

CALOUNDRA COMMUNITY CENTRE INC	
WORKPLACE HEALTH AND SAFETY	
Policy Number. 2.14	
Authorised By: Management Committee	
Responsibility for Review: Management Committee and Manager	
Date last review: October 2025	Reviewed By: Management Committee (Signature)
	Date of next review: October 2027
Review Process:	This policy will be reviewed by the Manager for Management Committee approval.
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Caloundra Community Centre Committee of Management. Policy changes relevant to staff and volunteers will be either emailed out or discussed at staff and volunteer meetings.
POLICY CONTEXT:	
Human Services Quality Framework	Standard 4 (Safety, Wellbeing and Rights)
Other Standards	
Relevant Policy	7.04 Employee and Volunteer Induction 3.01 Use of Vehicle 4.07 Prevention of Harm in the Workplace
Forms or other organisational documents:	Training Register
Legislation or other requirements	<i>Work Health and Safety Act, 2011</i> <i>Human Rights Act 2019</i>
Purpose & Commitment	<i>Caloundra Community Centre Inc. recognises the principles and responsibilities of the Work Health and Safety Act 2011. The Caloundra Community Centre Inc. premises are registered under the Work Health & Safety Act (Registration No. W948205). Caloundra Community Centre Inc is committed to providing a healthy and safe work environment for all staff, paid and unpaid, visiting services, Committee of Management and all community members whilst on its premises.</i>
SCOPE	Paid staff, volunteers, clients, all centre users and community members.
Employer Responsibility	Caloundra Community Centre Inc. is committed to providing a safe and positive working environment for its staff acknowledging that staff well-being is a major factor in enabling them to perform their duties to the best of their ability.

	<p>Under the requirements of the Work Health and Safety legislation, Caloundra Community Centre, as an employer has a general duty of ensuring the safety of employees while they are working. These include:</p> <ul style="list-style-type: none"> • Provision of maintained workplaces, equipment and systems or work that do not expose employees to hazards (This duty refers to the whole of the working environment. It covers items such as the premises, equipment and methods of work as well as the physical factors e.g. lighting, ventilation, dust, heat, noise, etc and intellectual factors e.g. stress, fatigue etc); • Provision of information, instruction, training and supervision so that employees are not exposed to hazards while they are working. All new employees and volunteers receive comprehensive orientation to the workplace including what to do in case of fire, instructions on evacuation procedures and location of fire fighting equipment. This training will be conducted annually and recorded in the Training Register. A copy of the Workplace Health and Safety Policy is also made available to new staff members through the Induction process. (See 8.4 Employees and Volunteer Induction Policy). The employer is only required to provide training that is relevant to the health and safety of employees in that workplace; • Responsibility for the safety of clients in the course of accessing the Centre’s programs/facilities. • consult and co-operate with health and safety representatives
Employee Responsibility	<ul style="list-style-type: none"> • Employees must take responsible care to protect their own health and safety and not engage in any behaviour that puts at risk the health and safety of others. Staff have a legal obligation to act responsibly and perform their duties in accordance with the safety standards applied by the employer, the regulations or relevant codes of practice. This includes in the instance where there is the risk of spreading and/or acquiring communicable diseases. There is an expectation that staff will vaccinate against these diseases to help prevent spread to vulnerable clients and community members. • Staff will co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation that could constitute a hazard. This is to be reported via Form 4 – Hazard Report Form. • Employees must follow the instruction and training provided by their employer, and not interfere with anything set up in the interests of health and safety • The legislation also recognises that employees have certain rights with regard to health and safety in their workplaces. These include the right to: <ul style="list-style-type: none"> . Be informed i.e. to know the potential hazards; . To participate in the setting up of safe standards in the workplace; . To be represented on matters relating to Work Health and Safety
Specific Issues	<p>Hazard Audit</p> <p>The Caloundra Community Centre seeks to eliminate or minimise hazards in the workplace. To this end, a Health and Safety audit annually will be conducted by an authorised staff personal and any hazard is to be reported to the Manager as soon as possible.</p>

First Aid

A fully-equipped and regularly checked First Aid Kit is stored in the pantry in the large kitchen area. Staff and volunteers are fully informed during induction as to the location of the First Aid kit. First aid kits are checked on a quarterly basis by a staff member appointed this duty. The staff member will inform the Centre Administrator once a check has been completed and First Aid Kit fully resourced.

