

Work Health, Safety and Wellbeing Policy

People and Culture



<p>Introduction</p>	<p>Work Health, Safety and Wellbeing (WHS&W) is a priority for Learning Links.</p> <p>Our commitment is to:</p> <ul style="list-style-type: none"> • Maintain a healthy and safe workplace. • Identify risks and regularly review control measures to protect staff and families. • Consult regularly on decisions that impact your health and safety. • Always report on health and safety issues and act upon them. • Train all staff to maintain a high level of competence and become familiar with their tasks, environment and the people working with and around them. • Define everyone's health and safety responsibilities. • Work collaboratively with staff to return to work from work-related injuries/illness.
<p>Eligibility</p>	<p>This Policy applies to all staff employed by Learning Links. The term staff also applies to students, interns, and volunteers. This policy also applies to workers carrying out work on behalf of Learning Links (e.g., contractors, students on placement etc.).</p> <p>This policy refers to the workplace. Workplace is defined as any place where work is carried out for a business or undertaking and includes any place where a worker goes, or is likely to be, while at work. This may include offices, schools, clubs and other relevant sites.</p>
<p>Policy</p>	<p>Learning Links has a health and safety management system. This is made up of policies, procedures, guidelines, toolbox talks, forms, templates, committees, registers, reporting frameworks and other information.</p> <p>This information is accessible on SharePoint, our web-based collaboration and document management platform.</p> <p>Learning Links as an employer has a duty of care under the Work Health and Safety Act to develop, implement, maintain, and continuously review our workplace health and safety documents and systems. We do this by:</p> <ul style="list-style-type: none"> • Regularly reviewing and communicating policies and procedures • Routinely consulting with staff • Assessing risks to health (including physical and psychological), safety and wellbeing. • Controlling risks and review control measures regularly to eliminate, substitute, isolate, and reduce exposure to hazards and risks. • Working to prevent the risk of instances of workplace accidents and illnesses by having control measures in place and taking corrective action/s • Having emergency preparedness – including ensuring staff are competent, trained, and ready to act when needed • Clarifying personal accountabilities and responsibilities • Integrating Workplace Health Safety & Wellbeing (WHS&W) into our service activities • Promoting a healthy and energised workforce and encouraging staff to participate in strengthening their health, safety, and wellbeing practices • Conducting quarterly WHS&W Committee meetings and openly sharing the minutes and actions • Developing ways of working that are safe for everyone • Monitoring, measuring and continually improving our WHS&W performance • Communicating our WHS&W performance openly and transparently <p>We have obligations to our clients and families and meet these by:</p>

	<ul style="list-style-type: none"> • All staff assuming responsibility for ensuring the safety and wellbeing of our clients, including NDIS participants • Informing NDIS participants and their families about our incident management procedures and how we provide supports in a safe environment • Taking immediate appropriate action when an incident involving a client / NDIS participant occurs. This may be to provide emergency care and first aid to anyone injured and/or contact emergency services if required • Identifying and recording client/ NDIS participant and/or their family member/s incidents, hazards and near misses to ensure corrective actions are put in place • Educating staff to identify the need to report any incident to external agencies, including child safety authorities and/or the police.
Responsibilities	<p>All staff are responsible for identifying and reporting work-related incidents regardless of how minor, when they occur and/ or are identified. This includes reporting injury, work-related illness, hazards (physical and psychosocial), or any unsafe work practice and unsafe behaviours and conditions. This can be done on the WHS Incident Form, by notifying your manager, or a member of the WHS&W Committee.</p> <p>All staff are responsible for adhering to the safety management system, including all health, safety and wellbeing documents, processes, and ways of working.</p> <p>Specific responsibilities are found in the WHS&W Procedure.</p>
Consultation	<p>Learning Links is committed to consultation with staff about WHS&W and is open to feedback from staff and clients/ families.</p> <p>Consultation can be completed in a variety of ways. In the first instance, staff can contact their manager to report any WHS&W concerns or identify improvement areas or suggestions. Staff can also contact a member of the WHS&W Committee or email the dedicated Learning Links WHS & Wellbeing whs_and_wellbeing@learninglinks.org.au inbox.</p> <p>Workers are encouraged to participate in WHS&W related problem-solving processes and the evaluation and correction of safety issues.</p>
Training	<p>Learning Links is committed to ensuring all staff are trained and able to competently complete their role. Staff will be notified of internal training modules they are required to undertake. And all staff are required to complete WHS&W training and maintain the competency required for their role/s.</p> <p>Staff are trained in relation to:</p> <ul style="list-style-type: none"> • How to identify and manage risks • Maintaining awareness of potential risks within their area of responsibility • Reporting any potential or actual risk • Incident management responsibilities • How to follow incident and risk management procedures <p>Staff are supported to liaise with their manager and/or People and Culture if they are unsure about the identification of an incident.</p> <p>Specialised training is provided to staff who have been nominated by Learning Links in a WHS&W role – for example, First Aid, CPR, Asthma and Anaphylaxis training is provided for First Aid Officers, Emergency evacuation and tenancy procedures are provided to Fire Wardens.</p> <p>Learning Links has qualified and appointed trained First Aid Officer/s at each location. A staff member who is appointed as a First Aid Officer may receive a First Aid Allowance for a current qualification in accordance with their Award/ Enterprise Agreement conditions. First Aid Officers are required to ensure their First Aid Qualification remains current. A list of current First Aid Officers is posted in each Learning Links location. First Aid Kits are adequately stocked and audited against a First Aid Kit Contents Checklist annually.</p> <p>Information on emergency response procedures, diagrams and processes can be found on the staff area within SharePoint.</p>

