Health

GENERAL INFO
AND
OH & S
HANDBOOK
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1. Welcome to Workforce Extensions...

Workforce Extensions is a fast-growing, privately owned company, providing temporary and permanent staff to both small and large companies throughout Victoria. Workforce Extensions expect their staff to perform to an adequate level to satisfy their client’s requirements.

The work performed should be to a professional standard and the work environment should be safe. Workforce Extensions is an equal opportunity employer and encourages its clients to be the same. Whenever possible, Workforce Extensions’ pay rates and employment conditions are similar to those paid by the Host Employer to their own employees.

Workforce Extensions Employment Conditions below must be followed in accordance:

1. Uniform & ID Tag:
   - Remember: “If you look professional clients will continue to ask for you”. Please ensure you dress in neat, professional, work friendly clothing. You must wear your Workforce Extensions Uniform and ID Tag to each Shift. You will not be permitted to work without wearing your Id Tag
   - Navy pants, uniform shirt. Shoes must be: Navy, black or white lace-up, non-slip, flat heel, enclosed toe and heel.
   - Hair tied back off your face and No long dangling earrings, bracelets or Jewellery

2. Availability must be submitted on a weekly basis
   - Once per week you must advise us of your availability in order to receive shifts. There are a number of different ways you are able to communicate your availability to us.
     - Complete your availability on the bottom of your timesheet
     - Submit your availability online using our online availability tool
     - Call us with your availability
     - Email us with your availability
   - Remember that the more accurate your availability is the better chance you have of receiving your desired number of shifts per week. Please update your availability if it changes during the week.

3. E Time Sheets must be submitted every Sunday by Midnight
   - Workforce Extensions pay week runs from am Saturday through to midnight Friday
   - Pay day is Weekly on each Thursday. Pay slips will be Emailed to your nominated Email address
   - You must complete One timesheet per shift and signed off by shift Supervisor
   - You must obtain approval from your shift supervisor before you work through your meal break. If “No Meal Break” is agreed upon - this must be signed on your Paper Timesheet by your Shift Supervisor
   - Please ensure you leave the Yellow Copy of your Timesheet with the client for their records.
   - Please keep your Paper Timesheets for 6 months after date of shift worked

4. Shifts accepted must be completed
   - It is our company policy that if you accept a shift you must do your utmost to perform that shift, as agreed.
   - Please advise us in advance regarding any problems/concerns you may have regarding your shift

5. Must be in good time for the start of the shift
   - “10 Minutes early is on time, just on time is too late and late is not acceptable”
   - You must arrive on time to all Pre-Booked Shifts, and give us an accurate Estimated Time of Arrival (ETA) for Emergency Shifts. Promptly showing up for your shift shows the employer you are a professional.

6. NEVER book shifts directly with the Host Employer (under any circumstances)
   - All shifts booked MUST be through Workforce Extensions.
   - It can occur that there is no Shift available; you may arrive for a shift that is not valid
   - If you believe there is a shift available, contact us and we shall confirm the shift with the client

7. NEVER Leave a shift early
   - If your shift is changed in any way, either extended or shortened – You must notify Workforce Extensions prior to leaving the facility or completing further work to ensure the facility has approved this change and there will be no issues when it comes to payroll time.
8. Office hours:

Workforce Extensions Lakewood Health Office is open from 0900-1700 Monday to Friday. However, to service our client’s on-call requirements, our allocations staff will allocate shifts at any time of day or night, generally between the hours of 0500-2330, 7 days per week.

The below checklist highlights important things that you need to do during your first week of work with Workforce Extensions. If you are having difficulty with completing any of these tasks or need more information, please do not hesitate to contact us between 0900-1700 Monday to Friday.

**My First Week with Workforcexs Checklist:**

Left the yellow copy of my Timesheet with the Facility I worked
Completed my E Timesheets by Midnight Sunday
Received payment into my nominated bank account on Thursday
Received my Pay Slip via email through my nominated email address
I have updated my availability via the website, phone or email
I have enough Paper Timesheets for shifts next week

**Example of how to complete a timesheet:**
2. Job Description

Aged Care Worker for the Elderly

Summary of role:

An aged care worker provides personal, physical, and emotional support to older people who require assistance with daily tasks such as showering, dressing, and eating, and often assist with outings and social activities. The level of assistance provided will depend on the ability and health of the client. An aged care worker carries out their duties under direct or regular supervision within defined care plan or organisational guidelines.

