Workplace Health and Safety Policy and Procedures

HiFlex Physio

HiFlex Physio recognizes that the health and safety of all persons employed within the organisation and those visiting are of utmost importance. Resources in line with the importance attached to workplace health and safety will be made available to comply with all relevant Acts and Regulations and to ensure that the workplace is safe and without risk to health.

Risk Management

HiFlex Physio recognizes the need for risk management in consideration to day-to-day operations, strategic and operational planning and decision making in all levels in the organisation.

a) HiFlex Physio is committed to managing and minimising risks by identifying, analysing, evaluating and treating threats to achieving the goals of the organisation.

b) HiFlex Physio staff will implement risk management in accordance with relevant legislative requirement and appropriate risk management standards.

c) HiFlex Physio is committed to ensuring that all staff, most especially those with managerial duties, obtain a clear understanding of the principles of risk management and the requisite skills to implement risk management effectively.

Hazard Identification

HiFlex Physio recognizes that to ensure that all areas of the workplace are safe for all persons employed within the organisation, there must be a formal process to identify hazards and conduct risk management.

Fire

To ensure that the environment is safe for employees and customers alike, there are provisions and procedures followed to manage fire safety.

Fire is a major threat to all establishments, and an outbreak of even a small fire may risk life, property and the environment. It may also compromise day-to-day activities.

HiFlex Physio will ensure, so far as reasonably practicable, that risk associated with fire will be managed in compliance with the Workplace Health and Safety Act (2011)

Emergency

HiFlex Physio assures that it prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. HiFlex Physio acknowledges that the prevention and effective management of emergency situations can minimize the negative impact of unexpected events.

Evacuation

In the event of an emergency or fire, set guidelines of evacuation procedures have been enforced to help reduce the negative effects of unexpected, unplanned event that requires immediate action to prevent harm.

Incident Investigation

HiFlex Physio is committed to investigating incidents. Incident Investigation will be carried out to prevent the recurrence of an incident and to eliminate or minimise the risks associated with the incident.

Health and safety investigations should be conducted to determine the cause of the incident and to recommend and implement corrective action. Investigations should not be conducted to apportion blame or liability. Importantly, the scope and complexity of any investigation should mirror the actual or potential seriousness of the incident. Clear communication of the investigation outcomes is integral to the investigation process

Incident Reporting

HiFlex Physio, under the Workplace Health and Safety Act (2011) is required to report any 'notifiable incidence' immediately after becoming aware it has happened.

It is also required to preserve the site of incidence until an inspector arrives or directs otherwise.

Risk Management Procedures

All employees are obligated to comply with the work health and safety policies, procedures and instructions to ensure a safe workplace for all.

The Centre Manager and, if applicable, the Assistant Manager, delegate responsibilities for the management of workplace health and safety

All individuals have an obligation to guard against or protect other from any hazards or incidents as soon as they are recognised. If the hazards or incidents are cannot be rectified immediately, the person must report the hazards or incidents to the Centre Manager or Assistant Manager.

HiFlex Physio follows these steps in ensuring that all risks are properly identified, analysed, evaluated, treated and monitored:

1. **Establishing the Context** – HiFlex Physio considers the nature of the risks that when identifying and managing risks associated with the achievement of strategic and operational objectives.

2. **Hazard Identification**-Identifying the things or situations that can cause harm to other people.

3. **Risk Assessment** - The overall process of risk identification, risk analysis and risk evaluation.

4. **Risk Identification** – Identifying risk sources, areas of impacts, causes and possible consequences to form a comprehensive list of risks that will negatively or positively affect the organisation's objectives.

5. **Risk Analysi**s - Considering the range of causes, sources of risk, consequences and likelihood to produce a risk rating. The rating will be used to determine the proper steps in treating these risks.

6. **Risk Evaluation** - The level of risk identified during risk analysis can be ranked and prioritised according to a consistent overall ranking and rating system.

7. **Communicate and Consult** - Effective communication, consultation and education in risk management are necessary to achieve successful integration of the risk processes into the business.

8. **Risk treatment** – Selecting one or more options for modifying risks including funding and other resource considerations.

9. **Monitoring and review** - Continual monitoring and reviewing of risk profiles is essential to maintain the effectiveness and appropriateness of the treatment plans applied by management

a) Hazard Identification

Hazard identification involves finding things and situations that may potentially cause harm to people. Hazards, in general, arise from the following aspects of work:

- physical work environment
- equipment, materials and substances used
- work tasks and how they are performed
- work design and management.

b) Risk assessment

HiFlex Physio follows the systematic examination of any location or operational system in order to control hazard and manage risk: The risk assessment follow enables an individual to:

- Identify risks
- Evaluate and Analyse the likelihood and potential consequences of the risks
- Review the current or planned approaches to controlling the risks
- Add control measures where required

c) Controlling Risks

1. Risks shall be assessed by the Centre Manager or the Assistant Manager

2. Risks control measures will be decided by the person assessing the risks, with confirmation from the Centre Manager.

3. The risks must be addressed by the appropriate personnel with jurisdiction over the nature of the risk.

4. Risks and their respective treatment plane must be forwarded to the relevant personnel via email. The relevant personnel will be in charge of resolving the risk given the treatment plans.

d) Auditing

To maintain effectiveness and appropriateness of the treatment plans applied, various auditing tools are used by the HiFlex Physio to improve treating risks continually.

e) Risk Reviews

After the implementation and monitoring of risks, the centre manager must conduct a review of areas that require improvement to maintain the effectiveness of the control measures.

f) Continuous Improvement:

All risks are logged onto a continuous improvement table so that further recommendation and changes can be implemented for each risk.

