compass Housing Services will use the Emergency Plan template and amend as required to ensure it is specific to the site.

22.5. Information and Training

Compass Housing Services will provide information and training to all relevant workers in the requirements of this procedure.

22.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- All areas within Compass Housing Services will have an Emergency Plan in place

- All areas within Compass Housing Services have a trained emergency response team
- All areas within Compass Housing Services conduct regular drills to test the Emergency Plan.

Related Policies:	
Related Procedures	
Forms	Emergency Plan
Supporting Documentation	

23. Emergency Response Procedures

23.1. Emergency Response Guidelines

These Emergency Response Procedures have been developed to protect staff, contractors, volunteers and visitors in the event an emergency, and to promptly return to normal activities once the threat of emergency has passed.

An emergency may take several forms including:

- Injury or medical emergency;
- Fire or Smoke;
- Emergency Response (which can include natural and/or storm disasters, explosion, acts of terrorism, civil disorder and transport);
- Explosion
- Bomb threat and/or Hold up.

The succession of events in an emergency may not be fully predictable therefore these procedures will serve as a guide and checklist to be modified/adapted as necessary to meet any particular emergency.

The object of these procedures is to provide for the:

- Safety of persons involved in the emergency;
- Control and coordination of effort pending the arrival of appropriate emergency authorities.
- Liaison with authorities during an emergency and housekeeping following its passing.
- For the orderly and practical response to any emergency situation.
- Orderly evacuation, or otherwise, of a building/area under control of Emergency Wardens.
- For the enabling of practice evacuations and other exercises to test responses.

Although these Emergency Procedures have been primarily designed for responding to emergencies in building, they can also be used for emergency situations when working outdoors.

23.2. Procedures

23.2.1. Arrangements for Persons with a disability

- Supervisors of persons (including contractors, volunteers and visitors) with a temporary or permanent disability, that will affect their ability to hear alarms and/or instructions, or to promptly evacuate the building, must make sure that the Emergency Warden is informed as soon as possible.
- The Emergency Warden will then make arrangements to have assistance provided for that person in the event of an emergency evacuation.

23.2.2. Emergency Evacuation Floor Plans, First-Aid and Notice Boards

- Emergency Evacuation Floor Plans are provided at selected locations on office premises.
- Notice Boards located in selected locations on office premises provide information of:

First-Aid Officers – name, location and phone number;
Emergency Wardens– name, location and phone number;
Emergency contact numbers;
Location of First-Aid facilities;
Location of Emergency Assembly area.

23.2.3. Whoever detects an emergency should

- Telephone the Emergency Services on 000 and provide nature of the emergency, the address of the premises where the emergency has occurred and details of any injured person/s.
- Advise all persons in the immediate vicinity and ensuring their immediate safety, and then contact the Chief Warden and provide actions taken to date (ie emergency services contacted, immediate response for injured person/s etc) and the location/s and nature of the emergency. If you are unable to contact the Chief Warden directly contact the Area Emergency Warden, Facilities Manager or Reception and they will contact the Chief Warden.
- On notification of the emergency the Chief Warden and Emergency Warden/s will evaluate the extent of the emergency and the area's ability to control the situation until outside help arrives. If there is **any** doubt about the ability to maintain control, the Chief Warden will order an evacuation of employees, and other persons at the site to the designated emergency assembly point.

The following actions may apply in an emergency:

- In the event of an emergency the Chief Warden may be required to arrange for and supervise the isolation of any plant/equipment and the removal of any material (by competent people) which may become hazardous provided these actions can be taken safely.
- The Chief Warden will be the responsible person to liaise with outside services and advise on state of emergency, extent of evacuation, whether power and other services have been closed off, whether explosive or toxic materials are likely to be affected by the emergency, and the possible effects on the site and the nearby business/residents.
- The Chief Warden and outside services agree on a course of action. The Chief Warden stand by in a safe area until outside services advise the emergency is over.
- First aid personnel will accompany the Emergency Wardens and attend to the injured until the ambulance arrives. Any names of injured personnel should be recorded together with names of hospitals to which injured are sent.
- At the opportune time Human Resources will notify relatives of any staff member admitted to hospital and will liaise with the hospital throughout the situation.
- Media interviews and/or releases will be given/ authorised by the Chief Executive Officer or their delegate the Marketing & Communications Officer.

The following post emergency actions may occur:

- The emergency, if meeting the reporting requirements of a reportable incident under Work Health & Safety Legislation 2011 will be reported to WorkCover Authority by Human Resources as per reporting requirements and appropriate action to be taken on Workers Compensation claims by Human Resources and insurance claims will be managed by the Finance Department.
- The Branch Manager (or delegated senior manager) or the site Facility Manager in consultation with Human Resources and the Chief Warden will lodge the incident through the incident reporting procedure where it will be determined who shall be responsible to fully investigate the emergency, and report these findings through the appropriate channel
- Emergency procedure drills will be held at minimum twice a year.

- Human Resources will arrange for training for all personnel referred to in these procedures

23.3. Chief Warden Responsibilities

23.3.1. Prior Actions

- Location of evacuation routes and assembly points detailed on each building's Site Emergency Plan.
- Location of Master Keys for the premises.
- Location of emergency control valves, e.g. gas, electricity etc., are correctly shown on the Exit Plan.
- Method for contacting Floor Wardens.
- Method for ensuring Emergency Services is contacted.
- A Deputy is trained and available during the absence of the Chief Warden.

23.3.2. Emergency Actions

- Ascertain the nature of the emergency and determine that the appropriate action has been taken or ensure that appropriate action has been taken. Don your helmet and vest.
- Ensure that the appropriate emergency service has been notified.
- Assume control of the situation and receive a status report from the floor warden.
- Ensure the safety of personnel is the first priority and initiate/complete safe evacuation of the area.
- Brief the emergency services personnel and standby for their direction.
- Monitor the emergency evacuation procedure, provide feedback to wardens.
- Maintain control of cordon and designated assembly point.
- Assess need to extend evacuation of other areas as required.
- Disseminate information regarding hazardous substances and dangerous goods stored within affected area to appropriate personnel.

- Facilitate the isolation of potentially dangerous services i.e. gas, electricity etc.
- Facilitate the needs of evacuated / displaced personnel if the evacuation is likely to be prolonged or the conditions indicate the need to cater for shelter, amenities, food & drink access to telephones etc.
- Give the all clear to reoccupy building when appropriate.
- Keep a record of action and decisions

23.3.3. Post Emergency Actions

- Debrief staff involved in emergency procedure and document outcomes and revise procedures as required.
- Notify Human Resources in relation to any injuries to persons at the scene.

NB: The Deputy Chief Warden is required to assume the role of Chief Warden in their absence and shall be guided by the Chief Warden as per the above instructions during an emergency procedure.

23.4. Floor Warden Responsibilities

23.4.1. Prior Actions

- Location of evacuation routes and assembly points.
- Location of Master Keys.
- Location of emergency control valves, e.g. gas, power.
- Method for contacting and alerting Floor Wardens of particular emergencies.
- Method for ensuring Emergency Services are contacted as per Site Emergency Plan.
- A Deputy/s is trained and available during Chief Warden absences.
- Provide induction to new staff and new wardens on emergency procedures.
- Provide the Facilities Manager and Human Resources with the names of all departing wardens in a timely fashion.
- Provide a regular briefing to building occupants on the operation of the Site Emergency Plan.

23.4.2. Emergency Actions

- Determine type and location of emergency as safe to do so.
- Ring the emergency services 000 (if not done so by the person who initially reported the emergency), or ring Reception and communicate with Floor Wardens.
- Maintain calm. If immediate evacuation is required, initiate controlled evacuation
- Prevent persons from re-entering the evacuation zone or building s by nominating a Warden and/or gaining assistance from other persons to man the perimeter.
- Receive reports from Floor Wardens as each section of building is cleared.
- Report current situation to Chief Warden and/or Emergency Services.
- Ensure that all personnel remain at their assembly points, and do not wander off or return to the building until an all clear signal is given.
- If a prolonged absence from the building is envisioned, arrange through Chief Warden for food, drink, shelter and other amenities including toilets and access to telephones are provided.
- Direct all requests for media interviews to the Chief Warden.
- Coordinate reoccupation of the building when the 'all clear' has been given by the Chief Warden or Emergency Service

23.5. Medical Emergency Response Procedures**23.5.1. Steps to manage a medical emergency**

- Assess the area for any dangers that may pose further threat to you, the casualty or others in the area. If possible remove the danger. When the area is safe attend to the casualty (see point 2). If it is not possible to remove the danger or to access the casualty without placing your own life at risk call '000' for help and explain the dangers as well as the medical emergency.
- Assess the casualty. Determine if the casualty is conscious, by asking their name or seeking a response. If there is no response use your first aid training to check airways and position casualty appropriately. If responding apply first aid

to any life threatening injuries that need immediate attention. If someone else is present ask them to call '000' for ambulance assistance.

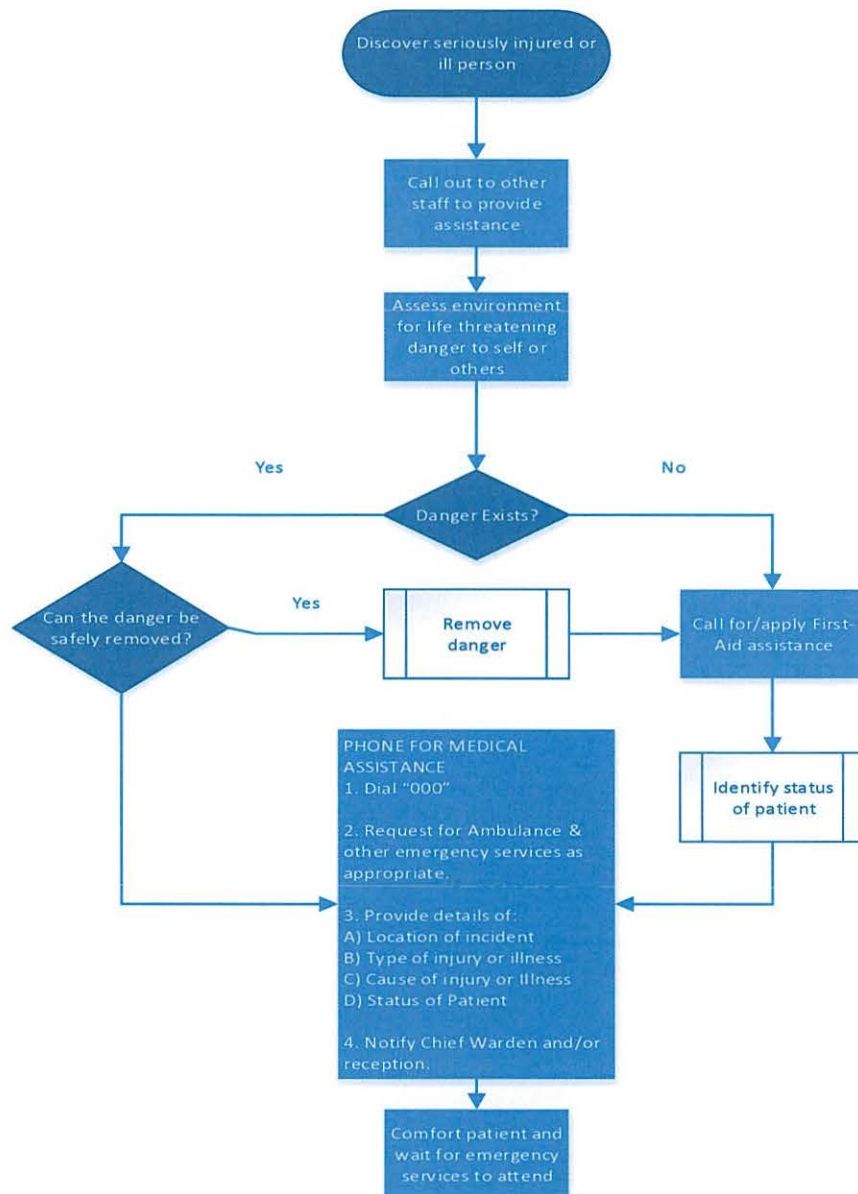
- Check breathing. If they are breathing place in recovery position and call '000'. If the casualty isn't breathing call '000' for an ambulance then begin CPR and continue until ambulance arrives.
- Continue to manage casualty. Follow the advice and instructions provided by the emergency service. Try to keep the casualty comfortable and calm until ambulance arrives. If there is someone else present ask them to contact the delegated First Aid Officer to notify them of the situation.
- If in a location where access is difficult or it is hard to find, arrange for someone

QUICK STEPS

1. Assess the area for any dangers
 - a. If too dangerous to attend to casualty call '000'.
2. Assess the casualty.
 - a. Is casualty conscious?
 - b. If responding apply first aid to life threatening injuries.
 - c. Ask bystander to call '000'.
3. Check breathing.
 - a. If breathing place in recovery position and call '000'.
 - b. If not casualty breathing call '000' then begin CPR.
 - c. Continue CPR until ambulance arrives.
4. Continue to manage casualty.
 - a. Follow instructions of emergency service.
 - b. Keep casualty comfortable and calm until ambulance arrives.
 - c. If someone else is present ask them to contact the First Aid Officer.

to meet the ambulance at an appropriate location to guide them in.

23.5.2. Medical Emergency Response Flowchart



Notes:

- Do not move a patient unless it is unsafe to leave them where they are.
- Where available, someone should wait outside the building to direct emergency services to the incident site.
- Only disturb the incident site as necessary to administer first-aid.

- Report the incident to supervisor/manager.
- Lodge an incident report
- Staff involved in the incident will be provided with de-briefing counselling as necessary through HR.

23.6. Fire or Smoke Emergency Response Procedures

23.6.1. Fire Fighting Equipment

In the event of a fire it is **VERY IMPORTANT** that the correct extinguishing agent is selected for the right application, otherwise it could make the situation worse, or even cause severe injury or death.

The details for which applications a fire extinguisher can be used are provided on the fire extinguisher showing green and white symbols.



Fire extinguishers that are mounted on the walls also have their applications provided on the identification disk.

INDICATORS		TYPE OF EXTINGUISHER		CONTENTS		ELECTRICALLY CONDUCTIVE		CONTENTS		ELECTRICALLY NON-CONDUCTIVE	
CLASS AND OF FIRE	TYPE	WATER	FOAM	DRY CHEMICAL	CARBON DIOXIDE	HALON					
A	Ordinary combustibles (wood, paper, etc)	✓ YES MOST SUITABLE	✓ YES	✓ YES	✓ YES	✓ YES					
B	Flammable liquids	✗ NO	✓ YES SPECIAL FOAM REQUIRED FOR ALCOHOL-TYPE FIRE	✓ YES	✓ YES	✓ YES					
C	Flammable gases	✗ NO	✗ NO	✓ YES	✓ YES	✓ YES					
D	Combustible metals	✗ NO	✗ NO	✗ NO	✗ NO	✗ NO	USE SPECIAL PURPOSE EXTINGUISHERS ONLY				
(E)	Fire involving live electrical equipment	✗ NO	✗ NO	✓ YES	✓ YES	✓ YES					

23.6.2. Fire/Smoke Emergency Flowchart

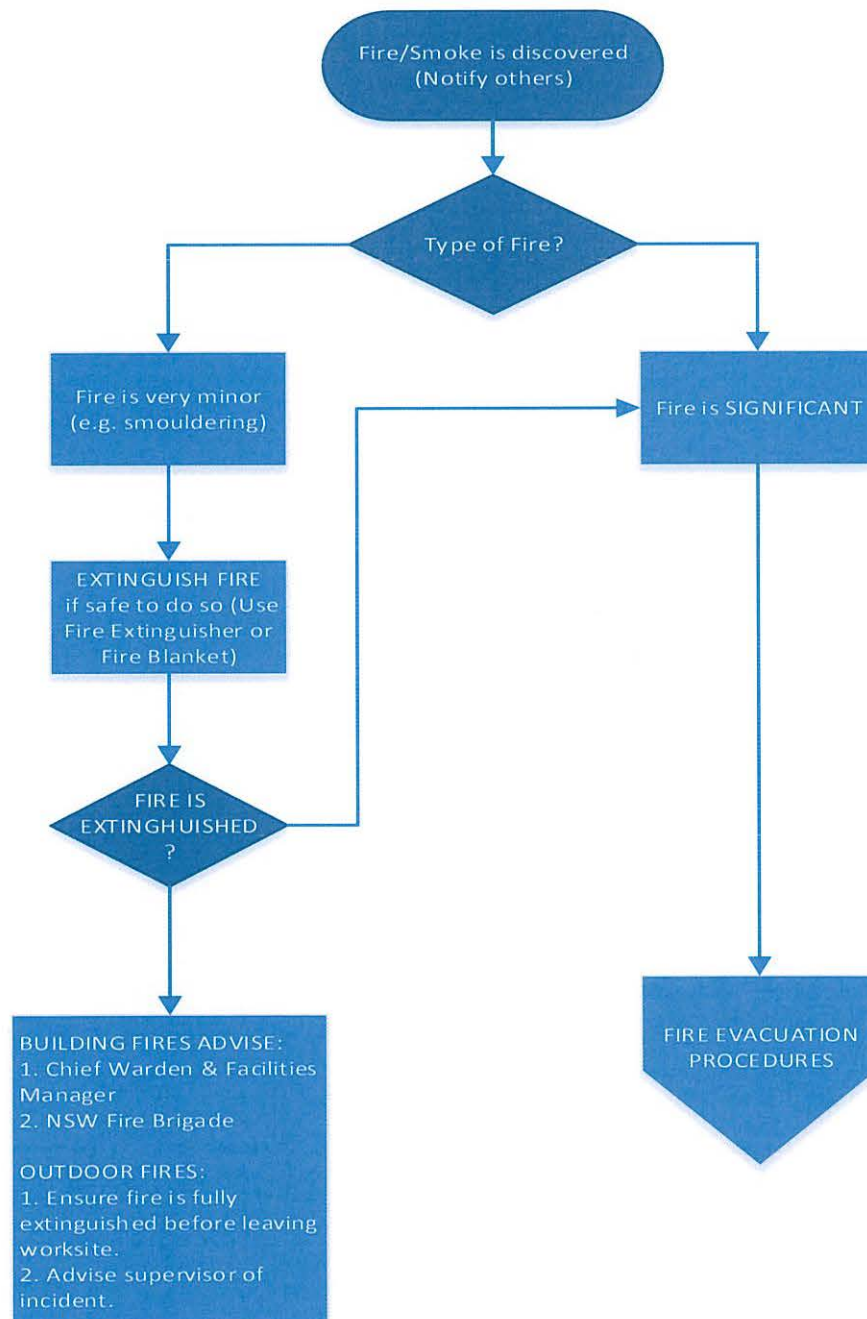
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Follow the flowchart in the event of discovering fire or smoke.



23.6.3. Fire Extinguisher Operation

Know the PASS-word for using portable fire extinguishers.

Pull the pin. Test it to the side.

Aim low, pointing the extinguisher at the base of the fire.

Squeeze the handle. This releases the extinguishing agent.

Sweep from side-to-side, at the base of the fire until it appears to be out.

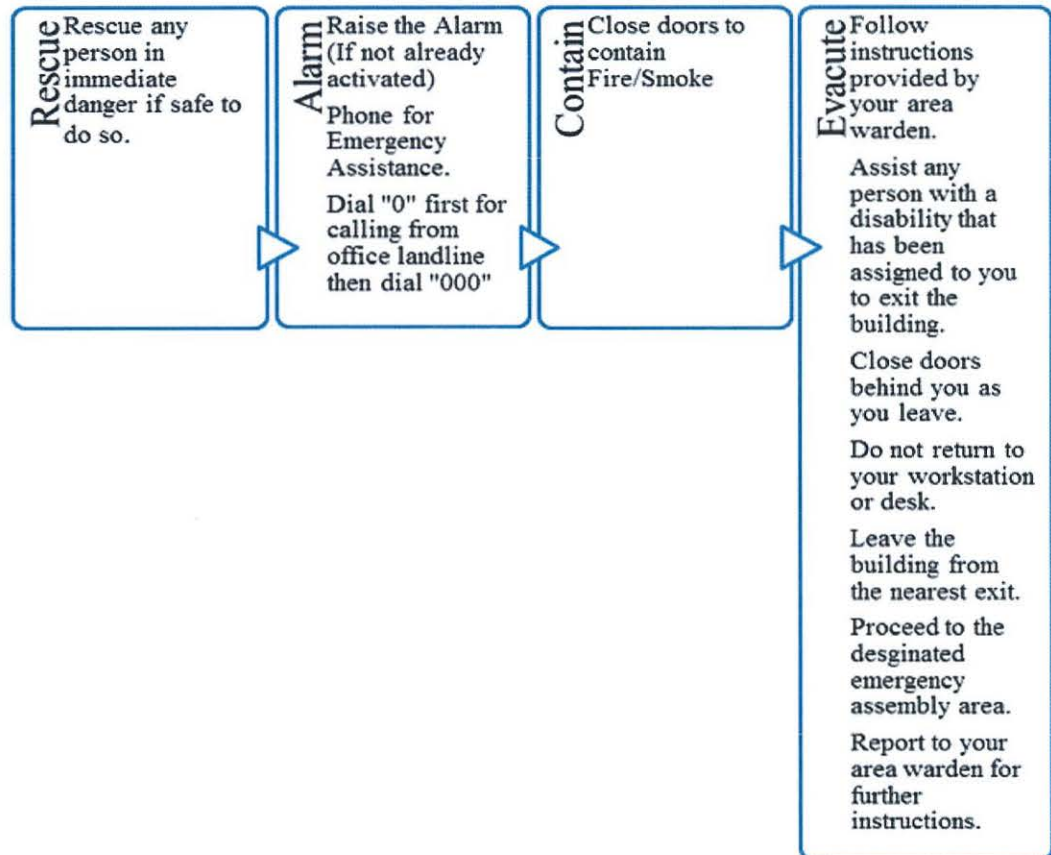
Notes:

- Always test extinguisher before approaching fire.
- Remember, fire extinguishers are for small fires only, so never put your life in danger when using them.