Key Responsibilities And Duties:

- Assist elderly people to meet the daily living needs including nourishment, personal hygiene and other support within the plan of care.

- Carry out all work according to the facilities guidelines, the plan of care and as directed by supervisor.

- Support and assist in the provision of a clean, comfortable, safe and secure environment.

- Provide services to aged people to achieve maximum independence by meeting daily living and personal needs within the plan of care, with consideration of a holistic approach and client preferences.

- Perform work in a legal and ethical framework, which supports the rights and interests of clients following appropriate reporting system to meet duty of care requirements.
  - report all changes in health statuses to supervisor
  - direct all enquiries regarding care to supervisor
  - complete documentation in moderate to facilities policy and the legislation

- Work effectively as an individual and in work groups to contribute to achievement and communicate effectively within the workplace
  - maintain confidentiality and privacy of clients according to facilities guidelines.
  - establish and maintain appropriate relationships with residents and their families.
  - demonstrate commitment to ongoing training and development of self.

- Provide support and assistance to maintain quality care for aged people including participation in work groups or committees as required.

Responsible for:

- Maintaining a safe work environment in according with the facilities Occupational Health and Safety Policies, procedures, and activities, participating in the rehabilitation of staff injured at work
Assisting in the ongoing maintenance of a safe workplace through involvement in the implementation of safe systems of work in accordance with the facilities Occupational Health and Safety policies and procedure.

Participating in mandatory health and safety training sessions.

Identifying and reporting hazards in the work placement

ESSENTIAL CRITERIA

Qualifications / Experience

- An understanding of the ageing process and caring for elderly clients
- Demonstrated use of initiative
- Commitment to ongoing professional development
- Ability to cope with change and work demands
- Empathy with elderly clients
- Demonstrated ability to prioritise work and display time management skills

DESIRABLE CRITERIA

Qualifications / Experience

- Certificate III in community services (aged care)
- Experience in personal care of the elderly
- Knowledge of health issues relevant to the elderly

Kind Regards;

Mike Taylor
Manager
3. SUBJECT: Uniforms

Workforce Extensions Lakewood Health Uniform Policy:

1. Uniform: (“If you look professional clients will continue to ask for you”)
   - Please dress in neat, work friendly clothing
   - Navy Blue or Black work pants and a Workforce Extensions uniform shirt. (Jeans of any colour are NOT acceptable)
   - Shoes: Navy Blue or Black, non-slip soles, flat heeled, enclosed lace-up shoes
   - Hair tied back off your face & No long dangling earrings and no bracelets

**MALE:**

**FEMALE:**
4. OCCUPATIONAL HEALTH AND SAFETY POLICY

Note

Unless otherwise stated the term “employee/s” relates to direct and on-hired employees.

Obligations

Workforce Extensions recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, clients and visitors. This commitment extends to ensuring that the organisation’s operations do not place the local community at risk of injury, illness or property damage.

Objectives

Workforce Extensions will:

- ensure compliance with legislative requirements and current industry standards.
- provide information, instruction and, where appropriate, training to its on-hired employees.
- ensure that on-hired employees are provided with a safe work environment by taking practical steps to ensure the risks to health and safety at the client's premises have been identified and controlled.

Responsibilities

Managers and Consultants are accountable for implementing this policy in their area of responsibility. Managers and Consultants are responsible for:

- the provision and maintenance of the workplace in a safe condition.
- liaison with clients to ensure the on-hired employee’s safety is not compromised.
- involvement in the development, promotion and implementation of health and safety polices and procedures.
- Ensuring that on-hired employees receive training in the safe performance of their assigned tasks by the client.
- The provision of resources to meet the health and safety commitment.

Employees are to:

- Follow all health and safety policies and procedures.
- Follow safe work procedures as set down by Workforce Extensions or the client.
- Report all known or observed hazards to your Consultant or to the appropriate client's representative when at a client's site.

Consultation

Workforce Extensions is committed to consultation and co-operation between management, employees and the client. The organisation will consult with employees in any workplace change that may affect the health and safety.

Please review anything you are unsure of in this handbook and if you require further clarification please ask your Consultant.

Policy Authorised by __________________________ Date 01/06/2012

For Laboursolve Pty Ltd trading as Workforce Extensions Lakewood Health
5. **INTRODUCTION**

This handbook is an introduction to the safe work practices you are to follow while at work to protect both yourself and others. Workforce Extensions is committed to ensuring that clients provide you with a safe and healthy workplace. Safety is everybody’s responsibility and you are expected to play your part in maintaining the health and safety standards at any workplace you go to.