Common Types of Risks		
Hazard	**Common Types of Risks**	**How harm occurs**
Manual tasks	Muscular strain	Overexertion Repetitive movement
Gravity	Fractures, bruises, lacerations, dislocations and concussions Permanent injuries or death	Falling objects Falls, slips and trips of people
Electricity	Shock or burns Death from electrocution	Ignition from sparks Exposure to live electrical wires
Machinery and equipment	Fractures, bruises, lacerations or dislocations Permanent injuries or death	Being hit by moving vehicles being caught by moving parts of machinery
Hazardous chemicals	Respiratory illnesses, cancers or dermatitis	Chemicals (such as acids, hydrocarbons, heavy metals) Dusts (such as asbestos and silica)
Extreme temperatures	burns, heat stroke or fatigue	Exposure to extreme heat
	hypothermia or frostbite	Exposure to extreme cold

Common Types of Risks		
Hazard	**Common Types of Risks**	**How harm occurs**
Noise	Permanent hearing damage	Exposure to loud noise can cause
Radiation	Burns, cancer or blindness	Exposure to ultraviolet rays, welding arc flashes, microwaves and lasers
Biological	Hepatitis, Legionnaires, disease, Q fever, HIV/AIDS or allergies	Exposure to micro-organisms
Psychosocial hazards	Low employee productivity, loss of self-esteem, fatigue and depression	Experiencing work-related stress, bullying and violence

Management will provide and maintain as far as possible:

- A safe working environment
- Safe systems of work
- Facilities for the welfare of workers
- Information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
- A commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace
- A commitment to continually improve our performance through effective safety management.

Staff has the following responsibilities:

- Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment
- Take reasonable care of the health and safety of themselves and others
- Wear personal protective equipment and clothing where necessary
- Comply with any direction given by management for health and safety
- Not misuse or interfere with anything provided for health and safety

- Report all accidents and incidents on the job immediately, no matter how trivial
- Report all known or observed hazards to their supervisor or manager.

Consultation Mechanism

Consultation is a legal requirement and an essential part of managing health and safety risks. Everyone must be involved to ensure safe working conditions for all, especially in a fitness centre that requires extensive manual handling. The cooperation between management and workers will be integral in finding suitable solutions that will benefit the organisation as a whole.

Drawing on the knowledge of all workers will assist in making more informed decisions for carrying out work safely.

Effective health and safety consultation also has other benefits:

- Greater awareness and commitment – because workers who have been actively involved in how health and safety decisions are made will better understand the decisions.
- Positive working relationships – because understanding the views of others leads to greater co-operation and trust.

We shall consult workers when:

- identifying hazards and assessing risks arising from work carried out or to be carried out
- making decisions about ways to eliminate or minimise those risks
- making decisions about the adequacy of facilities for the welfare of workers
- proposing changes that may affect the health or safety of your workers
- making decisions about procedures for consulting with workers; resolving health or safety issues; monitoring the health of your workers; monitoring

Whom to consult

In the event that the Centre Manager or Work Health and Safety Officer identifies a risk that may affect the health and safety of workers, they must consult the workers whom will be directly affected by the risk to discuss suitable means of controlling it.

In the event that a worker identifies a risk that may affect their or other's health and safety, they must immediately raise the concern to the Centre Manager to deal with the risk promptly.

On what to Consult

Workers are not limited to raising concerns about foreseeable risks; they are also highly encouraged to:

- ask questions about health and safety
- raise concerns and report problems
- make safety recommendations
- be part of the problem-solving process.

Reporting

The person in charge of the risk management must report status of risk during each step of the process. The following reporting processes must be done within the initial 24 hours of action:

- All escalations of hazard identification and risk assessment to management
- Actions discussed and agreed upon during consultation must be actioned within the next 24 hours after consultation.
- Results of risk treatment upon initial implementation

Bi-Monthly WHS Consultation

HiFlex Physio puts the work health and safety of its workers and members as one of its main priorities. To keep fitness centres safe for all we conduct bi-monthly WHS consultations with the workplace staff to identify changes and improvements to improve the health and safety of the workplace.

Incident Investigation Procedures

When is an investigation performed

Upon receiving an incident, near miss or hazard report, the Centre Manager or Work Health and Safety (WHS) Officer will determine if an investigation is required. This may be based on:

- Severity, or potential severity of the incident
- The level of risk
- The number of stakeholders involved
- The complexity of contributing factors

Note: all notifiable incidents will be investigated. An investigation can be requested by any of the health safety and well-being committees. If an investigation is required, it should commence as soon as is practicable.

