



Work Health and Safety Policy

This policy applies to all employees and customers of Careseekers. Customers includes care and support workers using the platform and care seekers.

This policy will be reviewed in January 2020.

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What you need to know

The health, safety and welfare of all people who interact with Careseekers is of the utmost importance. This applies to staff, contractors, other workers, and customers.

Careseekers is committed to complying with its Work Health and Safety (WHS) obligations as set out in the *Work Health and Safety Act 2011* (WHS Act), *Work Health and Safety Regulations 2011* (WHS Regulations) and [Codes of Practice](#). This includes obligations placed on Careseekers' staff and the care and support workers who use the platform.

This policy is an essential part of the department's WHS Management System, which also includes a WHS register.

Principles

1. You are responsible for knowing your WHS obligations and the WHS procedures.
2. You and Careseekers management will proactively work together to identify and manage potential WHS risks.
3. You must take care that your actions do not adversely affect the health and safety of other persons.

4. You must comply with any reasonable instruction to ensure compliance with WHS obligations.

Who does this policy apply to?

There are three types of people with specific obligations under the WHS legislation: workers, officers and all other people.

- **Staff and other workers** include any person carrying out work for and engaged through Careseekers, care and support workers using the Careseekers platform, employees, contractors, and/or volunteers.
- **Officers** include any person who makes, or participates in making decisions that affect the whole, or a substantial part of the department, generally the CEO and CMO.
- All **other people**, such as customers, who engage workers through the Careseekers platform.

Not complying with this policy may be considered misconduct and may result in deregistration as a Careseekers' registered support worker or user of the platform.

Objectives

Careseekers strives to maintain an effective approach to WHS by:

- sharing and making this policy available to you
- complying with WHS obligations, as set out in relevant legislation
- publicising and advocating our commitment to WHS
- maintaining and continually improving the WHS Management System through actions such as regular reviews and audits
- actively seeking to prevent injury and illness to you and other people by monitoring workplaces and conditions
- providing information, instruction and training
- encouraging you to take proactive steps to resolve potential WHS matters
- facilitating the sharing of information through consultation
- adapting to changes in best practice, regarding workers' and other peoples needs and legislation, and
- regularly reviewing WHS Management System documents to ensure they remain relevant and meet the Careseekers' needs.

Careseekers' Responsibility

Careseekers will, as far as is reasonably possible, ensure:

- your health and safety while you are at work or engaged in work through the Careseekers platform, and
- that other people are not put at risk from work carried out by workers engaged on the Careseekers platform.

Careseekers will, as far as reasonably possible, develop, implement and maintain:

- a work environment that is free from risks to health and safety
- safe systems of work
- the provision of appropriate information, instruction, training and supervision, and
- ongoing monitoring and auditing of conditions associated with the department's operations.

Duties of staff and support workers

As a worker you are required to:

- take reasonable care for your own health and safety
- take reasonable care that your actions do not adversely affect the health and safety of other people
- comply with any reasonable instruction or directions given by the Careseekers to ensure compliance with WHS obligations
- co-operate with any policy, procedure or guideline of Careseekers, and
- promptly report and record WHS risks or incidents, in accordance with the procedures.

Management are also expected to:

- provide leadership and model appropriate attitudes to WHS matters
- proactively assist in identifying and managing potential WHS issues
- encourage staff and workers to report and record WHS risks or incidents
- respond promptly and appropriately to WHS reports
- make sure employees and workers have the right information, and
- ensure there are the right resources and processes available to eliminate or minimise risks to health and safety

Duties of other people (including visitors)

If a person is not a worker, but attends Careseekers' offices (for example, visitors), they must:

- take reasonable care of their own health and safety
- take reasonable care that their actions or omissions do not adversely affect the health and safety of others, and
- comply, so far as they are able, with any instructions that may be given by the Careseekers regarding WHS obligations.

Risk management process

Careseekers is required to manage work health and safety risks. Management uses the risk management process which is set out in the Careseekers' OH&S Assessment Procedure to inform you about how to manage work health and safety risks in four key steps:

- Step 1 – Identifying hazards
- Step 2 – Assessing risks

- Step 3 – Controlling risks, and
- Step 4 – Reviewing control measures.

Risk management activities or actions should be documented, where reasonably practical and appropriate, to ensure transparency and assist with any subsequent reviews.

Consultation

Careseekers is committed to consultation acting on feedback all stake holders, staff and other workers, as far as reasonably practical. This is a vital aspect of the WHS Management System, as it facilitates communication and cooperation.

Training

You are expected to stay up-to-date with your WHS responsibilities by:

- reviewing all WHS material and instructions provided by Management
- attending any relevant WHS training as required and/or offered by Careseekers

Things to remember

- Safety is everyone's responsibility.
- Always take reasonable care that your actions do not adversely affect the health and safety of others.
- You are encouraged to report WHS issues including customer aggression.
- Report and record WHS risks or incidents in accordance with the procedures.
- Managers need to proactively manage potential WHS issues.
- Managing WHS risks is most effective when people are consulted and risk controls are implemented early.

Feedback and further information

Feedback on this policy and WHS issues can be submitted through the Careseekers online portal or email info@careseekers.com.au or telephone 1300765465.