We will ensure that the client instructs you in all general and specific safety matters relating to your job. If, at any time, you have any queries or concerns about the safety aspects of your work, discuss these with the person you report to at the client's premises or to your Consultant.

6. **EMPLOYEE SAFETY RESPONSIBILITY**

Your health and safety responsibilities while at work are:

- To work with care and consideration for your health and safety and the health and safety of others.
- To follow all safe working practices and procedures adopted by the client.
- To report to the client or to your Consultant any workplace hazards or any incidents or injuries that happen to you.
- To use protective equipment issued to you and to maintain it in good order.

*The consumption of alcohol or the use of illegal drugs whilst working is a dangerous practice and is not permitted.*

7. **HAZARD REPORTING**

If you find a hazard you should immediately report the hazard to the client who will have an Issue Resolution procedure to rectify the hazard.

8. **ACCIDENT AND INJURY REPORTING**

All accidents, incidents and “near misses” must be reported to the client and your Consultant, even if they do not result in injury or damage. In the event of an injury, you must obtain first aid treatment to ensure the injury does not get worse. All accidents and incidents are investigated. The aim is to find the reasons for the accident so that it does not happen again. You must co-operate with this investigation.

9. **REHABILITATION**

If you suffer an injury while at work which will stop you from working and you wish to submit a claim for compensation, you must forward the appropriate claim form to your Consultant along with any authorised medical certificates and medical accounts. Your Consultant will forward the claim to the insurance company who will approve or reject the claim. Please remember that the insurance company has 28 days to make a decision, so you may not be advised as to whether your claim has been accepted for up to a month.

It is Company policy to take all reasonable steps to help with your rehabilitation if you suffer an injury at work. The primary focus of rehabilitation is to enable you to return to a normal life as soon as possible after your injury.

It is your responsibility to co-operate in a rehabilitation program when this is part of the recovery process. This program may involve alternate or modified duties with another client and will depend on your degree of injury. Your co-operation may also be required to assist in a rehabilitation program for a fellow employee who is recovering from an injury.

10. **EMERGENCY PROCEDURES**

Many clients will have emergency plans in place to ensure that potential life threatening events are handled with maximum efficiency in order to protect people’s lives. It is important that you are aware of your responsibilities in the event of an emergency.
The client should discuss their emergency procedures with you in the induction training. Some general guidelines are:

**KEEP CALM, THINK CLEARLY AND ACT QUICKLY**

- Protection of life is the first consideration in an emergency. Property protection is secondary.
- Learn the emergency telephone number if the client has one.
- Find out where you have to go in an evacuation of the premises.
- Find out who your Fire Warden is.
- Find out who you have to notify if an emergency occurs.
- Make sure you know the location of the fire fighting equipment and how to use it.

11. **FIRST AID**

Qualified first aid people are available at most workplaces. In the event of an accident, make sure that the First Aider is notified as quickly as possible. It is important that you learn who your First Aiders are and where they can be contacted.

Report all injuries to your first aider immediately – **DO NOT** treat yourself. This is important to ensure that necessary treatment can be administered prior to you leaving the site.

Do not interfere with first aid boxes or supplies. However, get to know where the nearest first aid box is located for use in an emergency.

12. **HAND WASHING**

*Hand wash for at least 30 seconds and include washing up to the wrists.*

Hand washing procedures for health care workers is imperative to reduce the risks of cross infection. The purpose of hand washing is to remove dirt and germs, and to protect yourself from infections and disease. Times that hands should be washed are:

- After hands-on contact with patients (with or without infections).
- After removal of gloves.
- Before and after patient contact.
- Before handling food.
- Before all cleaning procedures.

The recommended length of time for hand washing is at least 30 seconds, and includes washing up to the wrists. Paper towel is preferred for hand drying as hot-air dryers are only effective to dry to 55%. Paper towel should then be disposed of in an appropriate bin. Turn taps off with the elbows if possible to reduce the risk of recontamination.

Techniques for correct hand washing should be included in the health organisations occupational health and safety procedures and induction program.

13. **PERSONAL HYGIENE**

Personal cleanliness is important in helping to prevent illness and the spread of infection. Wash your hands before eating, immediately after using any chemicals and before and after going to the toilet. You will need to launder your uniform daily to reduce the risk of cross infections. Any contaminated (e.g. blood, chemical) protective clothing will need to be laundered or disposed of appropriately.