Who conducts the investigation?

The investigation is conducted by the Centre Manager, or WHS Officer may assemble a team to assist with the investigation, which may include, but is not necessarily limited to:

- Local supervisor or manager
- Persons involved in the incident

Notifiable incidents

If an incident is deemed to be a notifiable incident in accordance with the Work Health and Safety Act 2011. The manager or supervisor will notify the regulator within the required timeframe or as soon as is possible.

As far as is reasonably practicable, the person in control of the work area must ensure that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time as directed by an inspector.

Note: More details can be found in the Incident Reporting Procedures

Establish background

This involves the compilation of information to establish the sequence of events that lead to the incident, near miss or hazard, to assist in determining the cause or contributing factors and involves:

- Investigation of the incident/near miss or hazard site
- Interview of relevant people
- Review of documents:
    - Risk assessments
    - Material Safety Data Sheets
- Relevant codes of practice and/or standards
- Determine risk rating of near miss, hazard or incident being investigated

Determine contributing factors

Contributing factors are determined in accordance with root cause analysis principals and grouped into four categories:

- People
- Organisational/ procedural
- Equipment/materials
- Environmental conditions/physical environment

Recommendations

Recommendations are made to address the contributing factors and are aimed at eliminating or minimising risks associated with this or similar incidents, near misses or hazards.

Recommendations should

- WHS Regulations, Codes and Practice, and Industry Standards
- Be feasible and within the management's control to fix
- Give both short and long-term actions if required
- Where possible give alternate approaches to addressing contributing factors

Developing an action plan

An action plan must be developed to follow the recommendations and to eliminate or reduce the risk of the incident occurring again.

This incorporates a stakeholder meeting which should include, but not necessarily be limited to:

- Centre manager
- HR representative
- WHS representative

The purpose of this meeting is to review the recommendations made in the investigation report and develop an action plan for the implementation of recommendations. This action plan MUST include:

- Details of which recommendations are to be implemented and how they are to be implemented/actioned
- Details of any additional actions arising from the discussions by the stakeholder group
- Individuals who will be accountable for the implementation and monitoring of each recommendation
- Completion dates for the implementation of each recommendation
- Dates for follow up and/or review of actions

Note: Responsibility for actioning an item cannot be referred to another person without prior notice.

Implementing an action plan

The manager/supervisor must ensure the implementation and monitoring of recommendations on the action plan by the dates stipulated on the plan.

Review

The recommendations/actions must be reviewed post-implementation to:

- Ensure that they are effective in reducing risks
- Ensure that the implementation has not created additional hazards
- The manager/supervisor must ensure that this review takes place and that the date of the review is documented on the action plan

Incident Reporting Procedures

According to the Workplace Health and Safety Act (2011), it is the responsibility of the Person Conducting a Business or Undertaking (PCBU) to report any and all notifiable incidents.

- In the event of a notifiable incident, a manager or higher must report the incident to the management. In the case that no manager is present during the incident, the incident must be reported to a manager in the soonest time.
- The manager who will report the incident must contact the regulator assigned to each State/Territory.
- Notice of incident must be reported as soon as the circumstances permit. The notice must be given by the fastest possible means—which could be by telephone or in writing.
- The incident site must be preserved until an inspector arrives or directed otherwise.

The report sent to the regulator must contain the following:

- An overview of the incident
- The type of incident
- Date and time
- Incident address
- Detailed description of the notifiable incident.
- Information on the person/s involved in incident, including:
    - Name
    - Date of birth
    - Address
    - Contact number
    - Occupation
    - Relationship to entity notifying
- If person/s is being treated, the following must be presented:
    - Description of injury or illness
    - Initial treatment
    - Where person is being treated
- Legal and Trading name of business
- Business Address
- Action being taken or intended to take to prevent recurrence (if any)
- Notifier's information
    - Name
    - Contact phone number
    - Position in workplace
- Information of person to contact (if different from notified)
    - Name
    - Phone number
    - Position in workplace

For more information on notifiable incidents, please refer to the link below:

Incident Notification Information Sheet

<https://www.safeworkaustralia.gov.au/system/files/documents/1702/incident-notification-fact- sheet-2015.pdf/>

Work Health and Safety Programs

In order to implement the general provisions of this policy, programs and procedures will be set up, continually updated and effectively carried out. These programs will include the following:

- WHS training and education
- Provision of information to employees, contractors and those attending the Centre for its intended purpose
- Development of safe work procedures
- Emergency procedures and drills
- Provisions of WHS equipment, services, and facilities
- Regular workplace inspections and evaluations
- Reporting and recording incidents, accidents, injuries and illnesses.

Accessibility

Each HiFlex Physio Centre has at least three (3) physical copies of the HiFlex Physio WHS Policy and Procedures

The HiFlex Physio WHS Policy and Procedures can also be accessed by employees in the HiFlex Physio' intranet site.

Version Control & Document History

Date	Summary of modifications	Version
01 October 2020	Version 1 final produced	1.0
20 November 2020	Modification to Common types of risks table	1.1