Centre Level Staff Member Induction

HiFlex Physio

Welcome and Introduction

Welcome to the HiFlex Physio Induction Handbook. This handbook covers important matters in regards to health, safety and conduct at HiFlex Physio. It purpose is to help you understand our safety system and conduct standards., so that when you are working you can be a part of our safety system and uphold our conduct standards for the benefit of yourself, others, and the organisation.

The purpose of inducting you is to:

- Provide you with basic information on how we operate our organisation
- Inform you of our conduct standards
- Provide you with information about our safety system, to protect your health, safety and wellbeing, and that of other people, while working with HiFlex Physio
- Allow your participation in creating and maintaining a safe environment for you to undertake activities.
- Fulfil our organisational requirement to comply with OHS (Occupational Health and Safety legislation)

I encourage you to read this booklet carefully and seek any help you need in understanding its contents.

On behalf of HiFlex Physio Staff I welcome you to the team.

Margaret House

Chief Executive Officer

Information about Corporate Induction

An Inducted HiFlex Physio employee is a person recognised by HiFlex Physio who:

1. Has signed that they have read and understood the contents of this booklet (Delete “at appendix A”), and

2. Has agreed to comply with HiFlex Physio’s Health and Safety System while undertaking team activities for HiFlex Physio,

3. And Has agreed to comply with the Code of Conduct

4. Agrees to abide by any other relevant policies and procedures of HiFlex Physio, where applicable when working.

Health and Safety

HiFlex Physio OHS (Occupational Health and Safety) System

The basis of ensuring the health and safety at HiFlex Physio is our OHS System. A major part of this system is the requirement that everyone gets involved in health and safety, subject to their role in the organisation. As such, all people, including employees, contractors, and clients, have a level of safety in which to participate.

The OHS activities involved are as follows:

- Apply health and safety to all tasks you perform.
- Cooperate and take an active role by participating in the health and safety system.
- Be responsible for the safety of yourself and all others and all property and equipment
- Comply with all safety procedures, rules and standards, and observe reasonable directions on health safety from designated officers of the organisation
- Actively participate in training where provided or directed.
- Utilise plant and equipment as instructed.
- Do not interfere with or misuse any device or equipment that has been provided in the interests of health and safety.
- Detect Hazards and take prompt remedial action (in your area of control and subject to your level of authority).
- Undetake risk mangement activities and implement control measures.
- Report all incidents/accidents, unsafe acts or conditions, injuries and near hits.
- Utilise all personal protective equipment (PPE) where supplied for your personal protection.
- Ensure that when someone comes into a Centre they understand the essential health and safety issues pertaining to the Centre. This called ‘site induction’.

The last four activities listed above (risk management; reporting incidents an injuries; PPE; site induction) are expanded on in the following section. There is also information about the health card and safety information related to general and specific activities.

HiFlex Physio OHS Policy can be found on HiFlex Physio website www.hiflexphysio.com.au on the drop down menu tab under Policies.

Risk Management

Risk management is the process of identifying hazards, assesing the level of risk, prioritising the order in which hazards will be controled, and determining appropriate control measures.

1. Identify the hazard

Hazard may be indetified in a vareity of ways, including observation, the introduction of new equipment, incident reports and site specific risk assessments.

2. Rank the hazard

It is much better to report a problem than have an incident occur, but because there are so many potential hazards on doing any activity, we need to rank the risk. The question we are asking when we rank risk is: what is the likelihood of this hazard having a consequence, and how serious is this consequence?

You should also conduct a self-assessment of physical and other capacity (i.e skill and experience) related to undertaking any activity.

3. Control the hazard

After ranking the risk of each hazard, we need to determine control measures. Starting risks rank Extreme; we use the Hierarchy of Risk Control, starting with elimination as the most preffered method of risk control through to PPE as the last preferred method of risk control.

In the hierarchy of hazard control, you have to start at the top of these options, and only move to the next one if the first one is not practical.

Incidents

If there is an accident, illness or injury at a Centre, regardless of whether you saw it or not, and regardless of your involvement, you must report any information you have to HiFlex Physio's Centre Manager or designated officer as soon as possible after the event. This is essential so that HiFlex Physio can deal with the incident as per organisational and legislative procedures, including undertaking remedial and preventative actions.

HiFlex Physio policy is that all incidents are reported within 48 hours to a designated officer of HiFlex Physio. It is essential that serious incidents are reported immediately.

Centre Induction

Before commencing any activity you should ensure that you have been inducted to that Centre and you understand the risks associated with being in that Centre.

Changes to a Centre, new activity procedures, and the introduction of new equipment can bring additional or changed risks to health and safety. When such changes occur, it is important to make sure that you and others are revised in these risks.

Centre Specific Risk Assesment Checklist must be used monthly at each Centre. The Centre Manager must ensure that all Staff f working at the Centre are involved in the completion of Centre Specific Risk Assesments, and that they are thorough and address all issues on that site.

General Activity Guidleines

If you are unsure about the safe operation or procedure involved in undertaking any activity please discuss your concerns with your Centre Manager. If you are not satisfied with the information you are provided do not undertake the tasks. You can also contact HiFlex Physio HR Unit on XXXX XXXX during business hours.