14. **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

Some jobs have a certain element of risk associated with them (e.g. working in areas of possible cross infections, etc.).
Where this is the case personal protective equipment will be provided by the client. Wearing PPE reduces the risk of injury. It is your responsibility to wear this equipment when and where required. The client will explain the rules about protective equipment to you. You will be required to observe these rules.

15. **EYE PROTECTION**

Eye protection may be required for certain jobs or work areas. It is important that you wear this protection to prevent serious eye damage. You will be told where eye protection is required and the type of protection to be worn.

16. **FOOT PROTECTION**

Shoes must be worn in designated areas to protect your feet from spills and falling objects. Shoes must be navy, black or white lace-up shoes with non-slip soles and flat heels with covered toe and heel. If you are unable to wear your safety footwear for any reason, you must notify your Consultant. You are to provide a medical certificate specifying that you are unable to wear safety footwear.

17. **OTHER SPECIFIC PROTECTION**

Other types of protective equipment may be required, depending on the work you are doing. These may include gloves, aprons, gowns, etc. You will be advised of any other protective equipment required. If you have a reaction to latex gloves please advise the client or your Consultant and alternative will be provided.

For your added protection, gloves, loose clothing, neck ties, bulky rings, and dangling jewellery must not be worn when working with or near moving machinery. Long hair should be tied back or enclosed in a hair net.

18. **MANUAL HANDLING - PATIENTS**

The physical handling of materials and patients often involves lifting, pushing, pulling or carrying.

Almost any part of the body can be affected unless this activity is carried out correctly. Back and muscle strains can be avoided by following approved manual handling guidelines.

Most clients will have a “minimal lift” or “no lift policy” in their workplace. It is their responsibility to inform you of this policy during the induction and provide you with the necessary training and supervision to carry out your work in a healthy and safe manner. The client’s policy should include handling and transferring patients based on normal spontaneous movement patterns of the body, minimal carer effort, maximum patient participation, and comfort and safety of carer and patient. Movement of a patient involves two staff, with or without lifting machines / aids.

The client should have a risk assessment for each manual handling task, which would include the physical environment, work practices and the patient’s ability to assist.

19. **MECHANICAL LIFTING MACHINES / AIDS**

These points are to be taken into consideration when using mechanical lifting machines and aids:

- The equipment used is in good condition and is regularly maintained.
- All hoists are electrically operated.
- The sling is the appropriate size for the patient.
- Hoists are able to be wheeled under the bed with no impediment.
- The bed is height adjustable by foot pump or electric mechanism, with electric or winding backrest.
- Slide sheets are at least 2 meters in length and are of a slippery material such as spinnaker, sailcloth or similar.
- The slide sheet used in the bed to trolley transfer is at least 2 meters in length and 1.5 meters wide.
- A minimum of two handlers are to be used to manoeuvre the hoist with the patient.
- The floor is a flat, firm smooth surface (e.g. linoleum or similar).
- The work area is reasonably uncluttered.
- Employees are trained and competent in the procedures of patient handling.
There is an adequate number of staff to carry out the task.

20. MACHINERY

The range of machinery you may come across on the job is extensive. Each has its own inherent hazards. Some safety aspects are:

- Do not use this equipment unless you have been trained and are aware of the hazards.
- Keep away from mobile machinery – if you have to work near this machinery, make sure the operator knows where you are.
- Do not remove any guards – they are there to protect you.
- Wear close fitting clothing when working near rotating equipment.
- If you have long hair, wear a hair net when working near rotating equipment.
- Do not try to repair broken equipment.
- Do not clean the moving parts of a machine whilst the machine is operating.

21. MACHINERY GUARDING

Machine guards are required to protect you from the hazards of the machine. Some important points to note are:

- A machine must only be operated with the guards in place and operating correctly.
- Guards must only be removed by authorised people after the machine has been “locked out”. Guards must be refitted prior to starting the machine.
- Report any faulty guards to your Supervisor.

22. HOUSEKEEPING

Good housekeeping is fundamental to good safety. Trips, slips and falls can result from poor housekeeping. It is everybody’s responsibility to ensure that their work areas are kept clean and tidy.

All materials, equipment and tools not in use must be safely stored. All rubbish and waste must be placed in the bins provided. All aisles and access to fire extinguishers must be kept clear.

