



Health and Safety Policy Statement

Rising Connection Pty Ltd and its officers recognise that the health and safety of all workers and visitors is of the utmost importance and vital to the success of our business. As such we aim to continuously improve health and safety in the workplace through consultation and increased health and safety awareness of management and workers.

Through the co-operative efforts of management and workers, we are committed to:

- Providing a safe environment for all workers and visitors to our workplace;
- Providing and maintaining buildings, equipment and plant in safe working condition;
- Supporting the on-going training and assessment of workers;
- Developing, implementing and monitoring safe work practices;
- Continuously improving the standards of workplace health and safety;
- Managing risks in the workplace; and
- Providing information, instruction and supervision.

The focus of Rising Connection Pty Ltd health and safety management system is preventing hazards. We will develop a framework for health and safety management and a plan for systematic risk assessment and control of hazards, to progressively improve safe behaviours and safe systems of work across the business.

Marcus Dowling

CEO

on behalf of Rising Connection Pty Ltd

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HEALTH AND SAFETY RESPONSIBILITIES

Organisation's Responsibilities

Rising Connection Pty Ltd has a duty to ensure, so far as reasonably practicable, the health and safety at work of all its workers. In particular, it is responsible for:

- providing and maintaining its workplaces in a healthy and safe condition;
- ensuring the safe use, handling, storage and transportation of plant, equipment and substances;
- providing and maintaining systems of work and a working environment that is healthy and safe;
- providing the information, training, instruction and supervision necessary to maintain a healthy and safe workplace;
- providing adequate facilities for the welfare of workers; and
- monitoring the workplace and the health and safety of workers to assist in preventing injury and illness.

Manager/Supervisor Responsibilities

Managers/supervisors are responsible for:

- maintaining a working environment that is safe and without risk to health;
- implementing safe systems of work by ensuring safe products and the systems are utilised;
- maintaining the workplace, plant, machinery and substances;
- implementing the information, training, instruction and supervision for workers;
- identifying and controlling hazards in the workplace;
- ensuring all relevant health and safety laws are complied with;
- utilising the resources provided for health and safety;
- ensuring workplace rules, procedures and systems are reviewed and maintained;
- promoting health and safety in the workplace; and
- maintaining consultation mechanisms.



Worker Responsibilities

Workers are responsible for:

- taking reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions in the workplace;
- co-operating with management to ensure all health and safety obligations are complied with;
- ensuring all health and safety equipment is used correctly;
- using and maintaining the required Personal Protective Equipment (PPE);
- reporting any injuries sustained whilst working and seeking appropriate first aid;
- reporting any unsafe conditions, equipment or practices to management, as soon as practicable;
- rectifying minor health and safety issues where authorised and safe to do so;
- co-operating with any health and safety initiative, inspection or investigation; and
- actively participating in any return to work program.



CONSULTATION

Consultation Statement

Rising Connection Pty Ltd is committed to protecting the health and safety of all its workers. Injury and illness is needless, costly and preventable.

Rising Connection Pty Ltd will consult with workers regarding the implementation of practices and systems that will ensure the health and safety of workers. Worker involvement at all levels is essential for ensuring a healthy and safe workplace.

Rising Connection Pty Ltd health and safety consultation arrangements fall into the generic category of 'Agreed Arrangements'.

The primary medium for consultation is direct dialogue between management and workers. Consultation at this level is fundamental to the successful management of health and safety risks.

Consultation on health and safety issues must be meaningful and effective to allow each worker to contribute to decisions that may affect their health and safety at work.

All workers will be given the opportunity to express their views and contribute in a timely manner to the resolution of health and safety issues that affect them. These views will be valued and taken into account by those making decisions.

The consultation arrangements at Rising Connection Pty Ltd will be monitored and reviewed as the need arises to ensure they continue to be meaningful and effective.

Organisation's Responsibilities

Rising Connection Pty Ltd will consult with workers in relation to:

- identifying hazards and assessing risks arising from the work carried out or to be carried out;
- eliminating or minimising identified risks;
- the adequacy of facilities for the welfare of workers;
- proposed changes that may affect the health and safety of workers, and
- proposed changes to key health and safety policies and procedures, including those relating to consultation, dispute resolution, the monitoring of the health of workers and conditions in the workplace, and the provision of information and training for workers.



