



WODONGA BOWLS CLUB INC.

MEMBERS & STAFF HANDBOOK

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INTRODUCTION.

The Wodonga Bowls Club is committed to providing a safe, enjoyable and harmonious environment for all Bowlers and Staff to work and play Bowls. The Club is held in high esteem within the community and the Bowls fraternity.

ABOUT THIS HANDBOOK.

This handbook provides guidelines for all workers and members whilst engaged by Wodonga Bowls Club (herein referred to as 'the club') on the appropriate and acceptable behaviours and conduct on the Club premises.

This handbook has been developed to ensure that the club is safe, healthy and inclusive for all.

This handbook applies to all workers and members. For the purposes of this handbook, "workers" shall include:

- every employee;
- contractors/sub-contractors and any of their employees whilst engaged on work for the club;
- consultants or consultants' employees whilst on the club's work;
- volunteers and unpaid workers; and
- agents whilst acting on behalf of the club.

AVAILABILITY OF THIS HANDBOOK.

This handbook will form part of the induction of new workers and members and will be available to existing workers and members of the club.

This handbook will be available in the bowls office

All workers and members will be made aware of any amendments to the handbook by way of a letter from the Director of Administration.

BREACH

A breach of this handbook will entitle the club to:

- (a) To take disciplinary action against any employee or member up to and including termination of employment or membership in accordance with the Disciplinary Procedure.

- (b) To terminate the engagement of any other worker to cease to provide services to the organisation.

Listed below are some of the violations or events that can result in disciplinary action up to and including termination of employment or cessation of services for any other worker; however this list should not be considered all inclusive:

- removing or misplacing company property or equipment, records, or company documentation without prior approval;
- any violation of the club's policies or procedure;
- falsification or misrepresentation of qualifications or experience whilst applying for employment at the club;
- destroying or damaging any of the club's property;
- failure to follow the rules and responsibilities as outlined by management or your immediate supervisor;
- consumption of alcohol or any controlled substance during work hours (see *At Risk Behaviour section*);
- misrepresentation of the prime directive as outlined in the club's Mission Statement (located at the beginning of this handbook);
- consistent absence from work without proper cause and documentation;
- consistent lateness without proper cause or documentation;
- non-adherence to the club's Smoke Free Environment (also a legal requirement).

WHERE TO GET HELP

If you have any queries regarding the content in this handbook, please speak to Director of Administration.

REVIEW OF THIS HANDBOOK.

This handbook will be reviewed every three years. Where significant legislative changes occur, special reviews will be undertaken.

Further, the club will from time to time audit its incident reports to review the occurrence of inappropriate/unacceptable behaviour, which may give rise to review of this handbook.

EXPECTATIONS AND RESPONSIBILITIES

Directors / Committee members and Managers

- (a) The above have the primary responsibility for ensuring that this handbook is followed by all workers and members.
- (b) They have a responsibility to:
- Monitor the environment to ensure that acceptable standards of conduct are observed at all times;
 - Model appropriate behaviour themselves;
 - Promote compliance with the this handbook;
 - Treat all complaints seriously and take immediate action to investigate and resolve any matters; and
 - Refer complaints to the Board if they do not feel that they are the best person to deal with the matter (for example, if there is a conflict of interest or if the complaint is particularly complex or serious).

Workers/ Members

- (a) All workers / members have a responsibility to:
- Comply with this handbook;
 - Report any inappropriate behaviours they experience at the first available opportunity, as to enable the club to address the issue in a timely manner;
 - Offer support to anyone who is experiencing a workplace issue and advise them where they can obtain help and advice;
 - Maintain complete confidentiality during an investigation of a complaint. Workers and members should be aware that spreading gossip or rumours may expose them to a defamation action.

PART ONE

CODE OF CONDUCT

The club is committed to providing an environment where all workers members and other external parties:

- are treated with dignity, courtesy and respect, and
- can work without distress or interference caused by harassment, discrimination, bullying or any other inappropriate behaviour.

Inappropriate behaviour or conduct will not be tolerated under any circumstance.

Media Enquiries

All media inquiries are to be dealt with by Director of Public Relations.

Intellectual Property

- (a) Each worker or member is responsible for protecting the intellectual property rights of the club.
- (b) Whilst involved in the club, all intellectual property that is related to the affairs of the organisation, including patents, copyrights, inventions, programs and documentation generated by a worker will become the property of the club or its nominees.

