KindCare
Work Health and Safety Policy and Procedure

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Policy Statement

KindCare is committed to providing a safe and healthy environment for its staff, clients, families, carers, and visitors.

Emergencies and Evacuation

Current evacuation plans are displayed throughout KindCare which show the emergency exists, evacuation pathway and assembly point.

Emergency exists must be kept clear at all times. Any obstructions should be removed immediately by staff, if it is safe to do so, or reported to a supervisor.

Emergency evaluation drills are conducted regularly and coordinated by the Fire Warden.

First Aid Kits

First Aid kits are provided in KindCare work areas and should be checked regularly to ensure they are complete.

First Aid kits should always contain:

- A First Aid guide/booklet
- Adhesive dressings (band aids)
- Alcohol swabs
- Antiseptic swabs
- Bandages (standard crepe, and triangular)
- Combine and non-stick dressing pads
- Eye pad (sterile)
- Gauze swabs
- Gloves (disposable)
- Resuscitation face shield (disposable)
- Safety pins
- Saline
- Scissors (stainless steel)
- Tape (hypoallergenic)
- Thermal (shock) blanket
- Tweezers (stainless steel)

Checking First Aid Kits Procedure

The following steps should be completed when checking the contents of First Aid Kits:

1. Access each First Aid Kit
2. Check the contents of the First Aid Kit against the list in the policy (above)
3. Record each item that is in the First Aid Kit (e.g. on a checklist)
4. Report any missing items to the supervisor to be ordered/replaced

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Hazard Inspections

Hazard inspections should be completed regularly to identify any hazards which could pose a risk to staff or client health and safety.

Seeking Advice or Reporting Hazards

When the person who identified the hazard and completed the risk assessment is unsure of how to manage the risk, they should seek advice and assistance from their direct supervisor.

Conduct Hazard Inspections Procedure

The following steps should be completed when conducting inspections of work areas for hazards:

1. Walk through the area to be inspected, checking for hazards
2. Document each hazard found
3. Complete a risk assessment after the inspection

Support and Care Risks

The risks present in support and care environment are not only physical hazards.
Risks can include:

- Client Harm and Safety
    - Abuse
    - Self-harm
    - Self-neglect
- Client Health and Wellbeing
    - Impaired cognitive functioning
    - Impaired judgement and problem solving abilities
    - Social rights infringements
    - Sudden or unexpected change in health status including sensory loss
    - Uncharacteristic behaviours or behaviours of concern
    - Eating problems
    - Sleeplessness
    - Substance abuse
    - Withdrawal
- Support Worker Health and Safety
    - Aggression (physical and/or verbal)
    - Agitation
    - Confusion
    - Depression
    - Disinhibition, disorientation
    - Emotional distress
    - Impulsivity
    - Perseveration

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Assessing Risks

Risks should be assessed following hazard inspections and an assessment of the client and their circumstances.

Risk assessment should include the risk, risk likelihood, risk consequence, (total) risk level, and selected risk controls.

Assessing Risk Likelihood

When assessing the likelihood of risks, the following rating scale should be used:

Rating	Likelihood	Description
1	**Rare**	May occur in exceptional circumstances
2	**Unlikely**	Could occur
3	**Likely**	May occur
4	**Almost certain**	Is expected to occur
5	**Very Likely**	Will probably occur

Assessing Risk Consequence

When assessing the consequence of risks, the following rating scale should be used:

Rating	Consequence	Description		
		Injury/Illness	**Environmental and Property Damage**	**Estimated Loss**
1	**Insignificant**	First Aid required	Negligible damage; property of environmental damage up to $500	Less than $500
2	**Minor**	Medical attention; one or more days off work	Minor damage; property of environmental damage between $500 and $5,000	$500 - $5,000
3	**Moderate**	Medical attention; several days off work	Moderate damage; property of environmental damage between $5,000 and $20,000	$5,000 - $20,000
4	**Major**	Serious injury or illness/hospitalisation	Major damage; property of environmental damage between $20,000 and $100,000	$20,000 - $100,000
5	**Catastrophic**	Fatality/permeant disability	Extensive damage; property of environmental damage over $100,000	More than $100,000

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Overall Risk Level

The overall risk level is calculated by multiplying the Likelihood Rating by the Consequence Rating.

