

Henderson Healthcare Recruitment On-Hire Worker WHS Induction Information

Welcome to Henderson Healthcare Recruitment and congratulations on your recent placement.

CONTENTS

Work Health and Safety at Work	2
Health and Safety Policy	2
Objectives	2
Responsibilities	2
Consultation.....	3
Our WHS Committee.....	3
WHS Consultation and Communication Policy	4
Alcohol & Other Drugs Policy	4
Smoking Policy	4
Prevention of Bullying and Occupational Violence Policy.....	5
Notifying Incidents and Return to Work Policy.....	5
Emergency Arrangements.....	5
First Aid	6
WHS Issue Resolution	6
Reporting an Incident or Injury or Near Miss.....	6
Getting to Work Safely.....	6
Changes to your Work Assignment or Work Equipment	7
Office Safety.....	7
Setting up your Work Station.....	7
Manual Tasks	8
Plant & Equipment.....	9
Hazardous Chemicals	9
Using Electrical Equipment	10
Slips, Trips & Falls.....	10
Workplace Amenities.....	10
The use of Personal Protective Clothing & Equipment and Pandemic Response Plans.....	11
Observing signage whilst in the workplace	11
Other Host Client Specific Policies	11
Immediate Action Required Prior to Placement	11

Work Health and Safety at Work

Henderson Healthcare Recruitment Consulting is committed to ensuring the highest possible standard of Work Health and Safety to ensure our On-Hire Workers (you), so far as is reasonably practicable, are safe from risks.

Our policy focuses on working together with you and our Clients to ensure you are in a safe working environment. To assist us in providing this standard it is expected that you follow the Work Health and Safety policies and procedures of both Henderson Healthcare Recruitment Consulting and our Clients.

The following booklet comprises a summary of relevant WHS Policies, procedures and additional WHS guidance. It is of paramount importance that you read and understand the information provided.

Hazards and incidents must be reported to Henderson Healthcare Recruitment Consulting immediately and the details as to how you do this follow later in this booklet.

Health and Safety Policy

Henderson Healthcare Recruitment Consulting is committed to ensuring all workers and visitors are safe from risks to health and safety whilst at work. Henderson Healthcare Recruitment Consulting is committed to the continual improvement of safety in the workplace and the elimination of workplace injuries and illnesses. As a provider of on-hire services, Henderson Healthcare Recruitment Consulting understands the importance of working and consulting with all stakeholders to achieve a safer workplace.

Objectives

The objectives of this policy, is to ensure:

- risks to health and safety are identified and controlled
- safe systems of work are provided and maintained
- workers including permanent and on-hire are provided with information, instruction, training and supervision
- health and safety policies and procedures comply with legislative requirements
- industry best practice standards with regard to health and safety are aspired to
- safety performance is continually reviewed and improved

Responsibilities

Henderson Healthcare Recruitment Consulting is responsible for ensuring we meet our Duty of Care as well as all other legislative requirements as set out in the Workplace Health and Safety Act 2011. This includes:

- providing the resources to meet health and safety obligations
- maintaining effective communication and consultation with key stakeholders
- ensuring processes are in place to allow for the resolution of work health and safety issues
- minimising the impact of any work-related incidents; and
- taking a pro-active approach to providing effective rehabilitation for 'workers' injured at work.

You, the worker is responsible for:

- following all work health and safety policies and procedures
- always thinking about potential hazards before carrying out a task or process
- ensuring your own and others safety is not affected by your actions
- reporting hazards and incidents immediately

Consultation

Henderson Healthcare Recruitment Consulting recognises that consultation is the key factor in providing a safe workplace environment.

Consultation with Workers

Consultation is a 3-step process, it involves

1. sharing of information;
2. giving workers a reasonable opportunity to express views
3. taking those views into account before making decisions on health and safety matters.

Henderson Healthcare Recruitment Consulting will ensure that workers are consulted with regarding health and safety matters. Information will be disseminated to the affected workers through the most appropriate means of communication for that matter. This could be via telephone, email or SMS where appropriate.

Consultation with Clients

We will conduct annual site inspections where possible of your workplace and will consult with you directly to ensure there are no concerns with WHS matters. All of our clients will receive a copy of our WHS requirements and we will consult with them regularly to ensure that all relevant standards are strictly adhered to.