23.6.4. Fire/Smoke – Evacuation Procedure

Follow the below flowchart in the event of fire.

FIRE/SMOKE EVACUATION PROCEDURES



STANDARD FIRE ORDERS

ACTIONS to be considered on discovering a **FIRE:**

R “Rescue”

Rescue any person/s in immediate danger if safe to do so

A “Alarm”

Raise the alarm and follow the emergency evacuation procedures and instruction of wardens.

C “Contain”

Close doors to contain fire.

E “Extinguish”

Attempt to extinguish the fire only if you are trained and it is safe to do so.

Evacuate the building, if the emergency evacuation siren sounds and/or you are verbally advised to evacuate. Follow all instructions of the Wardens and evacuate to the Assembly Area.

23.7. Bush Fire Emergency

During periods of high bush fire alert, staff and Work experience students should not access their Compass Housing Services' offices or Compass Housing Services' buildings outside of normal office hours for non-essential activities.

The following procedures are provided for your safety and welfare at Compass during times of high bush fire alert:

NO WARNING – CAUGHT AT WORK IN A FIRE STORM

- Close all doors and windows in your immediate vicinity.
- Call emergency services (000) if possible.
- Proceed to a safe area within your building, preferably at ground floor level and away from windows and glassed areas.
- If available, have fire extinguishers and fire hoses ready.
- Remain inside until fire storm has passed.

VERY SHORT NOTICE OF BUSH FIRE WHILE AT WORK

- Chief Wardens and Emergency Warden/s to take control.
- Evacuate buildings and site immediately and in the quickest and safest manner possible.
- Your personal welfare is paramount; do not attempt to save or to protect your personal or company owned property.
- Floor Warden/s to report to Chief Warden when buildings and site are evacuated and secure.

FORMAL, ADVANCED WARNING OF POTENTIAL BUSH FIRE DANGER WHILE AT WORK

- Head of Branch (or nominee) to authorise Chief Warden to arrange for buildings to be evacuated and secured.
- All staff to secure individual work areas – closes windows and pull blinds, turns off all electrical appliances and close doors.
- All staff to proceed to assembly point.
- Chief Wardens to ensure all buildings are vacated.
- Staff briefed at assembly point.
- Emergency Wardens and Building Managers report to Chief Warden.
- Chief Warden to 'lock down/ close' Branch.

23.8. Personal Threat: Verbal or Physical Harassment, Abuse and Assault Procedure

These procedures provide guidance to staff and others occupying premises at Compass Housing Services to enable the premises to be “locked down” in a considered and authorised response to a perceived or declared threat on the premises.

This building lockdown procedure focuses to all Compass Housing Service’s facilities whether they are fitted with electronic locking devices or a traditional key operated lock.

A lockdown is designed to protect the occupants of a premise from an external threat by providing a barrier between themselves and the threat.

The following are examples of threats where the most appropriate response will include the lockdown of a building:

- An aggrieved person that may have the intent to cause harm.
- An armed person.
- Civil disobedience or protest.

Advice from wardens, Security and the emergency services must be followed.

23.9. Definitions

Lockdown	A process of securing a building or an area to protect its occupants in response to a threat that may have the potential to cause harm to persons within the building or area.
Lockout	A process of securing an external site to prevent access to that site.
Threat	A situation that has the intent or possible intent, that if enacted may cause harm or endanger the safety of persons or assets/property

23.10. Responsibilities

Workers

All Compass Housing Services workers have a duty of care to themselves and others (ie visitors, work experience students, volunteers etc) and all individuals shall act in a manner that does not place themselves or others at risk.

23.11. Procedures

- The notification to undertake a building lockdown may come from a variety of sources depending on the nature of the threat itself. The threat may be identified by a staff member, staff at a nearby facility or other.
- On declaration of the threat, wardens should direct occupants as per the following instructions:

23.11.1. General Lockdown

- To successfully lockdown a building the Emergency Warden shall direct staff to secure (lock) all external doors and windows in an expedient manner.
- This may require authorised staff to lock the building down electronically or lock the buildings door with a key.
- Depending on the nature of the particular threat, consideration should also be given to the locking of appropriate internal doors to place further protective barriers between staff and the threat. Care should be taken that this action is used to provide increased occupant safety and does not inadvertently create egress issues or zones that may trap the occupants.

23.11.2. Consider Extent of Threat

- During the initiation of the building lockdown it is important to consider how the threat may impact on the occupants of neighbouring buildings and nearby branches.
- The Building Warden originating the first lockdown shall arrange for neighbours in close proximity to their building to be advised of the lockdown and the nature of threat. Subsequently, the occupants within a building who have been made aware of the threat shall consider and implement an appropriate response to secure their buildings.

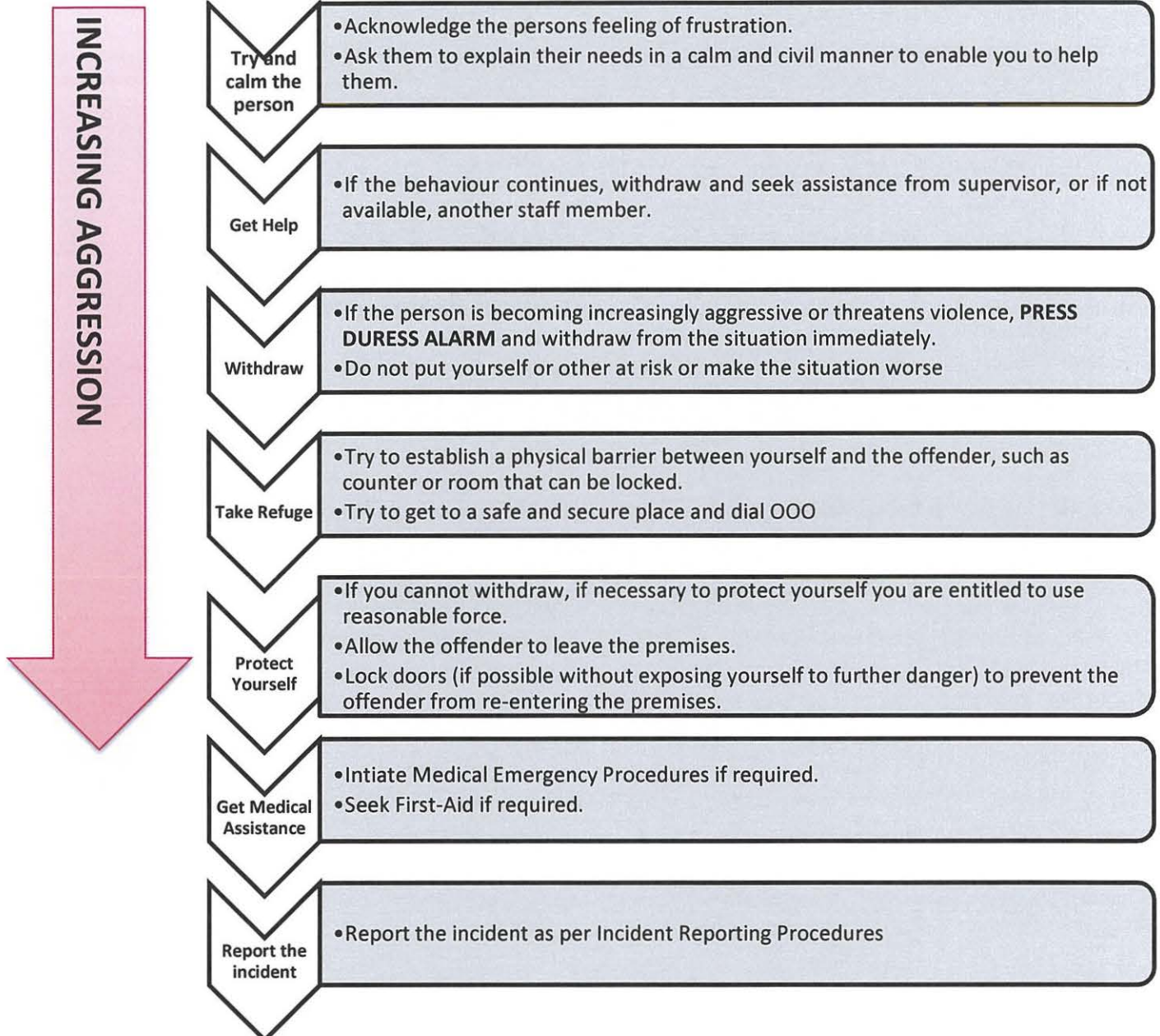
23.11.3. Emergency services notification

- As soon as possible initiate the emergency responses process by notifying the appropriate emergency service (police) and facility manager.
- Provide as many details as available, including: identify yourself, provide a clear and calm description of the threat; clearly identify your city, your branch, the building name; building number and the road/street address and the closest branch street intersection.

23.11.4. Re-establishing normal access

Once a building has been locked-down it shall remain that way until the "All Clear" is given by the Facility Manager, Chief Warden or the Emergency Services.

23.11.5. Steps to Manager Threat/Incident of Physical or Armed Assault.



Notes:

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Initiate Medical Emergency procedures as appropriate.

Contact Human Resources to assist staff and other eye witnesses to contact their families to advise of the situation and to arrange post traumatic stress counselling if required through the EAP program and to assist staff and other witnesses with transport, where required.

23.11.6. Armed Hold-up Procedure

**SURVIVAL IS THE FIRST RULE DURING AN ARMED HOLD UP/PROTECT YOURSELF,
NOT MONEY OR GOODS**

Follow these steps below during an armed hold-up:

- **Stand still:**

Identify the situation

Keep your hands where they can be seen and do not make any sudden or quick moves

Stand slightly side on to the robber (a submissive position)

Do not use the telephone or PA system

- **Obey the robber's instructions:**

Do exactly what you are told

Allow the robber(s) to leave

The sooner they leave, the safer for everyone

- **Remain calm and quiet:**

Speak only when spoken to

Avoid shouting or provoking the robber(s)

Be submissive and avoid drawing attention to yourself

Avoid staring at the robber(s) and/or making direct eye contact

- **Observe, if you can, safely:**

Make a mental note of the robber's appearance eg. Clothes, hair, colour, weight, scars, tattoos.

Assess robber's height on doorway when leaving.

IF safe, observe get-away car, make, model, year & registration number.

- **Stay put of the danger area:**

The robber is in control – Do not try to “out smart” them
During the hold-up, do not investigate out of curiosity or bravado.

- Stay where you are, do not chase:

Leave this to the police

Observe the direction of departure

If safe, lock the door after the robber has left to prevent them from re-entering.

- Call the Police:

When it is safe call the Police. If call from a landline dial “0” then “000”

Make a full report to the Police before discussing the hold-up with other staff.

- Seal off the hold-up area:

Evidence must not be touched

Any interference may destroy vital clues.

- Ask witnesses to remain:

The most senior staff member in charge should ask all witnesses to remain.

The Police may want to interview them.

Notes:

- Initiate Medical Emergency procedures as appropriate.
- As soon as practicable after the incident, have staff lodge incident as per Incident Notification Procedure
- Allow/assist staff and other witnesses to contact their families to advise of the situation.
- Assist staff and other witnesses with transport where required.
- Staff involved in the incident will be offered to be debriefed by their supervisor/s and access to post-trauma counselling, as necessary.
- Witnesses are to complete an [Offender Identification Form](#) in the event an Armed Hold Up has occurred.

23.11.7. Bomb Threat Evacuation Procedures

The following steps are implemented in the event of a bomb threat:

ANNOUNCEMENT TO STAND-BY OR COMMENCE BUILDING EVACUATION

BOMB THREAT EVACUATION PROCEDURES WILL BE ACTIVATED IN 1 OF 3 METHODS:

1. By alarm activation (same as Fire Evacuation Procedures)
2. By announcement over the P.A. System (where applicable)
3. Announced by Chief/Emergency Wardens.

For methods 2 & 3 staff will be advised to:

1. "Stand-by to evacuate" while any bomb threat investigated.

In the event of staff being notified to "stand-by to evacuate", staff must follow the below "STAND-BY INSTRUCTIONS" and wait for further notice while the threat is investigated.

Staff will then be advised to either "evacuate the building", meaning the threat is significant enough for staff to proceed with the evacuation of the building (Evacuation Procedures below), or to "stand-down" meaning that the threat has passed and staff can return to normal activities.

Or

2. Staff will be notified to "evacuate the building" without any prior notice, in this case follow "STAND-BY INSTRUCTIONS" followed by "EVACUATION PROCEDURES"

STAND-BY INSTRUCTIONS

FOLLOW INSTRUCTIONS FROM YOUR WARDEN

SWITCH OFF MOBILE PHONES

COLLECT WALLETS & HANDBAGS

EVACUATION PROCEDURES

ASSIST ANY PERSON WITH A DISABILITY ASSIGNED TO YOU OUT OF THE
BUILDING

CLOSE DOORS AS YOU LEAVE

LEAVE THE BUILDING FROM THE NEAREST EXIT

PROCEED TO DESIGNATED ASSEMBLY AREA

REPORT TO YOUR AREA WARDEN FOR FURTHER INSTRUCTIONS

BOMB THREAT - SUSPECT MAIL PACKAGES & ARTICLES

Follow the flowchart in the event of discovering suspect mail or article in the workplace

RECOGNITION POINTS FOR SUSPECT MAIL PACKAGES & ARTICLES	
ORIGIN <ul style="list-style-type: none"> • UNUSAL POSTMARK • UNKNOWN SOURCE • UNKNOWN OWNER OF ARTICLE • ANY ARTICLE THAT "DOES NOT BELONG" 	LABELLING <ul style="list-style-type: none"> • POOR HANDWRITING OR TYPING • MISSPELLING OF COMMON WORDS • WRONG TITLE WITH NAME • NO LABEL IDENTIFYING THE OBJECT
PHYSICAL CHARACTERISTICS	
<ul style="list-style-type: none"> • UNUSAL SIZE, SHAPE, FEEL, SOUNDS OR SMELL • EXCESSIVE TAPE OR POSTAGE 	<ul style="list-style-type: none"> • DISCOLOURATION, STAINS & POWDERY DEPOSITS • PERFORATIONS AND/OR PROTRUDING OBJECTS

IMMEDIATE ACTION (All article types)

- CAREFULLY PLACE ARTICLE ON NEAREST LEVEL SURFACE, INCLUDING THE FLOOR
- DO NOT OPEN, SMELL, TOUCH OR TASTE
- ISOLATE THE AREA – KEEP PEOPLE AWAY FROM THE SUSPECT ARTICLE
- INFORM SUPERVISOR/MANAGER
- TELEPHONE FOR EMERGENCY ASSISTANCE:
- IF CALLING FROM A LANDLINE DIAL "0" THEN "000"
- ALSO CALL CHIEF WARDEN DIAL
- PROVIDE DETAILS OF:
 - TYPE OF SUSPECTED ARTICLE (BOMB OR BIOLOGICAL/CHEMICAL)
 - LOCATION OF ARTICLE
 - DESCRIPTION OF ARTICLE
 - NUMBER OF PEOPLE IN AFFECTED AREA
 - HOW GENUINE YOU THINK THE SUSPECTED ARTICLE IS

INITIAL RESPONSE
Type of suspected article?

- BOMB**
- DO NOT GO NEAR ARTICLE
 - DO NOT SMOKE
 - DO NOT SUBJECT TO FLAME
 - EVACUATE IMMEDIATE AREA SO PEOPLE ARE NOT EXPOSED TO BLAST
 - EVACUATE IMMEDIATE AREA SO PEOPLE ARE NOT EXPOSED TO BLAST FRAGMENTS
 - KEEP PEOPLE AWAY FROM AREA
 - STAND-BY, THE BUILDING MAY BE EVACUATED
 - MEET POLICE ON ARRIVAL AND UPDATE

Note:
Suspect bomb articles can be very difficult to assess:
If in doubt initiate:
"Bomb Threat Evacuation Procedures".

- BIOLOGICAL/CHEMICAL UNOPENED ARTICLE**
- ALERT OTHER STAFF TO KEEP AWAY
 - PLACE THE ARTICLE IN AN AIR TIGHT BAG
 - PLACE THE ARTICLE IN A SECOND PLASTIC BAG
 - IF NOT AVAILABLE COVER THE ARTICLE
 - REMAIN IN THE IMMEDIATE AREA
 - DO NOT TOUCH ANYONE
 - MINIMISE PHYSICAL CONTACT WITH ANYONE ELSE
 - KEEP HANDS AWAY FROM FACE
 - WAIT FOR EMERGENCY SERVICES TO ATTEND
 - REMAIN CALM – YOU ARE NOT IN IMMEDIATE DANGER

- BIOLOGICAL/CHEMICAL OPENED ARTICLE**
- ALERT OTHER STAFF TO KEEP AWAY
 - DO NOT DISTURB THE ITEM
 - FURTHER
 - DO NOT CLEAN-UP ANY SPILLS OR BRUSH IT FROM YOUR CLOTHING
 - COVER THE ARTICLE WITHOUT DISTURBING IT (EG BIN OR COAT)
 - CLOSE ALL WINDOWS
 - REMAIN IN THE IMMEDIATE AREA
 - DO NOT TOUCH ANYONE
 - MINIMISE PHYSICAL CONTACT WITH ANYONE ELSE
 - KEEP HANDS AWAY FROM FACE
 - IF THERE IS A NOXIOUS SMELL OR AIRBORNE PARTICLES, MOVE TO NEAREST ROOM & CLOSE DOOR
 - WAIT FOR EMERGENCY SERVICES TO ATTEND
 - REMAIN CALM – YOU ARE NOT IN IMMEDIATE DANGER

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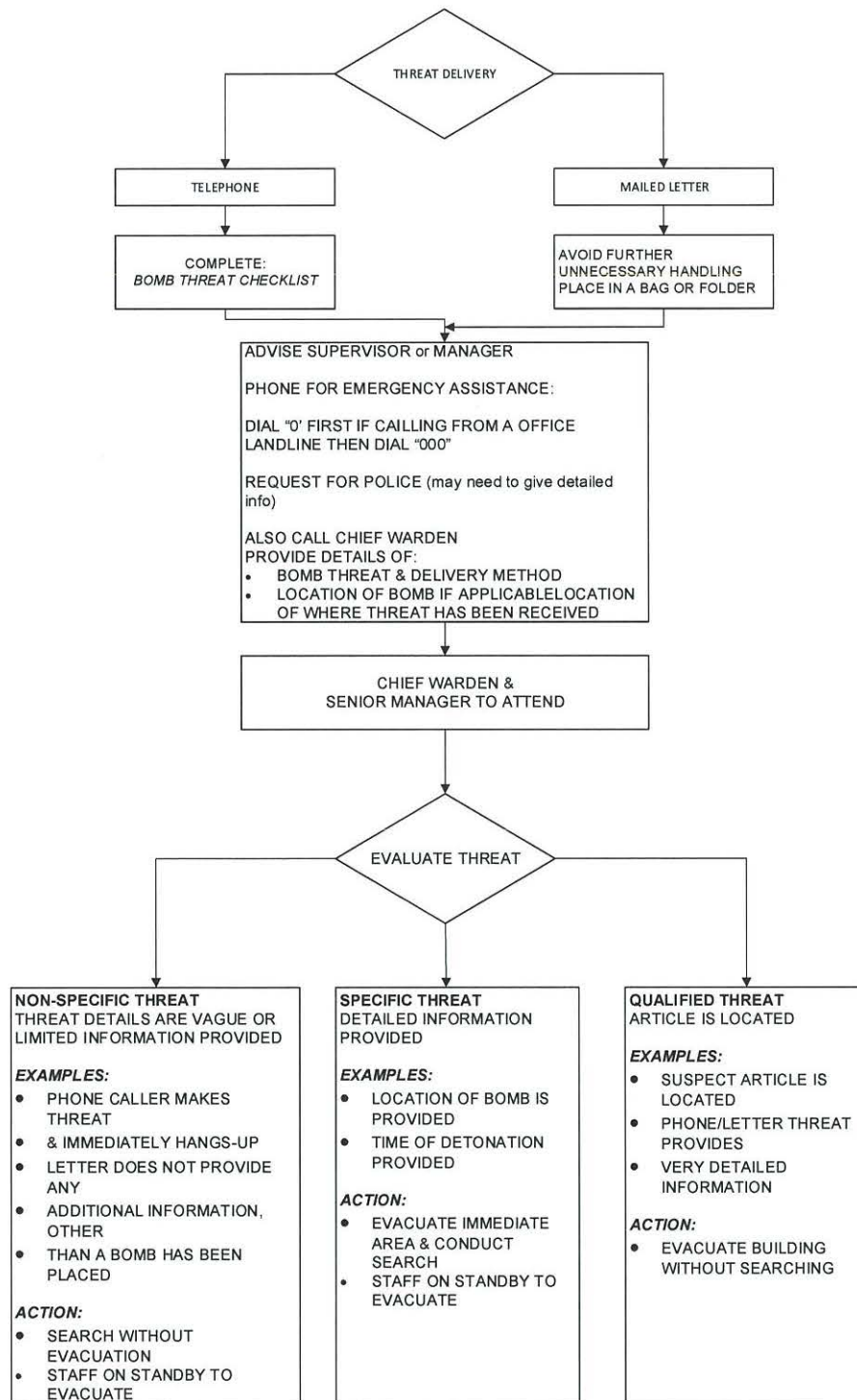
Name: Work Health & Safety Management System Version: 1.0 2014-02-17

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BOMB THREAT – MAILED LETTER & TELEPHONE THREAT

Follow the flowchart in the event of receiving a bomb threat via mail or telephone



24. Training, Learning and Skills Development – WHS Legislation Procedure

24.1. Purpose

This procedure is designed to ensure that all workers are aware of applicable WHS legislation and that current WHS legislation is recognised in the development and review of the WHS system and WHS planning processes throughout **Compass Housing Services Co Ltd.**

24.2. Scope

This is a company-wide procedure and applies to all areas of **Compass Housing Services Co Ltd.** The document should be read and applied throughout all operations. The document details how current legislation will be identified and communicated to all relevant workers.

