



Work Health and Safety Policy

Quick reference: hazards | work health and safety | staff | safe work environment | employer duties | staff duties | eliminating or reducing risks | safe premises and equipment | safe systems of work | training and supervision | monitoring health and conditions | records and information | duty to children, families and visitors | hazard identification | control measures | consultation | health and safety representatives | notifiable incidents | manual handling | electrical testing | safe appliances and equipment | emergencies and evacuations | hazardous substances | risk control plan | health and safety management systems | hierarchy of control

PURPOSE AND BACKGROUND

- (1) To set out how we all work together to implement provide a safe work environment for staff and everyone else who may be affected by our operations, including children, families and visitors
- (2) This policy helps us to comply with work health and safety laws and regulations in Victoria, including the *Occupational Health and Safety Act 2004 (Vic)* and *Occupational Health and Safety Regulations 2017 (Vic)*, and applicable voluntary compliance codes

SCOPE

- (3) This policy applies to:
 - The approved provider and persons with management or control
 - ‘Staff’: the nominated supervisor, other paid workers and third parties who carry out work at our service on our behalf (e.g., contractors, subcontractors, employees of a labour hire company)
 - Children in our care, their parents, families and care providers
 - Volunteers and students
 - Visitors to our service
- (4) It applies to all work-related activities of our service and covers all people who may be affected by our operations, including staff, volunteers, students, children, families, visitors, contractors and the public
- (5) This policy and related procedures and plans are part of our work health and safety management systems

DEFINITIONS





The following definitions apply to this policy and related procedures:

- ‘Approved provider’ also means ‘employer’ as it is defined under the *Occupational Health and Safety Act 2004 (Vic)*
- ‘Hierarchy of control’ is a step-by-step approach to eliminating or reducing risks that ranks risk controls from the highest level of protection and reliability through to the lowest and least reliable protection, as follows:
 - First (highest level): eliminating the hazard and risk
 - Second (if elimination is not possible): reducing the risk - through substituting the risk with a lesser risk, isolating people from the risk, or engineering changes or changes to systems of work
 - Third (low protection): administrative controls
 - Fourth (lowest protection): personal protective equipment (PPE)
- ‘Parents’ includes guardians and persons who have parental responsibilities for a child under a decision or order of court
- ‘Reasonably practicable’ means what a reasonable person would do, using reasonably practicable measures, taking into account:
 - The likelihood of a hazard or risk occurring - that is, the probability of a person being exposed to harm
 - The degree of harm that would result if the hazard or risk occurred
 - What the person concerned knows or ought reasonably know about the hazard or risk and any ways of eliminating or reducing that hazard or risk
 - The availability and suitability of ways to eliminate or reduce the hazard or risk
 - The cost of eliminating or reducing the hazard or risk
- ‘Staff’, unless otherwise indicated, means a person employed by our service under a contract of employment or contract of training (e.g., paid workers, third party contractors). Volunteers, unpaid students and the approved provider are not considered staff for this policy
- ‘Work health and safety (WHS)’ has the same meaning as occupational health and safety in this policy

POLICY STATEMENT

A safe work environment

- (7) The approved provider must, so far as is reasonably practicable, protect and reduce the risks to health and safety in line with the *Occupational Health and Safety Act 2004 (Vic)* and *Occupational Health and Safety Regulations 2017 (Vic)*

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The approved provider must maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable, by:

- Providing and maintaining safe premises, equipment, appliances and tools
- Arranging safe systems of work – e.g., how work is organised (including work processes, safe operating procedures, work arrangements, pace of work, and procedures to prevent and manage fatigue, stress and violence at work)
- Maintaining our workplace in a condition that is safe and without risks to health – including in relation to space, layout, security, lighting, ventilation and noise control
- Putting in place procedures for the safe use, handling, storage and transport of equipment, tools and appliances at our service
- Providing adequate facilities for our staff’s welfare, including drinking water, toilets, eating areas and first aid
- Providing staff with the information, instruction, training and supervision they need to do their job safely and without risks to their health
- Notifying WorkSafe of all notifiable incidents that happen (see incident notification section below)

- (9) The approved provider must also, as far as is reasonably possible, ensure that our operations do not put at risk the health or safety of children, families, volunteers, students, visitors or any other people at our service
- (10) The approved provider and all staff will be aware that it is an offence, without lawful excuse, to recklessly engage in conduct that exposes, or may expose, a person at a workplace to the risk of serious injury
- (11) The approved provider must ensure that appropriate first aid facilities, equipment and trained first aid staff are available at all times in accordance with occupational health and safety legislation and the *National Regulations*. Refer to our First Aid Policy for more details

Monitoring staff health and conditions

- (12) The approved provider must take whatever action is reasonably practicable to:
- Monitor the health of staff (e.g., collecting and reviewing incident and injury data)
 - Monitor workplace conditions (e.g., workloads, fatigue, stress)
 - Provide information about health and safety in ways that are suitable (both language and presentation)
 - Keep information and records relating to health and safety of staff
 - Provide staff with the names of people in our service to whom they may direct questions or complaints about health and safety





Employ or contract people with WHS qualifications to advise on staff health and safety (e.g., an ergonomist to advise on manual handling or specialist to discuss wellbeing support)

- Consult staff on matters that may directly affect their health, safety and welfare
- (13) The approved provider must ensure that reasonable adjustments are made for staff who have a disability, or who experience discomfort, injury, pregnancy-related changes or medical conditions that affect their health and safety needs

Staff working together to protect health and safety

(14) Staff (including permanent staff, independent contractors, subcontractors, labour hire staff) must cooperate with the approved provider’s efforts to protect health and safety. For example, they must:

- Follow our workplace safety policies and procedures
- Attend WHS training and follow the instructions and advice provided
- Use our appliances, tools and equipment as instructed, including any personal protective equipment (PPE - e.g., gloves, aprons, appropriate clothing and footwear)
- Notify the relevant person of hazards they identify

(15) Staff have the right to:

- Elect health and safety representatives
- Request the formation of a health and safety committee
- Cease unsafe work
- Have health and safety issues resolved in accordance with an agreed issue resolution procedure
- Not be discriminated against for raising health and safety issues

(16) Staff must take reasonable care for their own health, safety and wellbeing and that of others who may be affected by what they do or fail to do at work

(17) Staff must cooperate with any reasonable health and safety directions from the approved provider

(18) Staff may only use appliances, tools, PPE and other equipment that are authorised by the approved provider and assessed as safe for us

(19) Any authorised personal equipment must comply with our equipment safety, inspection and register requirements

(20) Staff must support a psychologically safe workplace and comply with the behaviour expectations set in our psychosocial health and safety procedure (attached), Staff Code of Conduct, and Bullying, Harassment and Discrimination Policy

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- (21) Behaviour that undermines the psychological health of others at our service will be managed in line with these documents and our disciplinary procedures
- (22) Our service is not responsible for managing personal issues or external circumstances that staff bring into the workplace. Staff are expected to attend work fit for duty, regulate their behaviour, and seek external support for personal matters that fall outside our service’s responsibilities

Visitors, families, volunteers, students, and independent contractors and professionals

- (23) The approved provider must ensure that, so far as is reasonably practicable, families, volunteers, students, independent contractors and professionals (i.e., who do not have an employment contract with our service) and other visitors do not pose a risk to the health or safety of children, staff or other people at the service
- (24) Visitors, families, volunteers, students and independent contractors and professionals must:
 - Take reasonable care for their own health, safety and wellbeing and that of others
 - Comply with our WHS Policy and with any reasonable health and safety directions from our staff
 - Report any hazards, incidents, injuries or unsafe conditions immediately to a member of staff

Work health and safety management systems

- (25) This WHS Policy will guide our service’s plans and decisions for work health and safety matters
- (26) Our service will manage work health and safety through a documented risk management framework that includes hazard identification, risk assessment, control measures, staff consultation, training, incident reporting, workplace inspections, preventive maintenance, continuous improvement and record keeping
- (27) We document our systems through policies, procedures, safety checks and audits, risk control plans and risk registers
- (28) The approved provider is responsible and accountable for our WHS management systems, and must provide enough resources to maintain and implement them, including for staffing, training, equipment, supervision and specialist advice
- (29) The nominated supervisor and other staff leaders are responsible for the day-to-day implementation of our WHS management systems
- (30) We will appoint staff to specific work health and safety roles where required or appropriate, including Health and Safety Representatives (HSRs), deputy HSRs, fire wardens and other emergency wardens, to support the implementation of our WHS management system