Our WHS Committee

We have a WHS Committee in place, working to ensure all WHS legislative requirements are met and our workers have access and means to raise any concerns as they arise. For your information, the WHS Committee is made up of:

Melissa Henderson

Director and **WHS Officer**

08 6154 6919 or melissa@hendersonhealthcare.com.au

Patty D'Auria

Compliance Manager and **WHS Officer**

08 6154 6919 or patty@hendersonhealthcare.com.au

Lisa Czir

WHS Officer

08 6154 6919 or lisa@hendersonhealthcare.com.au

As a provider of on-hire services, Henderson Healthcare Recruitment Consulting is committed to effective consultation and engagement with on-hire workers and our clients in regards to Work Health and Safety. We acknowledge that we share a primary duty of care with our client in relation to our on-hire workers and therefore we are committed to consult, cooperate and coordinate activities with our clients to produce the required health and safety outcomes.

WHS Consultation and Communication Policy

WHS consultation is a process by which Workers are provided with a reasonable and genuine opportunity to share ideas and participate in the decision-making process about health and safety matters, which may affect them.

Henderson Healthcare Recruitment Consulting actively consult with On-Hire Workers on WHS matters via the induction process, email communication, Site visits and telephone conversations. Should you wish to discuss any WHS matter related to your role or have any suggestions to enhance our WHS performance please contact your Henderson Healthcare Recruitment Consulting consultant or WHS Committee member.

Alcohol & Other Drugs Policy

Henderson Healthcare Recruitment Consulting is committed to providing a safe workplace and the establishment of programs and attitudes that contribute to a safe working culture. We recognise that involvement with drugs and alcohol can have serious repercussions for workers and their performance in the workplace. Incidents involving inappropriate drug and alcohol can also impact on an individual's friends and family as well as the company's reputation.

As a worker, you are responsible for not being under the influence of alcohol or illicit / illegal drugs on our premises or that of our host client site/s while working or conducting company business to the extent that:

- it may impair work performance
- behaviour may impact on your reputation and/or that of the either Henderson Healthcare Recruitment Consulting or our client; and/or there is any risk to your safety, your colleagues and/or any clients or visitors
- ensuring that the off-duty use of alcohol does not result in impaired behaviour, function or a capacity to maintain a suitable work related etiquette
- notifying Henderson Healthcare Recruitment Consulting and relevant host client representatives of any prescription or over-the-counter drugs that may impair performance at work

Smoking Policy

All Henderson Healthcare Recruitment On-Hire Workers are to observe the host Client's smoke-free workplace policy. You must not smoke in or around the outside of the building during work hours. Smoking is to be confined to before work commences, during lunch breaks (off premises) and after working hours.

Prevention of Bullying and Occupational Violence Policy

Henderson Healthcare Recruitment Consulting are committed to providing all workers with a healthy and safe workenvironment free from bullying and workplace violence.

We expect all workers to behave in a professional manner and to treat each other with dignity and respect when they are at work. We require all workers who experience bullying or workplace violence to report it to the Henderson Healthcare Recruitment Consulting WHS Committee and/or your Henderson Healthcare Recruitment Consultant. When bullying or workplace violence is reported, it will be seen as a serious matter and will be investigated in a timely manner.

As a worker, you are responsible for:

- Behaving in a professional manner and to treat each other with dignity and respect when they are at work
- Reporting any incidents involving bullying or violence in the workplace to the Henderson Healthcare Recruitment WHS Committee, your consultant or host client representatives

An incident of workplace bullying or violence will be taken very seriously by us and, where breaches of this policy are proven, disciplinary action and/or reporting to suitable authorities may arise.

Notifying Incidents and Return to Work Policy

The overall objective of this policy is to ensure, so far as is reasonably practicable:

- On-Hire workers who suffer an illness or injury which is substantially contributed to by their work, return to work
- Work related injury and illness is

eliminated You, the worker is responsible for:

- Notifying the Henderson Healthcare Recruitment Consulting WHS Committee Member and/or your Henderson Healthcare Recruitment Consultant as well as your Host Client Supervisor of a workplaceinjury as soon as practicable after the event (within 24 hours)
- Participating and cooperating with the injury management process and making every effort to return to work.

Henderson Healthcare Recruitment Consulting is committed to ensuring you are provided with appropriate medical treatment and rehabilitation following a workplace injury. Henderson Healthcare Recruitment Consultinghas in place workers compensation and return to work processes with our main aim to ensure your full recovery and return to work as soon as possible.

Emergency Arrangements

It is important that you are aware of and follow workplace specific emergency procedures.

Emergencies may include and are not limited to fire, bomb threat, chemical exposure, serious injuries and personal assault. These situations can often cause people to panic, so to ensure your safety you need to:

- Know who your warden is and follow their instructions
- Review the emergency floor plan
- Know where your designated assembly points are
- Always participate in fire drills

This information should be displayed throughout the workplace. Should you have any queries or concerns, please contact your Host client Supervisor and Henderson Healthcare Recruitment Consulting Consultant (where required).