24.3. Responsibilities

Audit Team will be responsible for:

Conducting a systematic and planned review of the Compass Housing Services Co Ltd. register of WHS legislation to ensure its on-going currency and requesting modification when new or updated legislation is identified.

Executive Manager Corporate and Human Services will be responsible for:

- Notification of new or revised legislation each month to the Board of Management;
- Conducting a systematic and planned review of the Compass Housing Services register of WHS legislation to ensure its on-going currency and requesting modification when new or updated legislation is identified;
- Develop and maintain a database of WHS legislation.

All Workers will be responsible for:

Advising the Executive Manager Corporate and Human Services of any changes required to the Compass Housing Services register of WHS legislation to ensure its on-going currency and requesting modification where required.

24.4. Procedure

24.4.1. Identification and Communication of Relevant Legislation

- The Executive Manager Corporate and Human Services shall liaise with WorkCover and other authorities, by personal contact and internet access, to monitor and assess changes to WHS standards and legislation.
- The Executive Manager Corporate and Human Services shall ensure that all changes to WHS standards and legislation which have the potential to affect the various sections with **Compass Housing Services** are identified and passed on to the relevant worker.
- Where necessary, the Executive Manager Corporate and Human Services shall ensure that amendments to the WHSMS are carried out in accordance with the WHSMS.

24.5. Information and Training

- Compass Housing Services will provide information and training to all relevant workers in the requirements of this procedure.
- In addition Compass Housing Services will have systems in place which allow the Executive Manager Corporate and Human Services access to legislation. This may be through:
 - Internet access;
 - Subscriptions to safety legislation updates.

24.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- Completion of a list of applicable legislation as it pertains to Compass Housing Services;
- Development and maintenance of the WHS legislation listing
- Site audits of the WHS system include the consideration and inclusion of relevant legislation.

Related Policies:	
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Related Procedures	
Forms	
Supporting Documentation	Legislative listing

25. Training Procedure

25.1. Purpose

This procedure ensures that Compass Housing Services workers performing specific and assigned tasks are qualified on the basis of appropriate education, training and experience.

25.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services. The document outlines the procedures which will facilitate the provision of WHS training throughout all levels of the business. This procedure reinforces the WHS Plan objectives.

25.3. Responsibilities

Managers will be responsible for:

- Participating in the collation of training needs analysis data
- Ensuring all workers are covered by the WHS training plan (including casuals, subcontractors and new workers)
- Participating in the planning and budgeting of the WHS training plan within their area of responsibility.

Supervisors will be responsible for ensuring:

- That all workers, subcontractors and contractors are provided with the necessary information, instruction and training to effectively and safely carry out their jobs
- That all workers, subcontractors and contractors have successfully completed the relevant WHS induction process prior to beginning work
- That specific procedural and task related WHS training (including training in work instruction) is conducted for all relevant worker, subcontractors and contractors
- That all training records relating to WHS, are completed and forwarded to the Personnel Coordinator for recording in training records.

Receptionists/Security will be responsible for:

Ensuring that all visitors/ patrons to a Compass Housing Services Co Ltd. site have completed a visitor's induction prior to entering site.

Executive Manager Corporate and Human Services will be responsible for:

- Reviewing and documenting the WHS training needs analysis every two years in consultation with key worker
- Displaying the WHS training plan for ***Compass Housing Services***;
- Implementing, monitoring and reviewing the WHS training program
- Filing training attendance and courses in the WHS documentation filing.

Consultative meetings shall:

- Providing a communication link between workers, the Executive Manager Corporate and Human Services and other key worker in relation to training matters
- Ensuring WHS training is an agenda item on each committee meeting including monitoring and implementation of the WHS training plan and the effectiveness of the WHS training in the workplace.

Workers will be responsible for:

- Ensuring that they attend and participate in training forums as per the WHS training plan
- Informing their manager/supervisor if they are requested to complete duties for which they are not trained/inducted
- Informing their manager/supervisor of any concerns/issues in relation to the WHS training plan.

25.4. Procedure

- Training will be provided to all workers to enable them to perform tasks safely and to assist them in supporting the WHSMS in accordance with their areas of responsibility. All new workers and contractors shall receive appropriate induction training prior to the commencement of work, using the Induction Checklist.
- All training must comply with the requirements of the ***Compass Housing Services*** Training and Development Policy, which is documented in the HR Manual.
- All Managers/Supervisors shall review the training needs of worker and address issues such as when:
 - New skills and skills gaps are identified;
 - New workers are inducted;
 - Safety requirements have changed;
 - Changes occur in the organisational structure which could affect specific worker;

- Responsibilities of workers change.
- WHS training needs of workers will be assessed, as a minimum, in the annual performance appraisal of workers.
- Managers/Supervisors shall advise the relevant Executive Manager when the requirements for additional skills training arise within their area of responsibility.
- Managers/Supervisors shall arrange for the appropriate training of all workers within their area of responsibility.
- Chief Executive Officer shall maintain all documentation relating to training activities including the Training Register, records of course content and course evaluation material, which shall be maintained in the form of a database and hard copy filing system.
- At the completion of each course the Manager/Supervisor shall evaluate the suitability of the course.

25.5. Information and Training

Compass Housing Services will provide:

- All new employees a copy of the Compass Housing Services. Worker Handbook prior to commencing work
- All key workers with the appropriate knowledge, skills and training to manage WHS in their area of responsibility and the requirements of this procedure
- WHS site specific induction training for all worker, visitors/ patrons, contractors and subcontractors
- WHS training for worker whose job function changes and/ or new process is introduced
- Specific WHS procedural and task related training (including training in work instructions) to all relevant worker
- On-going training to all worker on specific WHS issues and legislative when applicable
- Training to all key worker to ensure they understand their roles, responsibilities, accountabilities in regard to WHS

- Training to all Managers and Supervisors which will include as a minimum:
 - Hazard identification and risk assessment
 - Roles and responsibilities relating to WHS
 - WHS consultation requirements.

25.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- All new, transferred and acquired workers complete the **Compass Housing Services** WHS induction
- All visitors/ patrons and contractors receive a specific WHS induction
- An WHS training needs analysis is completed and reviewed every two years for currency and appropriateness
- Training attendance forms are completed by all WHS training session attendees
- Assessments of competency and understanding are implemented and reviewed to ensure comprehension of training materials and outcomes.

Related Policies:	
Related Procedures	
Forms	Training Matrix Training needs analysis Worker Handbook Induction Checklist
Supporting Documentation	

26. Reporting Workplace Health and Safety Incidents, Records and Record Management

26.1. Purpose

This procedure establishes the responsibilities and mechanism which **Compass Housing Services** workers must use to report and manage all work related injuries, illnesses or incidents (i.e. near misses) and the investigations undertaken as a result of an incident or event.

This procedure is to be used in conjunction with [Tickit Systems Incident and Event Reporting Procedures](#).

The purpose of this procedure is to ensure that:

- All hazards, near misses and injuries are reported to management.
- Investigations are conducted in a timely manner with preventative actions identified and implemented.
- Follow up monitoring and review of corrective actions implemented is undertaken to ensure hazards are eliminated or reduced as much as possible and that no new hazards have been introduced to the workplace.
- Accurate information is collected to analyse trends in incident types and make recommendations with the aim of controlling hazards.

26.2. Scope

This is a company-wide procedure and applies to all of Compass Housing Services operations. This document should be read and applied whenever a worker suffers a workplace injury, illness or disease and/or there is an occurrence of an incident or near miss.

This document outlines the procedures which should be undertaken when any worker, visitor or contractor working for Compass Housing Services:

- Suffers a physical or psychological workplace injury;
- Is involved in a workplace incident
- Suffers a physical or psychological workplace disease or illness;
- Is involved in a motor vehicle accident in the course of their duties ;
- Is involved in a near miss which may have resulted in any of the above scenarios.

26.3. Responsibilities

Chief Executive Officer

The Chief Executive Officer (CEO) will be responsible for receiving all submitted Incident and Near Miss Notification Forms by workers of Compass Housing Services. The CEO is then responsible for:

- Reviewing the Incident and Near Miss Notification information and providing instruction of immediate actions to be taken;
- Assigning Incident Priority in line with [Compass' Risk Acceptance Criteria](#) (Risk Matrix);
- Assigning relevant manager/s to manager and/or investigate the incident or event;
- Chief Executive Officer shall ensure that all modifiable incidents are reported to the Return-to-Work Coordinator so these can be then reported to WorkCover and/or Compass Housing Services workers compensation insurer. Any incident that may be required to be reported to WorkCover and/or Compass Housing Services workers compensation insurer should be reported to the Return the Work Coordinator immediately;
- Chief Executive Officer shall ensure that workers who are involved or affected by a serious workplace incident are assessed and provided appropriate and relevant medical treatment by competent medical personnel.

Return-to-Work Coordinator

The Return-to-Work Coordinator will be responsible for:

- Organising rehabilitation following receipt of [Incident and Near Miss Notification Form](#);
- Providing a monthly Injury Register extracted from Compass Housing Services online incident and event management software (Tickit) for presentation and discussion at consultative meetings;
- Verifying that all incident corrective action has been recorded throughout the management of the incident;
- Ensuring the completion of the relevant Authority Notifications;

- Notifying the worker's family in the event of a worker's hospitalisation or fatality. (In the instance of a fatality this shall be conducted in consultation with relevant Senior Manager and Chief Executive Officer);
- The Return-to-Work Coordinator, with approval of the Senior Management, is responsible for notifying WorkCover and/or **Compass Housing Services** workers compensation insurer.

Executive Managers and Senior Managers:

It is the responsibility of the relevant Executive Manager and Senior Manager to ensure that all hazards and incidents involving workers under their supervision for which they have responsibility, are reported, investigated and corrective/preventive action recommended and implemented.

To fulfil this responsibility they must:

- Ensure that the workers in their department or unit are informed about, and follow these procedures;
- Ensure that appropriate workers receive suitable training and can demonstrate competency to carry out their role in hazard and incident reporting, investigation and recording;
- Review hazard and incident reports for their area, indicate the status of recommendations and ensure their effectiveness;

Executive Manager will be responsible for:

- Completing the required Follow up Incident & Near Miss Investigation & Control once an Incident and Near Miss Notification Report has been assigned to them to manage;
- Ensure that managers and supervisors attend training on the requirements for reporting and investigating accidents and incidents;
- Ensure that resources required to implement agreed preventative and corrective actions are available and that these actions are afforded appropriate priority.
- Provide leadership and direction within their divisions to ensure that accidents and incidents are managed effectively and all reporting requirements are met

All Managers will be responsible for:

- Completing an investigation and the implementation of corrective actions (with the assistance of the Executive Manager Corporate and Human Services wherever necessary);

- Recording of corrective actions arising from an incident investigation as part of the management of Work Health and Safety related incident;
- Reviewing corrective actions and the timeliness of corrective action implementation;
- Where the Executive Manager Corporate and Human Services is geographically removed from the site, the Manager will notify the family in the event of a fatality.

First Aider:

The First Aider will be responsible for:

- Shall record the administration of first aid in [Section B of the incident / hazard report form](#). This becomes the record of first aid.
- Notifying all injuries to the Return-to-Work Coordinator and relevant Manager.

Consultative meetings shall:

- Review injury reports and corrective action progress.

Workers be responsible for:

- Responsible for reporting all hazards, near misses incidents and injuries as per the Incident and Near Miss Notification Reporting procedure.

26.4. Procedure

26.4.1. Incident and Near Miss Reporting

- All incidents, near misses, hazards and injuries must be reported as soon as possible or within 24 hours through Tickit Systems by the person who observed the hazard or who was involved in the incident. If circumstances prevent a person from making a report, a colleague, witness or the person's manager / supervisor has this responsibility.
- Where the incident involves a visitor, contractor, agency personnel or member of public, the relevant point of contact for the person within **Compass Housing Services** shall assist the person to make a report.

- Reports are categorised as:

Near miss and Hazard Identification;
 Hostility and/or aggression;
 Serious Risk to health and safety (dangerous incidents);
 Minor injury;
 Serious illness;
 Possible negative media exposure of **Compass Housing Services**;
 Damage to Company asset
 Tenant welfare or death of a tenant;
 Other (please specify).

- All incident, hazard, near misses or injury reports are to be recorded using Compass Housing Services Incident and Near Miss Notification form. The form contains three sections. (<U:\Policies & Procedures Current\Compliance Policy V1.0 2013-07-15.pdf>)

Table 1 - Incident and Near Miss Notification Form: Sections

	Completed By	Task
Section A	Person Making Report	Give details of the hazard observed, description of the incident etc
Section B	Person Making Report	In the event of an injury being sustained, description of injuries and bodily locations
Section C	Manager	Follow up Incident & Near Miss Investigation & Control

- If a person is reporting the incident on behalf of another person / party, the wording used within the report should reflect this i.e. was advised, observed, heard, witnessed etc.
- In the event of an injury, the manager, or first aid officer, is to ensure the injured person receives the appropriate medical attention (i.e. first aid response, medical treatment by a health professional or transported for medical treatment).
- For any injury requiring a first aid response from a first aid officer, the first aid officer shall record the administration of first aid in [Section B of the incident / hazard report form](#). This becomes the record of first aid.
- In the event that an incident occurs after hours and is not serious the person who was involved in the incident is to report the incident or near miss as per the Incident and Near Miss Notification Reporting procedure the next working day.
- On receiving notification of a hazard, near miss or incident, the manager will determine the extent of the immediate threat to personnel, and take appropriate action to contain any immediate threat to safety. Any action/s to contain an immediate hazard shall not be delayed until the Incident and Near Miss Notification form is received.
- All managers must report Lost Time Injuries and Medical Treatment Injuries to the Return-to-Work Coordinator and their Manager immediately by telephone.
- If the incident has occurred on a Compass Housing Services project or site, the Manager/Chief Executive Officer must forward a copy of the Incident Notification Report to the Compass Housing Services. Executive Manager Corporate and Human Services and the relevant Compass Housing Services Project Manager

26.4.2. Incident Investigation and Control

- The incident investigation should ideally be conducted at the site of the reported incident / hazard and include interviews with the person/s involved. The HR Manager can be contacted to assist in the investigation process.
- The information recorded in the incident report should reflect accurately the nature of the hazard, sequence of events and findings of investigations.
- If further information relevant to the investigation is identified this should be recorded in Section C of the report. If there is insufficient space to record this

information managers / supervisors can record their findings as an attachment to the incident / hazard report form.

- Managers need to remember that the purpose of their investigations is not to assign blame but to establish all possible causes for the hazard being present / incident occurring. By identifying causes, preventative actions can then be identified to prevent a recurrence.
- Managers are to document all information even if it is difficult to determine relevance at time. It is important to remember that records generated from any investigation can be referred to in a court of law. All managers are to ensure an investigation commences no later than 24 hours following advice of an incident / hazard which has been assessed as high risk (as per the Compass' Risk Acceptance Criteria) or is a reportable incident.
- All managers are to ensure an Incident Notification Report is reported through the Tickit system within 24 hours of the incident occurring.
- Managers must ensure that failure to follow Safe Operating Procedures/Work Instructions or wear PPE is recognised and recorded on the Incident Notification Report
- The manager should consult with the relevant Group Health & Safety Representative (HSR) for the area and Executive Manager Corporate and Human Services during or following their incident investigations.
- [Section C](#) of the incident / hazard report form asks managers undertaking the investigation to consider:

Gaps / breakdowns in systems;

Issues associated with plant or equipment e.g. size, weight, maintenance;

Possible environmental factors which may have contributed to the incident

Behaviours of persons e.g. job competency, training etc.

Both the immediate and underlying causes of the hazard or incident must be investigated.

- When considering the identification and implementation of corrective actions managers shall have regard to 'reasonably practicable' as defined within the [WHS Act 2011](#). In this context, *reasonably practicable* means that which is, or was at a particular time, reasonably able to be done to ensure health and safety, taking into account and weighing up all relevant matters including:

the likelihood of the hazard or the risk concerned occurring;

the degree of harm that might result from the hazard or the risk;
what the person concerned knows, or ought reasonably to know, about the hazard or risk, and ways of eliminating or minimising the risk;
the availability and suitability of ways to eliminate or minimise the risk, and;

- After assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.
- The manager shall communicate the findings, including identification of corrective actions of all investigations to the person/s involved in the incident or who made the report of a hazard.
- The manager shall ensure that as part of team meetings under the agenda item WHS, that the findings and/or corrective actions coming out of investigations are communicated to other personnel within the department.
- Corrective actions identified are to be allocated to a person or persons indicating the date by which the action/s are to be implemented. All corrective actions, together with name of persons responsible and date by which actions are to be implemented are to be recorded in Section C of the incident / hazard report form.
- Where a corrective action is assigned to a person from another department or other staff member, the allocation of the corrective action must be discussed with that person, and agreement on time frames reached.

26.4.3. Implementation of Corrective Actions

- The Executive Manager of each Department has ultimate responsibility for the implementation of any agreed actions identified following an investigation;
- The manager will take such action as appropriate to ensure that the hazards associated with the incident are eliminated where possible or controlled so that the risk of recurrence of a similar incident is minimised.

The manager shall:

- Consult with their Executive Manager as necessary and seek approval from the Head of Management Unit for the implementation of corrective actions that require expenditure beyond their level of authority;
- Liaise with other departments as necessary;

- Source expert opinion as required.
- Managers are to advise the HR Manager when corrective actions are implemented so that the implementation of these is recorded in Compass Housing Services Corrective Actions register.

26.4.4. Monitor and Review of Corrective Actions

- The investigating manager should determine after the appropriate time, in consultation with the relevant personnel that controls implemented have been effective and have not created other new hazards.
- If the hazards associated with the incident have not been adequately controlled the investigating Manager is required to ensure that hazards are re-assessed and further corrective actions identified to eliminate or reduce the risk.
- The HR Manager will monitor all incident / hazard reports and ensure that local worksite investigations have identified all root causes and any corrective actions identified are appropriate to the hazards. The HR Manager will assist Executive Managers and Manager in the monitoring and implementation of corrective actions until all agreed actions have been implemented.
- Information and actions from incident / hazard report forms will be reviewed and reported by the HR Manager to the Board of Directors and WHS Committees. **Compass Housing Services** Board of Directors and WHS committees can review and monitor incident / hazard reporting data as well as the corrective actions identified.

26.4.5. Rehabilitation

- **Compass Housing Services.** workers and management shall comply with **Compass Housing Services** Injury Management and Return-to-Work Program
- The Return-to-Work Coordinator shall liaise with the relevant Chief Executive Officer to ensure that suitable Return-to-Work plans are produced for injured workers.

26.4.6. Procedure for Reporting Incidents to WorkCover and Workers Compensation Insurer

- Incidents and injuries should be reported as outlined in this policy.

- Any incident that involves medical treatment or lost time should be reported to the Return-to-Work Coordinator and Executive Manager Corporate and Human Services immediately.
- The Return-to-Work Coordinator assesses the Incident Notification Form and decides, in conjunction with the Senior Management, whether WorkCover and/or the workers compensation insurer needs to be notified.
- Investigations may need to be carried out by the Supervisor, Chief Executive Officer and Executive Manager Corporate and Human Services depending on the severity of the incident.
- The Return-to-Work Coordinator, with approval from the Senior Management, notifies WorkCover and/or workers compensation insurer depending on the type of incident within the timeframes specified. The Return-to-Work Coordinator is responsible for completing the WorkCover online notification form within the current legislative guidelines where required.
- The Return-to-Work Coordinator files documents on incidents reported to WorkCover and/or workers compensation insurer.
- Records are kept for at least five years.

26.5. Information and Training

Compass Housing Services Co Ltd. will provide information and training to all relevant workers in the following:

- The reporting procedures and timeframes for workplace injuries, incidents or illnesses at the time of an worker's induction
- Training to all first aiders and Managers in the completion of the Incident Notification procedure
- Training in the role of notifying the incident to the Executive Manager Corporate and Human Services
- Training in incident investigations.