Consultation Procedures

Workers Meetings

Rising Connection Pty Ltd recognises the involvement of workers as essential in identifying potential hazards that can be eliminated, or minimised, before injuries occur. To facilitate this, Rising Connection Pty Ltd will make health and safety an agenda item at regular workers' meetings.

Workers meetings will be used to:

- notify and remind workers of health and safety policies and procedures;
- provide a forum for workers to have their say about health and safety issues; and
- maintain awareness of health and safety.

Where required, specific health and safety issues will be raised, accidents reviewed, procedures developed and communicated, and health and safety alerts discussed.

Meetings will be used to induct workers into new or amended health and safety procedures and 'sign off' their understanding of the controls provided for the specific work in which they will be involved.

If a worker is absent from a workers meeting, the worker will be provided with any relevant information and training upon their return to work.

Team Toolbox Meetings and Communication

To assist in the identification and control of hazards, Rising Connection Pty Ltd will conduct toolbox meetings at regular intervals and on an 'as needed' basis.

Toolbox meetings will be conducted to help supervisors manage safety, to provide a forum for workers to have their say about safety issues and to help ensure safety awareness is maintained. Where required, specific safety issues will be raised, accidents reviewed, Safe Work Method Statements (SWMS) developed and presented for evaluation and familiarisation, and safety alerts and discussed.

Toolbox meetings will also be used to induct workers into and 'sign off' their understanding of the controls provided in the SWMS for the specific work for which they will be involved in.

All toolbox meetings will be recorded on the Toolbox Talk form and signed off by participants. Where corrective actions are identified, these will be followed up and signed off by the nominated person.



Noticeboards

A health and safety noticeboard will be positioned in a conspicuous place in the workplace.

The noticeboard will display the following:

- Rising Connection Pty Ltd **Health and Safety Policy**;
- Rising Connection Pty Ltd **Injury Management and Return-to-Work Policy**, which should be reviewed and amended in line with any specific requirements of worker's compensation insurer;
- **{NSW & VIC ONLY}** the **If you are injured at work poster** complete with details of worker's compensation insurer;
- **{TAS ONLY}** the **Workers Rehabilitation and Compensation Act 1988 poster**;
- **{ACT ONLY}** the worker's compensation information summary available from your insurer;
- copies of Rising Connection Pty Ltd **Incident and Hazard Report form**;
- a list of designated first aid personnel and their contact details; and
- a list of emergency wardens.

In addition, minutes of the most recent workers meeting will be displayed on the noticeboard.



INCIDENT AND INJURY REPORTING

Introduction

The reporting of incidents and injuries is essential for the identification of hazards in the workplace. Depending on the nature of an incident or injury, there may also be a legal obligation to report this to a state regulatory body.

To ensure compliance with these obligations, incidents and injuries will be reported in accordance with the below procedures.

Reporting Requirements

All incidents resulting in or with the potential for injury or property damage will be reported.

Investigations of incidents will be undertaken at a level consistent with the actual or potential for injury/damage, with the goal of preventing future occurrences.

Internal Reporting and Investigation Procedures

Minor injuries which require no treatment or first aid treatment only should be recorded on the **Register of Injuries**.

An incident, injury, illness or near miss that requires (or has the potential to require) medical treatment should be reported on the **Incident and Hazard Report form**. This should be done as soon as possible by the affected worker (or delegate) and no later than 24 hours after the event.

If full details of the incident, injury, investigation and corrective actions are not available within this timeframe, the essential details of the incident or injury as they are known should be submitted initially.

Reported incidents and injuries will be promptly investigated by appropriate management. The investigation will identify the causes of the incident and assess any hazards that need to be controlled. Management will discuss the incident with relevant workers and decide on suitable risk controls to be implemented using the risk management process.

The investigation and corrective actions are to be summarised on the **Incident and Hazard Report form**.