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- (31) Staff appointed to specific work health and safety roles must be suitably trained, supported and given adequate time and resources to safely carry out their functions
- (32) HSRs will represent staff in relation to WHS matters, assist with hazard identification and risk management, participate in consultation processes, and may exercise powers and functions in accordance with occupational health and safety laws
- (33) Fire wardens are responsible for supporting emergency preparedness and response at our service, including participating in emergency planning, drills, evacuations and incident response in accordance with our Emergency and Evacuation Policy
- (34) The approved provider and nominated supervisor must ensure that all staff are aware of who holds specific work health and safety and emergency roles, and how to contact them in the event of a safety concern or an emergency

Staff consultation

- (35) The approved provider must ensure that staff are consulted, as far is reasonably practicable, on matters that affect, or may affect, their health, safety and welfare
- (36) Consultation must be undertaken in a way that is accessible and inclusive (e.g., communicated in plain language, different formats or languages where necessary)
- (37) Staff consultation must occur when:
 - Identifying hazards and assessing risks
 - Making decisions about control measures, facilities for staff welfare, and certain procedures
 - Proposing changes to the workplace or work practices
 - Reviewing health and safety procedures
 - Determining membership of health and safety committees (if applicable)
 - Resolving health and safety issues
- (38) We must give staff and any health and safety representatives:
 - Information about the matter we are consulting about
 - Enough time to consider, meet, talk, ask questions, raise concerns and provide feedback
 - An explanation of our final decision (and the final decision will be informed by considering their views)

Electing health and safety representatives

- (39) Our staff are entitled to elect Health and Safety Representatives (HSRs)
- (40) If a request is made for a HSR, the approved provider must ensure that:

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Negotiations are commenced with staff about the number of HSRs and any deputy HSRs, and which staff will be represented by the HSRs (in groups called work groups) within 14 days.

- All staff are given the chance to nominate as a HSR and to vote in an election if there is more than 1 candidate. How elections are conducted will be determined by staff
- Staff are notified of the outcome of the negotiations as soon as possible

- (41) The approved provider must keep a current list of all HSRs and deputy HSRs and display a copy at the workplace
- (42) A HSR must be given the powers and functions they are entitled to under the *Occupational Health and Safety Act 2004*, including the power to conduct regular inspections of the workplace (and without notice if there is an accident, dangerous situation, or immediate risk to health and safety)
- (43) The approved provider must ensure to meet all our obligations towards HSRs and deputy HSRs
- (44) HSRs or Deputy HSRs are elected for 3 years unless they leave the work group, are disqualified, resign or the majority of staff they represent agree they should not represent them. They are not personally liable for anything done, or not done, in good faith while carrying out their role

Establishing Health and Safety Committees

- (45) A Health and Safety Committee (HSC) can facilitate cooperation between the approved provider and staff in developing and implementing measures to ensure health and safety at our service
- (46) The approved provider must establish an HSC within three months after being requested to do so by an HSR
- (47) At least half the membership of an HSC must be staff members at the service. The approved provider must, as far as is reasonably practicable, consult with staff when determining who will be members of the HSC
- (48) Any representatives of the approved provider (e.g., the nominated supervisor, persons with management or control) on the HSC, must be authorised to make decisions about health and safety
- (49) The functions of an HSC include:
 - Facilitating co-operation between the approved provider and staff in instigating, developing and carrying out measures designed to ensure the health and safety at work of staff
 - To formulate, review and disseminate to the staff the standards, rules and procedures relating to health and safety that are to be carried out or complied with at the workplace (where appropriate these should be in other languages)

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Other functions may be determined and agreed on by the committee and the approved provider, provided they are consistent with the *Occupational Health and Safety Act 2004*

- (50) The approved provider must ensure:
- A HSC has access to any information related to workplace hazards and the health and safety of staff, except for personal or medical information which would identify individual staff.
 - A HSC meets at least once every three months or at any other time at the request of at least half of the committee members
 - HSC members are able to take paid leave to comply with their health and safety duties
- (51) We consult with Work Safe Victoria where we are unsure about the legal role, function or procedures of the HSC

Hazard identification and risk management

- (52) The approved provider must ensure that hazards are systematically identified, and that risks are assessed across all areas of our service in consultation with staff, including hazards associated with (but not limited to):
- Facilities, building environment and equipment hazards (e.g., floors, stairs, steps, ladders, falling objects, slippery surfaces, play equipment)
 - Environmental conditions (e.g., noise, heat and cold, UV radiation, poor lighting, ventilation, water, animals and insects, extreme pollution, weather events, smoking and vapes)
 - Manual handling (e.g., lifting, carrying children)
 - Office work (e.g., desk and computer height, lack of movement, repetitive actions)
 - Mechanical and or/electrical plant and equipment (e.g., electricity, machinery, equipment, washers and dryers, kitchen appliances, motor vehicles)
 - Chemicals and dangerous goods (e.g., cleaning products, pest control chemicals, solvents, gas bottles, aerosols, lithium batteries, dusts and fumes, LP gas)
 - Biological substances (e.g., body fluids, animal and bird droppings, food, infectious diseases, mould, mildew, insects, vermin animals, allergies, medications)
 - Critical incidents and emergencies (e.g., floods, bushfires, severe weather, fires, structural damage, violence or threats of violence by staff or visitors)
 - Psychosocial hazards – work-related factors with potential to cause negative psychological responses that create a risk to their health and safety (e.g., bullying, sexual harassment, discrimination, work stress, job demands, lack of direction, alcohol and drug use)

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Security (e.g., staff working alone, access control)

- (53) The approved provider must ensure that risks are eliminated so far as is reasonably practicable, and where elimination is not reasonably practicable, risks are reduced using appropriate control measures consistent with the hierarchy of controls
- (54) Some hazards are subject to additional specific rules for risk control, including psychosocial hazards, hazardous manual handling, falls from a height of 2m or more, and hazardous substances. Refer to specific health and safety procedures (attached)

Reviewing risk controls

- (55) Risk controls must be reviewed whenever there is a change to the workplace, work practices, equipment, staffing, or when an incident, injury, illness or near miss occurs
- (56) The approved provider must monitor, review and, where necessary, revise our control measures regularly and in the following circumstances:
 - After any notifiable incidents (under Part 5 of the *Occupational Health and Safety Act 2004*) or near misses
 - When new or additional information about hazards becomes available
 - When a hazard or risk changes (e.g., if there is a change to the thing, work process or system that causes the hazard or risk)
 - When the current control measures do not adequately control the hazard or risk (e.g., there is a near miss or there are more effective controls to use)
 - When a health and safety representative requests a review and the review is reasonable
- (57) There are additional legal requirements for reviewing and revising control measures for psychosocial hazards, hazardous manual handling, falls from a height of 2m or more, plant and hazardous substances. They are:
 - Before any alteration is made to any thing, process or system of work that is likely to result in changes to risks associated with psychosocial hazards, hazardous manual handling, hazardous substances, or in a fall of 2m or more
 - Before any plant at our service is used for the first time or any alteration is made to the way they are used or the associated systems of work
 - If a staff member, or a person on their behalf, reports a psychological injury or psychosocial hazard to the approved provider
 - If the approved provider receives advice from a medical practitioner that adverse health effects have been identified associated with hazardous substances

Incident notification

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(58) The approved provider must notify WorkSafe Victoria immediately after becoming aware of an incident that results in:

- The death of a person
- A person requiring medical treatment within 48 hours of exposure to a substance. Exposure to a substance includes exposure to hazardous substances, dangerous goods, other chemicals, and biological and airborne contaminant (e.g., an acid splash to the skin, inhalation of toxic vapours, exposure to human and/or animal blood and body substances)
- A person needing immediate treatment as an in-patient in a hospital
- A person needing immediate medical treatment for one of the following injuries: amputation, serious head injury or serious eye injury, removal of skin (example: de-gloving, scalping), electric shock, spinal injury, loss of a bodily function, serious lacerations (example: requiring stitching or other medical treatment)

- (59) Medical treatment means treatment by a person registered under the Health Practitioner Regulation National Law to practice in the medical or nursing or midwifery profession (doctor, nurse, midwife etc.)
- (60) A serious illness is: any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work: with micro-organisms; that involves providing treatment to a person; involves contact with human blood or body substances, or involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.
- (61) We must also report the following incidents if they expose a person to a serious risk to their health or safety emanating from an immediate or imminent exposure to:
- An uncontrolled escape, spillage or leakage of any substance, including dangerous goods within the meaning of the *Dangerous Goods Act 1985*, or
 - An implosion, explosion or fire, or
 - Electric shock, or
 - The fall or release from a height of any equipment, machinery, appliance, substance or thing, or
 - The collapse or partial collapse of a building or structure
- (62) All accidents involving dangerous goods must be reported immediately to the nearest fire authority or police station, including: fire, explosion, spills, leakage, escape, explosive incidents
- (63) The approved provider must also report to WorkSafe Victoria any incidents relating to explosives, involving explosions, fire or other incidents causing injury to any person or immediate risk to their health or safety, or property damage