26.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- All workplace injuries, illnesses and diseases are recorded and investigated using the Incident Notification Form and the Incident Investigation form
- All Incident Notification Forms are correctly completed
- All injuries are investigated and reported to the Executive Manager Corporate and Human Services Definitions

Corrective Action	Corrective action is action taken after an incident to correct the problem and to prevent a recurrence.
Incident	An event or sequence of events resulting in loss of control over a hazard. Such an incident may also result in injury to a person or damage to property or equipment or facilities.
Injury / Illness	Work related injury / illness, categorised as 'No treatment', 'First aid' and 'Medical injury'.
Hazard	Condition or situation which has the potential to cause injury or illness (physical or psychological) or damage to property and the environment.
Near Miss	An incident / event which had the potential to cause injury or damage to equipment / machinery / property/ facilities.
Tickit System	Tickit On Demand incident and breach management is an online software system used by Compass Housing Services for WH&S incident reporting.
Preventive Action	Preventive action is pro-active and involves taking action before an incident occurs, e.g. by identifying a hazard and taking steps to prevent any incident which may result from the hazard.
Risk	How severely someone can be harmed by the hazard, and how likely it is that a person will be harmed by the hazard.

Serious near miss	Those incidents / near misses which have the potential for significant injury or illness and / or pose a serious potential threat to damage to property or the environment.
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Related Policies:	
Related Procedures	Risk Management Procedures
Forms	Incident form Investigation form
Supporting Documentation	Work Health and Safety Act 2011 Work Health and Safety Act 2011 No 10 - NSW Legislation Workplace Injury Management and Workers' Compensation Act 1998 Workers Compensation Regulation 2010 Work Health and Safety Regulation 2011 Workers Compensation Act 1987 Interpretive Guideline - model Work Health and Safety Act - the meaning of 'reasonably practicable'

27. Management Reporting and Analysis Procedure

27.1. Purpose

This procedure provides a mechanism to record, report and analyse WHS performance for Compass Housing Services Co Ltd.

27.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services. The document provides detailed outline of WHS reporting and analysis requirements.

27.3. Responsibilities

Executive Manager Corporate and Human Services will be responsible for:

- Recording of statistical WHS Data in relation to LTI, return to work, accident investigations and other relevant WHS matters.
- Completing a monthly WHS report
- On forwarding the WHS report to Executive Manager Business Environment & Organisational Development for addition to the monthly Departmental report which is provided to the Chief Executive Officer and at the monthly board of management meetings.
- Completing a quarterly WHS report for the Chief Executive Officer which reports on the progress of the annual WHS Strategic Plan.

27.4. Procedure

- All Incident Notification Reports and related reports (for example Incident Investigation Report, Incident Witness Report) will be collected centrally by the Executive Manager Corporate and Human Services. These reports will be tabled and reviewed at the monthly Board of Management meeting.
- Following a review of all incidents and relevant actions being endorsed, a monthly safety report will be submitted to the Board of Board Members. This report will summarise:
 - Total incidents including injuries.
 - Workers compensation claims
 - Audits and inspections
 - Lost time injury frequency rate (LTIFR).

27.5. Information and Training

Compass Housing Services Co Ltd. will provide training to all relevant workers in the requirements of this procedure.

27.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- The timely receipt of WHS information for Board Reports
- Accuracy and completeness of each WHS report
- Board reports clearly demonstrate WHS activity and department performance regarding safety and injury management.

Related Policies:	
Related Procedures	
Forms	End of month report
Supporting Documentation	

28. Sexual Misconduct and Sexual Assault Procedure

28.1. Policy Statement

Compass Housing Services Co Ltd recognises our duty of care and is committed to the implementation of preventative strategies and the provision of clear and comprehensive policy and procedure guidelines in relation to sexual misconduct and sexual assault to ensure safeguards exist to significantly reduce and eliminate the likelihood of any form of sexual misconduct and sexual assault occurring, and to enable a timely and appropriate response to all concerns or allegations which are reported to the organisation

Compass Housing Services works to prevent and address sexual harassment and sexual misconduct through educational programs, training, and complaint resolution. Compass Housing Services encourages all workers and others to report any concerns or complaints of sexual harassment and/or sexual misconduct using our Incident Notification Process. Managers, supervisors and other agents of the Compass Housing Services are required to respond promptly and appropriately to allegations of sexual misconduct including sexual harassment that are brought to their attention.

Staff found to be violation of this policy will be subject to discipline action including possible termination of employment under Compass Housing Services' Code of Conduct.

28.2. Defining and Recognising Sexual Misconduct or Sexual Assault

Sexual Misconduct and sexual assault are forms of harassment which breach state and federal legislation and it is a violation of this Policy to commit these acts or to attempt to commit them. Behaviour that constitutes sexual misconduct and/or sexual assault covers a range of inappropriate behaviours including but not limited to sexualised behaviour, sexual exploitation or abuse, unwanted sexual attention such as stalking, unsolicited phone calls, other unwanted attention and sexual assault/rape. All Compass Housing Services workers have a duty to refrain from engaging in any conduct that may be deemed as sexual misconduct and/or sexual assault and are required to report claims of sexual misconduct or sexual assault to appropriate authorities.

Sexual Misconduct may vary in its severity and consists of a range of behaviours including, but not limited to, the following categories:

- Sexual Assault
 - Non-Consensual Sexual Contact/Activity
 - Forced Sexual Contact/Activity
 - Non-Consensual Sexual Intercourse/Penetration (Rape)
 - Forced Sexual Intercourse/Penetration (Rape)

- Sexual Exploitation
- Sexual Harassment
- Sex and/or Gender Discrimination
- Stalking
- Relationship Violence

28.3. Prevention of Sexual misconduct and sexual assault

Compass Housing Services' prevention strategies include a pre-employment recruitment screening processes to protect clients from exposure to individuals who are at risk of or have a history of harming vulnerable people.

28.4. Pre-employment Screening

Strategies that facilitate this are:

- Thorough reference checking of all preferred candidates prior to employment or commencement of volunteer/work experience placements;
- All applicants are notified during the recruitment process that criminal history checks on the preferred candidate/s (which includes spent convictions) and if required in the role the candidate has applied for a Working with Children's Check will be undertaken, at Compass Housing Services' expense. In the case of a candidate being employed prior to the criminal history check being completed and convictions are recorded against the employee the Chief Executive Officer will review the convictions in light of the employees position within the organisation to determine the risk involved if employment was to continue or employment is to be terminated due to the nature of the convictions and the associated risk.

28.5. Induction

All workers on commencement with Compass Housing Services will be provided with:

- a full briefing on the organisation's policies on Sexual misconduct and sexual assault, Bullying and Harassment before they commence working with clients; and
- a copy of this policy to read, ask questions about, and once understood sign the acknowledgement (Appendix 1) and return to Human Resource Department to file in the workers personnel file.

28.6. Procedure

Once PRINTED, this is an UNCONTROLLED DOCUMENT. Refer to [U:\Policies & Procedures Current](#) for the latest version.

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28.6.1. Responding to Allegations of Sexual Misconduct and Sexual Assault

In the event of an Allegation of Sexual misconduct and sexual assault Compass Housing Services will:

- Protect the rights and needs of victim(s) following an allegation of sexual misconduct and sexual assault;
- Ensure the principles of natural justice are applied to the person alleged to have committed the misconduct and or assault
- Adequately investigate and respond promptly (this will range from immediately to within 24 hours depending on circumstances) to all allegations of sexual misconduct and sexual assault;
- Immediately implement the all relevant steps in Incident Notification Process to ensure the relevant senior management and external authorities (if required) are notified of the incident and implement the appropriate investigation process.;
- Authorise senior management or other suitable persons to direct the organisation's response;
- Implementation of the investigation procedure and practice which:

ensures the alleged victim's safety as paramount whilst the investigation is undertaken;

notifies appropriate authorities, including meeting any requirements for mandatory reporting of Sexual misconduct and sexual assault of children;

separates the alleged perpetrator from victim;

seek appropriate medical assistance, when required;

ensure the preparation of a timely factual and objective reporting and note taking of the alleged incident which follows the appropriate course which ensure the principles of natural justice are applied

facilitates the preservation of evidence;

maintains privacy and confidentiality, where possible and as required by legislation;

ensures the procedure identifies all relevant stakeholders who must be notified following the allegation of sexual misconduct and sexual assault such as guardian or family;

adheres to the rights of the worker whether the alleged is a victim or perpetrator and ensures the responsibilities of Compass Housing Services

as the employer has been undertaken in accordance with the organisation's policy, disciplinary procedure and all relevant legislation; provides for appropriate responses to the outcome of all allegations which have been reported irrespective of them being substantiated, unsubstantiated or inconclusive a; and
Provide adequate follow up including written notes and clear to inform service improvement.

28.7. Complaints Mechanisms

28.7.1. Concern or Allegation Reported

In the event that a concern or Allegation is reported, the Chief Executive Officer or delegated representative will be appointed to oversee the investigation. The initial steps of the investigation will include:

- Determine whether immediate police attention is required ;and if so
- Report to, and seek advice from all appropriate authorities and agencies, including the police.
- Determine whether medical assistance or other support is required to the alleged victim;
- Protect the alleged victim from alleged perpetrator (e.g. if alleged perpetrator is an employee either suspend on full pay or change duties for the duration of the investigation);
- Initial gathering and assessing all available information;
- Coordinate response to support the victim and others involved
- Determine if the investigation should be completed internally or by external agency (in the case it is a Police matter this process must be completed in consultation and with the advice of the relevant authorities so as not to interfere with the Police investigation)
- Arrange for the full investigation to be undertaken;

The above actions are to be undertaken as soon as reasonable practicable on receipt of the incident report particularly in the event of medical assistance or police assistance is required to ensure the alleged victim is provided with appropriate treatment and support and the initial process is to be completed no later than 24 hours of the receipt of the allegation.

28.7.2. Investigate the Allegation

The CEO or delegated representative will as promptly as is possible:

- Identify the stakeholders which may include the Victim's family, carers or guardian, support agencies, state and federal authorities, the Police, and the Alleged Perpetrator.
- Review all available information (including supporting the Police investigation) regarding the alleged incident, and gather evidence;
- Assess the information gathered and provide response that protects alleged victim;
- Protect the person reporting the incident and where possible (and is fair and transparent to do so) also the alleged perpetrator;
- Complete a thorough report containing rationale for decision making and recommended actions and provide to Chief Executive Officer for review
- Implement all the recommended actions from the investigation report which have been approved by the Chief Executive Officer
- Notify parties of outcome, as and where appropriate.

28.7.3. Outcome of Investigation

There are three possible outcomes to the Investigation.

- **Substantiated Allegation**

If an allegation is substantiated by police investigation and court system the Perpetrator will, as well as receiving penalty provided by the courts, be considered to have committed an act of serious misconduct and appropriate action such as dismissal will be followed according to Compass Housing Services policy.

NB. In cases where allegations of abuse have not been legally substantiated but the investigation has concluded that there are reasons to believe the Alleged Perpetrator poses some risk, Compass Housing Services reserves the right to invoke termination proceedings in accordance with policy.

- **Unsubstantiated Allegation**

Unsubstantiated or false Allegations of Sexual misconduct and sexual assault will result in the employee being reinstated to normal duties with the full trust and support of Compass Housing Services. Employees may be offered support, such as counselling, as required.

- **Investigation of Allegation Inconclusive**

It will sometimes be the case that the investigation will not provide enough information or evidence for Compass Housing Services to be sure how to proceed. In this event if there is nothing to indicate that the Alleged Victim is at immediate risk, Compass Housing Services may determine to take no further action at the time, but to continue to monitor the situation and review at a later date. If Compass Housing Services determines this course of action the reasons will be clearly documented.

28.7.4. Follow up Investigation

In the event of an Allegation of Sexual misconduct and sexual assault Compass Housing Services will undertake an analysis of the incident to inform service improvement and prevention strategies. Once reviewed Compass Housing Services will incorporate the recommendations into policy.

28.7.5. Retaliation

Compass Housing Services does not condone and prohibits retaliation against any employee, volunteer, board member or client who reports, in good faith, an allegation of sexual misconduct and sexual assault or who participates in any related investigation. Compass Housing Services condones any retaliatory action or making false and or malicious sexual misconduct and sexual assault allegations against others, and/or providing deliberately false or misleading information during an investigation. Any person who violates this direction will be subject to disciplinary action up to, and including, termination of employment.

28.8. Definitions

28.8.1. Sexual Assault

Sexual Assault is the act of committing unwanted physical contact of a sexual nature, whether by an acquaintance or by a stranger. Such contact is unwanted when it occurs without the consent (as defined below) of one or both individuals, when one of the individuals is incapacitated or incapable of giving consent (as defined below), or occurs with the use of force (as defined below). An “acquaintance” can include close friends, intimate partners, family members, classmates, or can be someone you just met. Victims/survivors and the accused can be of any sex/gender, sexual orientation and/or sexual identity. There are many degrees and forms of sexual assault including, but not limited to, the following:

- **Non-Consensual Sexual Contact/Activity is:**

any intentional sexual touching;
however slight;
with any object;
by a person upon another person;
without consent or upon a person unable to consent (as defined below).

Examples of Non-Consensual Sexual Contact/Activity include (but are not limited to): touching of an unwilling or non-consensual person’s intimate parts (such as genitalia, groin, breast, buttocks, mouth, and/or clothing covering them); touching an unwilling person with one’s own intimate parts; making an unwilling person touch you or another; or any intentional bodily contact in a sexual manner, even if it does not involve breasts, buttocks, groin, genitals, mouth, or other orifice.

Sexual contact/activity with a person who is incapacitated (by use of drugs, alcohol, or any other means) or otherwise unable to consent (i.e. asleep, mentally impaired, etc.) is always considered non-consensual. See the definitions of *consent* and *incapacity* below for more information.

- **Forced Sexual Contact/Activity is:**

any sexual touching committed against the will of another or by force (as defined below);
however slight;
with any object;
by a person upon another person.

Examples of Forced Sexual Contact/Activity include (but are not limited to): using force (as defined below) to intentionally touch an unwilling person’s intimate parts (such as genitalia, groin, breast, buttocks, mouth, and/or

clothing covering them); touch an unwilling person with one's own intimate parts; or to make an unwilling person touch you or another; or any intentional bodily contact in a sexual manner, even if it does not involve breasts, buttocks, groin, genitals, mouth or other orifice.

- **Non-Consensual Sexual Intercourse/Penetration (Rape) is:**

any sexual intercourse or penetration (anal, oral or vaginal);

however slight;

with any object;

by a person upon another person;

without consent or upon a person unable to consent (as defined below).

Examples of Non-Consensual Sexual Intercourse/Penetration (rape) include (but are not limited to): unwilling or non-consensual penetration (oral, anal or vaginal) with any objects or body part. This includes, but is not limited to penetration of a bodily opening or cavity without consent or subjecting an unwilling person to intercourse/penetration.

Sexual intercourse/penetration with a person who is incapacitated (by use of drugs, alcohol or any other means) or otherwise unable to consent (i.e. asleep, mentally impaired, etc.) is always considered non-consensual. See the definitions of *consent* and *incapacity* below for more information.

- **Forced Sexual Intercourse/Penetration (Rape) is:**

sexual intercourse or penetration (anal, oral or vaginal);

against the will of another or by the use of force (as defined below);

however slight;

with any object;

by a person upon another person.

28.8.2. Sexual Exploitation

Sexual Exploitation occurs when a person takes non-consensual, unjust, or abusive sexual advantage of another, for his/her own advantage or benefit, or for the benefit or advantage of anyone other than the one being exploited and that behaviour does not otherwise constitute non-consensual sexual contact/activity, non-consensual sexual intercourse/penetration, or sexual harassment.

There are many degrees and forms of Sexual Exploitation including, but not limited to, the following:

- **Photographing or Video/Audio Taping Of Sexual Contact/Activity**

Photographing or taping someone (via audio, video or otherwise) involved in sexual activity, sexual intercourse/penetration, or in a state of undress, without their knowledge or consent (as defined below) constitutes prohibited Sexual Exploitation in violation of this policy. Even if a person consented to the sexual activity or intercourse/penetration, photographing or taping someone without their knowledge goes beyond the boundaries of that consent. The dissemination of photographs or video/audio of someone involved in sexual activity, intercourse/penetration, or in a state of undress, without their knowledge or consent, constitutes a separate and additional act of Sexual Exploitation.

29. WHS Document Control Procedure

29.1. Purpose

This procedure will ensure all WHS system components are issued with the approval of the Senior Management in accordance with the document control requirements contained herein. In addition, procedure implementation will illustrate WHS Plan implementation and compliance within Compass Housing Services.

29.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services. This procedure applies to all WHS system components (excluding forms) issued and all WHS activities undertaken.

29.3. Responsibilities

Managers/Key Worker will be responsible for:

- Reviewing and commenting on all draft WHS procedures
- Developing a local document storage file for WHS documents
- Filing WHS documentation in the local WHS document storage file.

Executive Manager Corporate and Human Services will be responsible for:

- Preparing all draft WHS procedures
- Collating amendment requests and modifying the procedure accordingly
- Establishing and maintaining document control procedures for all WHS procedures, including electronic versions
- Maintaining a master copy of all Compass Housing Services WHS documentation
- Maintaining the WHS Document Review Schedule.

29.4. Procedure

29.4.1. Procedure format

All procedures must follow the below format:

- Procedure Title

- Purpose – a concise statement on why procedure exists and what is it designed to ensure
- Scope – state the people, groups or department to which the procedure applies
- Definitions – (optional) explains words, abbreviations, acronyms and actions which may have a specific interpretation within the procedure
- Responsibilities – specifies the worker responsible for compliance to the procedure
- Procedure – steps within the procedure with stepped headings and sub points if appropriate
- Forms – list of controlled forms related to this procedure

29.4.2. Document Control

- All internal controlled documents will be produced with the following:

Header – consisting of the name of the document and company name

Footer – approved by, issued date, version number, review date, issue date and page number

- All controlled documents must be controlled electronically with the words 'This document may contain proprietary and/or confidential information and is a controlled document. The controlled document is maintained electronically by Compass Housing Services' Document Controller and will become uncontrolled when printed'.

29.4.3. Stakeholders to View Content

The main stakeholders are to view the content and structure of the document and comment on the document for approval. Once completed and approved by the Executive Manager Corporate and Human Services, the document controller must finalise the document in preparation for sign off by the Senior Management.

29.4.4. Authorisation of Document

The Senior Management is required to review the content of the document and authorise. Once authorised the Executive Manager Corporate and Human Services shall update the WHS Document Review Schedule.

29.5. Information and Training

Compass Housing Services shall provide training to all relevant workers in the requirements of this procedure.

Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- All WHS procedures will include a complete footer reference
- All WHS procedure changes will be supported by a request for document alteration
- All WHS procedure changes will be noted on the Master Document Review Schedule 5
- The Executive Manager Corporate and Human Services maintains a master copy of the WHSMS and the two previous versions
- All previous document versions are destroyed by copy holders with the exception of the Executive Manager Corporate and Human Services
- The existence of a supporting documents file for each department and a local document storage file at Compass Housing Services.

Related Policies:	
Related Procedures	
Forms	
Supporting Documentation	

30. Review and Continuous Improvement of the WHSMS Procedure

30.1. Purpose

This procedure provides a mechanism to review the WHSMS and thus ensure continuous improvement in the area of WHS throughout the organisation.

30.2. Scope

This is a company-wide procedure that applies to the entire **Compass Housing Services** WHS management system and all areas of **Compass Housing Services**. This document outlines the procedure for conducting a review of the WHS management system. By auditing the WHS management system, the auditor is able to verify:

- Whether the WHS management system has been effectively implemented by each department; and
- Whether the WHS management system is effective in managing **Compass Housing Services** WHS risks.

30.3. Responsibilities

Board Members will be responsible for:

- Reviewing the Board report with the Senior Management
- Approving any changes made to the WHS Policy

Auditor will be responsible for:

- Conducting a review of the system in consultation with the Executive Manager Corporate and Human Services, consultative meetings and WHS representatives
- Preparing a report for review
- Discussing the findings and recommendations of the review with the Chief Executive Officer.

Executive Manager Corporate and Human Services will be responsible for:

- Actively participating in the review of the WHS management system
- Providing feedback to the executive team regarding the findings and recommendations.

30.4. Procedure

- The Executive Manager Corporate and Human Services the Manager shall diarise and program the review date as every two years. The Executive Manager Corporate and Human Services and the Manager shall review the WHS management system for effectiveness, implementation level and continued suitability to the organisation taking into consideration other parties review recommendations. This includes:
 - Policies
 - Procedures
 - Forms and checklists
 - Objectives, targets and KPIs
 - WHS plans
- The Executive Manager Corporate and Human Services and the Manager conducts a review of the WHS Management System against the following (note, the following only applies if the audit is not an AS4801 audit):
 - Legislative requirements;
 - The expectations and requirements of interested parties (i.e. Contractors, authorities, etc.);
 - Changes in products and or activities of each department;
 - WHS incidents of the last three (3) years;
 - Market preferences;
 - WHS audits and inspection reports;
 - Feedback and communication received over the past three (3) years about the system; and
 - The proposed future direction of the WHS Management Program within Compass Housing Services ;
- The Executive Manager Corporate and Human Services and the manager notes all the items reviewed and any findings of the review, including recommendations for alteration and reviews them in consultative meetings.
- Upon completion of the review the Review Team meets with the Executives and other key worker to discuss key findings and recommendations and obtain approval to proceed with recommendations.
- Upon approval of the recommendations corrective action is tabled into the WHS Action Plans for implementation.

- Where modifications to the system are required the Executive Manager Corporate and Human Services makes these modifications in accordance with WHS Document Control Procedure
- Wherever there is a significant change in business or legislation, a review of WHS strategic plan and relevant documents will be reviewed.

30.5. Information and Training

Compass Housing Services Co Ltd. will provide information and training to all relevant workers in the requirements of this procedure.