External Reporting Requirements

Rising Connection Pty Ltd will notify the relevant state health and safety regulator immediately by phone of any dangerous or notifiable incident, and will secure and not interfere with the incident site. Where required, notice in writing shall be provided within 48 hours of the event.

A *dangerous or notifiable incident* is:

- an incident involving the death of a worker;
- an incident involving a *serious injury or illness* of a worker; or
- an incident otherwise considered a *dangerous incident*.

A *serious injury or illness* of a worker means an injury or illness requiring the worker to have:

- immediate treatment as an in-patient in a hospital; or
- immediate treatment for:
 - the amputation of any part of his or her body;
 - a serious head injury;
 - a serious eye injury;
 - a serious burn;
 - the separation of skin from an underlying tissue (such as degloving or scalping);
 - a spinal injury;
 - the loss of a bodily function;
 - serious lacerations; or
 - medical treatment within 48 hours of exposure to a substance.

A *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to health and safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance;
- an uncontrolled implosion, explosion or fire;
- an uncontrolled escape of gas or steam;
- an uncontrolled escape of a pressurised substance;
- electric shock;



- the fall or release from a height of any plant, substance or thing;
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the WHS regulations;
- the collapse or partial collapse of a structure;
- the collapse or failure of an excavation or of any shoring supporting an excavation;
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- the interruption of the main system of ventilation in an underground excavation or tunnel.

In addition, Rising Connection Pty Ltd will notify its workers compensation insurer within 48 hours of any injury or illness that has the potential to result in a worker's compensation claim.

Incident Notification

One of the most important initial actions to any accident or incident is to notify those who's input, support and resources may be required to ensure the injured worker is cared for, legislative obligations are met, and effective investigation and control measures established.

As little time as possible will be lost between the time of the accident or incident and the beginning of the response.

For significant injuries, fatalities and incidents notifiable to the authorities, management will arrange, without delay, to contact and advise the following as applicable:

- directors/other management as soon as possible following the event and not more than 24 hours after the event;
- return to work coordinator and workers compensation claims officer;
- worker's compensation insurer;
- the police, where there has been a fatality;
- trauma debriefing service;
- group insurance manager (if a contractor or member of the public is injured or private property damage is sustained); and
- next of kin (either the worker's manager or supervisor should communicate this information).



RISK MANAGEMENT PROCEDURE

Introduction

Risk assessment involves the assessment of the seriousness of an identified hazard. Once the hazards in the workplace have been identified and assessed, priorities can be set determining what action is to be taken to eliminate or control the hazard.

In health and safety terms, risk management is the process of identifying situations which have the potential to cause harm to people or property, and then taking appropriate steps to prevent the hazardous situation occurring or the workers being harmed. Rising Connection Pty Ltd has a health and safety duty to identify and assess any foreseeable hazards that may arise in the workplace.

Control of risk takes a variety of forms depending on the nature of the hazard and should be based on a hierarchy of control options emphasising the elimination of the hazard at its source.

The key features of risk management are:

- conducting workplace inspections to identify hazards;
- identifying and assessing hazards on a continuing and ongoing basis;
- controlling risks through systems and other measures;
- recording weaknesses and actioning control measures;
- identifying and correcting non-conformance to policy plans and procedures;
- implementing formal systems to monitor environmental conditions and worker health;
- controlling the storage and handling of hazardous substances; and
- assessing products prior to purchasing to identify potential risks.

The Risk Management Process

The risk management process consists of well-defined steps. These are as follows:

Step 1: Identifying the problem, this is known as hazard identification;

Step 2: Determining how serious a problem it is, this is known as risk assessment; and

Step 3: Deciding what needs to be done to solve the problem, this is known as risk elimination or control.

Risk assessments will be recorded on the Risk Assessment Record form.



Hazard Identification

Hazard identification aims to determine what hazards exist, so that control measures can be implemented to address the hazard before it causes any harm.

Rising Connection Pty Ltd will, so far as reasonably practicable, ensure that the workplace is free from hazards that could cause injury or illness to workers.