CONFIDENTIALITY

- (a) All workers and members should be aware of the importance of confidentiality. Preservation and protection of the club's proprietary interests in confidential business information and trade secrets are vital to protect the interest and growth of the organisation.
- (b) Confidential information is information that is not in the public domain, and which is reasonably regarded by the club as confidential. For example financial affairs, research, business methods, computer software and data etc.
- (c) It is also essential that all aspects of member information (e.g. name, address, telephone number etc.) are treated confidentially at all times. Member information is privileged and must be protected.
- (d) Workers and members shall hold all confidential information in confidence and shall not without written consent from the appropriate person within the club directly or indirectly, at any time during, or following the cessation of employment or engagement:
 - (i) Use any confidential information;
 - (ii) Disclose any confidential information to any person, firm, company or entity;
 - (iii) Copy or otherwise reproduce, memorise or record any material (printed or electronic or otherwise) containing confidential information for personal use or for use by any other person, firm, company or entity;

Other than to the extent necessary to carry out duties and responsibilities of employment or engagement or as required by law.

WORKPLACE DRESS CODE

- (a) The club is committed to providing the highest quality services within the community. One of the ways in which this is achieved is through the presentation and professional image of our workers and members.
- (b) It is expected that workers and members will be neat and tidy in their appearance, and dress in a manner that is practical, suitable and safe for the environment of the Club
- (c) Workers are required to wear clothing that is neat, clean and in good repair.
- (d) Employees are required to wear non slip, covered footwear. Open toed shoes such as sandals and thongs are considered dangerous and are unacceptable in the workplace.

LYING AND HARASSMENT

The club is committed to providing all workers and members with a healthy and safe environment free from bullying and harassment.

The club aims to ensure that no worker or member is bullied or harassed at the Club. The reference to 'at work' is not limited to the physical workplace, and includes all behavior that is related to work, for example, electronic communications and work-related social events which may take place after 'business hours' or at external venues.

The club is committed to eradicating bullying and harassment in the Club and encourages workers and members to report bullying and harassment promptly, so that appropriate measures can be taken.

Definition of Bullying

- (a) Bullying is: *repeated unreasonable behaviour, by an individual or group that creates a risk to health and safety.*
- (b) In most cases the behaviour is persistent and happens over a period of time.
- (c) A risk to health and safety occurs where there is a risk to a person's mental or physical health.
- (d) By way of guidance (although this list is not exhaustive) some examples include:
 - abusive, insulting or offensive language or comments;

- continuously and deliberately excluding someone from workplace activities;
 - setting tasks that are unreasonably below or beyond a person's skill level;
 - changing work arrangements such as rosters and leave to inconvenience a worker or group of workers; and
 - excessive scrutiny at work.
- (e) Bullying can be physical, verbal or written, including electronically and online.
- (f) Bullying can be directed downwards), sideways or upwards.

Definition of Harassment

- (a) Harassment is unwelcome physical or verbal conduct.
- (b) Harassment may involve (but is not limited to) any of the behaviours listed above under the definition of bullying. Harassment may be found to have occurred if the behaviour makes the person claiming to have been harassed feel
- Offended and humiliated;
 - Intimidated or frightened; and/or
 - Uncomfortable at work.

Reasonable Management Action

- (a) Bullying or Harassment does **not** include reasonable management action taken in a reasonable manner, including such matters as:
- directing a worker in the performance of his or her work;
 - changing work practices and procedures;
 - managing worker performance;
 - investigating alleged misconduct;
 - disciplining a worker for misconduct; or
 - allocating work in accordance with organisational policies and procedures.

SEXUAL HARASSMENT

The club aims to provide an environment that is free from sexual harassment.

The club will not tolerate sexual harassment on the premises and encourages workers to report sexual harassment promptly, so that appropriate measures can be taken.

Definition of Sexual Harassment

- (a) Sexual harassment is prohibited under the Commonwealth *Sex Discrimination Act 1984* and the Victorian *Equal Opportunity Act 2010*.

A person sexually harasses another person if he or she:

- makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

In accordance with the above, conduct of a sexual nature includes:

- Subjecting a person to any act of physical intimacy;
- Making orally or in writing any remark or statement with sexual connotations to a person or about a person in his or her presence; and/or
- Making any gesture, action or comment of a sexual nature in a person's presence.