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- (64) The approved provider or nominated supervisor must notify WorkSafe Victoria after becoming aware of a notifiable incident immediately by telephone 13 23 60 and in writing within 48 hours
- (65) The approved provider/nominated supervisor must ensure the site where the incident occurred is left undisturbed as much as possible until an inspector arrives or as directed by the regulator
- (66) Notifiable incidents under this section may also require notification to our regulatory authority under the *Education and Care Services National Law* – see our Incident, Injury, Trauma and Illness Policy

WHS training, knowledge and supervision

- (67) The approved provider and nominated supervisor will ensure that staff, volunteers and students receive appropriate health and safety instruction, information, training and support to enable them to work safely and without risking their health
- (68) Health and safety information and procedures will be communicated through staff induction, ongoing professional development, performance evaluation processes, staff meetings, written material, and workplace displays
- (69) Training will be practical and ‘hands on’ and cover:
 - On the job training by supervisors and experienced co-workers
 - Work health and safety roles and responsibilities
 - Safe work practices and daily practices
 - Hazard identification and reporting
 - Risk control relevant to the role
 - Work processes and required skills
 - Emergency responses, including evacuation drills
 - First aid, where required
- (70) Staff appointed to specific health and safety roles (e.g., HSRs, deputy HSRs, fire wardens, first aid staff) will be given regular training appropriate to their duties
- (71) The structure, content and delivery of the training will take into account any special requirements (e.g., disabilities, language, experience) of the staff, volunteers, students, independent contractors being trained

Documentation and record keeping

- (72) The approved provider must ensure that records relevant to work health and safety are maintained, including records of:
 - Worksheets and checklists used to identify hazards
 - Risk assessments and control measures implemented





Workplace safety audits

- Accident, incident, injury reports, near misses
- Maintenance records for buildings and equipment
- Electrical tagging details
- Fire equipment audits
- First aid kit risk assessments
- Evacuation drills
- Induction and training undertaken by staff relating to work health and safety
- Staff consultation
- Immunisation status and medical clearances of all educators, where required

(73) Records must be stored securely and retained in accordance with our Record Keeping Policy

(74) Records of notifiable incidents must be kept for at least 5 years from the date that the incident is notified to WorkSafe Victoria

PRINCIPLES

- (75) We place above all else the health, safety and welfare of all people affected by our operations, including children, staff, families, visitors, volunteers, and students
- (76) Preventing harm is always preferable to responding after an incident has occurred. We proactively control risks through our health and safety risk management system
- (77) Work health and safety risks must be eliminated so far as is reasonably practicable, and where elimination is not reasonably practicable, reduced using the hierarchy of controls
- (78) Work health and safety is a shared responsibility, with clear duties and accountability for the approved provider, nominated supervisor, staff and all other people at the service
- (79) We are committed to providing a psychologically safe workplace where everyone is treated with dignity, fairness and respect
- (80) Staff must be meaningfully consulted on health and safety matters, supported to raise concerns without discrimination, and provided with adequate information, training and supervision

POLICY COMMUNICATION, TRAINING AND MONITORING

- (81) The approved provider will take reasonable steps to ensure that staff, students and volunteers follow and can readily access this policy and related procedures
- (82) This policy and related documents can be found <insert location>

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- (83) The approved provider and nominated supervisor will ensure that staff, volunteers and students are formally inducted and trained to implement this policy and related procedures, and to understand their roles and responsibilities under them
- (84) The nominated supervisor and staff leaders will ensure this policy and its related procedures are regularly reinforced through staff meetings, staff professional development programs, written material and workplace displays
- (85) The approved provider and nominated supervisor will regularly monitor and audit staff and address non-compliance. Breaches of this policy are taken seriously and may result in disciplinary action against a staff member
- (86) The approved provider and nominated supervisor will provide staff with the resources, time and support they need to comply with this policy and related procedures
- (87) At enrolment, the nominated supervisor will ensure that families are given access to this policy and related document. We will also regularly share relevant information about this policy through our usual communication channels
- (88) Families are notified in line with our obligations (*National Regulations s 172*) when changes are made to our policies and procedures

LEGISLATION (OVERVIEW)

Applicable laws and regulations

Name	Description
<i>Occupational Health and Safety Act 2004 (Vic)</i>	Describes the primary duty of care to people in the workplace
<i>Privacy Act 1988</i>	Principal act governing the handling of personal information
<i>Occupational Health and Safety (Psychological Health) Regulations 2025 and the Compliance Code for Psychological Health (2025)</i>	Describes hazard identification, assessment, control measures and reviews for psychosocial hazards
<i>WorkSafe compliance codes</i>	Covering: Psychological health; First aid in the workplace; Hazardous manual handling; Hazardous substances; Plant; Workplace facilities and the working environment

RELATED DOCUMENTS

- Key Policies Child Safe Environment Policy | Immunisation Policy| Cleaning, Health and Hygiene Policy | | Incident, Injury, Trauma and Illness Policy | Physical Environment Policy | Dealing with Infectious Diseases Policy | Food Safety Policy | Immunisation Policy | Medical Conditions Policy | Sun Protection and Heat Safety Policy | Animal and Pet Policy| Bullying, Harassment and Discrimination Policy | Staff Code of Conduct | Visitors Policy | Volunteer and Student Policy | Emergency and Evacuation Policy | First Aid Policy | Recruitment, Induction and Training Policy | Tobacco, Vape, Drug and Alcohol Policy | Complaint Handling Policy | Transport Policy | Relevant HR policies
- Procedures Roles and Responsibilities – Work health and safety (attached) | Incident and hazard reporting procedure (attached) | Training, consultation and issue resolution procedure (attached) | Building,

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facilities and environment health and safety procedure (attached) | Equipment, tool and appliance health and safety procedure (attached) | Electrical health and safety procedure (attached) | Manual handling and back care procedure (attached) | Psychosocial health and safety procedure (attached) | Ergonomic office work health and safety procedure (attached) | Dealing with Infectious Diseases Procedures (in Dealing with Infectious Diseases Policy) | Health, Hygiene and Cleaning, Procedures (in Health, Hygiene and Cleaning Policy) | Food Safety Procedures (in Food Safety Procedures) | Medical management plans (in Medical Conditions Policy) | Incident, Injury, Trauma and Illness Procedures (in Incident, Injury, Trauma and Illness Policy)

Resources [Hazardous manual handling compliance code](#) | [Hazardous substances compliance code](#) | [Plant compliance code](#) | [Psychological health compliance code](#) | [First aid in the workplace compliance code](#) | [Workplace facilities and the working environment compliance code](#) | WHS hazards management policies and procedures cross reference table (attached) | Quick guide to the WHS Policy for handout or display (attached) | Hierarchy of control poster (attached) | ACECQA risk assessment and management tools and templates (available on ACECQA's [website](#))

SOURCES

Occupational health and safety laws and regulations | Work health and safety compliance codes | WorkSafe Victoria resources for ECECs | Education and Care Services National Law and Regulations | National Quality Standard | ACECQA guidelines for risk assessments | Regulatory authority guidelines for risk assessment

POLICY INFORMATION

Approval	Dina Kahn
Review	<p>Reviewed annually and when there are changes that may affect this policy or related procedures. The review will include checks to ensure the document reflects current legislation, continues to be effective, or whether any changes and additional training are required</p> <p>Reviewed: 1st March 2026</p> <p>Date for next review: 1st March 2027</p>



ROLES AND RESPONSIBILITIES – Work health and safety

Approved provider responsibilities (not limited to)

As far as is reasonably practicable, protect and reduce the risks to health and safety in line with the occupational health and safety laws and regulations and relevant WHS compliance codes. This includes:

- Maintaining a working environment that is safe and free of risks to health
- Monitoring staff health and conditions
- Systematically identifying hazards and assessing risks
- Implementing, reviewing and revising appropriate control measures to either eliminate or minimise risks
- Consulting with staff on matters that directly affect them
- Providing WHS information and training to staff
- Providing safe equipment, tools, appliances
- Notifying WorkSafe Victoria of any notifiable incidents
- Investigating and reviewing any incidents (including near misses)
- Maintaining accurate records
- Meeting obligations in relation to health and safety representatives and committees

