



Sample Occupational Health and Safety Action plan for Community Services Sector

Context:

This document is a generic Occupational Health and Safety (OHS) Action Plan developed as part of a WorkSafe Community Services project to assist organisations in the Community Services sector implement a systematic approach to OHS. An OHS action plan is a clear and logical way to document the OHS process, and assist in keeping track of everything that needs to be done. This sample OHS action plan documents systems that typically need to be implemented by Community Services organizations.

This document is structured to be used in conjunction with the **“Working Safely in Community Services”** guidance which is referenced with other relevant WorkSafe publications in each section.

This document should be tailored for use in individual organisations:

- ☞ Whilst many OHS systems and hazards have been covered, the list is not exhaustive (for example, it does not cover *plant* or *dangerous goods*). Additional items should be added if identified in the hazard identification phase.
- ☞ Some items of the plan will be appropriate for all workplaces (for example Induction, Training of workers).
- ☞ Other items will need to be tailored to the size of the business or the business needs. For example:
 - The consultation section will look very different for small and large businesses.
 - The off-site workers section will only be applicable for certain service providers.
- ☞ Most items will need to be expanded to include more detail.
- ☞ When the plan has been tailored to the workplace, consult with staff to determine which issues are of highest importance, and prioritise actions.

Occupational Health and Safety Action Plan

Safety Issue or Hazard	Action Required	Person Responsible	Date of Action to be Completed	Review date & Comment
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OHS Policy	Develop a written OHS policy (in consultation with employees) that states the organisation's commitment to OHS and outlines specific OHS responsibilities for managers and employees. Review and update regularly. Sample OHS Policy OHS 001/1 Working Safely in Community Services page 6, 14, checklist p47			
	Communicate policy to all employees, contractors and clients.			
Consultation	OHS is a standing agenda item at board meetings, management meetings and team meetings.			
	Develop and implement sources of information for staff– notice boards, newsletters.			
	Determine DWGs, elect HSR, train representatives.			
	Establish a Health and Safety committee. Sample OHS Committee Procedure			
	Develop an issues resolution procedure, train staff. Talking Safely Together p34			
Induction	Develop induction process and checklist. Ensure coverage of permanent staff, agency staff, contractors and volunteers. Sample Health and safety induction checklist OHS-038/2			
Training	Identify safety training needs and develop a training plan. Working Safely in Community Services page 16			
	Train supervisors/managers and workers.			
Hazard/ incident/ accident reporting	Develop procedure for proactive OHS hazard reporting. Train all staff in procedure Sample Hazard identification, risk assessment and control Form OHS-008/2			
	Develop procedure and supporting documentation for near miss/ incident/ accident reporting. Train all staff in procedure.			
	Develop procedure for investigating any incidents or near misses to identify the hazards that contributed to these events. Ensure that corrective actions are documented, responsibilities assigned and implemented. Sample Investigation report			

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Incident Reporting	Develop a procedure for notifying WorkSafe following a serious incident (in consultation with employees). <i>Working Safely in Community Services Section 4.7</i> <i>Incident Notification Form</i>			
Manual Handling	Identify and list any tasks considered to involve manual handling based on Code of Practice – Manual Handling ie all tasks involving handling people/children, equipment, home maintenance tasks.			
	Assess and develop controls. Care plans should clearly define handling requirements. <i>Working Safely in Community Services</i> page 18, worksheet p 51-57; <i>Transferring people safely</i> – for guidance on specific client transfers <i>Manual Handling Code of Practice</i> – for general guidance on non-client related manual handling controls <i>Solution Sheets 1 & 2</i> - for guidance on overhead tracking and design of ensuites <i>Designing Workplaces for Safer Handling of patients and residents</i> - for guidance on workplace design including dimension requirements <i>Homecare Guide</i> – for OHS controls for homecare, attendant care, and home maintenance tasks			
	Implement controls and monitor effectiveness.			
Slips, Trips & Falls	Undertake regular workplace inspections to identify any slip/ trip/ fall hazards, and implement controls. <i>Working Safely in Community Services</i> components of Section 3.8 and 3.9			
Hazardous Substances	Develop a Register of all chemicals stored on premise. The register can form the index to the Material Safety Data Sheet (MSDS) file. <i>Working Safely in Community Services</i> page 22, checklist p 61, 79 <i>List of Substances Purchased</i> checklist. <i>Hazardous Substances Code of Practice</i>			
	Obtain and review MSDSs to assess safe use.			
	Using the information provided on the MSDSs, train staff in the safe use of chemicals used.			
	Provide, and train staff in the use of, required Personal Protective Equipment.			
	Complete a workplace inspection and ensure that all chemicals are adequately labeled, in appropriate containers and stored appropriately.			