When identifying hazards, it is important to observe the task and attempt to predict what could go wrong while performing the task. In addition, Rising Connection Pty Ltd will look at the hazard in the context of the whole system of work. This requires:

- looking at past accidents;
- talking to workers performing the task to find out what they consider as safety issues;
- walking around the work area to see and hear what is happening;
- reviewing any information already available, for example safety data sheets, to see what hazards have already been identified and how these are controlled; and
- thinking creatively about what could happen if something went wrong.

Risk Assessment

Risk assessment involves the evaluation of hazards to determine how likely it is that someone could be harmed by the hazard and how serious any resulting injury or illness could be.

The assessment of hazards will be carried out in consultation with workers.

When assessing hazards, factors that may be contributing to the risk and the likelihood of harm will be considered, including:

- the work premises and the working environment, including its layout and condition;
- the capability, skill, experience and age of people ordinarily undertaking the work;
- the systems of work being used; and
- the range of reasonable foreseeable changes in the working conditions and environment.

In addition, information that is already available about the hazard will be considered, including:

- any hazard information supplied with a product or substance such as safety data sheets;
- workers experience with similar risks or from incident/accident data;
- guidance materials available from government health and safety bodies/regulators in relation to particular hazards, processes or work tasks;



- industry codes of practice; and
- relevant Australian Standards.

Once a hazard has been identified, the Organisation, in consultation with workers will determine how likely it is that someone could be harmed by the hazard and how serious the injury or illness could be.

If a hazard is obvious and the risk of injury or illness is high, action will be taken immediately to control the risk, even if only as an interim measure. Where a control is implemented as an interim measure, research will be conducted to assess the risk thoroughly and decide on more permanent control measures.

Risk Elimination or Control

The hierarchy of control measures will be applied to every hazard in the workplace. The focus of this hierarchy is eliminating hazards, or if this is not reasonably practicable, then reducing the risks to the worker.

Where a risk is identified, Rising Connection Pty Ltd will use the below hierarchy:

- **Level 1** controls provide the highest level of health and safety protection and are the most reliable in preventing harm. They involve eliminating the risk from the workplace, for example, by bringing a job to ground level to avoid risks associated with working at heights;
- **Level 2** controls provide a medium level of health and safety protection, and as such will only be used if a Level 1 control is not reasonably practicable. This may involve:
 - substituting (either wholly or partly) the hazard from the workplace with something that provides a lesser risk. For example, substituting a non-toxic, organic cleaner for a toxic cleaner;
 - isolating the hazard so that no worker is exposed to it. For example, removing power or energy from a malfunctioning piece of equipment, or blocking access to an area of the workplace deemed hazardous; and
 - implementing engineering solutions that reduce the risk of the hazard impacting the worker. For example, erecting a guard or barrier to prevent a worker from reaching into machinery whilst it is operating;
- **Level 3** controls provide the lowest level of health and safety protection, and as such will only be used if a Level 1 or Level 2 control is not reasonably practicable. These controls will be used in conjunction with a level 2 control to reduce the risk. This may involve:
 - implementing administrative controls to reduce the exposure of workers to the remaining risk. For example, training everyone to work safely, writing a safe work method statement, rotating the work or managing the time workers are exposed to the risk; and
 - providing PPE in conjunction with other Level 2 and Level 3 controls.



CODE OF CONDUCT

Code of Conduct Statement

All workers, will be made aware of our Code of Conduct and the expectations of the behaviour of people working at Rising Connection Pty Ltd. This will to be done at the induction prior to work being undertaken. Our Code of Conduct is written for workers in a language and format that can be easily understood by the workers as well as our client group. All workers will be involved in its review.

The Code of Conduct outlines:

- standards of behaviour that will be expected of workers
- specific examples of important areas of behaviour so that workers are clear about the organisation's expectations
- how and when the Code of Conduct will be brought to the attention of new workers.