Ensure our service meets its obligations under the *Education and Care Services National Law and Regulations*, including to take every reasonable precaution to protect children from harm and hazards likely to cause injury

Ensure that our service’s governance, management, operations, policies, plans, (including risk management/control plans), systems, practices and procedures relating to WHS are appropriate in practice, up-to-date, best practice, and comply with all relevant legislation, standards and guidelines

Ensure this WHS Policy, WHS risk assessments, and related procedures are in place and available for inspection

Take reasonable steps to ensure our WHS Policy and related plans and procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)

Regularly review this WHS Policy and related plans and procedures in consultation with children, families, communities and staff

Notify families at least 14 days before changing this WHS Policy if the changes will: affect the fees charged or the way they are collected; or significantly impact the service’s education and care of children; or significantly impact the family’s ability to utilise the service

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Nominated supervisor / persons in day-to-day charge responsibilities (not limited to)

Support the approved provider to, as far as is reasonably practicable, protect and reduce the risks to health and safety in line with the occupational health and safety laws and regulations and relevant WHS compliance codes. This includes:

- Maintaining a working environment that is safe and free of risks to health
- Monitoring staff health and conditions
- Systematically identifying hazards and assessing risks
- Implementing and reviewing appropriate control measures to either eliminate or minimise risks
- Consulting with staff on matters that directly affect them
- Provide WHS information and training to staff, including on WHS procedures
- Providing safe equipment, tools, appliances
- Notifying WorkSafe Victoria of any notifiable incidents
- Investigating and reviewing any incidents (including near misses)
- Maintaining accurate records
- Meeting obligations in relation health and safety representatives and committees

Ensure our service meets its obligations under the *Education and Care Services National Law and Regulations*, including to take every reasonable precaution to protect children from harm and hazards likely to cause injury

Support the approved provider to ensure that our service’s management, operations, policies, plans, (including risk management/control plans), systems, practices and procedures WHS are appropriate in practice, up-to-date, best practice, and comply with all relevant legislation, standards and guidelines

Implement this WHS Policy and related procedures

Take reasonable steps to ensure our WHS Policy and related procedures are followed (e.g. through clear and accessible communication, and systemised inductions, training and monitoring of all staff – including volunteers, students)

Notify the approved provider of any serious incidents as a matter of urgency

Contribute to policies and procedure reviews and risk assessments and plans in consultation with children, families, communities and staff. Support the approved provider to notify families of reviews and changes according to legislation and our policies and procedures

Educator / other staff responsibilities (not limited to)

Follow this WHS Policy and related procedures, including for cleaning and hygiene, safety checks, first aid, manual handling and back care, chemical spills and hazardous substances, sun protection and heat safety, immunisation, infectious diseases, food safety, Staff Code of Conduct (for psychosocial hazards) and emergency responses

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Take reasonable care for your own health, safety and wellbeing (including psychological health) and that of others who may be affected by what you do or fail to do at work

Attend WHS training and following the instructions and advice provided (including, where relevant, first aid, emergency and evacuation procedures). Keep training up to date

Use our tools, appliances and equipment as instructed, including any personal protective equipment (e.g., gloves, aprons, appropriate clothing and footwear)

Do not bring in or use your own electrical appliances, tools, PPE or other equipment at the service unless you have written approval from the approved provider. Any approved personal item must be checked, tagged if required and added to the service equipment register before use

Be aware of and use the risk assessment to eliminate/minimise risks and ensure the safety, health or well-being of yourself, other staff, children and anyone else at our service. Report any hazards, concerns or new/changed risks to the nominated supervisor (via your room leader / supervisor as appropriate)

Attend work fit for duty, regulate your behaviour, and seek external support for personal matters that fall outside the service's responsibilities. Staff whose psychological health is at risk should speak to their supervisor/room leader and/or the nominated supervisor

Notify the nominated supervisor or approved provider as a matter of urgency of any serious incidents

Contribute to policy and procedure reviews and risk assessments and plans

Families, visitors, volunteers, students, independent contractors and professionals responsibilities (not limited to)

Take reasonable care for your own health, safety and wellbeing and that of others

Comply with relevant areas of our WHS Policy and with any reasonable health and safety directions from our staff

Report any hazards, incidents, injuries or unsafe conditions immediately to the nominated supervisor or approved provider

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PROCEDURE – Health and safety: Training, consultation and issue resolution

When to use this procedure

- At staff inductions, ongoing professional development programs, performance evaluation processes, staff meetings and in written communication
- Routinely day to day

WHS inductions and training

1. Ensure all new staff, students and volunteers complete WHS induction before starting work
2. Training should be practical and ‘hands on’. The structure, content and delivery of the training needs to take into account any special requirements of the staff and independent contractors being trained (e.g., specific skills or experience, disability, language, literacy and age).
3. Provide instruction and information on hazard identification and reporting, emergency procedures, manual handling, psychological health and safety, and any other hazards relevant to person’s role
4. Provide site-specific information, including layout, exits, first aid kits, fire equipment, restricted areas and storage areas
5. Ensure staff know how to access WHS policies, procedures and Safety Data Sheets
6. Provide training in safe work practices relevant to each role
7. Provide guidance on ergonomic setup for office workstations
8. Deliver refresher training regularly, including first aid, annual emergency evacuation and manual handling training
9. Provide additional training when there are changes to procedures, equipment or identified hazards
10. Record WHS training on staff records
11. Ensure staff understand how to ask questions or request additional support. Give them the names and contact details of the person to whom they should direct questions or complaints
12. Review training needs through incidents, near misses and risk assessments
13. Ensure casuals, agency staff and short-term workers receive essential WHS information at the start of each shift

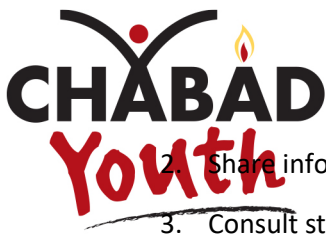
WHS consultation and issue resolution

1. Provide staff with opportunities to raise WHS concerns during meetings, supervision and informal discussions

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2. Share information about WHS matters promptly and clearly with all staff
3. Consult staff on WHS matters, in line with our obligations under work health and safety laws
4. Support staff to elect Health and Safety Representatives (HSRs) if they wish to do so
5. Ensure HSRs are trained and able to carry out their functions under the law
6. Form a Health and Safety Committee (HSC) if requested by an HSR
7. Discuss WHS issues openly and respectfully to reach agreement
8. Record WHS issues, actions and outcomes in meeting minutes or consultation records
9. Escalate unresolved WHS issues to the approved provider
10. Follow any agreed issue resolution procedure when concerns cannot be resolved immediately
11. Inform staff of decisions made and reasons for decisions
12. Review consultation processes regularly to ensure they remain effective

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PROCEDURE – Health and safety: Incident and hazard reporting

When to use this procedure

- To report an WHS incident, hazard or risk

1. Remove children and staff from immediate danger where safe to do so
2. Provide first aid or emergency response if required and follow our emergency management procedures
3. Report any incident, hazard, near miss or safety concern immediately to the nominated supervisor or approved provider
4. Complete an incident, injury, trauma or illness record and/or a hazard report as soon as practicable and no later than the end of your shift
5. Record factual information only, including what happened, who was involved, what actions were taken and any witnesses
6. Do not disturb the site of a potential notifiable incident unless it is necessary to make the area safe
7. The nominated supervisor must review all incident and hazard reports as soon as practicable (and within 24 hours) to determine any immediate or longer-term control measures
8. The nominated supervisor must escalate urgent hazards, risks and incidents to the approved provider immediately
9. All accidents involving dangerous goods must be reported immediately to the nearest fire authority or police station, including: fire, explosion, spills, leakage, escape, explosive incidents
10. The approved provider must notify WorkSafe Victoria immediately on **13 23 60** if an incident meets the criteria for a notifiable incident under the *Occupational Health and Safety Act* (e.g., death, serious injury, hospital admission, dangerous exposure, serious illness, dangerous goods incident, fire or structural collapse)
11. Follow up phone call to WorkSafe with a written notification within 48 hours
12. If unsure whether to notify WorkSafe, report it anyway or contact WorkSafe's Advisory Service between 8:00 am and 5:30 pm, Monday to Friday on [1800 136 089](tel:1800136089).
13. Notify the regulatory authority via the NQA ITS within the prescribed time if required under the *National Regulations* (e.g., serious incident – see [Incident, Injury, Trauma and Illness Policy](#))
14. The approved provider must review and, where necessary, revise risk control measures in place, document all follow-up actions and ensure they are implemented, monitored and reviewed