Liquid spills must be cleaned up immediately with absorbent material. DO NOT wash the spill into a drain. Remember that cleaning up after a job is part of doing that job the right way.

23. WASTE MANAGEMENT

Clients will inform you of the requirements of waste management during the induction. Some guidelines are:

- Check signage to see if the item can be recycled and if it has a particular waste container.
- Segregate all waste into correct containers:
  - Infectious,
  - General,
  - Sharps only fill to the fill line,
  - Cytotoxic,
  - Recyclables.
- Do not put sharps or items with free liquid into a plastic bag.
- Flatten cardboard and place paper in the area provided.
- Recycle drink cans, glass, plastic bottles and milk cartons.

24. CHEMICALS / HAZARDOUS SUBSTANCES

Many chemicals are used in the workplace. These can range from relatively harmless chemicals through to highly toxic chemicals.
Clients must ensure that a current Material Safety Data Sheet (MSDS) is readily available to any employee that may have the potential to be exposed to hazardous substances.

All substances must be correctly labeled with the product name, the manufacturers name and contact details, the chemical name, health and safety information.

Clients must train their employees who will be using, or are exposed to, the hazardous substance. Certain hazardous substances require a certificate to handle, and employees cannot handle these hazardous substances without this certification.

If you are asked to handle chemicals that you are not trained to use, please advise your supervisor, the client and contact your Consultant.

25. INDUSTRIAL GASES

Cylinders of compressed gas are often used at workplaces. These may include oxygen, LP gas, etc. If you are required to use cylinders, it is essential that you know the safe handling procedures. Some general guidelines are:

- Check that you are using the correct gas.
- Check hoses and couplings are suitable and in good order.
- Work with gases only in well ventilated areas.
- Always keep cylinders upright.
- Secure cylinders in racks or with chains.
- Always wear the correct protective clothing for the job.
- Treat oxygen with care - DO NOT USE AS A SUBSTITUTE FOR COMPRESSED AIR.

26. ELECTRICAL SAFETY

UNDER NO CIRCUMSTANCES ARE YOU TO ATTEMPT TO MAKE ELECTRICAL REPAIRS.

Only qualified electricians can work on electrical equipment and installations. If you find an electrical fault, you must report it to the client.

Only non-conductive fire extinguishers (e.g. dry chemicals, carbon dioxide) should be used around electrical fires.

27. OFFICE SAFETY

It is just as important to observe good safety and housekeeping in offices as it is in other workplaces. Some general guidelines for office safety are:

- Keep walkways and aisles clear.
- Don’t open more than one filing cabinet drawer at a time.
- Don’t have power cables stretched across aisles - if necessary, cover them with duct/masking tape.
- Don’t use double adaptors or overload a power point.
- Don’t use a chair to reach high places - use a step ladder.
- Watch for worn carpet or slippery surfaces, especially on steps and stairs.
- Think about how you sit - adjust your chair if necessary.
- Don’t forget to stretch and move about from time to time.
- Wear appropriate clothing and footwear.

28. REPETITIVE ACTIVITIES

If the work involves sitting for long periods, make sure your seat is adjusted properly and use a footrest to ease the strain on your legs.

Many activities are repetitive in nature. This can result in muscle soreness, tiredness and general aches and pains. If your job involves doing the same thing continually, you need to take short breaks on a regular basis to
“give the muscles a break”. During these breaks, you should do some of the following exercises to relax your overworked muscles.

**29. SIMPLE EXERCISES TO RELIEVE WORK STRAIN**

**Neck Stretch**

Drop your head to one side and hold for 10 seconds. Repeat to the other side. Drop your head to your chest and hold 10 seconds. Turn head slowly from side to side.

**Chin tucks**

Raise the head to straighten the neck. Tuck the chin in and upwards creating a double chin. This also results in a forward tilt of the head. Repeat several times.

**Upper and lower back stretch**

Interlace fingers and turn palms upwards above head; straighten arms then slowly lean slightly from side to side. Repeat movement several times.

**Back arching**

Stand up. Support your lower back with hands and gently arch back and hold for 5 to 10 seconds. Repeat as often as is needed.

**Pectoral stretch**

Raise both arms to shoulder height and bend elbows. Pull both elbows back slowly to bring shoulder blades towards each other.

**Shoulder Shrug and Roll**

Raise your shoulders toward your ears. Hold and release. Roll shoulders forward and repeat in the opposite direction.

**Finger Fan**

Spread you fingers wide with palms down and hold 6 seconds. Make a tight fist and release.