30.6. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

- There will be a documented review
- All recommendations agreed to by the Board will be implemented
- The WHS management system will demonstrate continuous improvement.

Related Policies:	
Related Procedures	
Forms	
Supporting Documentation	

31. Injury Management: Compass Housing Services Co Ltd. Return to Work Policy

This policy has been developed in consultation with workers through our Senior Management Team. This policy is consistent with NSW WorkCover guidelines and satisfies the requirements of the Workplace Injury Management and Workers Compensation Act 1998 and is compliant with the Injury Management Procedure.

31.1. Commitments of the Workplace

- To prevent injury and illness by providing a safe and healthy working environment.
- To ensure that injury management activities commence as soon as possible after injury and every effort is made to provide suitable and meaningful duties consistent with the nature of the injury/illness, after seeking appropriate medical judgement
- To provide support throughout the rehabilitation process to minimise the effects of the injury and ensure that an early return to work is normal practice and an expectation.
- To provide suitable duties/employment for an injured employee as soon as it is practically possible. This is, an integral part of the rehabilitation process.
- To consult with the injured employee, their nominated treating doctor, their supervisor (or immediate manager), rehabilitation provider, Return-to-Work Co-ordinator and where applicable their union representing them to ensure the Return-to-Work Program is realistic, is agreed to and operates effectively.
- To ensure that participation in a Return-to-Work Program will not, of itself, prejudice an injured employee.

31.2. Procedures for Action When Injury Occurs

31.2.1. When an injury occurs

- It is the worker's responsibility to notify his or her Manager of any injury as soon as possible.
- Once an injury is notified, Compass Housing Services Co Ltd. will ensure that the injured employee receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to prevent a recurrence. The employee or supervisor if the employee is unable to will record the incident using Compass Housing incident procedure.
- Injured workers must obtain a NSW Workers Compensation Medical Certificate from the doctor providing medical treatment to the employee. The employee

must provide a copy of the medical certificate to the WHS Officer who will forward a copy to the Return-to-Work Provider.

- Compass Housing Services Co Ltd. will notify its insurer of any significant injury (WorkCover-defined injury where an employee is unfit for normal duties for more than seven days) within 48 hours of the above, and within 7 days for any other type of injury.
- An Injury Management Plan and Return-to-Work Plan must be completed for all significant injuries.

31.2.2. Follow-up after injury

- The designated Return-to-Work Provider (if one has been nominated) will contact the injured worker as soon as possible to provide information to assist the employee in their recuperation.
- The Return-to-Work Provider in consultation with the worker's nominated treating doctor and others (such as a Rehabilitation Provider) will develop the workers injury management plan within 3 days of becoming aware of a significant injury.
- The Return-to-Work Provider will forward the Injury Management Plan to the employee and insurer and will maintain a copy on the worker's case file. They will also protect the confidentiality of the information on this file.
- The injury management plan will be updated to reflect the suitable duties & any restrictions as detailed in the WorkCover medical certificate

31.2.3. Finding suitable duties

When the injured worker is, according to medical judgement, capable of return to work, an individual Return-to-Work Plan will be developed offering suitable duties, which will be identified after consultation with relevant parties and will be specified in writing. Appropriate assistance will be given to workers from a non-English speaking background and to those permanently unable to return to pre-injury duties.

31.2.4. Consultation

Workers will be informed of their rights and responsibilities and of Company policies of rehabilitation. Such consultation will be effected through the Executive and Senior Management team and through team meetings.

31.2.5. Disputes

Compass Housing Services Co Ltd. accepts the need to consult with workers and any union representing them on disputes and to contact the insurer, the Workers Compensation Advisory Service on 131050, or an Injury Management Consultant where relevant. Disputes may also be referred to the Workers Compensation Commission.

32. Injury Management Procedure

32.1. Purpose

Compass Housing Services committed to assisting all injured workers return-to-work as soon as possible following a workplace injury, illness or disease.

It is an expectation of Compass Housing Services that all rehabilitation and injury management will be conducted in consultation with the injured worker, their treating medical practitioner and the worker's supervisor in an effort to return the worker to their pre-injury duties.

Compass Housing Services is committed to:

- The prevention of workplace injury, illness or disease by providing a safe and health working environment
- Ensuring the early commencement of workplace rehabilitation consistent with medical advice
- Ensuring that return-to-work as soon as possible after a workplace injury, illness or disease is a normal practice and an expectation
- Providing suitable duties for workers who suffer a workplace illness or injury
- Ensuring that participation in an injury management plan will not disadvantage an injured or ill worker.

32.2. Scope

This is a company-wide procedure and applies to all areas of Compass Housing Services Co Ltd. The document should be read and applied whenever a worker needs to make a claim for workers compensation following a work related injury, illness or disease.

32.3. Responsibilities

Worker Obligations

- Statutory obligations:
 - Take reasonable care in the performance of work to prevent work related injuries or illness to themselves and others
 - Cooperate with Compass Housing Services to enable injury management obligations imposed by legislation
 - Cooperate with reasonable workplace changes designed to assist the rehabilitation of fellow workers.

- Other obligations:
 - Seek medical attention
 - Notify the employer of a workplace injury as soon as possible after the injury happens
 - Record their name, date and cause of the injury in the employers Register of Injuries
 - Sign the WorkCover medical certificate where one is required
 - Participate and cooperate in the establishment of an injury management plan
 - Comply with their obligations under the injury management plan
 - Nominate a treating doctor who will agree to participate in the development of the injury management plan
 - Comply with requests made by the insurance company
 - Receive authorisation from the treating doctor to return-to-work with their pre-injury employer, as soon as possible having regard to the injury
 - Make all efforts to return the work as soon as possible.

Employer Obligations

- Ensure the health, safety and welfare at work of all workers;
- Provide the injured worker with:
 - First aid and transport to medical treatment if required;
 - Details of the workers compensation insurance company;
 - A workers compensation claim form when requested.
- Keep a register of injuries
- Participate and cooperate in the establishment of an injury management plan for an injured worker and comply with the obligations imposed upon the employer in the injury management plan written by the insurer
- Notify the insurer of the workplace injury within 48 hours where workers compensation is or may be payable
- A serious incident involving a fatality or a serious injury or illness should be reported to WorkCover immediately
- For other incidents (non-serious) where workers compensation is or may be payable, Compass Housing Services Co Ltd. should notify the insurer within 48 hours. There is no need to notify WorkCover of non-serious incidents as the insurer will notify WorkCover of these incidents
- Forward to the insurer:

- A WorkCover medical certificate, if provided by the injured worker, within seven days
- On-going medical certificates, receipts and accounts for medical or other treatment, within seven days.
- Provide suitable employment for a worker who has been incapacitated for work and is able to return-to-work on a full-time or part-time basis. The Return-to-Work Coordinator is to develop a Return-to-Work Plan for the injured worker after discussions with the injured worker and treating doctor. The employer will implement and monitor the Return-to-Work Plan for the injured worker.

Insurer Obligations

- Ensure Compass Housing Services are aware of their legislative obligations in relation to the insurer's injury management plan
- Contact the injured worker and employer within three days, and consult with the treating doctor, to ensure that the injured worker receives the necessary assistance to recover and return to work
- Commence provisional liability payments of weekly benefits and medical expenses within seven days, unless a reasonable excuse exists
- Cooperate with its obligations under the injury management plan
- Consult with the injured worker, employer and nominated treating doctor in the development of an injury management plan
- Provide information to both the employer and injured worker with respect to the injury management plan.

Nominated Treating Doctor Obligations

- Complete WorkCover medical certificates
- Arrange and monitor appropriate treatment
- Provide specific work restriction.
- Provide information to insurer and employer in relation to the injury management and Return-to-Work plans.

32.4. Information and Training

Compass Housing Services will provide information and training to all relevant workers in the following:

Once PRINTED, this is an UNCONTROLLED DOCUMENT. Refer to [U:\Policies & Procedures Current](#) for the latest version.

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- Compliance to legal requirements (i.e. reporting timeframes are achieved at all times)
- Correct and prompt reimbursement (i.e. all workers who suffer a workplace injury, illness or disease are reimbursed according to legislative requirements) or wages and expenses.
- All forms are correctly completed (i.e. including wages and award details)
- Reimbursement against recoverable claims
- The implementation of claims management strategies involving Compass Housing Services and the insurer at claims review meetings
- Decreases are achieved in forecasted and actual premium charges
- Decreases are achieved in individual claims costs
- Individual claims management strategies are developed and implemented for each claim.

32.5. Compliance and Verification Guidelines

The verification that the requirements of this procedure have been carried out will be evidenced by the following:

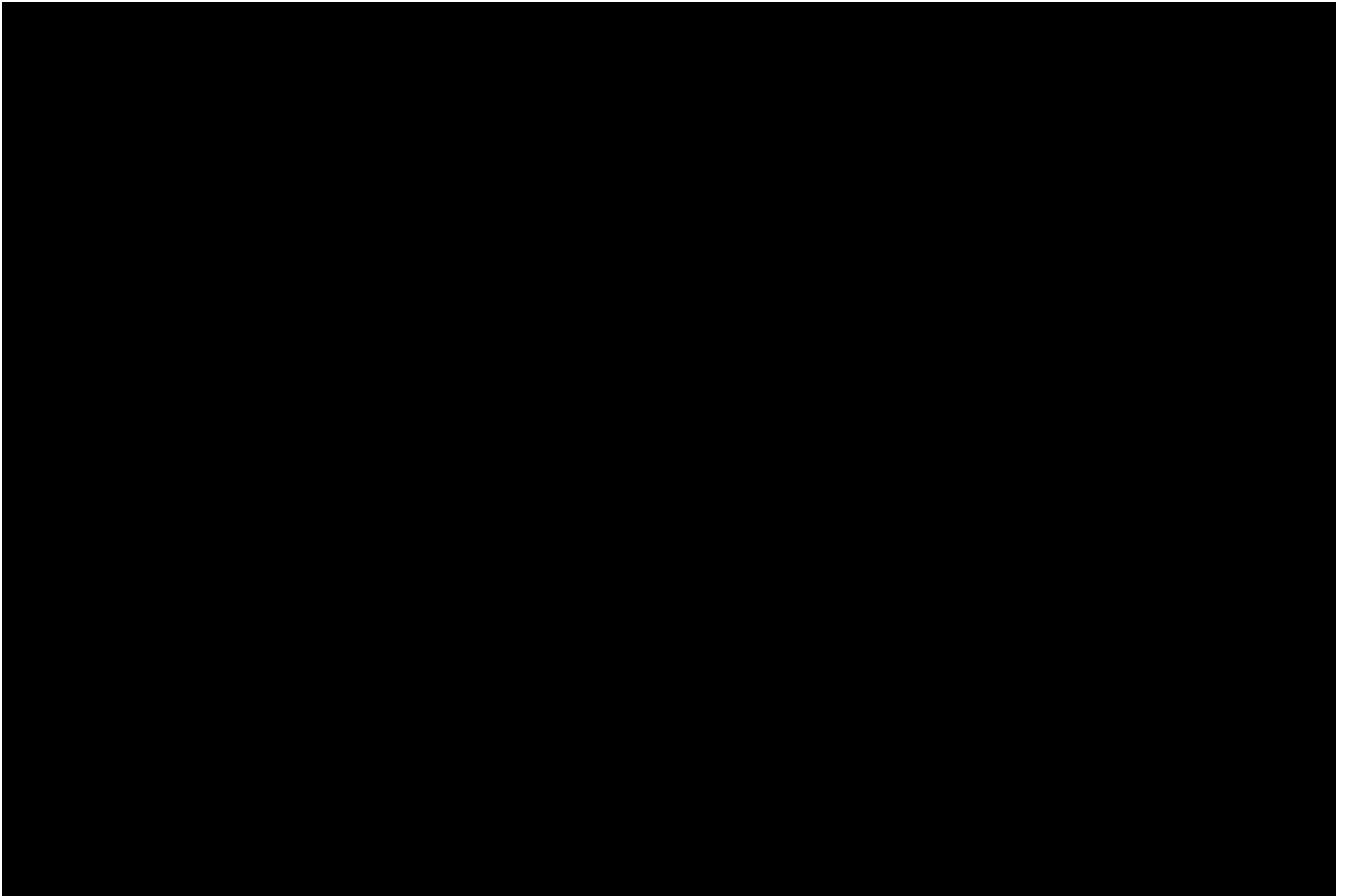
- Compliance with Workers' Compensation Act (1987).
- Early return to work following workplace injury.
- A gradual reduction in total lost time injuries and days lost resulting from workplace injury, illness or disease.
- Return of all injured or ill employees to meaningful and productive work.
- Completion of a Return to Work plan for all cases where an employee has suffered a significant injury and is unable to perform their normal work duties or is unfit to perform any work.

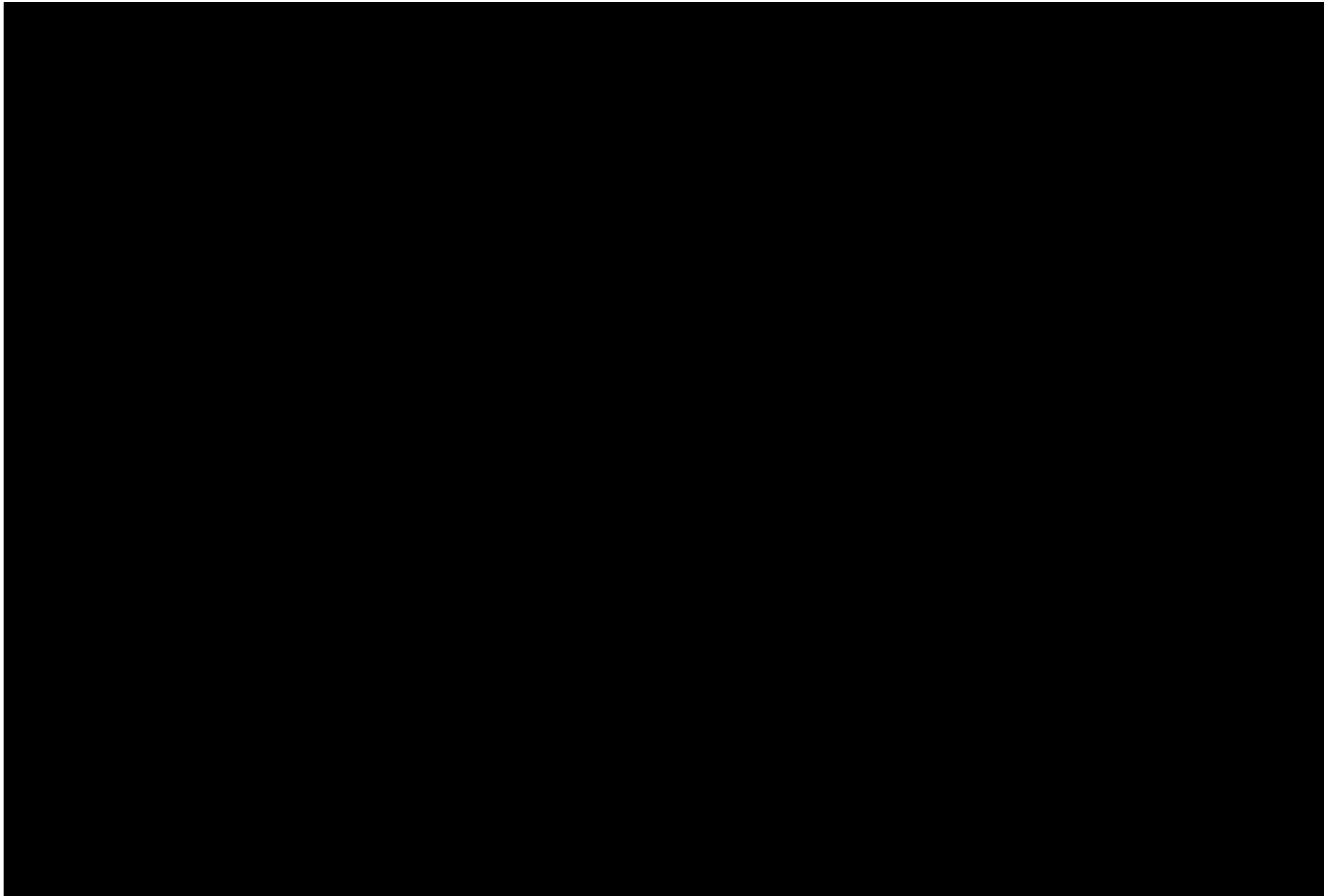
Related Policies:	
Related Procedures	
Forms	Nil

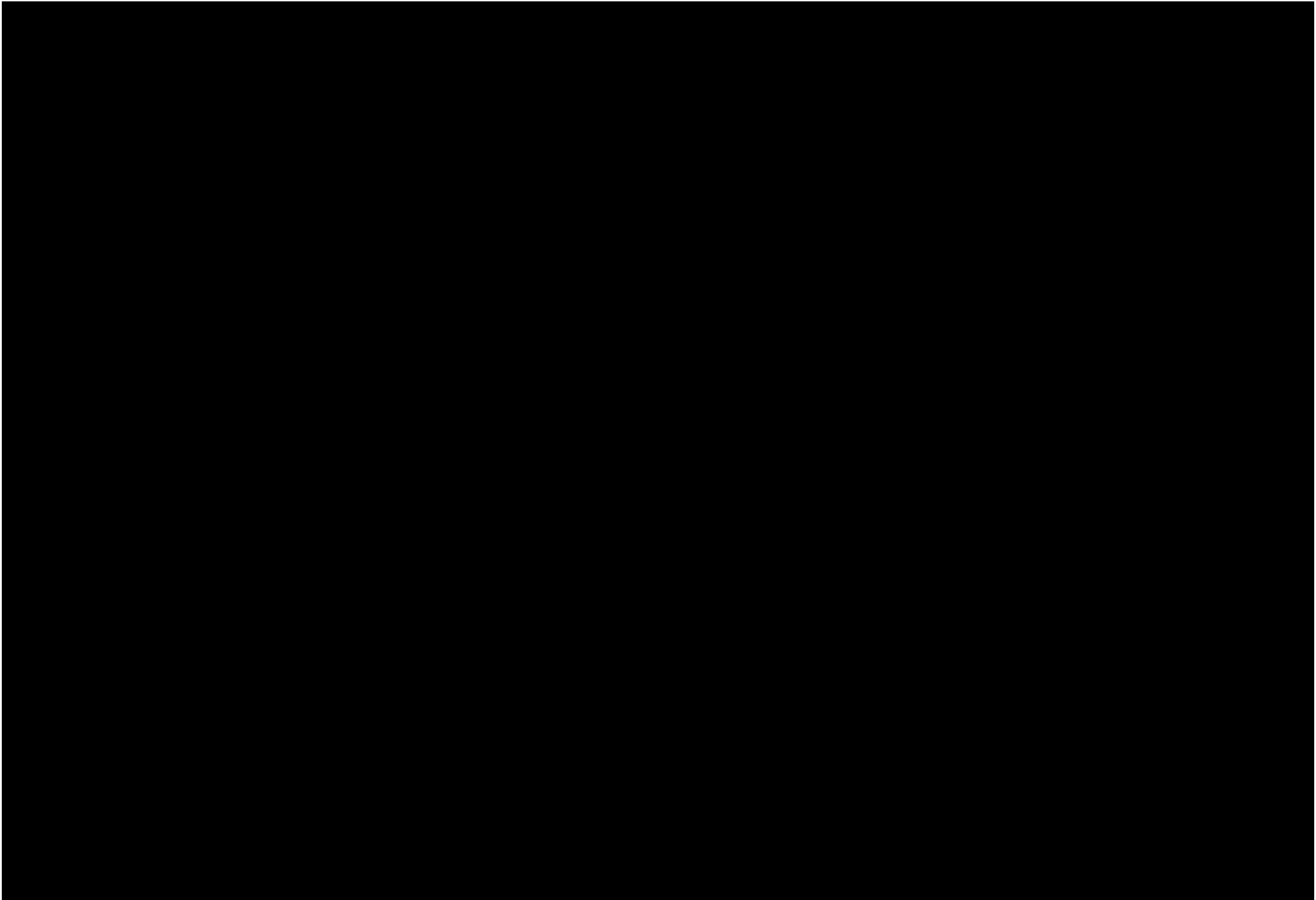
Supporting Documentation	
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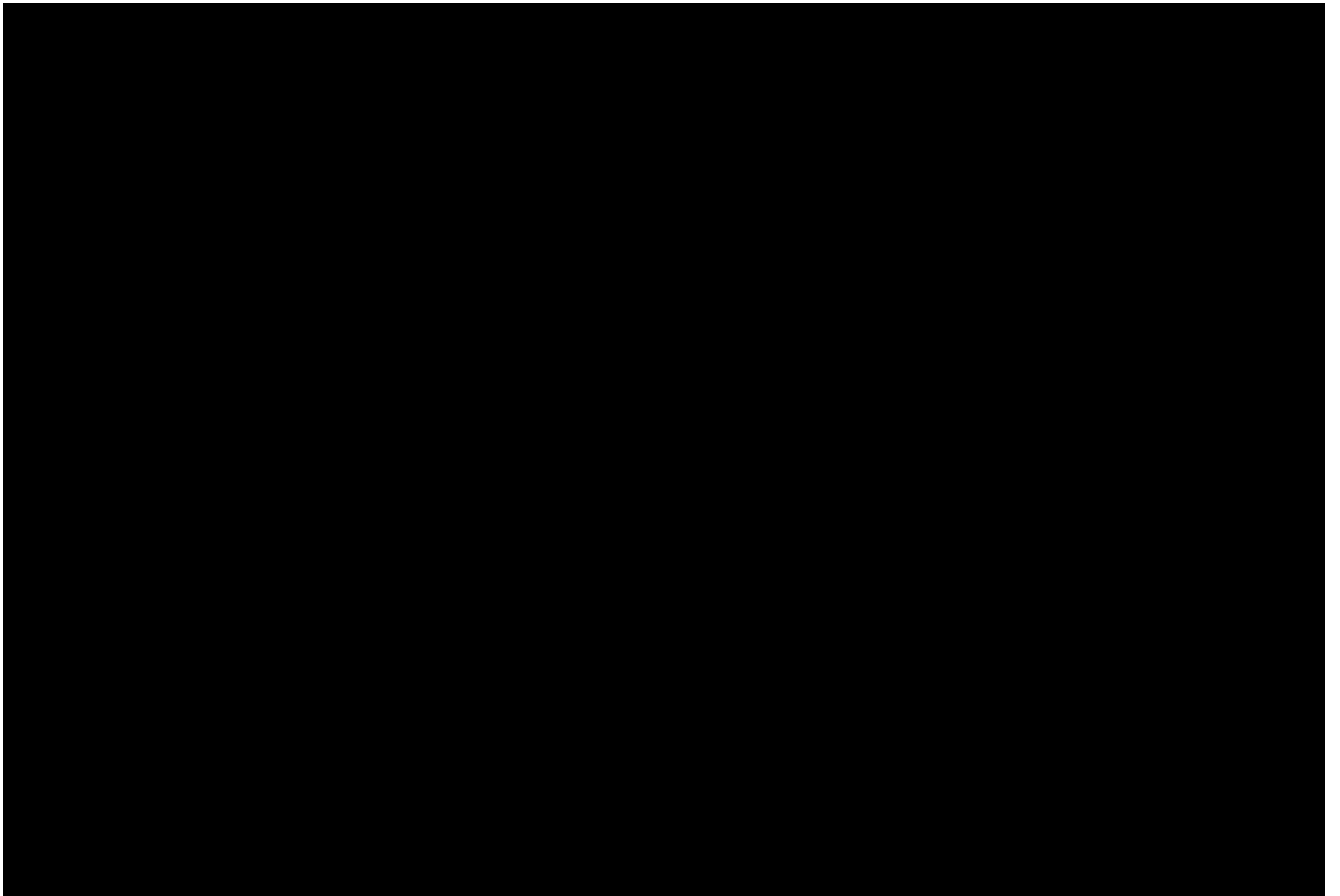
Annexure A – Bid Design Deliverables