	<p>Additionally, Learning Links maintains a Compliance Matrix to confirm which roles have additional requirements for training and compliance and the renewal cycle of this training.</p>
Risk Assessment	<p>Regular risk assessments occur at all Learning Links sites. The purpose of risk assessment is to identify hazards, assess the risk those hazards create, and take appropriate steps to eliminate or minimise them as much as possible.</p> <p>Workplace inspection reports are completed regularly, and feedback sought from staff to input into these reports.</p> <p>Other risks are identified during operations and managed immediately and outside the workplace inspection reporting cycle. These are added to the appropriate WHS&W Register or Risk Register maintained by managers and the People and Culture team, and corrective actions taken.</p> <p>Staff are required to complete an Incident Report form within 24 hours of an incident or near miss occurring that is then authorised by their manager. Incident Reports must be uploaded to Salesforce as a Work Health Safety case.</p>
Reporting	<p>All WHS incidents and injuries must be recorded by completing a WHS Incident Report. A WHS investigation is carried out for all workplace injuries.</p> <p>Regular reporting is completed and sent to the Board, Leadership team, Senior Managers and People Leaders, and available for staff to view on the staff intranet.</p> <p>Notifiable incidents, including the death, serious illness or injury of a person of potentially dangerous incident, are reported to the relevant external body (currently SafeWork NSW).</p> <p>Staff identify the need to report any incident to external agencies, including child safety authorities and/or the police.</p> <p>Learning Links adheres to the requirement to report a Notifiable Incident to the Quality and Safeguards Commission in relation to events that occurred and resulted in, or could have resulted in, harm to a NDIS participant or that arise from acts by a participant that causes or risks causing serious harm to another person.</p>
Incident Analysis	<p>At the conclusion of the managing an incident, we determine:</p> <ul style="list-style-type: none"> • Whether the incident could have been prevented • How well the incident was managed and resolved • What, if any, remedial action needs to be undertaken to prevent further similar incidents from occurring, or minimise their impact • Whether other persons or agencies need to be notified. <p>Trend analysis of incidents is conducted on an annual basis and/or as required to identify the root cause of reported incidents and/or near misses.</p> <p>We use information that comes from all incidents to improve our services and avoid future incidents.</p> <p>We have mechanisms, including discussion within meetings, to cross-reference incidents that are also the subject of a complaint, and/or Work Health and Safety investigations.</p>
Related Documents	<ul style="list-style-type: none"> • WHS and Wellbeing Procedure • WHS Incident Report Form • Incident Management Procedure • Code of Conduct • Emergency Response Policy and Procedure • Evacuation Procedure • Work from Home Policy • WHS Risk Assessment Form • WHS Incident Investigation Form • WHS Risk Register
Review	<p>This policy and guidelines will be reviewed every two years and will incorporate current information, legislation and feedback as required.</p>

This policy is owned by: People and Culture

Policy updated on: 2 June 2023

Policy updated by: Head of People and Culture

Version number: 2.0

This version approved by: GM, Service Quality, Risk and Compliance

This document can be viewed on: SharePoint, Martian Logic, Kajabi.

Policy due for review: 2 June 2025