**Wrist and elbow stretch**

Interlace fingers, palms outward, and straighten arms in front. Hold for 10 seconds and repeat several times.

**Wrist stretch**

Straighten your arm in front and bend your wrist forward, gently assist the stretch with your other hand. Hold for 10 seconds then stretch your wrist back and hold for 10 seconds. Repeat with other arm.

**30. UNACCEPTABLE BEHAVIOUR**

The following behaviour is unacceptable and in the interests of you and your fellow employees, Workforce Extensions will not tolerate:

- Horseplay and practical jokes.
- Bullying.
- Fighting or instigating a fight.
- Assaulting, threatening or interfering with other employees.
- Abuse, damage or destruction of property.
- Interfering with, or removing without permission, the property of the Company, the client or any person.
Interfering with, bypassing or rendering inoperative, controls designed to provide protection or safety of yourself or another person.
- Failing to adhere to safe operating procedures.
- Being under the influence of drugs or alcohol while on Company or client property, or bringing or consuming drugs or alcohol on Company or client property.
- Driving a Company vehicle while under the influence of drugs or alcohol.
- Smoking in a non-smoking area.

31. HARRASSMENT AND DISCRIMINATION

It is the policy of Workforce Extensions that harassment in the workplace is totally unacceptable and will not be tolerated under any circumstances.

Harassment on the basis of sex, sexual preference, marital status, race, religion, political beliefs, age and mental or physical disability must not occur.

32. SEXUAL HARASSMENT

Sexual harassment is one of the most common types of harassment. Sexual harassment occurs when a person makes an unwelcome sexual advance, an unwelcome request for sexual favours or engages in unwelcome conduct of a sexual nature in circumstances which causes another person to feel offended, humiliated or intimidated by that conduct.

Sexual harassment can include a wide variety of behaviour of a sexual nature. Unwelcome physical contact, “dirty” jokes, persistent requests for dates, comments about a person’s sexual behaviour and the display of sexually explicit material pin-ups, calendars, etc., are examples of conduct that may constitute sexual harassment.

If you believe that you have been subjected to harassment of any kind, you should notify your Consultant who will ensure the situation is confidentially investigated and any necessary action is taken. The normal disciplinary procedures will apply if harassment is found to occur.

It is everyone’s responsibility to maintain a workplace that is free of harassment of any kind.

33. DISCRIMINATION

Workforce Extensions is committed to the principles of equal opportunity and non-discrimination in all areas of employment. If you feel that you have been discriminated against, you should notify your Consultant who will ensure the situation is confidentially investigated and any necessary action is taken.

34. RISK MANAGEMENT AND OCCUPATIONAL REHABILITATION PROGRAM
   a. POLICY

Workforce Extensions is committed to providing a safe and healthy workplace for all workers. In the event of a work related injury we will take all necessary steps to ensure the injury does not happen again. Should one of our workers incur a work related injury that means they are unable to continue their normal work we will provide the necessary assistance for them to remain at work, or return to work as soon as possible. We will do this through risk management and occupational rehabilitation and our commitments are as follows:

b. RISK MANAGEMENT

Workforce Extensions will:
- Take all practicable steps to identify, assess and control any known or potential risks to their workers;
- Encourage the early reporting of any symptoms of an injury or disease related to the work our workers undertake;
- Investigate all incidents, accidents, injuries or near misses to identify their cause(s) and prevent them happening again;
c. OCCUPATIONAL REHABILITATION PROGRAM

Workforce Extensions will:

- Assist our workers to remain at work or return to work at the earliest opportunity.

Specifically our RETURN TO WORK POLICY is that:

- Return to work planning will commence as soon as possible after an injury, consistent with medical advice;
- Remaining at or early return to work following injury is a normal expectation of this organisation;
- Treatment, return to work activities and any reasonably necessary occupational rehabilitation services will begin as soon as they are necessary;
- Suitable employment, including modified or alternate duties, consistent with medical opinion, will be made available to all injured workers at the earliest opportunity;
- An individual return to work plan will be established with any worker who has had an incapacity for work. This plan will be developed as soon as practicable, but no later than 10 days after the relevant day, in consultation with our injured worker and their treating practitioner.
- Consultation and communication with the individual worker in the development and review of the individual return to work plans will occur;
- Confidentiality of workers information obtained during their return to work or while undertaking occupational rehabilitation services will be maintained;
- Participation in a return to work plan will not, of itself, prejudice any injured worker.

