



Work Health & Safety v 1.0



The work health and safety of all workers within Elephant In The Room (EITR), are considered to be of utmost importance. Resources in line with the importance attached to work health and safety, comply with all relevant Acts and Regulations to ensure that the workplace is safe and without risk to health.

The promotion and maintenance of work health and safety is the responsibility of the Directors. It is the responsibility of Directors to develop, implement and keep under review, the organisation's WHS Programs.

Directors are responsible for ensuring that this organisation meets its obligations under Work Health and Safety Legislation, by using all due diligence to understand the nature of the work and associated hazards and ensuring that appropriate resources are allocated to control any identified risk.

Employees are required to cooperate with the WHS Policy and Programs to ensure their own health and safety and the health and safety of others.

All participants (including the client's home and community environments) have a responsibility to ensure that their actions or failure to act does not put themselves or our employees at risk and to follow any reasonable instructions that we may give, including providing all relevant information in regard to risk.

In order to implement the general provisions of this policy, activities and procedures have been developed, which will be continually updated and effectively carried out. The programs relate to the work carried by Elephant In The Room employees.





- ❖ Reporting of hazards;
- ❖ Home Visiting guidelines;
- ❖ Reporting and recording of incidents, accidents, injuries and illnesses.

Risk Management

Our organisation is dedicated to the provision of a safe and healthy workplace and have adopted the following risk management practices to assist in this regard.

- ❖ If an employee identifies a potential health or safety problem he or she complete a Hazard Report.
- ❖ Directors maintain a risk register so that their risk rating and control strategy can be documented and the effectiveness monitored and reviewed on a regular basis.
- ❖ Any accident or dangerous occurrence, that occurs whilst carrying out work for EITR must be documented on the Incident Report form.
- ❖ Directors will review the Incident reports received to ensure that adequate corrective action has been implemented.
- ❖ Directors are required to notify the Regulator (WorkCover NSW) of any accidents involving workers or others which result in in-patient treatment or dangerous incidents.





Home visiting

EITR employees will ensure that work in client's homes does not pose a risk to health and safety by ensuring that any identified risks are acted upon as soon as possible.

A number of factors may influence your safety whilst on a home visit:

Emotional factors

- ❖ Client and family member's history with EITR
- ❖ Client current behaviour
- ❖ Likelihood of changes in client behaviour, health status, domestic, social and support networks

Physical factors

- ❖ Substance abuse, access to weapons by client or by others on the premises
- ❖ Presence of animals or vermin
- ❖ Hazardous substances used in the home
- ❖ Infectious diseases
- ❖ Manual handling activities involved





- ❖ Heat/cold/confined spaces/noise/light/electricity/moving or falling objects
- ❖ Threat of violence by client or others, including neighbours, relatives and pets.

A pre-visit phone call may be needed to confirm time/place and check safety for the initial visit. In situations where safety is an issue, the client visit should take place at a neutral venue. This venue should not be an isolated place

Safe Work Practice – General Principles

- ❖ A mobile phone should be charged and kept on during a client visit. The phone should have a programmed emergency number.
- ❖ Ensure vehicle has adequate petrol and is in safe work condition.
- ❖ Upon arriving at the home check for unsafe situations, such as uncontrolled pets, unexpected visitors, heated arguments and do not enter premises if you feel unsafe.
- ❖ Any changes to the work or workplace where a hazard is identified should be documented via a hazard report form and entered on EITR shared drive.
- ❖ If the door is answered by an unfamiliar person, check that the client is present and expecting your visit before entering.





- ❖ Employees should not give home phone numbers or home addresses to participants.
- ❖ Where worker safety could be an issue, workers should park their car to allow for a quick exit and facing the direction of travel. It may be necessary to park some distance away.
- ❖ Avoid carrying valuables into the home whenever possible – consider use of a lanyard with car keys and mobile phone attached or carry in a pocket.
- ❖ Minimise the manual handling of materials and utilise suitable equipment and lifting techniques where transport is required.
- ❖ If the employee feels unsafe, they should leave the situation. A EITR employee has the right to refuse to see a client.
- ❖ Any incident must be recorded on the incident report form.
- ❖ In the client's home, choose a safe place to sit. Be aware of access and egress of the premises and ensure exits are not locked.
- ❖ Request that clients do not smoke in the house during a visit and that animals are restrained.
- ❖ Complete all file notes and reports at a suitable work area as per service agreement with client.





First aid

At least 1 Director will hold a current first aid certificate (copy of certification kept on EITR shared drive).

Each Training kit will have a medium sized first aid kit provided. Trainers are encouraged to obtain their first aid certificate, but it is not a requirement of the position. Each training venue is required to have a current first aid policy in place, staff to ensure this is current and up to date.

Managing Fatigue

Staff will ensure that they take adequate travel breaks when driving to complete training/consults. Overnight stays are recommended for training longer than one day.

Managing Vocal Fatigue

Staff ensure they stay well-hydrated during training sessions
Audio Projection equipment (microphone) to be used if training to a large group (over 30).

Manual Handling

When training, staff will be required to bring along a large amount of equipment, some bulky and heavy boxes. Staff are required to use the portable trolley provided to move boxes and large bulky items.