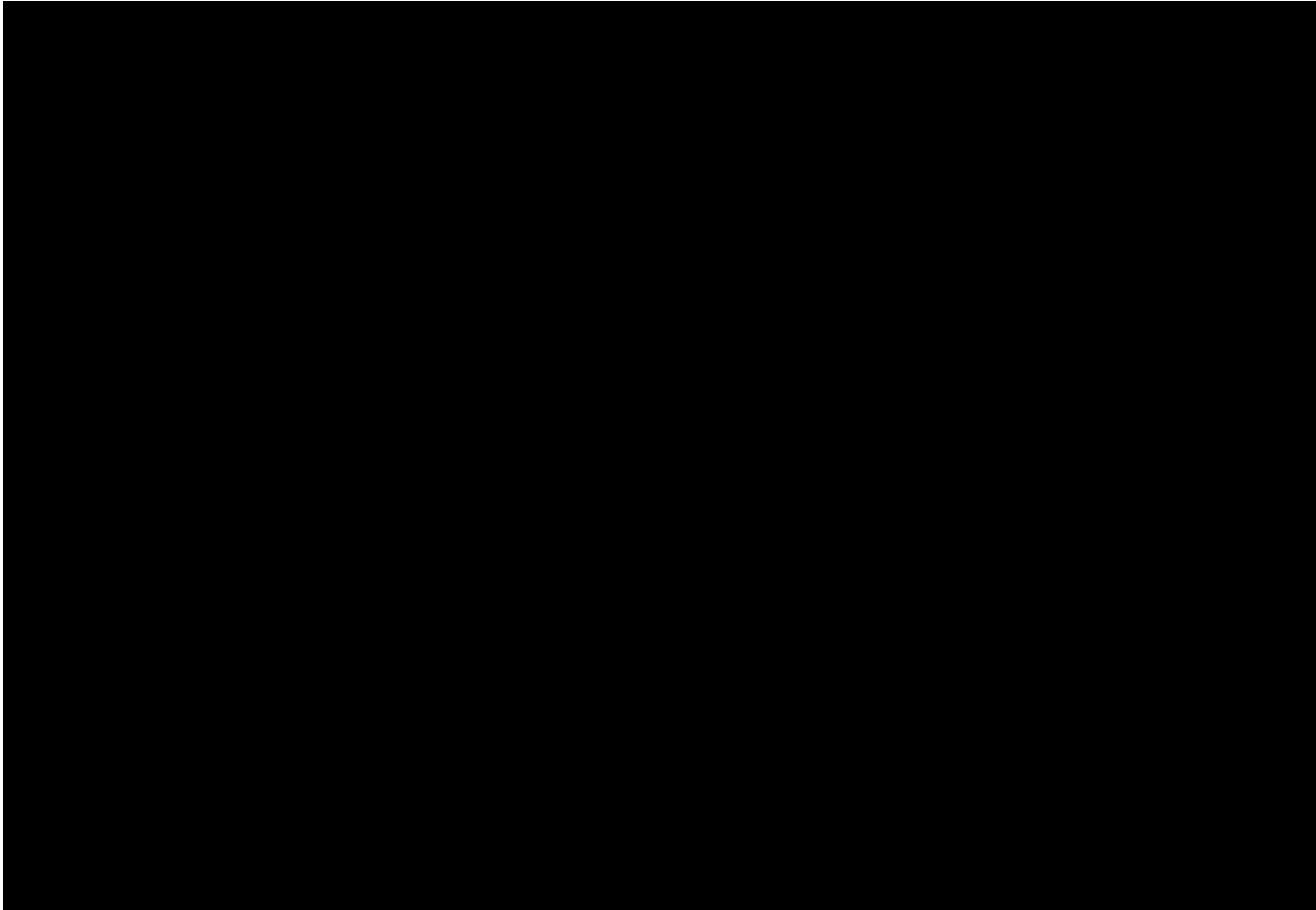
A2 Initial Delivery Phase Program

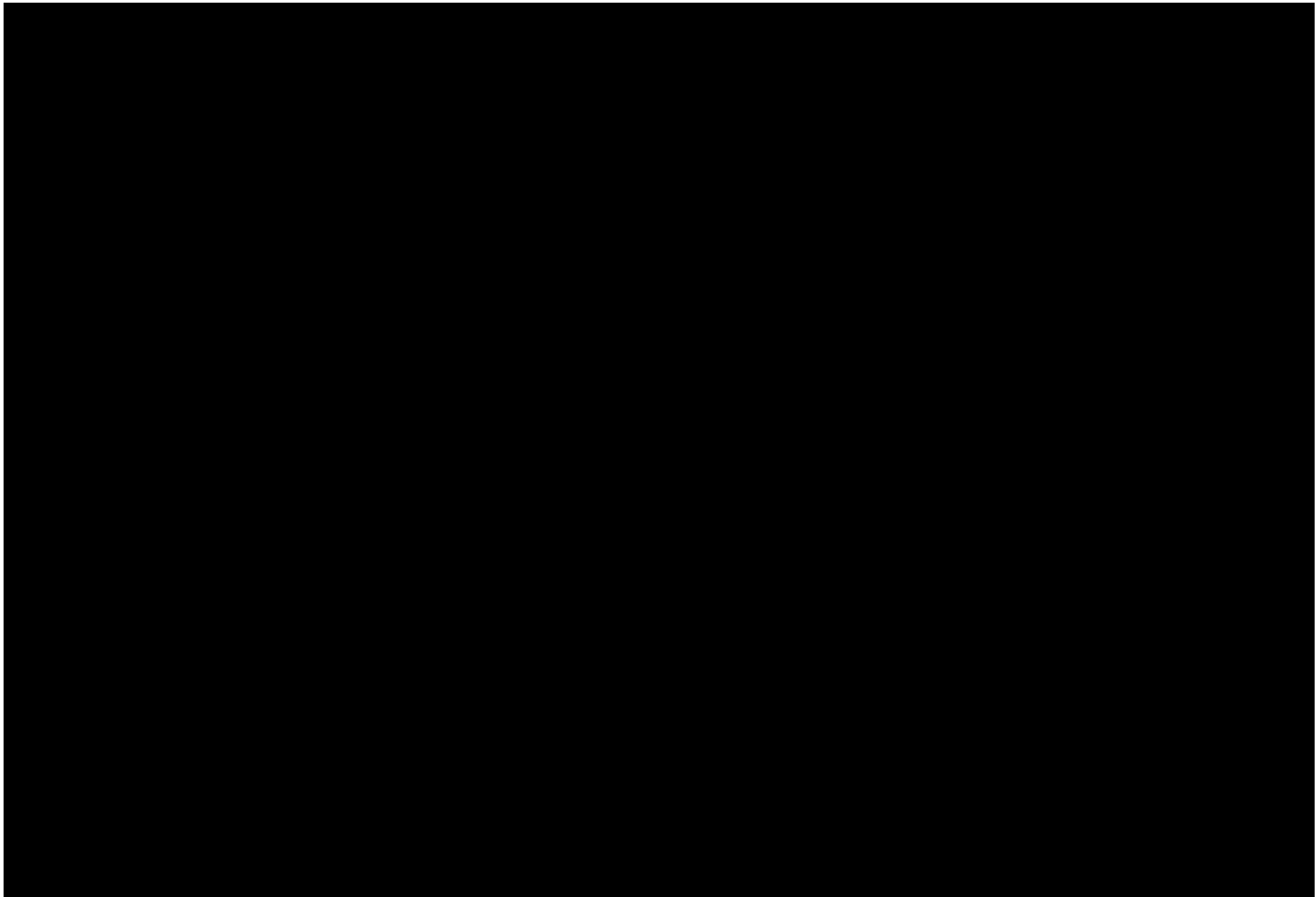


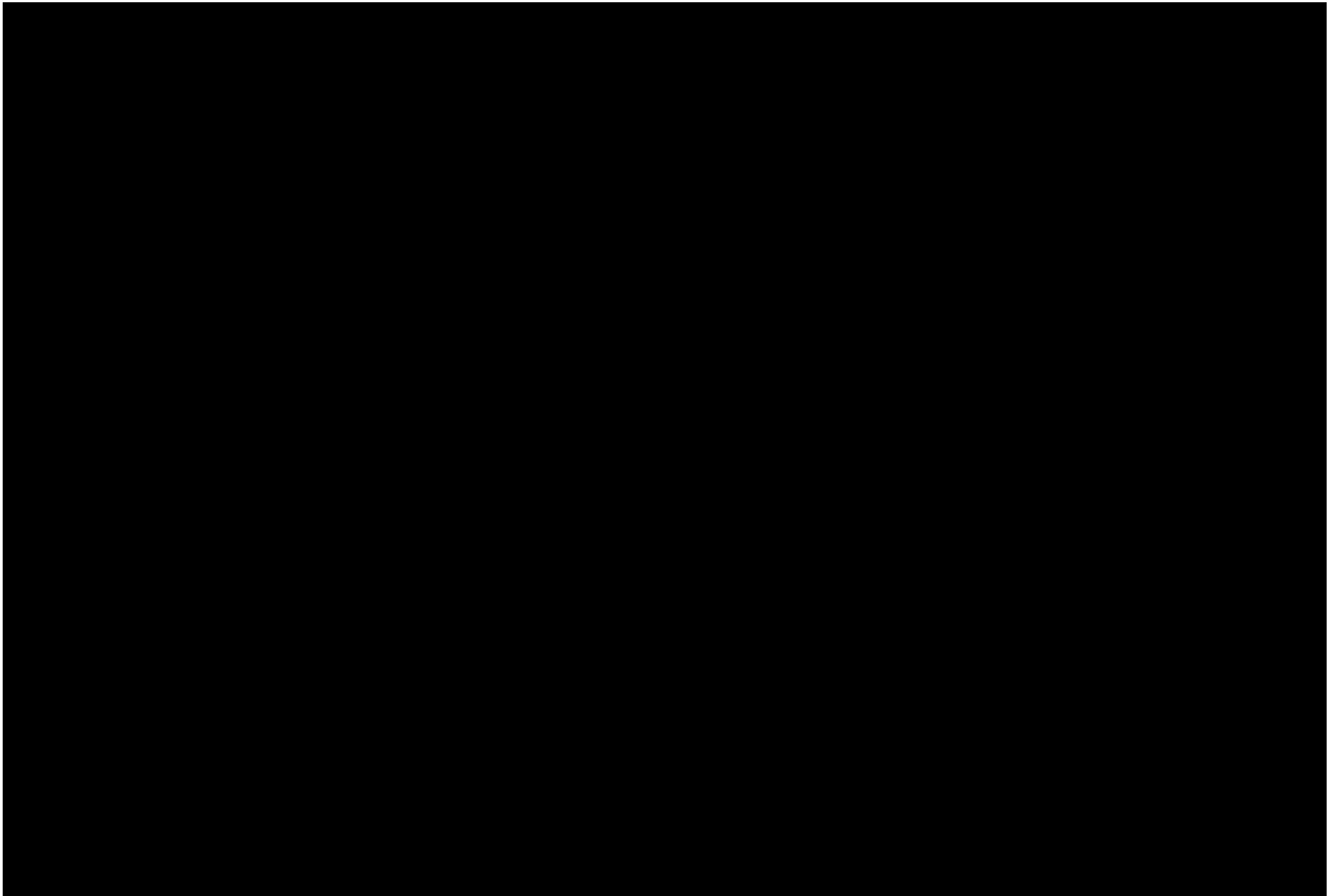












Annexure B – Bid Services Deliverables

Initial Service Delivery Phase Plans

Schedule 17 - Annexure B – Service Delivery Phase Plans

Performance and Data Reporting Plan

The Performance and Data Reporting Plan incorporates the following:

- An overview of Information Management Systems
- Collecting, recording and maintaining information
- Transmitting data to FACS
- Compliance with Privacy Legislation

Overview of Information Management Systems

Compass has engaged Kinetic as its IT Business Partner to support the ongoing development of its integrated ERP system "Greentree", which is Compass' core Information Management System specialising in housing management capabilities.

The Greentree ERP software is internationally renowned for its data capture, analysis and reporting capabilities.

Compass has worked with Kinetic to further develop its capabilities by enabling the results of Tenant and Household Member assessments to be tracked using the proprietary Outcomes Star™ method.

Compass also utilises statistical analysis software (Statistical Package for the Social Sciences) to extract data from the Greentree ERP tracking module and provide more detailed data to establish trends at complex and locality levels.

Greentree is an integrated ERP system that includes modules for asset, Tenant and financial management in one core housing management system. It is also fully accessible by Tenancy Relations Officers in the field who are able to directly input data into the reporting schedules by use of a mobile device and proprietary mobile app which was designed to be fit-for-purpose.

The software environment is able to record all 'interactions' with Tenants and Household Member members and will be fully adapted to the Tailored Support Coordination Services. Compass anticipates further development will be required to fully integrate the innovative *Tenant Needs Assessment*, *Tenant Needs Reassessment* and *End of Tenancy* reporting protocols that will be required as key elements of the Tailored Support Coordination Services delivery.

The Greentree ERP system will fully support the accurate and timely reporting of the key performance indicators and the delivery of Quarterly and Annual Performance and Outcomes Reports.

Collecting, recording and maintaining information

The following sections will describe the process Compass will use to collect, record and maintain all information required to comply with the Performance and Data Reporting requirements, including records on the Dwellings, Tenants and Household Members' outcomes, and the general provision of the services.

- ***Collecting information***

Compass will use application data, interviews and surveys such as the *Tenant Needs Assessment Survey* to collect information about Tenants and Household Member members. Staff in the field are able to collect information using mobile devices. This information is automatically uploaded to a secure server on collection.

- ***Recording information***

Compass will use the GreenTree ERP software to record (capture and store) information either directly using a desktop version located in secure offices, or in the field using mobile devices with a proprietary mobile app and protected by a robust authentication process.

- ***Maintaining information***

Compass will use the Greentree ERP software to *maintain* (add, update or delete) information either directly using a desktop version, located in secure offices, or in the field using mobile devices with a proprietary mobile app and protected by a robust authentication process.

Transmitting data to FACS

Data will be submitted in electronic format(s) as specified by the FACS Representative.

Compliance with the Privacy and Personal Information Protection Act

Compass will adhere to the requirements set out in section 47 (Confidential information and disclosure) of the Services Agreement.

In addition, to address the challenges of sharing or transmitting confidential information relating to Tenants and Household Members with FACS or third party service providers, Compass will ensure the collection, recording and maintenance of information is compliant with the Compass Privacy Policy.

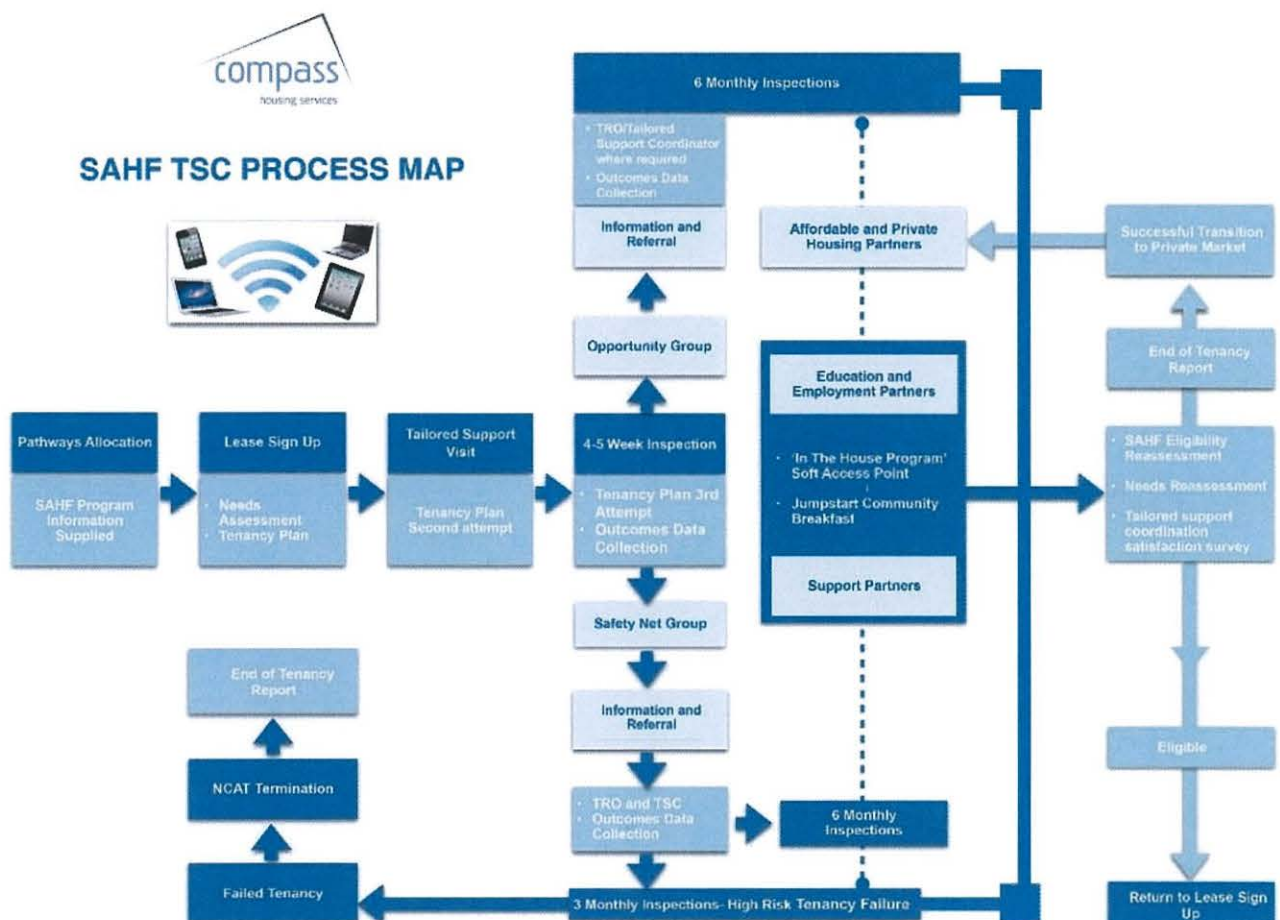
Annexure B – Service Delivery Phase Plans

Tailored Support Coordination Engagement Plan

Compass has identified two Tenant and Household Member cohorts who will be targeted by the *Tailored Support Coordination Engagement Strategy*. The 'Safety Net' cohort is made up of Tenants and Household Members who are more likely to resist engaging in Support Services and an 'Opportunity' cohort is made up of Tenants and Household Members who are more likely to engage readily.

Each cohort has different levels of support needs. Compass has identified distinctive streams of activities to facilitate rapid achievement of improved outcomes for Tenants and Household Members.

Figure 1: SAHF Tailored Support Coordination Engagement Strategy



Mitigating Tenants and Household Members' Resistance to Engaging with Support Services

Key Target Group 1: The Safety Net Group

The initial *Tenant Needs Assessment* will be used to identify Tenants and Household Members who are more likely to be resistant to engaging with Support Services and are considered to be members of the safety net group. This group typically has higher support needs and is anticipated to be the significant percentage of Tenants and Household Members (up to 60 percent).

