



Policy Statement

Work, Health and Safety, and Injury Management

Helping Hand recognises its legislative obligations and duty of care to ensure the safety of all persons in the workplace and sets out to exemplify good work health and safety. Helping Hand is committed to protecting the health and safety of all people who work, volunteer, receive services or have the potential to be affected by our activities. Our people are invaluable, therefore maintaining or enhancing their health and safety is a high priority and integral to our core business.

The World Health Organization (WHO) has recognised the workplace as a priority setting for promoting health and wellbeing.

WHO define a healthy workplace as being “one in which workers and managers collaborate to use a continual improvement process to protect and promote the health, safety and wellbeing of all workers and the sustainability of the workplace by considering the following, based on identified needs:

- health and safety concerns in the physical work environment
- health, safety and wellbeing concerns in the psychosocial work environment, including organisation of work and workplace culture
- personal health resources in the workplace
- ways of participating in the community to improve the health of workers, their families and other members of the community”.

Through the Work, Health and Safety and Injury Management Policy, Helping Hand endorses the following commitments:

- Ensure compliance with all relevant legislation, regulatory requirements and guidelines.
- Prioritise prevention strategies to ensure the health and safety of all employees, volunteers, and consumers.
- Achieve continual improvement by establishing and reviewing improvement plans with measurable targets and objectives, and evaluating the performance of our system.
- Ensure roles, responsibilities and accountabilities are detailed in relevant work, health, safety and injury management documentation.
- Allocate sufficient resources and expertise, both internal and external, to meet the commitments of this policy.
- Establish, implement and maintain a work health safety and injury management system suitable for the organisation.
- Implement a risk management program to address hazards associated with organisation and service activities.
- Provide a variety of opportunities to enhance staff and volunteer wellbeing.
- Integrate health and safety into core business activities through strategic and local action planning.
- Minimise the risk of injury or illness by adopting a systematic approach to the identification of hazards and assessment of risks, taking all reasonable steps to control to minimise risks.



- Support injured workers by ensuring sound processes are in place for early intervention, assisting workers to access medical treatment as soon as possible after injury and providing suitable duties as advised by treating medical professionals.
- Support injured or ill employees through the provision of high-quality injury management practices, including equitable worker's compensation, effective rehabilitation and return to work practices and allowing them to be supported by a person of their choice as required.
- Consider potential health and safety impacts prior to changes in the organisation, including changes to the workplace, work practices, procedures, facilities, or equipment.
- Provide supervision, information, instruction, and training so that work can be carried out in a safe and proficient manner.
- Be collaborative and consultative in our approach – encouraging involvement from all interested parties and maintaining effective processes for communicating work, health, safety and injury management information.
- Ensure all incidents are reported and recorded with investigations undertaken identifying corrective and preventative actions to mitigate future occurrences.
- Foster a holistic and integrated approach to risk management across the organisation.
- Ensure all team members are provided training and information relating to our work health and safety practices which highlight and reinforce a culture of safety.
- We support and respect the right of anyone to cease or refuse to undertake unsafe work. We are all responsible and accountable to making our workplace safer by reporting incidents, identifying hazards, assessing risks and taking action. We must all visibly demonstrate our commitment to a safe workplace and a safe environment for our consumers by considering the safety and well-being of ourselves and others in the way we think, act, and perform our tasks.

Links to Standards

ACSQC Standards

Standard 7: Human resources

NDIS Practice Standards

Standard 2: Provider Governance and Operational Management