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15. The approved provider and nominated supervisor must ensure staff are informed of relevant outcomes, changes to practices or revised risk controls
16. Incident and hazard reports must be stored securely and kept for the required retention period (5 years for notifiable incidents under WHS law, but may need to keep longer if required under National Regulations – see Record Keeping Policy)
17. Staff must participate in any investigations, reviews or improvement actions
18. Staff must report any reoccurring hazards, unresolved risks or emerging patterns to the nominated supervisor
19. Hazards must be added to the risk register and used to inform risk assessments, training needs and safety system improvements

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PROCEDURE – Health and safety: Building, facilities and environment

When to use this procedure

- As part of our risk control plans to eliminate or reduce risks so far as is reasonably practicable in relation to our physical environment
- Routinely day to day

1. Complete daily indoor and outdoor safety checks using our safety checklists
2. Check for hazards such as broken equipment, spills, sharp objects, unsafe furniture, damaged flooring, loose fixtures or electrical risks
3. Check all rooms, perimeters, buildings, fixed equipment, gates, fences, latches, doors and outdoor play areas carefully
4. Inspect storage areas to ensure chemicals, cleaning products, sharp tools and unsafe items are locked away
5. Check temperature, ventilation, lighting, air quality, UV index and noise levels
6. Inspect playground equipment, soft-fall, sandpits and shade structures for wear, damage, heat or unsafe conditions
7. Ensure paths and walkways are clear of obstacles and trip hazards
8. Ensure chairs, tables and shelving are stable and not overloaded
9. Check emergency exits and evacuation pathways are clear and accessible
10. Conduct regular inspections of trees overhanging, dead or dangerous looking branches, or any infestations or nests
11. Conduct regular pest inspections by an accredited pest control company
12. Check first aid kits, fire equipment and emergency supplies to ensure they are accessible and fully stocked
13. All fire equipment at our service must comply with relevant laws and regulations, council requirements and the Building Code, and be maintained in line with the Australian Standard AS 1851-2012 (see [Emergency and Evacuation Policy](#))
14. Wear gloves and use tongs to pick up any sharp objects (e.g., syringes) and place them in the 'sharp object box'.
15. Remove immediate hazards from access or isolate the area
16. Report and record any hazards that cannot be immediately rectified to the nominated supervisor (see Incident and hazard reporting procedure)
17. The nominated supervisor / approved provider must review and follow up on all items identified in workplace inspections

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18. Inspection records must be kept and used to inform maintenance, risk assessments and improvements

APPENDIX E

PROCEDURE – Health and safety: Equipment, tools and appliances (plant)

When to use this procedure

- Whenever equipment, tools or appliances are introduced, used, inspected, cleaned, moved, maintained, stored or disposed of at the service
- During daily operations, maintenance activities, cleaning tasks and when higher-risk equipment is used
- Following any fault, damage, incident or safety concern involving equipment

Applies to all service-owned, hired or contractor-supplied equipment, tools and appliances, including (but not limited to): electrical appliances, cleaning equipment, kitchen equipment and utensils, maintenance and ground tools, manual handling and transport equipment, children’s equipment and furniture, office and IT equipment, electrical infrastructure and accessories, contractor-supplied equipment

Plant means any machinery, equipment, appliance and tool.

NOTE: Under WHS legislation, we must use specific hierarchy of control measures for plant:

1. Substituting the plant with a plant that is safer, isolating the plant from people by either distance or physical barrier, or engineering controls (e.g., design alteration, installing guarding, enclosures etc); and/or
2. Administrative controls (e.g., warning labels, procedures, waste management) and/or supplying PPE (however, this only be the primary control measure if the higher-order controls are not reasonably practicable)

1. Add all service supplied machinery, equipment, appliances and tools to our equipment register
2. Follow maintenance and inspection schedule for equipment, tools, appliances as related PPE
3. Review and (if necessary) revise current control measures when introducing new machinery, equipment, tools and appliances
4. Staff must not bring in or use their own machinery, appliances, tools or other equipment at the service unless they have written approval from the approved provider. Any approved personal item must be checked for safety, tagged if required and added to the service equipment register before use

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5. Remove unsafe, damaged or faulty equipment and appliances from use immediately (approved provider and nominated supervisor must ensure this happens)
6. Label any unsafe item clearly
7. Induct and provide 'hands-on' training for staff to:
 - Conduct pre-use checks
 - Use equipment safely and only as intended, including any guarding on the equipment or other risk control measures
 - Follow manufacturer instructions for correct operation, cleaning and maintenance
 - Report faults immediately
 - Not bypass safety features
 - Store equipment safely after use
8. Ensure only trained and authorised staff use specialised or higher-risk appliances
9. Store equipment and appliances securely after use to prevent tripping hazards, falling objects or children accessing them
10. Ensure protective covers, guards and safety features remain securely fitted and functional
11. Use trolleys, carts or other aids when transporting heavy appliances or equipment
12. Ensure hot appliances (e.g., kettles, microwaves) are kept out of children's reach and cords are not dangling
13. Monitor electrical appliances for signs of overheating, frayed cords or unusual noises and remove them from use immediately
14. If we use a guard (a physical or other barrier) to prevent access to equipment, tools or appliances, check that it is effectively preventing access and that the guard itself does not pose any risks
15. Also follow procedure for safe use and storage of cleaning products and equipment (in Health, Hygiene and Cleaning Policy)
16. Faulty or unsafe equipment must be reported immediately to the nominated supervisor
17. In the event of an equipment-related incident:
 - Do not touch the person if they are in contact with the electrical source
 - Isolate the power at the switchboard if it is safe to do so
 - Provide immediate first aid and call 000 if necessary
 - Make the area safe
 - Isolate the equipment
 - Record, report and investigate the incident in line with our WHS Policy

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Review and (if necessary) revise control measures, in consultation with staff

18. Keep relevant records of equipment-related inspections, hazards, incidents and near misses

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PROCEDURE – Health and safety: Electrical

When to use this procedure

- Whenever electrical equipment, appliances, leads, power boards or fixed electrical installations are used, inspected, maintained, repaired, tested, stored or replaced at our service
- During daily operations, cleaning activities, maintenance works, outdoor activities, emergency situations and when contractors are on site
- Following any electrical fault, damage, incident, near miss or safety concern

Applies to all electrical equipment used at the service that is supplied through a socket outlet

1. Use only compliant, approved electrical equipment
2. Follow maintenance and inspection schedule for electrical equipment and related PPE
3. Conduct pre-use visual checks and regularly monitor for signs of electrical hazards including but not limited to:
 - Frayed or damaged cords
 - Loose plugs
 - Burn marks
 - Overheating
 - Exposed wiring
 - Moisture near electrical equipment
 - Unusual noises, smells or sparks
4. Label unsafe equipment clearly and store it securely until repaired or disposed of
5. Use electrical equipment safely and use only as instructed
6. Do not tamper with electrical equipment or undertake unauthorised electrical repairs
7. Switch off and unplug equipment when not in use where appropriate
8. Ensure power cords do not create trip hazards and are not placed under carpets or mats
9. Ensure adequate ventilation around appliances and keep electrical equipment away from water where possible
10. Secure power points with safety covers where accessible to children
11. Ensure electrical equipment is used only for its intended purpose

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12. Arrange regular inspection and testing of electrical equipment that may be exposed to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust

- 13. Ensure testing is conducted by a competent person in accordance with legislative requirements
- 14. Keep a record of all electrical testing (may be a tag attached), including test dates, results and retest due dates
- 15. All electrical hazards, faults, incidents and near misses must be reported immediately to the nominated supervisor or approved provider
- 16. Keep all relevant records, including test and tag records, maintenance and repairs

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PROCEDURE – Health and safety: Hazardous substances and dangerous goods

When to use this procedure

- Whenever hazardous substances or dangerous goods are purchased, delivered, stored, prepared, used, decanted, transported, cleaned up after a spill, or disposed of at the service
- During daily cleaning, maintenance activities, pest control, gardening, disinfection, and any activity involving chemicals
- Following any spill, exposure, incident, near miss or safety concern involving hazardous substances or dangerous goods
- Hazardous substances and dangerous goods include cleaning products, pest control chemicals, solvents, gas bottles, aerosols, lithium batteries
- Also follow procedure for chemical spills, safe use and storage of cleaning products and equipment (in Health, Hygiene and Cleaning Policy)

NOTE: Under WHS legislation, we must use specific hierarchy of control measures for hazardous substances:

1. Substituting hazardous substances with ones that are less hazardous or a less hazardous form of the substance, isolating the source of exposure to the hazardous substance, and/or engineering controls (e.g., ventilation, physical barriers); and/or
2. Administrative controls (e.g., warning labels, procedures, waste management) and/or supplying PPE (however, this only be the primary control measure if the higher-order controls are not reasonably practicable)

Purchasing products

1. Substitute hazardous products and dangerous goods with safer alternatives wherever reasonably practicable
2. Only select substances which have child resistant lids or caps
3. Purchase the least hazardous product suitable for the task
4. Check each substance has a current Safety Data Sheet (SDS) available and make sure that staff can access the SDS
5. Document each hazardous substance on the hazardous substances register and update the register when products change. Keep the following information on the register:
 - Storage location
 - Use
 - Any risks

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• First aid instructions

• Current SDS

6. Ensure register is readily accessible by staff
7. Consult staff on matters relating to hazardous substances and dangerous goods in accordance with consultation requirements under work health and safety law

Using hazardous substances

1. Follow SDS instructions for safe use
2. Provide staff with information and training about the risks and safe use of hazardous substances
3. Use the smallest quantity necessary
4. Never mix chemicals unless instructed by the manufacturer
5. Use appropriate personal protective equipment recommended by SDS
6. Ensure adequate ventilation when substances are in use
7. Use the least hazardous substance available when choosing products

Storing and disposing of hazardous substances

1. Follow SDS instructions for safe storage and disposal
2. Store hazardous substances in their original containers with labels intact, including use by dates
3. Lock all dangerous substances and goods, including cleaning materials, detergents, toiletries poisons, dangerous tools and equipment with sharp and razor edges, in a place or facility which is labelled, secure and inaccessible to children
4. Lock particularly dangerous and hazardous materials such as pesticides, herbicides, petroleum, kerosene, solvents and equipment which is operated by an engine or hazardous to children, in a locked facility external to the main building of the service, and separate from children’s play or outdoor environments. The facility must have a bonded floor, be inaccessible to children and be clearly labelled as storing dangerous substances and/or equipment
5. Store any dangerous substances that need to be refrigerated in a labelled, child resistant container, preferably in a separate compartment or in a part of the refrigerator inaccessible to children
6. Store hazardous substances away from food, utensils and food preparation areas
7. Keep separate from incompatible substances
8. Do not decant chemicals into unlabelled containers or food/drink containers
9. Remove any chemical container that is unlabelled, leaking or damaged from use immediately

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10. Expired or unlabelled substances must be removed and disposed of safely, in line with council guidelines

Managing spills, leaks or exposures

1. Manage in accordance with the method recommended in the SDS and our chemical spill and emergency procedures
2. Report any spills, leaks or exposures immediately
3. Ensure our spill kits are appropriate to the types of substances stored

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PROCEDURE – Health and safety: Manual handling and back care

When to use this procedure

1. As part of our risk control plans to eliminate or reduce risks, so far as is reasonably practicable, in relation to hazardous manual handling
2. Routinely, day to day
3. Hazardous manual handling includes bending, twisting, reaching, working at low levels with children, lifting, moving carrying children, heavy equipment

NOTE: Under WHS legislation, we must use specific hierarchy of control measures for hazardous manual handling:

1. Altering the workplace layout, the workplace environment (including heat, cold and vibration), the systems of work that involve hazardous manual handling, changing the things used in the hazardous manual handling, or using mechanical aids; and/or
2. Using information, instruction or training (however, this only be the primary control measure if the higher-order controls are not reasonably practicable)

Safe manual handling – general

1. Plan the lift or task before starting and remove obstacles
2. Use mechanical aids (trolleys, step ladders, carts) whenever possible
3. Ask for help when lifting large, heavy or awkward objects
4. Keep loads close to your body and avoid reaching away from your centre of gravity
5. Bend your knees, keep your back straight and use your legs to lift
6. Avoid twisting while lifting or carrying - move your feet instead
7. Store items between shoulder and knee height where possible
8. Use correct techniques when helping children (e.g., kneel instead of bending, sit to assist with shoes)
9. Take breaks during repetitive tasks to reduce fatigue
10. Rotate manual handling tasks among staff
11. Report and record any manual handling risks or injuries immediately according to our WHS Policy
12. Approved provider to provide, and staff to participate in, practical ‘hand’s on’ manual handling training
13. Follow any modifications or adjustments recommended by health professionals if you have a disability, injury or are pregnant

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14. Inform the nominated supervisor if equipment is needed to reduce manual handling risks

APPENDIX I

PROCEDURE – Health and safety: Psychosocial

When to use this procedure

- As part of our risk control plans to eliminate or reduce risks, so far as is reasonably practicable, in relation to psychosocial hazards
- Routinely, day to day
- Psychosocial hazards are work-related factors with potential to cause negative psychological responses that create a risk to their health and safety, such as bullying, sexual harassment, aggression or violence, exposure to traumatic events, gendered violence, high job demands, low job control or demands, low recognition and reward, low role clarity, poor environmental conditions, poor organisational justice, poor support, poor workplace relationships, remote or isolated work, sexual harassment

NOTE: Under WHS legislation, we must use specific hierarchy of control for psychosocial hazards:

1. Altering the management of work, systems of work, the work design and/or the workplace environment; and/or
2. Using information, instruction or training (however, this only be the primary control measure if the higher-order controls are not reasonably practicable)

1. Consult staff on matters relating to psychosocial hazards and psychological health in accordance with consultation requirements under work health and safety law
2. Give staff information, instruction and training on:
 - Psychosocial hazards relevant to their roles
 - Risk control measures in place
 - Reporting pathways for hazards and incidents
 - Support services available within and outside the workplace
 - Behaviour standards
3. Monitor and identify psychosocial hazards – for example through:
 - Regular workplace inspections
 - Staff consultation and feedback

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Staff surveys and wellbeing assessments

- Incident, injury and near-miss reports
 - Complaints and grievance records
 - Exit interviews
 - Workload, staffing and roster reviews
 - Critical incident and trauma exposure reviews
 - When there are changes to workplace systems, staffing or structures
4. Remove the source of psychological harm where practicable
 5. Replace high-risk processes, systems or practices with lower risk ones
 6. Modify/improve physical work environments, including staff-only space where necessary
 7. Assess each job's design to address high or low job demands
 8. Develop supervisor/managerial skills through coaching, mentoring and training to improve the support of staff
 9. Providing external assistance – e.g., employee assistance program (EAP) to increase job support
 10. Communicate with staff about the availability of assistance to address job demands and levels of control
 11. Promoting effective early intervention to improve support to staff and quality of relationships
 12. Control workloads and ensure adequate staffing and fair and predictable rostering
 13. Give staff clear role descriptions, systemised performance evaluation, adequate training and resources
 14. Communicate, monitor and enforce our Complaint Handling Policy, Staff Code of Conduct and Bullying, Harassment and Discrimination Policy
 15. Train staff in dealing with conflict aggression or violence
 16. Debrief after critical incidents

Reporting psychosocial hazards

1. Staff should report psychosocial hazards, bullying, aggression, violence or any safety concerns affecting their psychological health to Nominated Supervisor
2. Record and manage reports in accordance with our incident and hazard reporting procedures
3. No staff member will be disadvantaged for making a report in good faith

Incident response and support for staff

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1. Where a psychosocial incident occurs, the nominated supervisor must:

- Ensure the immediate safety of affected staff
- Provide access to internal and external support services
- Ensure incidents are recorded and investigated in line with our procedures
- Implement interim and long-term risk controls as required

2. Offer appropriate support to affected staff, which may include:

- Employee assistance services
- Medical or psychological support
- Adjusted duties
- Leave arrangements

Prohibited conduct

1. We do not tolerate bullying, harassment, discrimination or work violence or aggression under any circumstances
2. Staff must not engage in behaviour that creates unnecessary conflict, distress or disruption in the workplace. This includes repeated, unreasonable complaints, personal grievances unrelated to work, or behaviour that undermines the psychological safety of other staff, children or families
3. Vexatious or deliberately harmful behaviour is a breach of the Staff Code of Conduct and will be managed through disciplinary processes
4. The service is not responsible for managing personal issues or external circumstances that staff bring into the workplace. Staff are expected to attend work fit for duty, regulate their behaviour, and seek external support for personal matters that fall outside the service’s responsibilities
5. Staff must not use personal stress or external circumstances as justification for unsafe, aggressive, disruptive or unprofessional behaviour at work. Staff are expected to maintain psychological fitness for duty and access external supports where required.
6. Refer also to our Bullying, Harassment and Discrimination Policy and Staff Code of Conduct for details on our expectations for staff conduct and interactions
7. Manage breaches in accordance with our Staff Code of Conduct, Complaint Handling Policy, disciplinary procedures and relevant industrial and legislative requirements

