

**Cerebral Palsy Support Network Inc (CPSN) is committed to providing a safe and suitable work environment and ensuring the health and safety of all employees, contractors and visitors. CPSN promotes the highest degree of physical, psychosocial and social well-being of all individuals in the workplace.**

**CPSN will comply with all relevant federal and state legislation ensure a safe workplace and all personnel have a responsibility to ensure a safe workplace by implementing safe systems of work.**

**CPSN will undertake regular reviews and take steps to enhance work health and safety on a continuous improvement basis.**

**This Procedure is designed to be read in conjunction with the Work Health and Safety Policy.**

<b>Record of procedure development</b>		
<b>Version</b>	<b>Date approved</b>	<b>Date for review</b>
3	November 2024	November 2026

<b>Responsibilities and delegations</b>	
This procedure applies to:	All CPSN Employees
Procedure approval:	CPSN Board
Review of Procedure Compliance	People and Culture Manager
Specific responsibilities:	Board Chief Executive Officer People and Culture Manager CPSN Leadership Team CPSN Coordinators Employees, Volunteers and Contractors

## **POLICY STATEMENT**

CPSN is committed to ensuring the health, safety, and well-being of all employees, contractors, visitors, and stakeholders with. This procedure serves as a comprehensive framework for the effective implementation of CPSN's Work Health and Safety Policy.

At CPSN, we recognise that promoting a safe and healthy work environment is fundamental to our operations and organisational culture. Our Work Health and Safety Policy reflects our dedication to upholding the highest standards of safety practices and compliance with relevant legislation, regulations, and industry standards.

## **DEFINITIONS**

**Hazard:** Anything that could cause harm on an adverse health effect to a person, such as chemicals, electricity, noise, stress

**Risk:** The chance that a hazard will cause harm

**Incident:** An event that has occurred, whereby the employee was involved in, and where health and safety was at-risk, or which had an adverse effect on the health of the person

**Injury:** A result of a work-related incident in which the person required First Aid

**Psychosocial Hazard:** Anything that could cause psychological harm. Common psychosocial hazards include:

- job demands
- poor support
- lack of role clarity
- inadequate reward and recognition
- violence and aggression
- bullying
- harassment, including sexual harassment.

**Bullying:** Repeated, unreasonable behaviour directed towards a person or group of persons that creates a risk to health and safety

**Harassment:** Uninvited, unwelcome behaviour that does not have any legitimate workplace function.

**Sex-based Harassment:** A form of sex discrimination, which may consist of unwanted sexually related behaviour which has the effect of offending, humiliating or intimidating another person. It also includes sexual or non-sexual behaviour that:

- offends
- humiliates
- intimidates
- is unwanted
- is not returned.

Examples of sex-based harassment include:

- displaying or circulating sexist material, or putting it in someone's workspace, belongings, or on a computer or phone
- commenting about or verbally abusing a person or group because of their gender
- ignoring, isolating or segregating a person or group because of their gender
- referring to a transgender person by their previous name or gender
- asking intrusive questions about sexual activity
- making sexually offensive gestures
- repeating sexual invitations to a person who has refused before
- staring, whistling or leering in a sexual manner
- slapping, kissing, touching or making other sexual or physical contact
- sexual assault.

## **PROCEDURE**

### **Purpose of this Procedure**

This procedure serves as a comprehensive guide to safety practices within CPSN, detailing the responsibilities and expectations of all individuals associated with CPSN, including employees, the Board, CEO, Leadership Team, contractors, and workers. Its primary aim is to ensure that all safety-related activities are conducted effectively and in accordance with established standards, promoting consistency, good practice, and accountability throughout the organisation.

By providing clear instructions and guidelines, this procedure acts as a roadmap for CPSN employees, outlining how they should perform their work tasks while prioritizing safety considerations. It serves as a valuable tool for measuring individuals' actions and compliance with safety protocols, thereby facilitating ongoing improvement and adherence to safety standards.

At CPSN, we recognise that ensuring workplace safety is a collective responsibility shared by all individuals. As such, this procedure emphasises the duty of every person to prioritise safety and take proactive measures to protect themselves and others in the workplace. These responsibilities and

duties align with the requirements outlined in the *Occupational Health and Safety Act 2004*, underscoring the legal and ethical obligations of all personnel.

Key aspects of this procedure include the requirement for employees to promptly report any incidents, injuries, or hazards encountered in the workplace. It emphasises the importance of timely reporting, with incidents to be reported as soon as practicable and within 24 hours of an injury occurring. This proactive approach to incident reporting enables CPSN to identify and address safety concerns promptly, mitigating risks and fostering a culture of transparency and accountability.

In summary, this procedure is instrumental in promoting a culture of safety and accountability within CPSN, guiding employees in their safety-related activities and fostering a collective commitment to maintaining a safe and healthy work environment. By adhering to the guidelines outlined in this procedure, CPSN demonstrates its dedication to prioritising safety and protecting the well-being of its workforce.