First Aid

In the event of a first aid emergency, a speedy and appropriate initial response can reduce discomfort and pain. Keep in mind that the first aid officer may not always be available. To enable timely and appropriate treatment it is important for you to:

- know who and how to contact the site first aid officer/s
- the location of the first aid room (if available)
- the location of first aid kits and contents

Your host client should provide you with this information on your first day of work. If this is not the case you are to ask your supervisor and advise Henderson Healthcare Recruitment Consulting.

WHS Issue Resolution

Henderson Healthcare Recruitment Consulting's objective is to provide sustainable and rewarding employment in workplaces safe from risks. As an

On-Hire Worker of Henderson Healthcare Recruitment Consulting, we expect you to:

- Report hazards or dangerous situations which could harm yourself or others to your Host Client Supervisor and Henderson Healthcare Recruitment Consulting Manager/Consultant
- Ask your Host Client Supervisor and Henderson Healthcare Recruitment Consulting Manager/Consultant (where required) if you are concerned about possible hazards / WHS related issues
- Always think about potential hazards before carrying out a task or process

Henderson Healthcare Recruitment Consulting will work together with you and the Host Client to control identified risks within the workplace.

Reporting an Incident or Injury or Near Miss

If you sustain an injury resulting from a work-related accident, seek first aid treatment if required. It is vitally important that you immediately report incidents or injuries to **both** your Host Client Supervisor and your Henderson Healthcare Recruitment Consulting Consultant. We will work together with you and our Host client to identify causes and prevent future incidents and/or accidents. Our incident management form is available from your specialist Henderson Healthcare Recruitment Consultant or on our website at the following address www.hendersonhealthcare.com.au you will be required to complete this form should you be involved in an incident / accident.

Getting to Work Safely

When travelling to and from an assignment please consider the following:

- Always leave in good time so that you don't have to rush
- Plan your trip if you are travelling to a new site
- Check vehicle condition
- General condition of vehicle to ensure there are no obvious signs of defects
- Spare tyre is available and inflated
- Working condition of wipers and indicators
- Safety equipment and fittings such as first aid kits and hands-free kit; and registration is current
- Comply with all Road Rules and Legislation of the state in which you are driving including in relation to the use of mobile phones and devices in a vehicle
- If you are running late call Henderson Healthcare Recruitment Consulting and we will let the hostclient know. Never speed.

Changes to your Work Assignment or Work Equipment

Ensure you notify Henderson Healthcare Recruitment Consulting immediately if there are changes to:

- Job description and objectives
- Work activities undertaken including exposure to new materials, processes, or machinery
- Work site including location, including major re-structuring or renovations

This is important as new hazards may arise and we may need to determine whether additional training or skills may be required. A change in duties may also impact on your hourly pay rate and a review of your pay rate may apply. If in doubt, contact Henderson Healthcare Recruitment Consulting.

Office Safety

Incidents can occur in the office environment. There are many objects and devices that may cause hazards that you need to be aware of. Please consider the following when conducting work within an office environment:

Do

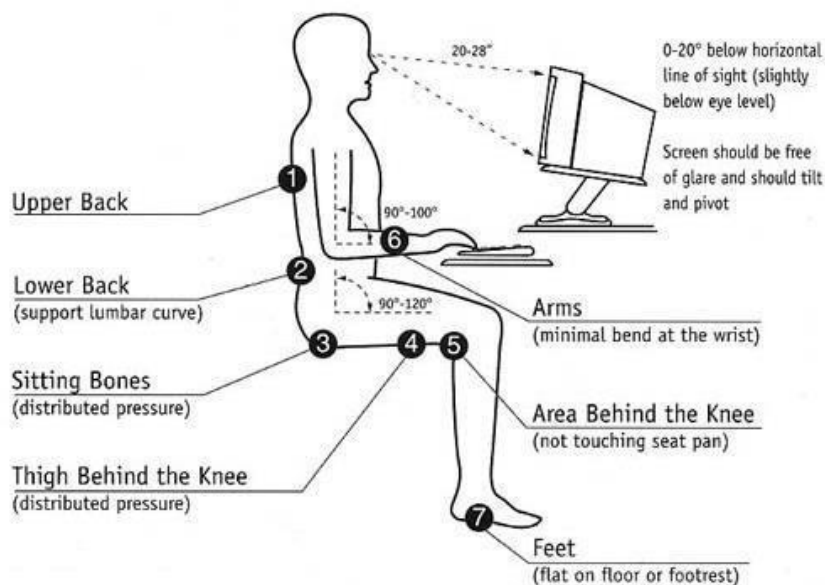
- Keep your work area clean and tidy
- Check that the traffic and aisle ways are free from rubbish and equipment
- Ensure that filing cabinets are closed when not being used to prevent tripping and trip hazards
- Report any WHS related hazards to your Consultant and/or Host Client Supervisor
- Make your Host Client Supervisor aware of any damaged / faulty electrical equipment