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PROCEDURE – Slips, trips and falls prevention

When to use this procedure

- As part of our risk control plans to eliminate or reduce risks, so far as is reasonably practicable, in relation to slips, trips and falls causing injuries to staff, children, families, volunteers, students and visitors
- Routinely, day to day

NOTE: Under WHS legislation, we must use specific hierarchy of control for preventing falls from a height of 2m or more:

1. By using a work positioning system (i.e., equipment that allows the person to be positioned and safety supported) ; or, if this is not reasonably practical, by using a fall arrest system (e.g., safety net or harness); or, if this is also not possible, by using a fixed or portable ladder that is fit for purpose, appropriate for the duration of the task and set up in the correct way; and/or
2. Administrative controls (e.g., warning signs, safety procedures) (however, this only be the primary control measure if the higher-order controls are not reasonably practicable)

1. Check floors and outdoor areas before use
2. Remove clutter, toys and equipment from walkways
3. Check for wet, slippery, uneven or damaged surfaces and action immediately
4. Clean up spills straight away
5. Use a “wet floor” sign or temporary barrier until the area is completely dry
6. Be extra careful around wet areas, sandpits, water play and uneven ground
7. Do not store bags, boxes, prams or equipment in corridors or in front of exits
8. Keep doorways, ramps and stairs free of toys, cords and furniture
9. Keep electrical cords away from walkways or tape them down securely
10. Position power boards and chargers where children cannot trip on them
11. Store hoses and vacuum cords safely when not in use
12. Check play equipment, mats and rugs for damage, curled edges or buckling
13. Remind staff and children to walk, not run, indoors
14. Make sure balcony edges, verandas, decks, stairs and ramps have secure barriers or handrails and are checked regularly
15. Make sure lighting is adequate in all areas

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16. Staff and children must wear enclosed, non-slip footwear suitable for active work with children

- 17. Store frequently used items at waist to shoulder height to reduce the need for climbing
- 18. Keep heavy items off high shelves and store them at lower levels
- 19. Supervise children closely when they are using climbing equipment, steps, platforms or raised areas
- 20. Do not allow children to climb on furniture, shelves, windowsills, verandas or railings
- 21. Ensure indoor and outdoor stairs, ramps and changes in level are clearly visible and well lit

Using step-stools and ladders

- 1. Do not stand on chairs, tables, shelves, toys, crates, boxes or other makeshift platforms
- 2. Use a step-stool or step-ladder that is stable and in good condition when you need to reach high places
- 3. Place step-stools and step-ladders on flat, stable ground and never on tables, benches or soft surfaces
- 4. Always maintain three points of contact (two feet and one hand, or two hands and one foot) when using a step-ladder
- 5. Do not over-reach when on a step-ladder or step-stool – climb down and reposition it closer instead

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PROCEDURE – Health and safety: Ergonomic office work

When to use this procedure

- As part of our risk control plans to eliminate or reduce risks, so far as is reasonably practicable, in relation to office work
- When setting up office and IT furniture and equipment
- Routinely, day to day

1. Set up the workstation so the chair, desk, screen, keyboard, mouse and other equipment are at the correct height for the worker and the work they are doing – see [WorkSafe Victoria](#) and AS/NZS 4442:2018: Office desks, office workstations and tables intended to be used as office desks - Mechanical, dimensional and general requirements and test methods
2. Sit with feet flat on the floor or on a footrest and with knees at or slightly below hip height
3. Adjust the chair so the lower back is supported and the spine is in a neutral position
4. Position the computer screen directly in front of the user at about arm’s length away
5. Set the top of the screen at or slightly below eye level
6. Place the keyboard directly in front of the user and within easy reach
7. Position the mouse close to the keyboard to avoid over-reaching
8. Keep shoulders relaxed and elbows close to the body while typing
9. Avoid bending the wrists up, down or sideways while using the keyboard or mouse
10. Keep frequently used items within easy reach to reduce twisting and stretching
11. Take short, regular breaks from sitting and computer work
12. Stand up, stretch or walk for a few minutes at least every 20-30 minutes (even just for 20-30 seconds helps)
13. Change posture regularly and avoid staying in the same position for long periods
14. Use a document holder where required to avoid repeated head and neck movement
15. Ensure adequate lighting to prevent eye strain and awkward posture
16. Adjust screen brightness and contrast to a comfortable level
17. Report any discomfort, pain or ergonomic issues to the nominated supervisor as soon as possible

RESOURCE – WHS hazards management policies and procedures cross reference

[This table shows the common WHS hazards and risks in ECECs and its related policy/procedure]

Hazard/risk	Common examples	Related procedure / policy
Electrical	Frayed leads, overloaded power boards, appliances near water, damaged plugs, children accessing power points	Health and Safety: Electrical procedure (in <u>WHS Policy</u>) < Maintenance, Repairs and Asset Management Policy>
Equipment, tools and appliances (plant)	Faulty appliances, unstable equipment, burns from hot appliances, sharp edges, unsafe storage, incorrect use, staff using personal equipment	Health and Safety: Equipment, tools and appliances (plant and equipment) procedure (in <u>WHS Policy</u>) Safety checklists Safe use and storage of cleaning equipment (in <u>Health, Hygiene and Cleaning Policy</u>) < Maintenance, Repairs and Asset Management Policy>
Hazardous substances & dangerous goods	Chemical spills, child access to cleaning products, fumes, ingestion, skin/eye exposure, mixing chemicals, gas bottle explosions	Health and Safety: Hazardous substances and dangerous procedure (in <u>WHS Policy</u>) Chemical spills procedure and safe use and storage of cleaning products procedure (in <u>Health, Hygiene and Cleaning Policy</u>) <Maintenance, Repairs and Asset Management Policy>
Hazardous manual handling	Lifting children, moving furniture, repetitive bending, carrying heavy items	Health and Safety: Manual handling and back care procedure (in <u>WHS Policy</u>)
Slips, trips and falls	Wet floors, cluttered walkways, uneven outdoor surfaces, poor lighting, toys on floors	Health and Safety Slips, trips and falls prevention procedure (in <u>WHS Policy</u>) Safety checklist
Psychological health	Bullying, sexual harassment, aggression or violence, exposure to traumatic events, gendered violence, high job demands, low job control or demands, low recognition	Psychosocial hazards management procedure in (<u>WHS Policy</u>) Bullying, Harassment and Discrimination Policy



Hazard/risk	Common examples	Related procedure / policy
	and reward, low role clarity, poor environmental conditions, poor organisational justice, poor support, poor workplace relationships, remote or isolated work, sexual harassment	Staff Code of Conduct Complaint Handling Policy
Fire and emergency systems	Blocked exits, faulty alarms, untrained staff, fire equipment not working or inaccessible, plans not updated or rehearsed	Emergency and Evacuation Procedures (in <u>Emergency and Evacuation Policy</u>) Bushfire and grassfire plan (in <u>Bushfire and Grassfire Policy</u>)
Biological contaminants	Exposure to bodily fluids, vomit, blood, waste, illness outbreaks, foodborne illness	Health, hygiene and cleaning procedures (in <u>Health, Hygiene and Cleaning Policy</u>) Exclusion periods and <u>Dealing with Infectious Diseases Policy</u> Food safety procedures Immunisation Policy
Outdoor environment	Sun exposure, heat stress, uneven ground, water hazards, falling branches, severe weather, pests, animals, water, air pollution	Health and Safety: Building, facilities and environment procedure (in <u>WHS Policy</u>) <u>Sun Protection and Heat Safety Policy</u> <u>Emergency and Evacuation Policy</u> Safety checklist <Maintenance, Repairs and Asset Management Policy>
Contractors and trades	Uncontrolled works, tools left accessible, electrical or chemical exposure	Visitor procedure (in Visitor Policy) <Maintenance, Repairs and Asset Management Policy>
Storage and housekeeping	Falling objects, overfilled cupboards, blocked exits	Health and Safety: Health and Safety: Building, facilities and environment procedure (in <u>WHS Policy</u>) <Maintenance, Repairs and Asset Management Policy>
Workplace violence and aggression	Aggressive visitors, distressed family members, external intruders	Health and Safety: Psychosocial Hazards Procedure (in <u>WHS Policy</u>) Staff Code of Conduct Family and Visitor Code of Conduct