d. RETURN TO WORK COORDINATOR

Our Return to work coordinator is:

**Mike Taylor: Ph (03) 8791 1900**

Following any workplace injury our return to work coordinator will:

- Contact our injured worker and their treating practitioner to implement the commitments outlined in the risk management program and return to work policy;
- Determine the need for any occupational rehabilitation assistance in consultation with our injured worker and their treating practitioner, and when appropriate refer to the recommended approved occupational rehabilitation provider.

e. APPROVED OCCUPATIONAL REHABILITATION PROVIDER

Appropriate approved occupational rehabilitation provider(s) will be nominated by our Workers Compensation Insurance Agent:

**Cambridge Integrated Services Ph (03) 9947 3000**

f. CONSULTATION

Our injured workers and their treating practitioners will be involved in all aspects of their return to work, and return to work plans will be developed and reviewed in consultation with them.

g. COMMITMENT

This program represents our commitment to workplace occupational rehabilitation and return to work following a work related injury.
From 1 January 2010, this Fair Work Information Statement is to be provided to all new employees by their employer as soon as possible after the commencement of employment. The Statement provides basic information on matters that will affect your employment. If you require further information, you can contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

## The National Employment Standards

The Fair Work Act 2009 provides you with a safety net of minimum terms and conditions of employment through the National Employment Standards (NES).

There are 10 minimum workplace entitlements in the NES:

1. A maximum standard working week of 38 hours for full-time employees, plus reasonable additional hours.
2. A right to request flexible working arrangements to care for a child under school age, or a child (under 18) with a disability.
3. Parental and adoption leave of 12 months (unpaid), with a right to request an additional 12 months.
4. Four weeks paid annual leave each year (pro rata).
5. Ten days paid personal/carer’s leave each year (pro rata), two days paid compassionate leave for each permissible occasion, and two days unpaid carer’s leave for each permissible occasion.
6. Community service leave for jury service or activities dealing with certain emergencies or natural disasters. This leave is unpaid except for jury service.
7. Long service leave.
8. Public holidays and the entitlement to be paid for ordinary hours on those days.
10. The right for new employees to receive the Fair Work Information Statement.

A complete copy of the NES can be accessed at www.fairwork.gov.au. Please note that some conditions or limitations may apply to your entitlement to the NES. For instance, there are some exclusions for casual employees.

If you work for an employer who sells or transfers their business to a new owner, some of your NES entitlements may carry over to the new employer. Some NES entitlements which may carry over include personal/carer’s leave, parental leave, and your right to request flexible working arrangements.

### Modern awards

In addition to the NES, you may be covered by a modern award. These awards cover an industry or occupation and provide additional enforceable minimum employment standards. There is also a Miscellaneous Award that covers employees who are not covered by any other modern award.

Modern awards may contain terms about minimum wages, penalty rates, types of employment, flexible working arrangements, hours of work, rest breaks, classifications, allowances, leave and leave loading, superannuation, and procedures for consultation, representation, and dispute settlement. They may also contain terms about industry specific redundancy entitlements.

If you are a manager or a high income employee, the modern award that covers your industry or occupation may not apply to you. For example, where your employer guarantees in writing that you will earn more than $138,300 annually (indexed), a modern award will not apply, but the NES will.

Transitional arrangements to introduce the modern award system may affect your coverage or entitlements under a modern award.

### Agreement making

You may be involved in an enterprise bargaining process where your employer, you or your representative (such as a union or other bargaining representative) negotiate for an enterprise agreement. Once approved by Fair Work Australia, an enterprise agreement is enforceable and provides for changes in the terms and conditions of employment that apply at your workplace.

There are specific rules relating to the enterprise bargaining process. These rules are about negotiation, voting, matters that can and cannot be included in an enterprise agreement, and how the agreement can be approved by Fair Work Australia.

You and your employer have the right to be represented by a bargaining representative and must bargain in good faith when negotiating an enterprise agreement. There are also strict rules for taking industrial action. If you have enquiries about making, varying, or terminating enterprise agreements, you should contact Fair Work Australia.
Individual flexibility arrangements

Your modern award or enterprise agreement must include a flexibility term. This term allows you and your employer to agree to an Individual Flexibility Arrangement (IFA), which varies the effect of terms of your modern award or enterprise agreement. IFAs are designed to meet the needs of both you and your employer. You cannot be forced to make an IFA, however, if you choose to make an IFA, you must be better off overall. IFAs are to be in writing, and if you are under 18 years of age, your IFA must also be signed by your parent or guardian.