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Infectious diseases	Develop infection control procedures. Train staff. <i>Working Safely in Community Services</i> page 24			
	Develop appropriate handling and disposal methods for sharps. Train staff.			
Workplace Bullying	Develop and communicate a 'no bullying' policy. <i>Working Safely in Community Services</i> page 28 <i>Prevention of bullying and violence at work</i>			
	Develop and communicate procedures for reporting and investigating and resolving incidents of workplace bullying. <i>Prevention of bullying and violence at work</i> page 13			
	Develop and communicate a conflict management process.			
	Provide training for those in supervisory roles.			
Occupational Violence	Identify and list situations/environments where there is the potential for occupational violence to occur. <i>Working Safely in Community Services</i> page 30, checklist p58, 66, 70-72; <i>Prevention of Bullying and Violence at Work.</i>			
	Assess and develop controls – consider both the workplace environment, and tasks. <i>Working Safely in Community Services</i> page 31; <i>Prevention of Bullying and Violence at Work.</i>			
	Implement controls and monitor effectiveness.			
	Train workers in the prevention of aggression and violence. <i>Working Safely in Community Services</i> page 32;			
Off-site workers	Ensure that procedures for hazards below, control OHS risks for off-site workers: <ul style="list-style-type: none"> ➤ Hazardous substances ➤ Manual handling ➤ Workplace layout and housekeeping ➤ Occupational violence ➤ Biological hazards ➤ Electrical hazards ➤ Emergency evacuation ➤ Emergency communication 			

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	<ul style="list-style-type: none"> ➤ First aid ➤ Supervision <p><i>Working Safely in Community Services</i> page 37, checklist p 73-74;</p>			
Office/computer workstations	Provide appropriate equipment, set up workstations and train staff. <i>Officewise</i> and <i>Working Safely in Community Services</i> page 42, checklist p 62			
Electrical Safety	Undertake regular workplace inspections to identify any electrical equipment (plugs, sockets, switches, cords, leads appliances, power tools, power boards and extension leads). <i>Working Safely in Community Services</i> checklist p 63			
	Maintain electrical equipment in line with Australian Standard 3760-2000.			
	Develop and communicate a procedure for the immediate withdrawal of any faulty items, and repair if appropriate.			
First Aid	Determine the first aid needs of your workplace. <i>Working Safely in Community Services</i> page 43, checklist p 62, 78			
	Train first aiders.			
	Put together first aid kits and establish a protocol to check and replenish them regularly.			
	Develop first aid procedures and communicate to all staff.			
Contractor management	Develop procedures for the management of contractors – including cleaners, electricians, equipment service personnel – that covers OHS requirements.			
Purchasing equipment	Develop and implement a procedure for considering OHS issues prior to the purchase of any equipment. Sample <i>H & S Evaluation of Proposed Purchases of equipment and materials</i> Sample <i>Pre-purchase checklist</i>			
Emergency preparedness	Develop emergency response procedures. Train staff. Sample <i>Emergency procedures</i> <i>Working Safely in Community Services</i> checklist p65, 69			