### **Associated Procedure**

CPSN has a range of policies, which relate to work health and safety. The associated procedure for related WHS topics are available on CPSN's technological systems and website, which is accessible to all employees and these documents can also be requested by any CPSN employee or volunteer. Associated policies and procedures include, but are not limited to:

- Bullying and Harassment
- Diversity and Inclusion
- Drug and Alcohol Misuse
- Flexible Working Arrangements.

### **Reporting an incident, injury, or hazard**

Employees are responsible for reporting work health and safety incidents or hazards. Employees must report any identified hazard, or any incident or injury that occurs in the workplace. Employees report to their manager the incident, injury or hazard and the report should be in writing.

#### Reporting an incident or injury:

Employees reporting an incident or injury need to do so within 24 hours of the incident or injury occurring. The report should be in writing and must include:

- date of incident/injury
- time of incident/injury
- location where incident/injury occurred
- other Parties involved
- a description of the incident/injury
- immediate response to incident/injury
- immediate corrective actions taken
- any First Aid provided.

#### Reporting a hazard:

Employees should report hazards that cannot be easily, safely and reasonably rectified as an immediate response. For example, if water is spilt on the floor when providing support to a client, this is a slipping hazard, however, this can be rectified immediately by cleaning up the spill, and a report is not required.

Where a hazard cannot be safety, easily or reasonably rectified, employees need to report this to their manager. The report should be in writing and must include:

- date hazard identified
- details of the hazard identified
- any immediate action taken (e.g., cordoned off the area).

#### Psychosocial hazards

CPSN Leadership Team will seek to promote psychological health, and prevent psychosocial injury in the workplace by:

- providing supportive leadership

- ensuring time frames for completing work are reasonable and achievable
- rewarding workers' efforts
- proactively managing the risk factors for psychological injury, including stressors such as
  - demands
  - control
  - role clarity
  - relationships
  - recognition and reward
  - change
  - fairness
- focusing on staff morale and wellbeing
- providing information to staff on how they can promote psychological health
- encouraging safe work practices and early reporting of psychological injuries.

#### Recognising a change in employees:

Identifying early warning signs will help support employees who may be at risk of injury or illness.

Certain behaviours and signs may indicate a worker or colleague may have, or be at risk of developing, a physical or mental injury or illness. CPSN Leadership Team and some Coordinators with supervising responsibilities will be trained in Mental Health First Aid and to watch out for the following symptoms:

#### Behavioural changes:

- unusual or erratic behaviour
- withdrawal from colleagues or not participating in work activities
- consuming more caffeine, alcohol, cigarettes, or sedatives
- unable to concentrate or make decisions
- lapses in memory
- unplanned absences from work
- conflict with team members or a manager
- loss of confidence
- not completing work tasks.

#### Physical changes:

- symptoms of injury or illness, such as pain, difficulty doing physical tasks, reduced range of movement
- tiredness
- headaches
- difficulty sleeping
- weight loss or gain
- dishevelled or change in appearance
- gastro-intestinal issues
- rashes.

CPSN employees who notice changes with colleagues are concerned about a colleagues' wellbeing should report their concerns to their manager.

#### Early intervention:

Early identification and management of risks can help minimise the potential severity of injuries and time lost from work. To help recognise early warning signs, CPSN Leadership Team or Coordinators with supervisory responsibilities will:

- use supervision/reviews (including Shared Outcomes, regular 1:1 meetings and Performance and Development Reviews) to talk to staff about any issues or concerns
- provide information about available services which will help staff feel confident about the support available, such as:
  - flexible working hours
  - internal training
  - private space

- reallocating workload
- employee assistance program (EAP)
- foster a culture in which staff feel comfortable discussing mental health
- regularly monitor how staff are feeling.

### **Record of incidents, injuries, and hazards**

CPSN maintains a record/register of incidents, injuries and hazards. The register is maintained through Salesforce. CPSN Leadership Team, or an appropriately delegated worker, will lodge the details of incident/injury/hazard in Salesforce. Notes and correspondence will be saved in the record.

### **Responding to incidents, injuries, and hazards**

CPSN Leadership Team will respond to all reported injuries, incidents, and hazards, and may investigate the incident. Investigations will support CPSN to establish the root cause of the incident and to establish corrective actions, including implementation of strategies to mitigate future incidents of the same/similar nature.

If an injury is reported, the appropriate CPSN Leadership Team will ensure the injured person has received the required first aid and/or medical treatment as a priority action and response.

Where a work-related injury prevents the worker from being able to undertake their duties, the worker may be eligible for Workcover, and CPSN will lodge a Workcover claim with the injured worker. CPSN will work with the injured worker to support their return to duties. A return-to-work plan will be developed in consultation with the employee and any other relevant party to ensure the timely, safe and durable return to work of the injured worker.

### **TRAINING PLAN**

CPSN Leadership Team and employees will undertake training relevant to this procedure as delegated and required by CPSN.

### **Prerequisites**

Work Health and Safety Policy

### **MAINTAINING APPROPRIATE RECORDS**

Records will be kept for seven years.

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation.

### **FORMS THAT APPLY TO THIS PROCEDURE**

Incident reporting form

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*End of document*

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