All team members are encouraged and authorised to make recommendations for improvement to the management of health and safety and to consult with personnel about health and safety matters.

Fire and Evacuation Procedures

Should there be an emergency on HiFlex Physio premises HiFlex Physio Staff f will implement the Emergency Evacuation Procedure.

Stay calm and follow the evacuation instructions. Where HiFlex Physio Wardens are nominated, they will wear either a YELLOW or RED safey helmet in the event of an emergency. OHS noticeboards in HiFlex Physio buildings contain further fire and evacuation information, specific to that Centre.

As part of a Centre inspection or induction you will have been shown or identified evacuation routes. Where no HiFlex Physio Managers are on site it is your responsibility to determine the safest evacuation route prior to commencing activities.

Manual Handling

The need to lift, move or arrange an object may pose a risk to your body. You must ensure that you follow safe manual handling procedures for all activities.

You also need to consider factors that affect the risk to your body, such as the duration and frequency of manual handling, weights, your skills and experience, your age and health, clothing, and any other relevant factor.

Control the risk by moving your body in the right way, get help and use mechanical aids where possible.
If you feel the risk of injury is high then do not undertake the activity, or look for and discuss alternatives.

When manual handling any object, stop and think first, and avoid twisting.

Activities inolving Electrical Devices

Ensure the appliance to be used is suitable for the task. All HiFlex Physio electrical equipment has a current test tag attached to the lead. If one is absent, do no use the device. Do a visible inspection of the condition of the appliance, including its general condition and the lead and plug. If you find a fault, do not use it and report it to your Centre Manager.

Hazardous Substances

HiFlex Physio may hold hazardous substances on its premises such as cleaning materials. These are not required to be listed on a Material Safety Date Sheet (MSDS).

The Centre Manager or the supplier of the product can provide you with the MSDS. Should chemicals, fuels or other substances be used or stored, a register of all hazardous substances/dangerous goods is kept on HiFlex Physio Centres.

Housekeeping

Keeping Centres in a clean and orderly state is an essential part of an effective accident prevention program. As a minimum requirement please make sure that:

- Centres are kept clean and free from debris and waste material.
- Walkways and other work areas are free of obstructions.
- Protruding objects such as nails and sharp metal are removed upon exposure
- Combustible waste materials are placed in metal containers with metal lids and disposed of on a regular basis.
- Contaminated waste is collected and disposed of according to local disposal requirements
- Work areas are cleaned and returned to a safe condition at the completion of work
- Waste storage kept away from meal areas

Sun Protection

When working outdoors it is strongly advisable to protect yourself from UV exposure by wearing an appropriate hat, protective clothing, sunglasses and minimum 30+ SPF sunscreen and lip protection.

Specific Activities

Below are listed some specific activities that teams may engage in. There are others not listed that may require detailed safety procedures, and/ or require the completion of accredited courses. HiFlex Physio Managers have the authority to ask to see up-to-date training certification prior to allowing you to engage in such activities.

A risk assessment should be conducted by the Centre Manager in conjuction with persons exposed to risks to determine appropriate controls to ensure health safety.

Working at Heights

Risks from working at heights must be controled by use of the following measures:

- A stable and securely fenced work platform, or
- Secure perimeter screens, fencing, handtrails or other physical barriers to prevent persons falling, or
- Other forms of physical restraints that are capable of arresting the fall of a person from a height of more than two (2) metres.

Clothing

HiFlex Physio expects that all clothing and footwear will be appropriate for the activities you may be undertaking. As a guide, smart casual is standard attire in office areas. If you feel uncertain about the clothing you should wear to specific activities please ask your Centre Manager.

Alcohol and Drugs

Persons at working HiFlex Physio Centres are not to posses or consume alcohol or illegal substances.
Persons taking prescription drugs that may affect their work must notify their Centre Manager.

Smoking

Smoking is prohibited in HiFlex Physio's buildings, HiFlex Physio's vechicles other designated and/ or sign posted areas.

Confidentiality

Staff shall not use confidential information gained through their activities for the purpose of securing a private benefit for themselves or for any other person. Staff shall no disclose any confidential information for any reason without the authority to do so. Staff shall not disclose private or personal information as defined in the Privacy Act 1998.

Media Protocol

Teams are not permitted to make any comments to the Media on behalf of HiFlex Physio. Any queries for a statement to the media must be reffered to the Director or Manager of the work activity.

Code of Conduct and Standards

- Consider the well being and safety of participants before the development of performance.
- Develop an appropriate working relationship with participants based on mutual trust and respect.
- Hold the appropriate, valid qualifications and insurance cover.
- Make sure all activities are appropriate to the age, ability and experience of those taking part and ensure all participants are suitably prepared physically and mentally when learning new skills.
- Display consistently high standards of behaviour and appearance, dressing suitably and not using inappropriate language at any time while involved with HiFlex Physio activities.
- Never consume alcohol immediately before ou during training or events.
- Always report any incidents, referrals or disclosures immediately, following the appropriate guidelines set out in the HiFlex Physio procedures.
- Never condone rule violations or use of prohibited substances.
- Make sure that confidential information is not divulged with the express written approval of the individual concerned
- Promote the positive aspects of fitness.
- Encourage participants to value their performances and not just results.