These Tenants and Household Members will require more intensive support, potentially delivered over extended periods of time. Whilst some of these Tenants and Household Members will have the potential for significantly improved Tenant and Household Member outcomes, a majority are likely to require long-term social and Affordable Housing support and the major emphasis will be on stabilising their tenancies and reducing the demand they make on a wide range of human services.

Tenants in this larger cohort are likely to exist along a more extended continuum of support needs. However, all will require significant support in the first stages of the *Tailored Support Coordination Services*. The reassessment point which will be based on the needs of the individual will be undertaken at a minimum of 12 months but may be more frequent based on the needs of the individual will provide a review opportunity to see if they have achieved sufficient progress to become re-designated as entering the 'opportunity group' cohort.

For those who do not make this transition extended periods of support will be required. The more intensive support service provided to this cohort is also represented in Figure 1 above.

Key Target Group 2: The Opportunity Group

This cohort consists of those who engage readily and respond comprehensively to the support provided. From experience of current allocations through the Pathways process Compass anticipates approximately 10 to 15 percent of Tenants and Household Members entering SAHF properties will respond positively to opportunities created by the *Tailored Support Coordination Services* provided by Compass. Compass expects Tenants and Household Members in the opportunity group cohort will have the following characteristics:

- School completion up to 16 years of age
- A basic level of attainment at leaving school
- Past or recent experience of employment, and
- Motivation to connect with educational and training opportunities.

These Tenants and Household members are likely to have less severe barriers to improved outcomes and require support to overcome issues that have emerged relatively recently in their lives. Some members of the opportunity group cohort may require a less intensive version of the *Tailored Support Coordination Service*. However, all opportunity cohort members will be assessed by the Tenant Needs Assessment process and offered full Tailored Support Coordination. Where the Tenant Needs Assessment identifies support needs for a Tenant and Household Member the full Tailored Support Coordination Service will be provided, regardless of the cohort they have been identified with. Tenants and Household members in both cohorts will also experience the same Needs Reassessment procedures to determine the continued need for Tailored Support Coordination Services.

Strategies to Engage Tenant Cohorts with Support Services

Compass has identified a distinction between individualised services and communal initiatives in its *Tailored Support Coordination Engagement Strategy* which is designed to encourage Tenants and Household Members to engage with Support Services.

All Tenants will receive the individualised *Tailored Support Coordination Services* determined in their initial Needs Assessment. The pattern of services identified will be detailed in the *Tenant Support Services Plan* for each Tenant and Household Member.

The communal levels of engagement are delivered through a number of community development interventions, including:

- In The House
- The Jumpstart Breakfast
- Grow a Star
- Compass Connect
- Annual Compass Housing Christmas Carnival, and
- Annual Compass Housing Tenant Forum

In the House

This program is a neighbourhood anti-social behaviour prevention program that provides an early intervention to enable behavioural improvements by Tenants. Where Compass is alerted to antisocial behaviour in complexes or areas of high concentration Social Housing and Affordable Housing, an In the House session will be booked.

The *Tailored Support Coordinator* will schedule a date, inviting all Tenants and Household Members in the vicinity to a meeting place where food is provided. A local artist/rap artist is hired to invite Tenants and Household Members to express, on a canvass, how they feel about living in their neighbourhood and allow them to express their aspirations of a better lifestyle through art. Participants contribute to a shared canvass and the words used are translated into a rap song in a fun and engaging way.

In the House provides mentoring and a positive influence to spark an initial interest, and follows up with the provision of options and access to training /volunteerism or support.

Support partners are also invited, to provide a soft access point for Tenants and their families. In the House is a time for reflection on relationships and to develop a stronger sense of belonging to a community.

Compass proposes to develop this model to achieve some of the advantages of a soft access point for increased engagement.

This program has been successfully run by our NSW Operations team since 2014 and has delivered positive results including recognition of a Business Innovation Award in the 2016 Australian Business Awards.



In the House programs aim to assist residents to develop the skills they need to lead fulfilling, independent and productive lives.

Compass achieves this by providing the time, personal attention, mentoring, coaching and access to opportunities needed to develop education and training entry points.

Beyond education and affordable accommodation, foyers link young people and Household Members to health, employment, and wellbeing supports, as well as opportunities for social participation or education.



Compass proposes to adapt the In the House program as a 'soft access point for engagement'. The approach joins two successful modes of engagement, combining the effectiveness of outreach, with a support method pioneered in support for young people but with significant potential for supporting our wider range of Tenants and Household Members within the SAHF Program. Compass sees this method as particularly relevant for improving engagement with 'difficult to engage' Tenants and Household Members. It provides a soft entry point of access to Support Services at the point of residence and can break the initial barrier to engagement.

The Jumpstart Breakfast

This program provides another soft access point to private housing providers, education and employment initiatives as well as intensive Support Services.

Compass recognises the diversity of interests and barriers facing a significant representation of Social Housing and Affordable Housing Tenants and Household Members, for these reasons the use of alternative tools for engagement is paramount.

Jumpstart Breakfast will be provided to Tenants and Household Members of the SAHF Program and the immediate surrounds of the community on a scheduled basis. The secondary effects of positive mentoring and promotion of sleep patterns conducive to a productive community are all considered within the identified needs of a group of Tenants and Household Members. Considerations are made for alternative lifestyles requiring evening educational options and shift work.

Grow a Star

Grow a Star was launched in 2012 and continues to develop as a youth scholarship and mentoring program that is available to young people aged 5-18 years. The program identifies and supports young people who show an eagerness, talent or passion to develop their skills in a chosen field and helps them to fulfil their dreams.

Support is provided where family circumstances present barriers to the individual achieving their aspirations. Compass has already had success in providing laptops and tutoring for students, instruments for aspiring musicians, and opportunities for talented young sports people to compete at national levels.

Grow a Star has seen community housing Tenants achieve amazing heights, including the 'NSW young achiever of the year.'

In the first six months of 2016, Grow a Star has provided educational scholarships to young people across NSW in partnership with the Hunter business community. This year alone, Grow a Star has received over 90 applications – of which 63 young people were successful in obtaining further assistance through the program. At the end of October 2016, Grow a Star will have invested a total of \$80,820 into young people's skills and abilities, allowing almost 200 underprivileged young people to succeed in the future.



Compass Connect

Compass Connect is a small scale grant program to encourage improvements to local areas (place-making) by Tenants.

Residents in a complex can identify improvement to common areas and establish a community garden or barbecue area.

The intention is to provide space for improved socialising between Tenants and Household Members, to reduce social isolation and improve social cohesion.



Annual Compass Housing Christmas Carnival

The state-wide series of Christmas events is a very effective tradition of Compass, providing a vehicle for internal volunteerism, engagement with Support Services and specialist Compass staff. The event has evolved into an expo of opportunity for Tenants to further share ideas and enjoy show rides with live music. In 2015, over 1,500 Compass Tenants attended this event in the Hunter and Central Coast areas alone.

Annual Compass Housing Tenant Forum

Compass set the benchmark on linking Tenants and Household Members with opportunity to contribute to future directions and community housing governance hosting a series of contextualised Tenant forums across regional NSW, seeing almost 400 Tenants represented in the Hunter and Central Coast. A number which is growing every year.

All Tenants and Household Members are provided educational and interactive workshops, consultation sessions access to specialist Support Services as well as access to support providers at these forums.



Mitigating the Impact of Tenant and Household Members' Resistance on Core Activities

Compass is confident these initiatives, and other community development activities, will help it engage with Tenants and Household Members who are reluctant or refuse to participate in all or part of the activities undertaken as part of the *Tailored Support Coordinated Services*. By providing a more communal or universalistic intervention, individuals feel less singled out and their perception of being 'labelled' is reduced. The communal activities are less confronting than an immediate referral to a support agency and provide a 'soft entry' and pathway to more tailored support.

Tenants who flatly refuse to engage with a *Tenant Support Services Plan* and communal activities, will be tracked within Compass's Outcomes Measurement and Reporting Framework. Consequently, such occurrences will be integrated into the reporting framework. Compass does not foresee circumstances of Tenant non-participation will impact on its conduct of *Tailored Support Coordination* for other Tenants, Household Members or impact Compass's ability to report refusals to FACS.

Tailored Support Coordination Strategy

Please note:

- The principles of community housing best practice are incorporated into this strategy.
- SAHF Program Manager / Tailored Support Coordinators / Tenancy Relations Officers / Customer Service Officers / Assets Technicians will positively represent Compass in all aspects of their work and adhere to current and future operational policy.
- Acknowledgement is made of existing community development frameworks which have been incorporated into this strategy.

Objective 1: Provide a high level of quality services to all SAHF Tenants and Household members						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
1.1	Provide quality and effective customer service to Tenants, Household Members and other stakeholders	Provide access to industry leading call centre services via 1300 333 733	Tenant satisfaction rates are consistent with, or higher than industry benchmarks.	Conduct annual Tenant satisfaction survey	Communications Officer	Yearly
		Provide best practice framework and tenancy management systems to Tenants and Household Members	Tenant and Household Members participate in providing feedback	Conduct Tailored Support Coordination Survey	SAHF tailored support coordinator	Yearly

Objective 1: Provide a high level of quality services to all SAHF Tenants and Household members

#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
1.2	Circulate Tenant newsletters	Maintain an online system with a centralised newsletter dispatch system	Flow chart available on Sharepoint	Template is available to all newsletter committee reps via online share point page	Newsletter Chair / Communications Officer	Quarterly
		Maintain a flow chart for Newsletter process and update for any procedural change	Attend newsletter committee meeting, submission of newsletter to template	Feedback during Team Meetings	NSW Newsletter Committee	
		Ensure newsletters are provided for dispatch on or before the deadline		Tenants will receive newsletter, reported to ticket Risk Management system	Executive Manager for Tenant Access and Engagement	
1.3	Utilise electronic media to provide	Gather reportable information and	Tenant and/or Household Members entered into the	Desktop audits performed by	Tailored Support Coordinator	Monthly/ Ongoing

Objective 1: Provide a high level of quality services to all SAHF Tenants and Household members						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
	speedier support interventions and accurate, timely data collection	facilitate referrals, gather Social impact data during Tenant inspections using mobile technology	COAT system Communications, outcomes and social impact data is entered into the COAT system and evident upon SAHF desktop audit	SAHF Program Manager and quarterly report	Executive Manager for Tenant Access and Engagement	
		Use software and other technology made available by Compass <ul style="list-style-type: none"> Attend TSC monthly compliance meetings or provide representation for localised branch area 	Information for 100 percent of SAHF Tenants is entered into the appropriate template for needs assessment and tenancy plan	Compliance audit and reporting	SAHF Program Coordinator Tailored Support Coordinator	

Objective 1: Provide a high level of quality services to all SAHF Tenants and Household members

#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
		<ul style="list-style-type: none"> Survey data entered to Greentree Data extracted from Greentree Entries to Greentree made at time of inspection or within 48 hours EOM report data extracted from Greentree deadline- Before 1st of the month 				
1.4	Conduct Tenant Needs Assessment tenancy plan for all SAHF		Information for 100 percent of SAHF Tenants is entered into the appropriate template for needs assessment and tenancy plan	Compliance audit and reporting	SAHF Program Coordinator Tailored Support Coordinator	Monthly/Ongoing

Objective 1: Provide a high level of quality services to all SAHF Tenants and Household members						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	How will you achieve this objective? happen connections)	What do you actually need to carry out to make the strategies	You will know the objective has been achieved, by the following indicators	How well did you do it? (e.g. % Tenants reporting improved social		Financial Year
	participants (over the age of 16)					
1.5	Engage respectfully with Tenants and Household Members	Follow up invitation will be received from TRO Leasing staff for initial needs assessment and tenancy plan One on one support visit for 2 nd attempt if required Follow up invitation should be received from TRO Property staff for new tenancy inspection 3 rd attempt if required	SAHF workers are provided cultural awareness training and correct induction to company values	Attendance of mandatory meetings	Tailored Support Coordinator SAHF Program Manager	Ongoing

Objective 1: Provide a high level of quality services to all SAHF Tenants and Household members						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
		Workers will adhere to the Compass Housing policy and procedure pertaining to Code of Conduct and Client Services Charter				

Objective 2: Meet or exceed benchmark for reporting and compliance						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
2.1	Accurately collect, record and analyse data	Utilise COAT portal on mobile digital devices	COAT tool available to SAHF staff	Extracted from Greentree monthly	Tailored Support Coordinator, SAHF Program Manager	Ongoing
		ensure adequate training for SAHF staff to utilise digital equipment	Attend IT training as requested by SAHF Program Coordinator	Noted on HR training attendance Extracted data, meeting minutes		Monthly
		Enter all data to Greentree and reporting tools	Data to be present in EOM consolidation and included on SAHF Reports	IT observation- data analysis		
2.2	Monthly reports submitted in a timely manner	Streamline month reports with detailed information directly from COAT tool	COAT tool available to SAHF Staff	Reported by Tailored Support Coordinator report-minuted	Tailored Support Coordinator	Monthly
		Ensure SAHF EOM report is submitted to the SAHF Program Manager	EOM report completion	Evident on Share Point SAHF Site	Tailored Support Coordinator	Monthly
2.3	Utilise Greentree to its full capacity for	Enter all Tenant contact and communication to the	COAT completion and procedures available on Share Point	Data extracted from Greentree Module (COAT)	SAHF Program Manager/ Tailored Support	EOM monthly

Objective 2: Meet or exceed benchmark for reporting and compliance						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
	SAHF purposes	assigned Tenant or Household Members	Data has been entered before the 1 st of the new month		Coordinator	

Objective 3: Establish safety measures in the case of non-engagement						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
3.1	Ensure multiple attempts are made to review the needs of Compass Housing, SAHF consumers and facilitate referral and coordination services	Referring to the SAHF Process Map, up to three attempts are to be scheduled <ul style="list-style-type: none"> During lease sign up During one on one engagement During initial routine inspection 	Needs Assessment, Tenancy Plan and engagement Captured on COAT and reported to FACS	Evidence of documentation quantitative data reporting and engagement stats Tailored Support Coordination Satisfaction Survey	SAHF Program Manager and Tailored Support Coordinator	Ongoing
3.1	Ensure multiple attempts are made to review the needs of Compass, SAHF Consumers and facilitate referral and coordination services	Identify 'at risk' Tenants (user needs assessment matrix) that are not engaged and trigger alternative engagement Strategies: <ul style="list-style-type: none"> Move Tenant status to opportunity group if appropriate Utilise intensive 	Capture information Via COAT and report to FACS	Reporting and compliance/tenancy management data	Tailored Support Coordinator Tenancy Relations Officers	As required

Objective 3: Establish safety measures in the case of non-engagement						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
		support one on one engagement <ul style="list-style-type: none"> Utilise COAT texting and other alternative media platforms If tenancy is at risk of failing, initiate tenancy management protocol and engage with tenancy management team to maximise engagement circle of influence.				
3.2	Provide multiple soft access points for Tenant and householder engagement	Conduct strategic activities on a weekly rotational basis <ul style="list-style-type: none"> In the House Jumpstart Breakfast 	Record attendance of events with outcomes and Activity reports attached to COAT	Data reporting and compliance	SAHF Program Manager and Tailored Support Coordinator	Weekly and Ongoing

Objective 3: Establish safety measures in the case of non-engagement						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
		<ul style="list-style-type: none"> Other non- specified community development initiatives 				
3.3	Provide access to existing Compass products	Provide referral and advice on: <ul style="list-style-type: none"> Grow a Star developments Compass Annual Tenant Forum Compass events and Christmas events Trips or excursions Tenant sub committees or working groups 	Utilisation of alternative media and information platforms	Recorded in COAT (outcomes)	Tailored Support Coordinator	Ongoing

Objective 4: Maintain Effective Support Networks and Partnerships						
#	Strategies	Activities	Performance Indicator	Outcomes	Responsible	Target Date
	<i>How will you achieve this objective?</i>	<i>What do you actually need to carry out to make the strategies happen</i>	<i>You will know the objective has been achieved, by the following indicators</i>	<i>How well did you do it? (e.g. % Tenants reporting improved social connections)</i>		<i>Financial Year</i>
4.1	Involve partner agencies in programming and activities	Invite appropriate services to In the House events Facilitate Case Conferencing if required or requested Actively network sector inter-agencies to source new opportunities for Tenant support or engagement.	Maintain support agency agreements and contact	Documented internally Documented internally Outcomes reported on COAT	SAHF Program Manager and Tailored Support Coordinator	Ongoing/ Reviewed Yearly or as otherwise scheduled

Schedule 17 - Annexure B - Service Delivery Phase Plans

Affordable Housing Allocation Plan

The Affordable Housing Allocation Plan sets out Compass' proposed approach to allocating Affordable Housing to Tenants in alignment with FACS' objective of facilitating the transition of Social Housing Tenants to available Affordable Housing, where appropriate.

Affordable Housing encompasses social and community housing, but is more often used to describe other forms of assistance targeted to people who are either not eligible for Social Housing or who tend to experience difficulty accessing it.

The key feature of Affordable Housing is that it is provided to a mix of income groups - the target group for Affordable Housing is generally households with very low to moderate incomes, calculated under the NSW Affordable Housing Guidelines. Compass intends to provide an 80% Social Housing and 20% Affordable Housing mix.

The Affordable Housing Allocation Plan will ensure that allocations are a mix of very low to moderate income households. Consideration is given to ensure households are also able to meet other basic living costs, such as food, clothing, transport, medical care and education. As a rule of thumb, housing is usually considered affordable if it costs less than 30% of gross household income.

Income Levels determined by Household Earnings

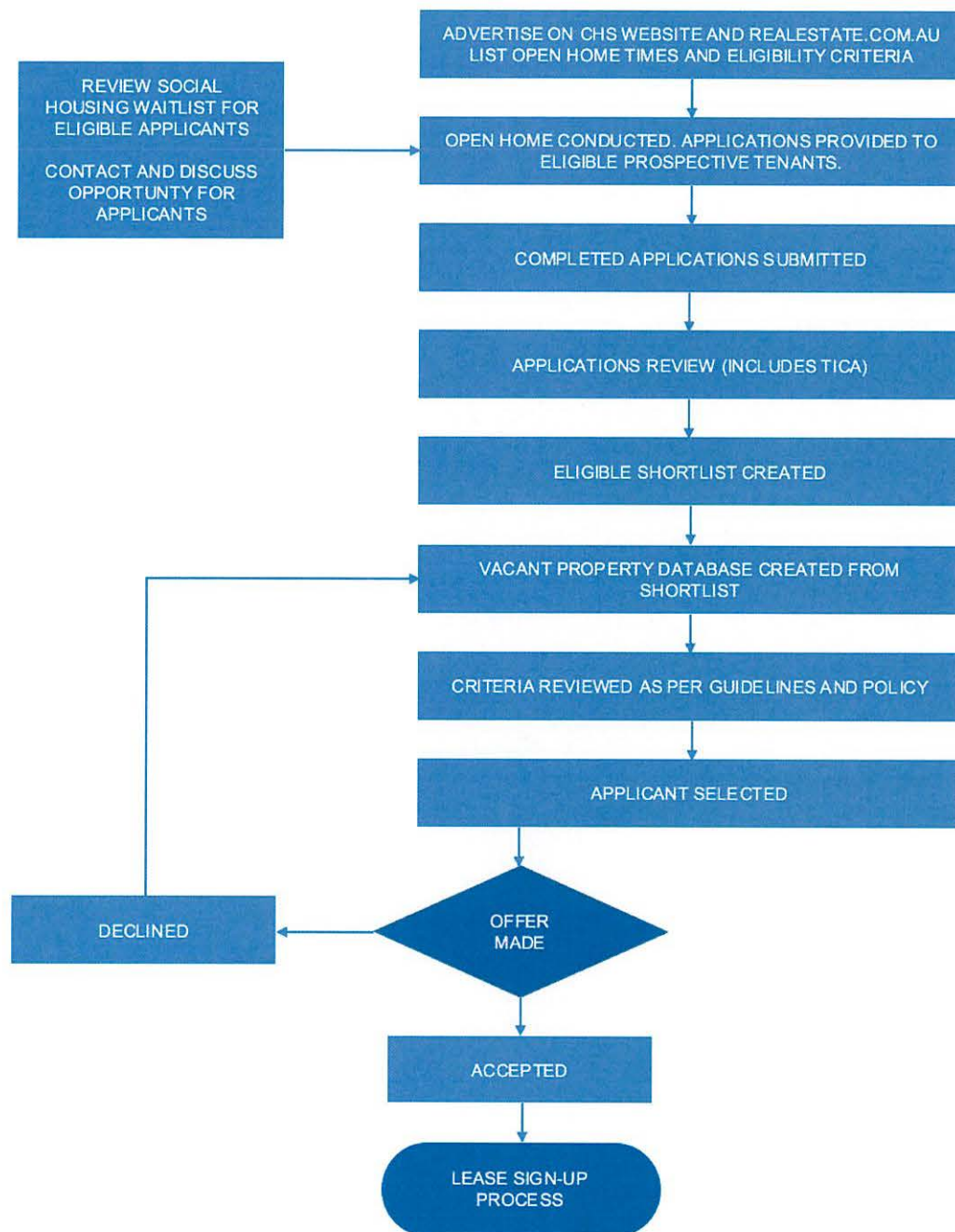
Income Level	Household Earnings
Very Low Income	A household earning less than 50% of the relevant median household income for Sydney or rest of NSW, as applicable.
Low Income	A household earning between 50% and 80% of the relevant median household income for Sydney or rest of NSW, as applicable.
Moderate Income	A household earning between 80% and 120% of the relevant median household income for Sydney or rest of NSW, as applicable.

