



OCCUPATIONAL HEALTH AND SAFETY POLICY

1. PURPOSE

The purpose of this policy is to define the manner in which Lift Up Voices will fulfil its occupational safety and health obligations to its staff members, contractors, volunteers, participants and other personnel.

This policy has been framed around the Work Health and Safety Act 2012 (SA) and the NDIS Practice Standards Core Module, *Provisions of Supports Safe Environment* and updates introduced in the NDIS Amendment (Getting the NDIS Back on Track No.1) Act 2024, which reinforce provider obligations to ensure safe, quality services.

2. SCOPE

This policy applies to the Directors, staff, contractors and volunteers of Lift Up Voices.

3. POLICY STATEMENT

Lift Up Voices recognises and accepts its responsibility for creating a healthy, safe and secure environment for its staff, its participants and for others who visit its facilities. Lift Up Voices is committed to ensuring that all staff members are properly informed and adequately protected so as to minimise risk of illness, accident, injury or psychosocial harm at work by promoting good occupational safety and health practices, which are consistent with legislative requirements.

Lift Up Voices also recognises the duty of care owed to workers and participants under WHS legislation and actively promotes a culture of risk awareness, continuous improvement and proactive safety management.

4. PROCEDURES

The following procedures are to be implemented to ensure that Lift Up Voices meets its policy objective. Lift Up Voices will:

- Ensure all workers are aware of their WHS responsibilities and comply with safe work practices;
- Provide all staff members with appropriate information about, and training in, relevant occupational health and safety standards and practices including WHS induction, First Aid and CPR (where required by role);
- Take all reasonable steps to assess the safety of the locations where staff members provide support to people with varying disabilities;
- Ensure proper documentation of all work related accidents, injuries and illnesses;

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- Investigate all work related accidents, injuries and illnesses and take appropriate action to minimise future occurrences;
- Promptly investigate, remedy and document any staff grievance regarding occupational health and safety matters;
- Provide access to hazard and incident reporting processes and encourage early reporting of risks or unsafe practices;
- Ensure that emergency preparedness procedures are developed, communicated and regularly reviewed;
- Ensure volunteers are directly supervised by trained staff while participating in service activities.

5. PERFORMANCE STANDARDS

The following performance standards must be met to ensure that the procedures specified in Section 4 are implemented effectively:

- All staff members have been provided with a copy of Lift Up Voices' *Occupational Health and Safety Policy* and a staff copy of the policy is kept in each service outlet;
- All staff members have attended and successfully completed Lift Up Voices approved training courses in occupational health and safety, as well as first aid and CPR (where appropriate to their duties);
- All volunteers are under the direct supervision of a Lift Up Voices staff member or Director who have attended and successfully completed Lift Up Voices approved training courses in first aid and CPR (where appropriate to their duties);
- All staff wear appropriate protective clothing and use appropriate safety equipment in accordance with good occupational safety and health practices;
- All independent contractors have provided copies of their own professional indemnity insurance. A copy of this document is kept on file and updated annually;
- All work related accidents, injuries and illnesses have been recorded on the *Incident Management Report Form*, which has been reviewed and analysed by the Director;
- Any grievances that have been lodged have been addressed in accordance with the occupational health and safety principles outlined in this policy and the *Compliments, Complaints and Feedback Policy*;
- All staff members and volunteers have been made aware of the contents **of the** Occupational Health and Safety Policy and understand their duties under WHS law.

6. IN-HOME WORK SETTINGS

- A small number of services (e.g. individual Music Therapy sessions) are delivered in participant homes, which are not controlled environments.
- Offsite sessions only occur in registered Supported Independent Living (SIL) homes, with SIL staff present at all times.

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- Therapists:
 - Hold relevant professional indemnity and public liability insurance.
 - Use their own insured vehicles for travel.
 - Complete risk assessments before services commence.
 - Follow infection control procedures and monitor for illness prior to visiting.
 - Adhere to emergency and incident response procedures consistent with onsite protocols.
 - Maintain regular check-ins with administrative staff while working offsite.
 - Carry a charged mobile phone and have emergency contact details pre-programmed.

8. STAFF TRAVEL AND TRANSPORT

Some roles at Lift Up Voices require staff to travel between locations during work hours, including between community settings, participant homes, and our studio premises.

To ensure the safety of staff and participants during travel, the following measures apply:

- Staff using personal vehicles for work-related travel must:
 - Hold a valid driver's licence.
 - Ensure their vehicle is roadworthy and fully insured (comprehensive or third-party property cover).
 - Adhere to all road rules and prioritise safe driving practices.
- Travel between service locations during paid work hours will be reimbursed or compensated in accordance with relevant employment contracts, the SCHADS Award and independent contractor agreements.
 - All travel must be pre-approved and tracked via internal scheduling and communication systems.
 - Staff must carry a charged mobile phone and notify admin of their travel routes where appropriate.
 - In the event of an incident, breakdown, or emergency during travel, staff must follow the Incident Response and Reporting Policy.
 - Travel-related risks are considered in all relevant risk assessments for offsite and community-based service delivery.

7. REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

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RELATED POLICIES

Code of Conduct Policy

Compliments, Complaints and Feedback Policy

Safeguarding for Participants Policy

Incident Response, Reporting and Investigation Policy

Risk Management Policy

EEO Bullying and Harassment Policy

Mental Health Policy

Working From Home Policy

SUPPORTING DOCUMENTS

Code of Conduct Staff Commitment Form

Complaints Register

Incident Management Report Form

LUV WHS Checklist

Ergonomic Assessment – WHS Officer

Ergonomic Optional Self Assessment - Staff

RELEVANT LEGISLATION OR STANDARDS

National Practice Standards and Quality Indicators (2021)

Work Health and Safety Act 2012 (SA)

NDIS Amendment (Getting the NDIS Back on Track No.1) Act 2024

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