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Hazard/risk	Common examples	Related procedure / policy
		Delivery and Collection of Children Policy Emergency and Evacuation Policy Lock down procedures (in Emergency and Evacuation Policy)
Working alone / after-hours work	Isolated work during cleaning or maintenance	<Maintenance, Repairs and Asset Management Policy> HR policies
Driving	Accidents, injuries	Transport procedure (in Transport Policy) <Maintenance, Repairs and Asset Management Policy>
Office work	Musculoskeletal injury, fatigue and strain from prolonged sitting, poor posture, repetitive movements, poorly adjusted furniture, inappropriate screen height, inadequate lighting and sustained computer and device use	Health and safety: Ergonomic office work procedure (in <u>WHS Policy</u>)
Tobacco, vapes, alcohol and drug use	Exposure to harmful chemicals or smoke, unsafe behaviour	<u>Tobacco, Vape, Alcohol and Drug Policy</u> <u>Staff Code of Conduct</u> <u>Child Safe Code of Conduct</u> <u>Child Safe Environment</u>
First aid	Inappropriate first aid kits (number and contents), staff not trained	<u>First Aid Policy</u>

APPENDIX M

RESOURCE – Quick guide to Work Health and Safety Policy

[This an optional summary of our WHS Policy. You can use it for staff inductions and training or to publish or display]

Our Commitment

We are committed to providing a safe and healthy work environment for everyone at our service including staff, children, families, volunteers and visitors. We strictly comply with occupational health and safety laws, regulations and compliance codes.

Approved provider’s key responsibilities:

- Lead our work health and safety management systems
- Provide and maintain a safe workplace, free from risks to health or safety
- Monitor staff health and workplace conditions

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- Identify hazards and control risks following the hierarchy of control
- Review and revise control risks as required
- Provide training, supervision and information
- Consult with staff on health and safety matters
- Ensure first aid, emergency systems and trained staff are always available
- Report notifiable incidents to WorkSafe Victoria

Staff key responsibilities:

- Follow health and safety policies and procedures, including routine safety checks
- Use equipment safely and wear PPE when required
- Report hazards, risks, incidents and near misses immediately
- Attend health and safety training
- Take reasonable care of their own health and safety and that of others, including psychological health
- Follow reasonable safety directions

Visitors, families, volunteers & independent contractors' key responsibilities:

- Follow service health and safety rules and directions
- Take reasonable care of their own health and safety
- Report hazards or incidents immediately

Hazards and risk management

We actively manage risks associated with:

- Buildings, grounds and equipment
- Environmental conditions (e.g., heat, cold, noise, ventilation, UV, pollution)
- Manual handling
- Office and computer work
- Electrical and mechanical equipment
- Chemicals and dangerous goods
- Biological hazards and infectious diseases
- Emergencies and critical incidents
- Psychosocial hazards
- Security and working alone
- Tobacco, vapes, drugs and alcohol

Risks are controlled using the Hierarchy of Controls:

- Eliminate (highest protection)
- Substitute / Isolate / Engineer
- Administrative controls
- Personal protective equipment (PPE) (lowest protection)

Risk controls are reviewed regularly and revised if necessary, including when:

- An incident or near miss occurs
- Work practices or equipment change
- New information or hazards are identified
- There is a better way of managing the risk
- A Health and Safety Representative (HSR) requests a review

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Notifiable incidents to WorkSafe Victoria

We must notify WorkSafe immediately if a notifiable incident occurs (e.g., death, serious injury, hospital admission, dangerous exposure, serious work-related illness, dangerous goods incident, fire or structural collapse)

- Call WorkSafe Victoria on **13 23 60** immediately and notify in writing within 48 hours
- Do not disturb the incident site unless it is unsafe to leave it as it is, or we are directed to do so by emergency services or the regulatory authority
- All incidents must also be recorded internally
- Records are kept for at least 5 years

Staff have the right to:

- Have appropriate facilities, equipment, work conditions and a safe workplace
- Be consulted on health and safety matters
- Elect Health and Safety Representatives (HSRs)
- Request a Health and Safety Committee
- Cease unsafe work
- Raise concerns without fear of unfair treatment

Training and supervision

All staff, volunteers and students receive:

- WHS induction
- Ongoing WHS training and supervision
- Emergency and evacuation training
- First aid training where required
- Role-specific safety training (e.g. HSRs, fire wardens)

Training is 'hands on' and practical, inclusive and accessible

Important contacts

Nominated Supervisor: _____

Approved Provider: _____

Health & Safety Representative: _____

Emergency Services: 000

WorkSafe Victoria: 13 23 60

WorkSafe's Advisory Service: 1800 136 089

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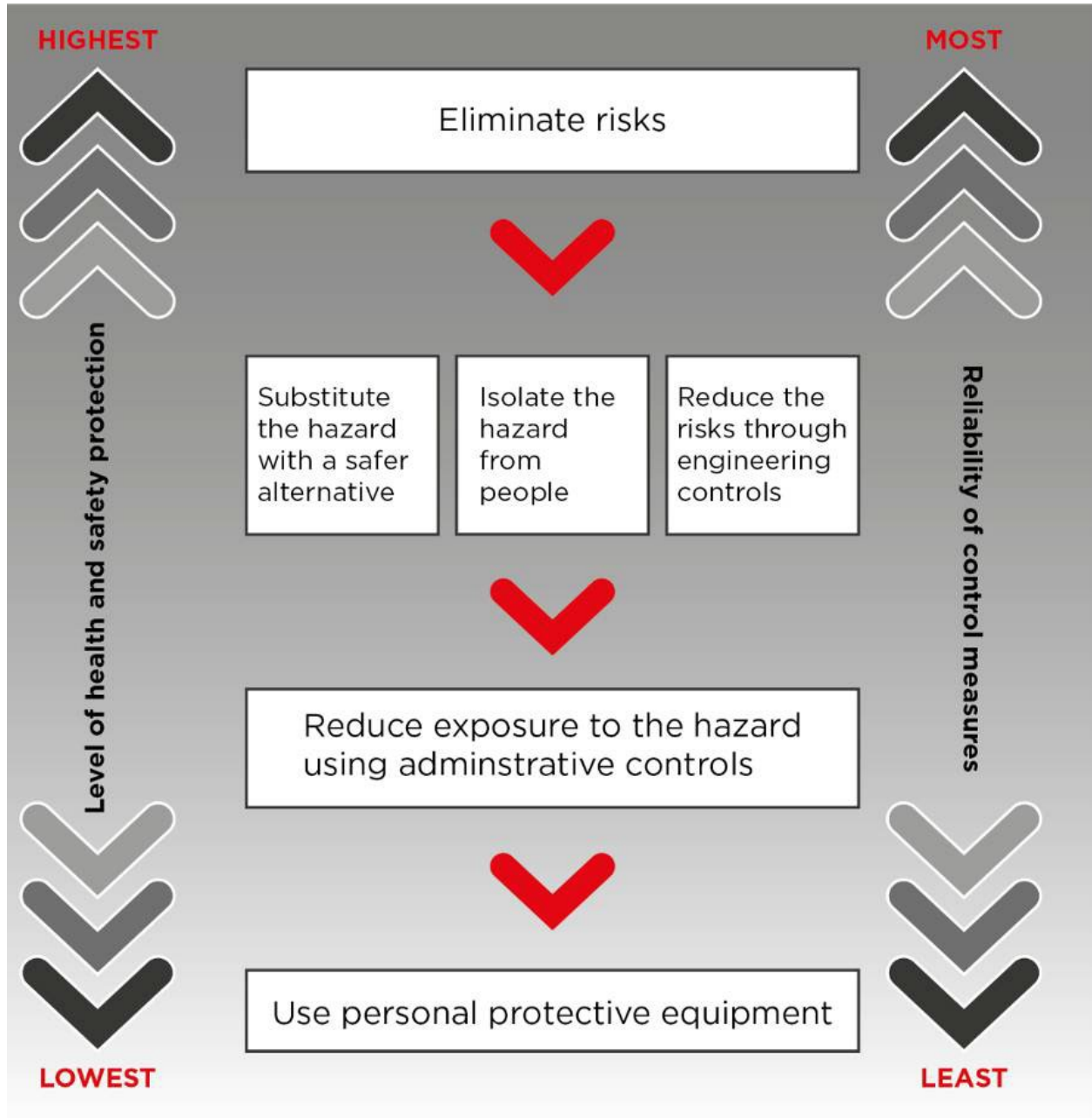
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RESOURCE – Hierarchy of control



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