Allocations aim to balance the needs of households in housing stress with the requirement to generate sufficient income to meet finance and other operating costs. Rents are set so a household pays either a set portion of income in rent or a discounted Market Rent.

Identifying, prioritising and allocating Social Housing Tenants

When an Affordable Housing vacancy arises, the opportunity to transition from Social Housing will be advertised to identify potential Affordable Housing applicants, with priority allocated to existing Social Housing Tenants. Existing and eligible Tenants of Compass will be contacted directly with an invitation to view the Dwelling and submit an application. The review of the NSW Housing Register will also allow for eligible Applicants to be contacted.

Process to Assess Eligibility for SAHF Affordable Housing



Advertise housing availability

Advertising will be placed on Compass' website and external internet and media publication i.e. realestate.com.au for all new Dwelling vacancies.

This advertisement will include the eligibility criteria for Affordable Housing applicants, Market Rent range and rent calculation under the policy of Compass Housing.

Under the NSW Affordable Housing Guidelines, the NSW Housing Register can also be referred to for suitable Affordable Housing applicants.

Conduct open home

Viewings for the vacant Dwelling are conducted under an Open for Inspection period for eligible Affordable Housing applicants.

Application submission and review

Completed applications are submitted, and then reviewed with reference to criteria under the Compass Housing policy regarding eligibility and greatest need.

Applicant offer

Should an Affordable Housing applicant be deemed eligible, an offer is made to the prospective client.

Offer outcome

Should the offer be accepted, the client will be advised of the sign up process and what it means to be a Compass Housing Tenant. A lease sign date will be set.

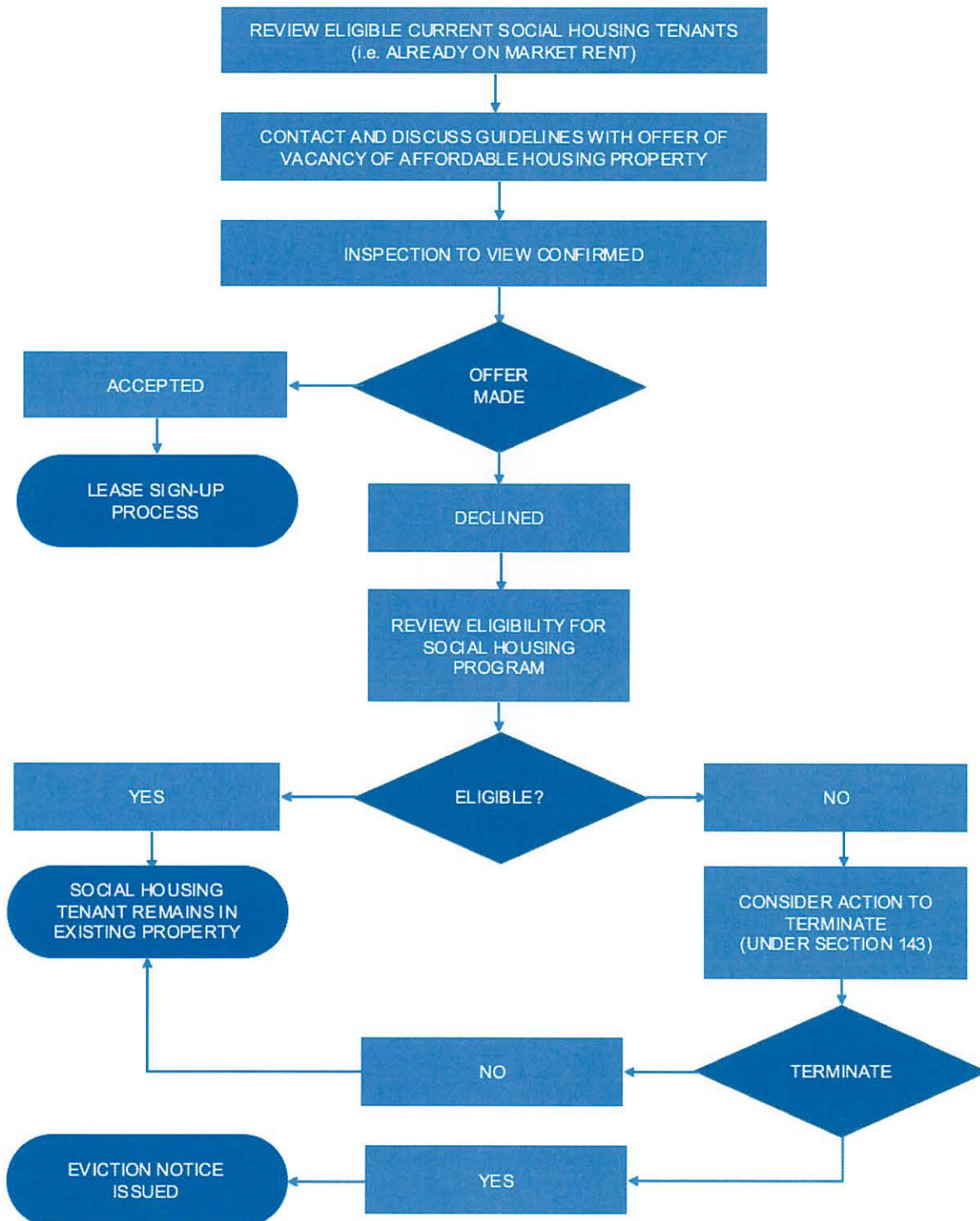
Should the offer be declined, Compass will re-assess the shortlist of eligible Affordable Housing applicants and issue a new offer to the next most eligible candidate.

Issue lease

Once the Affordable Housing applicant has signed the lease, the vacancy is considered to be filled.

Affordable Housing vacancies

When an Affordable Housing vacancy arises, existing Social Housing Tenants of Compass, who are eligible for Affordable Housing, will be given priority to transition.



Process to Assess Eligibility of Compass Tenants for SAHF Housing

Identify potential existing Social Housing Tenants

Compass' internal financial auditing will be used to identify existing Social Housing Tenants eligible for allocation of Affordable Housing in accordance with the NSW Affordable Housing Guidelines.

This will include Tenants who are currently housed by Compass, as a Social Housing Tenant, but who are being charged at Market Rent due to household income guidelines and eligibility.

Discuss opportunity to move to Affordable Housing

Tenants contacted and advised of the Affordable Housing vacancy. This conversation would include the benefits of the plan to transition into Affordable Housing as set in the guidelines of Compass Housing Policy.

Conduct viewing of vacant Dwelling

Viewings for the vacant Dwelling are conducted.

Offer Dwelling to Social Housing client

Completed applications are submitted and reviewed with reference to criteria under the Compass Housing policy regarding eligibility and greatest need.

An offer is made to the Social Housing client.

Client accepts offer to move to Affordable Housing

The offer is accepted and Social Housing client advised of the sign-up process and what it means to be a Compass Housing Affordable Housing Tenant and lease sign date set. The lease sign-up is completed.

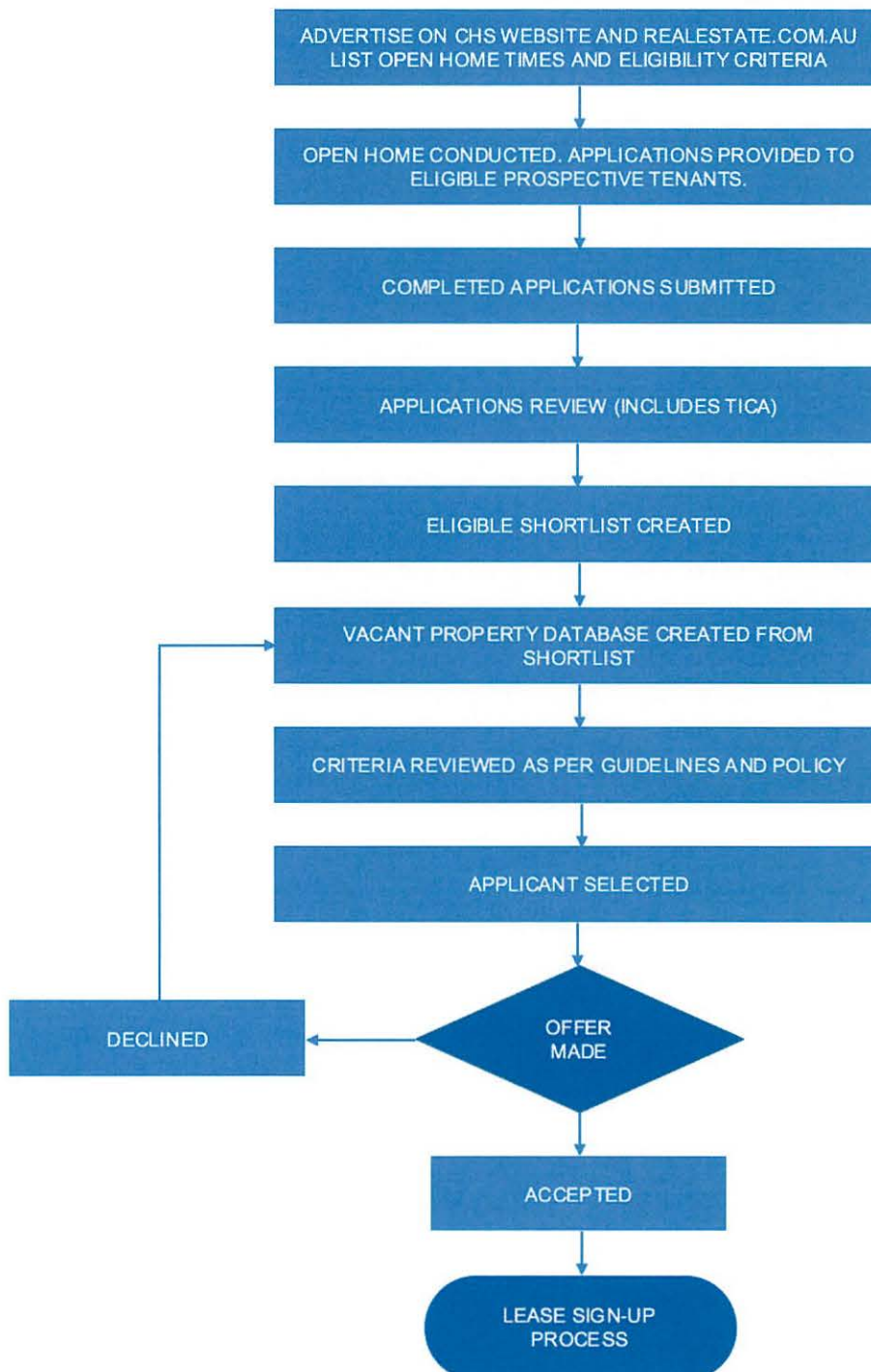
Should a client decline the offer

If the offer is declined, Compass could consider taking further action under Section 143 of the *Residential Tenancies Act 2010* to terminate the tenancy in compliance with Section 4.10(b) of Schedule 18 of the Services Agreement and relevant FACS policies.

No eligible existing Social Housing Tenants for vacancies

Where no Social Housing eligible Tenants are able to successfully transition, the following practice will be implemented to fill Affordable Housing vacancies from elsewhere.

Process when No Eligible Existing Social Housing Tenants for Vacancies



Advertise housing availability

When no eligible existing Social Housing Tenants are available, advertising will be placed on the Compass website and in external internet and media publications e.g. realestate.com.au for all new Dwelling vacancies.

Advertisements will include the eligibility criteria for Affordable Housing applicants, Market Rent range and rent calculation under the Policy of Compass Housing.

Conduct open home

Viewings for the vacant Dwelling are conducted under an Open for Inspection period for eligible Affordable Housing applicants.

Application submission and review

Completed applications are submitted, and then reviewed with reference to criteria under the Compass Housing policy regarding eligibility and greatest need.

Applicant offer

Should an Affordable Housing applicant be deemed eligible, an offer is made to the prospective client.

Offer outcome

Should the offer be accepted, the client will be advised of the sign-up process and what it means to be a Compass Housing Tenant. A lease sign date will be set.

Should the offer be declined, Compass will re-assess the shortlist of eligible Affordable Housing applicants and issue a new offer to the next most eligible candidate.

Issue Lease

Once the Affordable Housing applicant has signed the lease, the vacancy is considered to be filled.

Annexure B – Service Delivery Phase Plans

Site and Community Integration Management Plan

Compass' experience in managing a geographically dispersed and socio-economically diverse Social Housing portfolio throughout the Newcastle, Central Coast and Hunter regions has enabled it to develop a range of proven approaches to *Site and Community Integration*.

Compass will coordinate the balance of Social Housing and Affordable Housing communities, thereby avoiding concentrations of disadvantage that have come to be associated with Social Housing.

Compass acknowledges there are challenges in achieving mixed socio-economic communities, particularly where Social Housing is in short supply. The allocation of Social Housing Dwellings is driven by Applicants with high levels of need, who are often experiencing acute housing problems, such as homelessness. These personal situations can create challenges where there are expectations for the residents (Affordable, Social and private) to integrate with different socio-economic clusters within the same community.

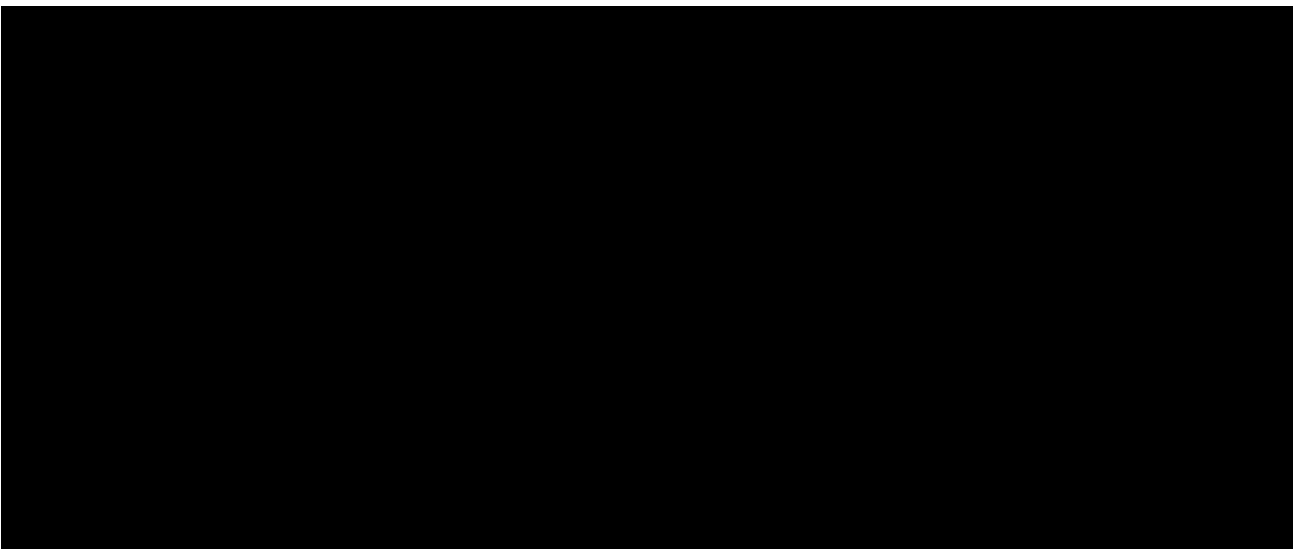
The proposed development of new housing throughout the Compass geographic area provides a strong measure of control over the creation of integrated communities.

Approach to managing shared access

Compass proposes to mitigate issues relating to the shared access of common areas on a site by site basis by leasing whole developments or buildings, and monitoring the escalation of potential differences between Social Housing, Affordable Housing or private residents.

Where both Affordable Housing and Social Housing residents share the one building, Compass will place the same expectations on the residents' behaviour and property care, regardless of their housing status.

Compass currently manages three mixed tenure Dwellings. In these Dwellings, Compass also participates in the Strata Executive Committee where any emerging issues are assessed and can be responded to with the appropriate urgency.





Compass will draw on its experience in managing mixed tenure Dwellings to ensure tenancy compliance and mitigate any conflicts between tenure. Compass operates a strict program of inspections with 100% of its Dwellings being inspected twice per annum. Where issues are identified this is increased to four inspections per annum.

Compass anticipates that the provision of *Tailored Support Coordination Services* will facilitate additional opportunities that will assist Tenants and Household Members deal with any issues that may challenge their relationship with their wider housing community.

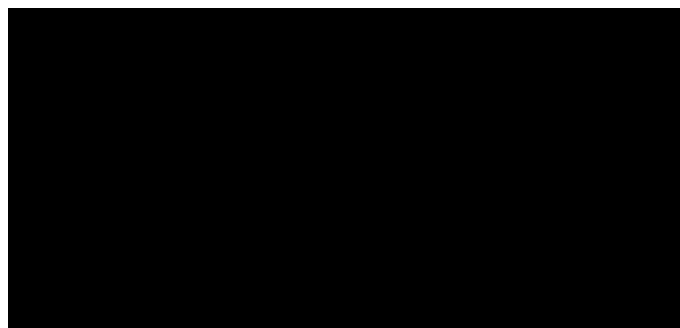
Pattern of proposed developments

Compass will ensure that proposed developments do not have a major impact at street, precinct or suburb level by negotiating appropriate agreements with partners.

The majority of the proposed developments are small scale (below 30 units) and are in areas of high housing demand. The localities do not display patterns of social exclusion, poverty or disadvantage and consequently the developments do not add to any existing profiles of community poverty. Although, the majority of developments will have more than 30% Social Housing, they are considered to be sufficiently small in scale to prevent any social or cultural challenge to neighbourhoods.

With consideration of this planning profile, Compass has designed a *Site and Community Integration Management Plan* which will cover the majority of proposed developments.

Where Compass sees a deviation from this Plan it will develop a *Tailored Site and Community Integration Plan* which will be specific to the development. These plans will be required on the following sites:



There may also be sites within the unidentified Dwellings that also require Tailored Site and Community Integration Plans completed.

All Tailored Site and Community Integration Plans will be completed prior to construction of the relevant Dwellings. These Tailored Site and Community Integration Plans will be appended to this Plan and an updated version of this Plan will be provided to the FACS Representative prior to the relevant Dwellings being allocated.

Risk mitigation strategies for mixed tenure Dwellings

Compass has designed its *Site and Community Integration Management Plan* to mitigate antisocial behaviours which may threaten the transparent integration of Tenants and Household Members with their residential community. Where Tenants have been allocated Dwellings via the Housing Pathways framework, Tenants' and Household Members' behaviour will be monitored to quickly mitigate any risks to community integration.

The integration of Social Housing into the wider community is entirely dependent on the behaviours of Tenants and Household Members and the resulting perception of them held by community members. A tenure-blind approach, where the residential status (Social, Affordable or private) is not divulged to the community, is often successful in avoiding the challenges that arise where Social Housing is clearly identifiable and clustered at significant density in the community.

The *Site and Community Integration Management Plan* will endeavour to implement a tenure-blind policy at Compass' Dwellings. As this approach is dependent on the transparent integration of all residents, good behaviour will be strongly encouraged using the following strategies:

- **Tenant induction at tenancy sign up**

Tenants and Household Members will be provided with a clear statement of behavioural expectation, what constitutes breaches of expectation and what the consequences are. This will link to recent changes to NSW Social Housing policy and the adoption of the three strikes framework.

- **Tenant needs assessment**

The *Tenant Needs Assessment* will consider any recent antisocial behaviour or the likelihood of it developing from the Tenant or Household Members. Where necessary, remedial *Tailored Support Coordination Services* will be arranged to support the Tenant and/or Household Members in maintaining a high standard of behaviour and assisting in overcoming anti-social behaviour patterns. Such patterns are often linked to mental health issues and Compass is confident the provision of *Tailored Support Coordination Services* will assist in mitigating challenging behaviours.

- **Compliance measures**

Tenants or Household Members who continue to display behaviours that threaten community integration will see normal tenancy compliance measures applied within the context of a *Tailored Support Coordination Service*. This may involve reassessing the needs of the Tenant or Household Member, redesigning the *Tailored Support Coordinated Services Plan* and engagement of additional Support Services. Despite the provision of Support Services, where a Tenant or Household Member persistently behaves in manner which is likely to cause nuisance or harm, conventional tenancy management methods will be applied which may include seeking redress through the Tribunal.

- **Community development activities**

Compass promotes general community cohesion at complex level through the delivery of a range of community development activities including *In the House* and *Grow a Star*. Each program is designed to enhance the sense of belonging and the sense of place for all of Compass' Tenants. Good Tenant behaviour, housekeeping and rent maintenance is also encouraged by our *Tenant Incentive Scheme*.

Compass' *Site and Community Integration Management Plan* is based on an approach which enables a flexible response to Tenant and/or Household Members' needs within the *Tailored Support Coordination Services* framework. Eviction will only be considered as a last resort for Tenants or

Household Members who fail to respond to support as well as those found guilty of criminal activity and those who pose a danger to Compass staff and other Tenants and / or members of the wider community.

Social integration of Tenants within the community

Individual Tenants will be aided with "integration" as necessary through the process of household needs assessment and Tailored Support Co-Ordination. Compass initiatives such as "In the House" will be implemented within each SAHF development to provide opportunities for Tenants to get know each other to the extent they individually prefer.

Annexure C – Base Case Financial Model