Propriety

Acceptance of Gifts/ Benefits

Teams may accept small gifts from users of their service as appreciation of a job well done e.g. chocolates and flowers. Gifts may not be accepted when they are more substantial in nature and where there is the implications that the person may receive a favour in return.

Conflict of Interest

You may not use your position as a HiFlex Physio team member to gain profit or advantage. If you are aware of circumstances where a possible conflict of interest may arise, declare it if necessary.

Reporting of Corrupt Conduct

HiFlex Physio is committed to being an ethical organisation and requires Staff to report any suspected corrupt conduct, maladministration, or serious and substantial waste of HiFlex Physio money.

Use of Resources

- Teams must not improperly use HiFlex Physio resources
- Teams should use HiFlex Physio resources effectively and economically
- Teams must not use HiFlex Physio property for their private purposes.

Use of HiFlex Physio Equipment

Teams may be provided with HiFlex Physio equipment to assist in performing various activities. If a licence or qulification is required to operate plant or equipment, a team must provide evidence of such qualification or licence. All care should be taken to ensure that equipment is used correctly and within guidelines or instructions provided by supervisors. Damage to HiFlex Physio equipment by teams while working under the care and control of HiFlex Physio is covered by HiFlex Physio's Property Mutual Insurance. HiFlex Physio's policy does not cover any wilful or deliberate damage to HiFlex Physio property. If equipment is damaged, the supervisor must be notified immediately.

Use of HiFlex Physio Motor Vehicles

You must be able to show your supervising Officer your drivers license prior to operating a HiFlex Physio motor vehicle. Any court imposed fine or infrigements received as a result of the actions or omissions of a team will be responsibility of the team. They include, but are not limited to, fines related to parking, speeding littering, and red light cameras.

Behaviour Towards Others

Equitable Treatment of People and Situations

- Teams shall treat members of the public, HiFlex Physio Staff and HiFlex Physio Clients fairly and equitably and with respect, courtesy, compassion and sensitivity.
- Teams shall not act contrary to any law in their voluntary capacity.
- Teams shall not act unreasonanly, unjustly, oppressively or in a discriminatory manner.
- Teams shall refrain from any form of conduct, in the performance of their duties, which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or apperance of improper conduct.

Other Important Information for Staff

Insurance

Personal Accident Insurance

HiFlex Physio's personal accident insurance policy covers teams while performing activities authorised by HiFlex Physio. The insurance also covers teams on direct route to and from the authorised event or activity. It should be noted that the policy only covers teams aged between 15 and 90 years. As a result persons outside this age bracket are not able to be engaged in any voluntary activities. HiFlex Physio will take all reasonable care to ensure that team operate in a safe working environment.

Teams are required to act in a responsible manner and in accordance with standard operating procedures. Willfully or deliberately causing injury is not covered by HiFlex Physio's insurance. Any accident that occurs while under the care and control of HiFlex Physio should be reported to the immediate supervisor as soon as possible. A report must be completed by the supervisor and returned to HiFlex Physio's Insurance/Risk Management Unit within 24 hours.

Public Liability Insurance

While working under the care and control of HiFlex Physio, teams are protected against public liability claims under HiFlex Physio's public liability insurance cover. HiFlex Physio's insurance does not cover incidences where damage has been caused through wilful or deliberate acts. If damage is caused or an incident arises, the supervisor must be notified immediately and an incident report completed and returned to HiFlex Physio's Insurance/Risk Management Unit, within 48 hours.

Staff's Personal Property

Team's personal items are not covered by HiFlex Physio's insurance while undertaking team activities. Teams are encouraged not to bring or wear items of any significant value (including jewellery). All attempts should be taken to secure personal items against theft or damage.

Out of Pocket expenses

From time to time, teams may need to use their own money to purchase materials or pay fees. You must have prior approval from your Supervising HiFlex Physio Officer before you use your own money, as out of pocket expenses will only be reimbursed if a claim is submitted with proof of payment attached i.e. a tax invoice. Your Supervising HiFlex Physio Officer will be the person authorising your claim.

Privacy

HiFlex Physio will obtain personal information from teams including names, address, telephone numbers, child protection screening (where applicable) and other contact details. Personal Information obtained by HiFlex is governed by the Privacy and Personal Information Protection Act 1998 (PPIPA). This legislation provides direction for the collection, protection, storage, disposal, acces and use of personal information by HiFlex Physio's centralised team database. Information contained in the database is held in accordance with the Privacy and Personal Information Protection Act 1998 (PPIPA). HiFlex Physio will take all reasonable care to protect personal information from misuse, loss, aunauthorised access, modification or disclosure. To ensure that personal information from misuse, loss, unauthorised access, modification or disclosure. To ensure that personal information held by HiFlex Physio is current, please notify HiFlex Physio if any of your details change. For further information on privacy issues, please contact HiFlex Physio's Public Officer on XXXX XXXXX