Code of Conduct

1. The personal behaviour of workers will not bring discredit to Rising Connection Pty Ltd, to the work performed by Rising Connection Pty Ltd or to fellow worker's. Any complaints or problems about practices at any level should be discussed with the team leader and appropriate investigation/grievance procedures will be followed, as required.
2. Workers will remain proficient in their practice and the performance of their duties. Workers will not undertake work beyond their capacity or competence.
3. Workers will distinguish clearly between statements and actions made as a private individual and as a representative of Rising Connection Pty Ltd.
4. Workers will not exploit work relationships for professional gain or profit. Workers will not exploit clients/customers for personal advantage, nor solicit attendees of Rising Connection Pty Ltd for activities resulting in personal gain.
5. Under no circumstances will workers engage in sexual activities with clients receiving services from Rising Connection Pty Ltd.
6. Workers, paid and unpaid, shall disclose any personal relationships that may present a conflict of interest.
7. Workers will not use their position to promote personal, political, religious or business loyalty.
8. Workers will not practice, condone, facilitate or collaborate with any form of discrimination on the basis of race, colour, gender, sexual orientation, age, religion, national origin, marital status or other conditions or status.
9. Workers will treat colleagues with respect, courtesy, fairness and good faith. Where serious disagreements cannot be resolved, they will be addressed as outlined in the grievance procedure.



10. Workers will respect the right of clients to privacy, and will similarly respect the confidences shared by colleagues in the course of their professional relationships and transactions.
11. Workers will be responsible and vigorous in discussion and critical review of their delivery of service, participating in outcome focused discussion and evaluation of their own and others work.
12. Where applicable, the delivery of services will not proceed without the informed consent of the client/customer. This involves explaining the nature, purpose, costs, alternatives and possible complications of a service, for example, where the Duty of Care overrides confidentiality in the event of illegal or life threatening matters.
13. Clients of Rising Connection Pty Ltd should be seen at the service offices and/or centres or it's annexes. In some instances, where services are delivered regionally or where a disability limits access, other suitable locations may be used.
14. Any comments made to the media including comment made on the conditions of the local area, people or service issues will be carefully considered, and where appropriate, referred to the CEO of Rising Connection Pty Ltd. Workers are prohibited from acting in any capacity while under the influence of any mind-altering substance including alcohol.
15. Workers who have responsibility for employing and evaluating the performance of other worker's members will act in a fair, considerate and just manner, performing evaluations on clearly enunciated criteria.
16. All workers are bound by both the ethical and legal aspects of confidentiality, and will be required to sign a confidentiality agreement.
17. Workers will not accept money or gifts of substance from clients/customers.
18. Workers will not use the assets of the Rising Connection Pty Ltd for their personal benefit or gain. Workers may rent, lease or borrow assets of Rising Connection Pty Ltd on a fee for use basis commensurate with policies and the fees and charges set out in the Schedule of Fees and Charges.

Consequences for Breach of Code of Conduct

Breaches of the Code of Conduct are considered to be very serious and severe disciplinary action (which may include termination of employment and/or referral to relevant authorities) may arise, following appropriate investigation



Review Processes

This Code and other policies will be reviewed bi-annually, by the managing director, other senior managers and or shareholders with input from team leaders.

Key Questions would include:

- Is the Code of Conduct being implemented?
- Are procedures being followed?
- Is the Code clear?
- What has changed that may prompt a change to the code

Approved changes will be reviewed by the management team prior to being added to the code of conduct.

Changes to the Code will be communicated to workers, at the next tool box meeting and via email. In a larger organisation, an email memo may be needed.



TRAINING & COMPETENCY PROCEDURE

As a person conducting a business or undertaking (PCBU) under the Work Health and Safety Act 2011 Rising Connection Pty Ltd must ensure, so far as is reasonably practicable, the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking.

Rising Connection Pty Ltd will ensure:

- Information, training and instruction to a Worker is suitable and adequate with regard to:
 - the nature of the work carried out by the Worker; and
 - the nature of the risks associated with the work at the time the information, training or instruction is provided and
 - the control measures implemented.
- Information, training and instruction is provided in a way that is readily understandable by any person to whom it is provided
- Workers are consulted about the provision of health and safety training
- Mandatory WHS training needs are identified and monitored for the work area, and gaps addressed in accordance with relevant procedures and legislative requirements
- All workers will receive sufficient training relevant to their given tasks and work responsibilities
- All workers within their function area(s) will be adequately trained and competent in the activities they undertake and
- Training records for workers will be current and maintained. This responsibility includes ensuring that adequate resources are made available for the provision of training.
- All Workers and Others are required to complete mandatory work health and safety training offered by the PCBU and to follow all reasonable instructions with regards to work health and safety. If Rising Connection Pty Ltd provides a Worker with personal protective equipment (PPE), the Worker must use or wear the PPE in accordance with any information, training or reasonable instruction.