Freedom of association and workplace rights (general protections)

The law not only provides you with rights, it ensures you can enforce them. It is unlawful for your employer to take adverse action against you because you have a workplace right. Adverse action could include dismissing you, refusing to employ you, negatively altering your position, or treating you differently for discriminatory reasons. Some of your workplace rights include the right to freedom of association (including the right to become or not to become a member of a union), and the right to be free from unlawful discrimination, undue influence and pressure.

If you have experienced adverse action by your employer, you can seek assistance from the Fair Work Ombudsman or Fair Work Australia (applications relating to general protections where you have been dismissed must be lodged with Fair Work Australia within 60 days).

Termination of employment

Termination of employment can occur for a number of reasons, including redundancy, resignation and dismissal. When your employment relationship ends, you are entitled to receive any outstanding employment entitlements. This may include outstanding wages, payment in lieu of notice, payment for accrued annual leave and long service leave, and any applicable redundancy payments.

Your employer should not dismiss you in a manner that is harsh, unjust or unreasonable. If this occurs, this may constitute unfair dismissal and you may be eligible to make an application to Fair Work Australia for assistance. It is important to note that applications must be lodged within 14 days of dismissal. Special provisions apply to small businesses, including the Small Business Fair Dismissal Code. For further information on this code, please visit www.fairwork.gov.au.

Right of entry

Right of entry refers to the rights and obligations of permit holders (generally a union official) to enter work premises. A permit holder must have a valid and current entry permit from Fair Work Australia and, generally, must provide 24 hours notice of their intention to enter the premises. Entry may be for discussion purposes, or to investigate suspected contraventions of workplace laws that affect a member of the permit holder’s organisation or occupational health and safety matters. A permit holder can inspect or copy certain documents, however, strict privacy restrictions apply to the permit holder, their organisation, and your employer.

The Fair Work Ombudsman and Fair Work Australia

The Fair Work Ombudsman is an independent statutory agency created under the Fair Work Act 2009, and is responsible for promoting harmonious, productive and cooperative Australian workplaces. The Fair Work Ombudsman educates employers and employees about workplace rights and obligations to ensure compliance with workplace laws. Where appropriate, the Fair Work Ombudsman will commence proceedings against employers, employees, and/or their representatives who breach workplace laws.

If you require further information from the Fair Work Ombudsman, you can contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au.

Fair Work Australia is the national workplace relations tribunal established under the Fair Work Act 2009. Fair Work Australia is an independent body with the authority to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment, and other workplace matters.

If you require further information, you can contact Fair Work Australia on 1300 799 675 or visit www.fwa.gov.au.

The Fair Work Information Statement is prepared and published by the Fair Work Ombudsman in accordance with section 124 of the Fair Work Act 2009.

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If You Are Injured

Step 1
Seek medical treatment
The most important thing to do if you have a work-related injury or illness is to seek appropriate medical treatment. You can choose which medical practitioner or healthcare professional you visit.

Step 2
Tell your employer
You should report any work-related injury or illness to your employer as soon as possible, and in any event, you must report it within 30 days of becoming aware of it.

Step 3
Fill in a claim form
You must complete a WorkCover Worker’s Claim Form if you require time off work or medical treatment because of a work-related injury or illness and want to claim WorkCover entitlements.

Step 4
Lodge the claim
Give the completed WorkCover Worker’s Claim Form and the WorkCover Certificate of Capacity to your employer as soon as you can.

Impairment benefits and common law
If you have a permanent impairment directly resulting from a work-related injury or illness, you may be entitled to a lump sum benefit. If your injury occurred on or after 20 October 1999, you may also be able to sue for damages under common law.

Focus on getting back to work
Getting back to work after a work-related injury or illness is an important step. In many cases, it helps both your physical and psychological recovery. Job satisfaction, social contact, and being part of a team are some of the things you might miss when you’re not at work.

Your employer might be required to prepare a return-to-work plan for you, in conjunction with your treating healthcare professional. This might mean you stay at work during your recovery on modified duties. Focus on your goal of returning to work as soon as possible and talk regularly with your employer and healthcare professional to keep them updated on your progress.

For more information on returning to work, talk to your Agent.
Travel Locations:
POLICE, FIRE OR AMBULANCE EMERGENCY
DIAL
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