Likelihood		Rare	Unlikely	Likely	Very Likely	Almost certain
Consequence	Rating	1	2	3	4	5
Insignificant	1	1	2	3	4	5
Minor	2	2	4	6	8	10
Moderate	3	3	6	9	12	15
Major	4	4	8	12	16	20
Catastrophic	5	5	10	15	20	25

Forms and Templates

Risk assessments should be documented using the ***KindCare Personal Care Risk Assessment Form***.

Planning Responses

The responses to risks which are most appropriate will depend on the risk category.

Physical/Environmental Hazards

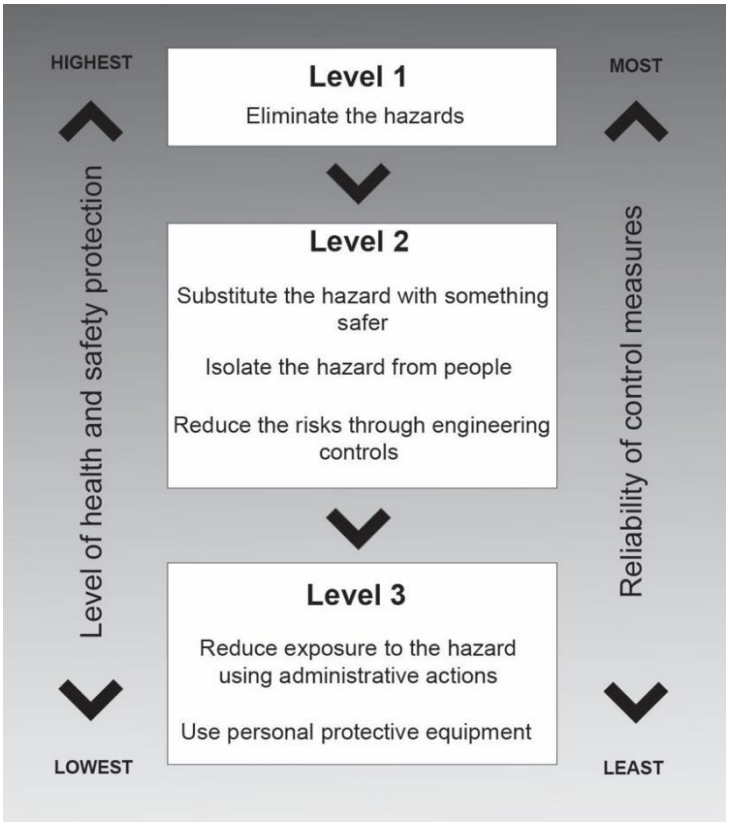
Physical risks should be responded to with standard risk controls. Risk controls are actions which will be taken to remove or reduce the risk to staff and/or customers. Risk controls should be selected using the hierarchy of control outlined in the Model Code of Practice: How to manage work health and safety risks.

Image 1: Hierarch of Control (Safe Work Australia, 2017[1])

[1] Safe Work Australia (2017). Figure 2 The hierarchy of risk control. [image] Available at: https://www.safeworkaustralia.gov.au/risk [Accessed 11 Jul. 2018].

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Conduct Risk Assessments Procedure

The following steps should be completed when conducting risk assessments:

1. Record the hazard or other risks to the client or support worker
2. Assess the risk likelihood and record the risk likelihood score/rating
3. Assess the risk consequence and record the risk consequence score/rating
4. Calculate the risk level/score by multiplying the risk likelihood score/rating by the risk consequence score/rating
5. Plan and record a response

Reporting Non-Compliances

When staff identify general WHS issues, they should be reported to the WHS Committee immediately, using the email address whscommitte@myworkplaces.com.au.

When staff identify risks to clients they may be reported using the Formal Legal and Ethical Issue Reporting Process outlined in the ***KindCare Legal and Ethical Compliance Policy and Procedure.***

Reporting General WHS Issues Procedure

The following steps should be completed when reporting general WHS Issues:

1. Prepare an email to whscommittee@myworkplaces.com.au
    - Explain what the non-compliance is

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- Explain what the possible health or safety impacts on staff and/or clients are
- Explain what WHS obligation have not been met by KindCare
- Insert a link to a copy of the factsheet or guide about KindCare legal WHS obligations or the practice which can be used to resolve the non-compliance
- Give a short summary of the factsheet or guide

2. Send the email
3. Answer any follow up questions the WHS Committee may have

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