A Training Plan is created annually which outlines the work health and safety (WHS) training which will be delivered and coordinated throughout that year by the managing director. Training offered will be determined by the needs of Rising Connection Pty Ltd as follows:

- Changes to legislation
- Changes to the Work Health and Safety Management System
- Feedback from Rising Connection Pty Ltd telecommunications community.



Mandatory Training

- **Safety Inductions** All new workers must complete a work health and safety induction which includes information about:
 - The location of WHS policies and procedures
 - Emergency protocols, procedures and contacts
 - Incident, injury, illness and hazard reporting procedure
 - General WHS responsibilities and compliance requirements
 - Consultation and participation processes
 - WHS risks and hazards in the workplace
 - WHS resources • Injury management and claims
 - General WH&S information and requirements relating to:
 - chemicals and dangerous goods
 - biological agents and animals
 - working with radiation sources
- **Mandatory WHS training requirements specific to working at Rising Connection Pty Ltd:**
 - **Fire and Emergency Evacuation Training** All new workers must complete fire and emergency evacuation training no later than two (2) days after starting work at Rising Connection Pty Ltd and annually thereafter. Additional fire and emergency evacuation training is required in the following situations:
 - No later than two (2) days after moving to a new workplace on another floor or building at Rising Connection Pty Ltd and
 - No later than one (1) month after there is a material change to the physical layout of the workplace
 - **Local Area and Site Specific Inductions.** In addition to the WH&S induction, team leaders must ensure that all Workers and Others under their supervision are provided with a local area induction on WH&S risks, facilities and requirements relating to their work environment and activities. Team Leaders must also identify hazardous and high risk work areas and activities and provide a site specific induction before anyone under their supervision commences work on that activity or in that area.



- Training Needs Analysis WH&S competencies are identified in the Training Needs Analysis (TNA).

Rising Connection Pty Ltd TNA is used to determine:

- What is required to complete the work activity
 - The existing skill levels of persons completing the work
 - The training gap (if any).
- Training Records. Rising Connection Pty Ltd will ensure that records of all work health and safety training provided to a Worker are kept in line with Rising Connection Pty Ltd Records Management Framework and Policy.
 - Refresher Training. All workers are to attend refresher training as identified and be allowed to take time off work to attend required training at full pay.
 - Team Leaders must provide Workers with information, training and instruction in:
 - The proper use and wearing of personal protective equipment; and
 - The storage and maintenance of personal protective equipment.
 - Competency Assessment. In order to determine whether the skill or knowledge gap has been successfully attained, assessment of competency is required to be undertaken after completion of training. If the training session has been designed for awareness, then a competency assessment is not required.

Assessing competency involves:

- Preparing Workers for assessment;
- Assessing Workers against a set of relevant criteria;
- Gathering evidence to demonstrate these criteria;
- Workers participating in the assessment process;
- Measuring competency against benchmarks to make the assessment decision (e.g. Standard Operating Procedures, performance standards, product specifications, learning objectives etc.);
- Offering a choice of different assessment pathways suitable to the ability of the Worker; and
- Recording and reporting the assessment decision.



Regulatory Authorities and Other Relevant Entities.