Don't

- Store excessive items, documents, or clothing on, around and beneath your workstation
- Attempt to repair damaged or faulty electrical equipment – this includes changing light bulbs
- Block or obstruct fire escapes or firefighting equipment with storage
- Attempt to lift loads exceeding your individual capability

Setting up your Work Station

- Check that you have a good working posture e.g. back support, arms are generally at right angles and elbows close to your body
- Check your screen monitor for minimisation of glare, comfortable screen brightness and comfortable screen height
- Check that items located on your desk are within accessible reach to avoid bending and twisting



Manual Tasks

You should never take unnecessary risks when moving large, bulky or awkward items. Always consider the alternatives to manual handling and ask whether mechanical aids are available. If there are no other alternatives always follow safe manual task practices including:

- Check weight and dimensions of object (not by lifting it)
- Always use team lifting or mechanical aids for large, awkward, or bulky items
- Ensure that your path is free from obstruction
- Stand as close as possible to the load
- Bend your knees and keep your back straight
- Remember, if in doubt DO NOT

LIFT 1. Stop and Think

- Plan the lift – where is the load going?
- Can you use a lifting aid to avoid manual handling?
- Do you need help from a colleague?
- Remove obstructions on the route you will take

2. Position the Feet

- Place your feet apart to give a balanced and stable base
- Put the leading leg as far forward as is comfortable, pointing in the direction you want to take the load.

3. Adopt a Good Posture

- Bend the knees.
- Keep the back straight while maintaining its natural curve.
- Lean forward a little over the load, if necessary, to get a good grip
- Keep the shoulders level and facing in the same direction as hips

4. Get a Firm Grip

- Try to keep the arms within the boundary formed by the legs
- Make sure your grip is tight

5. Keep Close to the Load

- Keep the load close to your trunk for as long as possible.
- If the load is unbalanced, keep the heavy side close to trunk

6. Lift Smoothly

- Raising the chin as the lift begins.
- Keep control of the load

7. Move the Feet

- DO NOT twist your trunk when turning

8. Put the Load Down – then adjust

- If you need to place the load precisely, put it down first, then adjust its position.

Plant & Equipment

Prior to operating plant or machinery, you need to be trained and instructed in its use. This is required even if you have previously worked on similar equipment. When you are using plant and equipment consider:

- Inspecting before use to check safety guards are in place and lockout systems are functioning
- If issues or hazards are identified report them to your host client supervisor
- Never attempt to clean or repair plant or equipment when there is an active power source
- Make sure items are tagged out and isolated
- Never remove or make inoperable guarding that has been provided for yours and others safety
- Check that you do not have loose clothing, accessories or hair, which may get caught up in machine parts

Always remember: Do not undertake the task if you have not received suitable task specific training.

Should you have any queries please contact Henderson Healthcare Recruitment Consulting Immediately.

Hazardous Chemicals

When using, storing or transporting Hazardous Chemicals it is important that you understand the following:

- Cleaning items can be considered as Hazardous Chemical. Always handle with care as per instructions on the labelling of the item

This includes a safe place to store the item, away from other liquids and chemicals as well as heat sources

- Report any spills and leakages immediately
- Do not undertake any task if you have not had specific training

If unsure always check with your supervisor on how to handle a particular substance.

Should you have any queries please contact Henderson Healthcare Recruitment Consulting.

Using Electrical Equipment

Electrical incidents can result in serious injuries and death. You should not attempt, under any circumstances to undertake any electrical repairs. These activities should only be conducted by a qualified electrician. When using electrical items consider the following precautions:

- Do not use electrical equipment or leads where there are signs of damage such as a frayed cord or use of insulation tape
- Report faulty, broken or poorly maintained electrical equipment
- Follow the systems of isolation and tagging and never use equipment when the tag has expired
- Only use electrical equipment for the purpose it was designed
- Always check for signs of electrical equipment exposed to water

Slips, Trips & Falls

Slips, trips and fall hazards are a major source of office incidents and injuries and result in thousands of injuries every year. Most common are musculoskeletal injuries, as well as cuts, bruises, fractures and dislocations.