Procedures in case of accident, illness or injury

Accidents or injury should be reported to the Manager through an 'Incident Report Form' located on computerised file. The report will be signed by all parties involved in the incident and a written copy given to the Centre Administrator.

In case of emergency, please call 000.

If hospitalisation is required the Manager should be notified immediately, relevant compensation and insurance reporting should occur in accordance with required timeframes by the Manager.

The Manager is responsible for following up the cause of the accident, injury or illness and where possible, for ensuring that steps are taken to avoid their recurrence in the workplace.

The privacy and confidentiality of the injured person will be respected at all times.

Visual display units and eye-strain

Staff whose duties require them to use a visual display unit for at least 60% of the time will need to have an eye test (at their own expense) prior to appointment. Caloundra Community Centre Inc. will provide safe, ergonomic, well maintained VDUs. It is recommended a 10-minute break be provided for each hour of Visual Display Unit use.

Furniture and Equipment

Caloundra Community Centre Inc. will ensure that safe, ergonomic practices with respect to furniture and equipment will be implemented/provided. All playground equipment has been assessed by a risk management process.

Stress

Caloundra Community Centre Inc. recognises that stress is an occupational hazard and aims to minimise stress for staff by:

- Making good staff working conditions a priority;
- Clearly defining Management Committee and staff responsibilities and accountability structures
- Establishing support systems for all staff, and promoting open-communication
- Providing regular feedback sessions through supervision and staff meetings
- Ensuring the workplace is free from Workplace Bullying

Abusive Client Behaviour

If abusive or violent behaviour occurs in the workplace please refer to Prevention of Harm in the Workplace Policy 4.07.

Smoking

In line with Work Health and Safety regulations Caloundra Community Centre Inc. provides a smoke free work environment. Therefore, a no smoking rule applies to the office premises and agency vehicles. Staff or visitors who wish to smoke should do so outside the building and the land it sits on.

Communicable Diseases

Staff are expected to vaccinate against communicable diseases. Staff are expected to have knowledge of infection control and observe hygiene and infection control measures in their work with clients in order to avoid communicable diseases.

Hazards

Staff will be trained to identify any health and safety hazards in the work environment, and if required in a clients home, and should report, in writing, any hazards as soon as possible. Staff are required to report any 'near-miss' accidents as such incidents may identify potential hazards. This not only relates to physical hazards which may cause slips, trips and falls for example, but stressful encounters like dealing with difficult situations. Staff are to report any identifiable hazards to the Manager via 'Hazard Report Form' – Form 4'.

Chemical Hazards

All chemicals will be stored appropriately. Kitchen safety should be of the utmost importance, as should office chemicals e.g. photocopier toner.

Fire Evacuation Plans

Fire Evacuation Plans are posted at entrance of each area of the building. Fire extinguishers are regularly checked and tagged. Exit signs are clearly marked throughout the building, checked regularly and records kept in the red manifest box outside the building. Training will be conducted annually with all staff and volunteers and records of such will be recorded in the Training Register.

Vehicle Use

The Centre vehicles are regularly serviced and kept in a clean, tidy and roadworthy condition. Any mechanical problems or vehicle defects are attended to immediately and the vehicles are comprehensively insured for use by all authorised staff. Workers both paid and unpaid may be required to use their own private vehicles in the course of their duties. For details of conditions of use please refer to *Use of Vehicle Policy 3.2*