- Worksafe NSW

Legislation

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

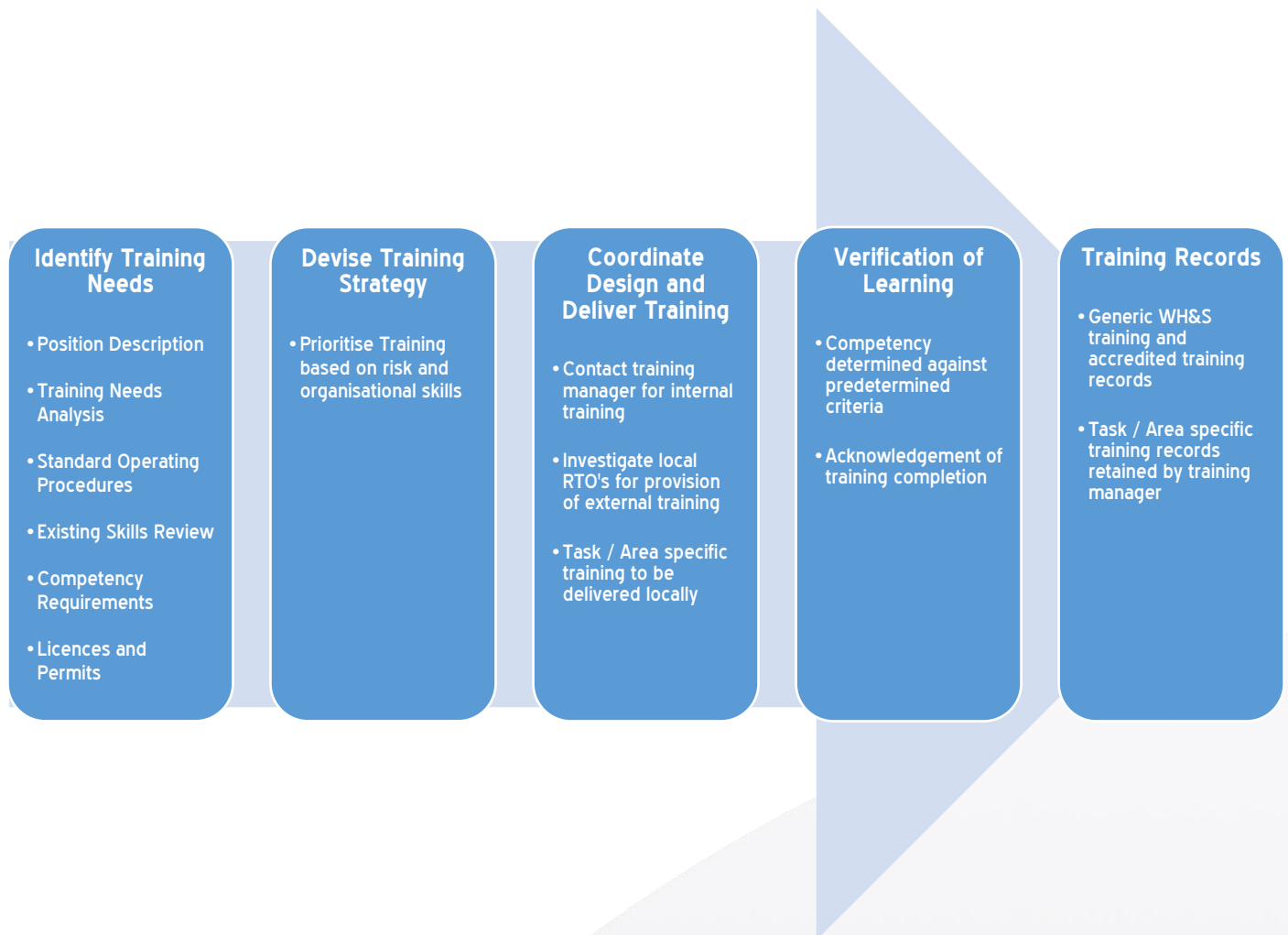
Standards

- AS/NZS 4801 Occupational health and safety management systems

Codes of Practice

- Work health and safety consultation, co-operation and co-ordination code of practice 2011

Training Process





Skills NEEDS ANALYSIS

Our competency framework flags what's required of current and future workers at all organisational levels, while our development framework identified (will provide) learning and development activities to grow these competencies.