Some controls that can eliminate and significantly reduce the risk of slips, trips and falls include:

- Prompt cleaning of spilled materials
- provision and use handrails or guardrails on all platforms including steps and stairs
- securing carpets and rugs and remove any flooring that “lifts”
- secure slip-resistant doormats at entrances or ensure they are large enough to remain in place
- Removal of obstacles

Workplace Amenities

Henderson Healthcare Recruitment Consulting and the host client as part of our duty of care are required to provide adequate facilities to workers. Amenities and facilities are integral to the health, safety and welfare of workers.

Workplace amenities are provided for the health, safety, welfare and personal hygiene needs of workers, including:

- toilets
- shelter
- seating dining rooms
- change rooms
- washing facilities
- first aid facilities

When determining the adequacy of facilities, the following are considered:

- consultation with workers on their needs and requirements
- the type of work performed
- place of work (will workers always be in the office or do they need to be mobile as well)
- composition of the workforce (number, gender, special needs)
- access to amenities and facilities

The Use of Personal Protective Clothing & Equipment

Your host client Supervisor must advise you of, or supply you with the correct safety equipment you will need for each assignment or job. You are expected to use the clothing and/or equipment as instructed. Damaged, faulty or lost equipment must be reported immediately so it can be repaired or replaced. You must also ensure that:

- You know where to find the appropriate PPE on site at all times
- You only use fully compliant PPE at work, that is not damaged or faulty in any way
- You report to your Supervisor and your Henderson Healthcare Recruitment Consultant immediately if you do not have the correct PPE to complete your duties at work
- You **MUST** not work if you are not given access to the correct and compliant PPE to complete your duties at work at, all times, never put yourself at risk

Pandemic Response Plan

Your Supervisor must introduce you to the host employers' site or company Pandemic Response Plan. You are expected to follow this plan in full if required, ensure you understand all requirements of the plan and comply with restrictions or instructions as advised by your host employer. Please let your Henderson Healthcare Recruitment consultant know if you have not had access to the Pandemic Response Plan after your first day at work, you **MUST** not work any further shifts without understanding the employers Pandemic Response Plan.

Working as a Casual or Locum Worker in a Pandemic

As a Locum or Casual Worker, must only work for the client or site at which you are contracted, for the duration of your contracted dates or shifts. You cannot attend multiple locations, sites or work for other employers during your contracted dates or times.

If you test positive to COVID-19 or any other pandemic related illness, you must notify Henderson Healthcare Recruitment and your supervisor immediately and cease work immediately. You must also advise Henderson Healthcare Recruitment and your supervisor if you have attended the workplace within the relevant infection period so that this can be managed accordingly and reported to the relevant government agencies for contact tracing and insurance purposes.

You **MUST** take every precaution required to keep yourself, your employer, patients and the wider community safe whilst working in a vulnerable healthcare setting or for a health, medical or wellbeing employer during a pandemic, including following all pandemic response requirements and ensuring that you wear and have access to compliant PPE at all times. You will always take the recommended infection control precautions whilst caring for a suspected or confirmed case of coronavirus (COVID-19) or any other pandemic related illness.

For definition on what is not considered 'close contact' with a COVID-19 infected person, please see this link: <https://www.dhhs.vic.gov.au/help-and-support-healthcare-workers-coronavirus-covid-19>

Observing Signage Whilst in the Workplace

In the workplace environments, warning and danger signs may be displayed. It is important that these signs are understood, and instructions followed.

Other Host Client Specific Policies

In undertaking this assignment, we expect you, the worker, to comply with all Policies and Procedures implemented at our Host Client site. This can include but is not limited to:

- Privacy and Confidentiality
- Attendance
- Unsatisfactory Work Performance
- IT, Social Media and Internet
- Behaviour
- Security
- Clinical codes of conduct and internal policy
- Patient Care Policy
- Medication Management
- Compliance with Immunisations and Infection Control Policy

Action Required during your First Week at Work

- Complete our online induction which will be emailed to you.
- Send back your signed site induction, this must be signed by you and your supervisor on your first day at work, a recruiter will send or speak to you regarding this.
- Familiarise yourself with the Henderson Healthcare Recruitment website and where to find key WH&S reporting documentation
- Let your Henderson Healthcare Recruitment Consultant know how you are going in your first days
- Ensure you clearly understand how to use and where to find compliant and appropriate PPE at work for each of your shifts – this must be done before you undertake any other duties at work
- Let your Henderson Healthcare Recruitment consultant know if you have not received a full role induction and a WH&S induction as documented above- if this is the case you **MUST** not continue to work.