Workers Name							
Qualifications							
Position Title							
		Self-Assessment by Worker			Validation of Competency		
		Have Now	Need Now	Required in Future	Date	Initials	Evaluation Method

Evaluation Method Keys	
O	Observation
D	Demonstration
WT	Written Test
Q	Qualification
C	Certificate



DRUGS AND ALCOHOL POLICY

Introduction

The misuse of drugs or alcohol by workers can affect their health or safety, as well as that of others (including other workers and members of the general public). Drug and alcohol misuse can also have an adverse effect on work performance, behaviour or attendance at the workplace.

Rising Connection Pty Ltd is committed to ensuring the health, safety and welfare of all workers and to preventing and reducing harm associated with being impaired by drugs or alcohol at work.

Manager/Supervisor Responsibilities

Team Leaders are responsible for assessing the risks associated with workers who are under the influence of drugs or alcohol in the workplace, and taking appropriate action to ensure these risks are managed.

This will include:

- directing any worker reasonably suspected of being under the influence of drugs or alcohol away from the work area;
- where necessary, instructing any worker accused of being under the influence of drugs or alcohol to attend a medical practitioner nominated by the Organisation for the purpose of undertaking a drug and alcohol test;
- where necessary, arranging for on-site testing of any worker accused of being under the influence of drugs or alcohol;
- arranging transport home for any worker accused of being under the influence of drugs or alcohol;
- counselling workers who are found to be in breach of these guidelines;
- authorising appropriate assistance for a worker whose performance is affected by drugs or alcohol;
- initiating the appropriate disciplinary processes where any breach of this policy is identified; and
- ensuring day to day compliance with this policy and any other necessary requirements to ensure health and safety in the workplace for people who drive as part of their work, fatigue is a major risk factor. It can slow reaction times, affect concentration and undermine their ability to drive safely.



Worker Responsibilities

Workers are responsible for:

- ensuring they are fit for duty at all times whilst working;
- ensuring they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently;
- complying with statutory limits for blood alcohol and drug content whilst driving any motor vehicle, or operating any machinery, in or in connection with the performance of their duties;
- questioning their doctor or pharmacist as to the potential effects or side effects when using any prescription or over-the-counter medication, and whether they are still able to perform their job safely (including driving, where applicable);
- notifying management when using any prescription or over-the-counter medication that may impair their ability to safely and effectively perform their job;
- ensuring they do not use, possess or distribute any alcohol, drugs or medication of any kind whilst at work, nor use the Organisation's resources to do so at any time; and
- notifying management if they suspect another worker or visitor to be adversely affected by alcohol, drugs or medication of any kind.

In addition, when working on client sites or at any other place of work, workers must comply with any site specific drug and alcohol policies.

If a worker in this situation has any doubt about how to comply with both policies, or if the policies are inconsistent, the worker should contact management for clarification as soon as possible. In the interim, the worker should refrain from any conduct which is likely to breach either of the policies.



FATIGUE

Causes of Fatigue

A number of factors in the workplace and in a person's private life can lead to fatigue. Some factors include:

- extended working hours, and irregular and unpredictable working hours
- early starts, and working at night
- shift work, and having more than one job
- sleep disorders
- social and community commitments, including babies and sick dependants at home
- not getting enough sleep or having poor-quality sleep
- stress.

How to Beat Fatigue at Home

Workers can do a lot to avoid fatigue by changing some of the things they do at home.

Useful Tips:

- make sleep a priority – aim to get enough good-quality sleep every night; eight hours is ideal for adults
- ask friends, family or flatmates to cooperate and support you to get enough sleep so that you avoid becoming fatigued
- avoid eating and drinking too much before you go to bed – if you are hungry, have a light snack
- avoid alcohol, caffeine and cigarettes before bed
- take power naps – even a short power nap of 20 minutes improves your ability to function
- each individual must take responsibility and communicate if they are fatigued.



Fatigue at work

All workers are to consider the following tips to overcome tiredness while working:

- pull over and take a power nap in the passenger seat – don't nap behind the wheel
- get out and walk around the vehicle – this will help you to become alert
- get a good night's sleep as soon as you can
- look at how your work is structured, and talk to your employer about rotating work and varying tasks. If possible, plan short trips for the ends of shifts
- talk to your employer about any fatigue problems
- liven up the work environment with fresh air, music or conversation