- (b) Examples of sexual harassment include:

- Uninvited touching
- Uninvited kisses or embraces
- Smutty jokes or comments
- Making promises or threats in return for sexual favours
- Displays of sexually graphic material including emails, posters, pinups, cartoons, graffiti or messages left on notice boards, desks or common areas
- Repeated invitations to go out after prior refusal
- Sexual gestures
- Sex-based insults, taunts, teasing or name-calling
- Staring or leering at a person or at parts of their body
- Unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them
- Touching or fiddling with a person's clothing, e.g. lifting up skirts or shirts, flicking bra straps, or putting hands in a person's pocket
- Requests for sex
- Sexually explicit conversation
- Persistent questions or insinuations about a person's private life
- Offensive phone calls, emails or letters.

- (c) Some sexual harassment may also be criminal behaviour. For example:

- Physical molestation or assault
- Indecent exposure
- Sexual assault

- Stalking
 - Obscene communications (telephone calls, emails, letters etc.).
- (d) Please note that any behaviour of a sexual nature which makes another person feel offended, humiliated, threatened, uncomfortable or afraid constitutes sexual harassment, regardless of whether such behaviour is considered offensive by other people.

What is not Sexual Harassment?

- (a) Behaviour based on mutual attraction, friendship and respect is not sexual harassment.
- (b) If the interaction is consensual, welcome and reciprocated, it is not sexual harassment.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

The club aims to provide a workplace in which all workers are treated in accordance with the fundamental principles of equality in employment espoused below.

Further, the club aims to base all decisions and practices on clear, predefined, job related criteria in all areas including:

- Recruitment;
- Selection;
- Remuneration;
- Conditions of Employment;
- Training and Development;
- Promotion; and
- Termination of Employment.

The club is committed to ensuring that all employment decisions and practices are based only on the relevant skills, experience, qualifications, aspirations, potential and aptitude of the worker.

The club shall make reasonable adjustments for workers offered employment with a disability to enable such persons to be able to perform the genuine and reasonable requirements of the role. In determining whether an adjustment is reasonable, all relevant facts and circumstances must be considered in accordance with relevant legislation.

DISCRIMINATION

The club is committed to providing a safe, healthy and inclusive environment that is free of discrimination. The club expects all workers and members to behave in a polite and respectful manner towards others.

In addition to the obligations imposed under the various federal laws, Victorian law also prescribes that decisions or practices based on any of the following grounds/attributes are discriminatory and illegal:

Equal Opportunity Act 2010 (Vic)

- age;
- breastfeeding;
- gender identity;
- disability;
- employment activity;
- industrial activity;
- lawful sexual activity;
- marital status;
- parental status or status as a carer;
- physical features;
- political belief or activity;
- race;
- religious belief or activity;
- pregnancy;
- sex;
- sexual orientation;

There are two types of discrimination, direct and indirect:

- (a) **Direct discrimination** occurs if a person treats, or proposes to treat, a person with an attribute unfavorably because of that attribute (*see definition of "attributes" above*). It is irrelevant whether or not that person is aware of the discrimination or considers the treatment to be unfavorable; or whether or not the attribute is the only or dominant reason for the treatment, provided that it is a substantial reason.
- (b) **Indirect discrimination** occurs if a person imposes, or proposes to impose, a requirement, condition or practice, that has, or is likely to have, the effect of disadvantaging persons with an attribute; and that is not reasonable. The person who imposes, or proposes to impose, the requirement, condition or practice has the burden of proving that the requirement, condition or practice is reasonable. In determining whether a person indirectly discriminates it is irrelevant whether or not that person is aware of the discrimination.

Discrimination can be found to have occurred even where it cannot be established that the person accused of discriminating intended to discriminate. It is important to think through your decisions and actions carefully to avoid any taint of discrimination.

AT RISK BEHAVIOUR (SUBSTANCE MISUSE)

The club recognises that drug and / or alcohol use can have a detrimental effect on workplace health and safety. The club is committed to dealing with drug and / or alcohol use ethically, legally and to the benefit of both the club's workers and members.

The club is committed to:

- (a) providing a safe and healthy workplace;
- (b) minimising the cost of inappropriate drug and alcohol use to the club and to individuals;
- (c) implementing initiatives in the workplace to inform workers about drug and alcohol issues; and
- (d) providing support and assistance to workers and members experiencing problems with drugs and alcohol.

Expectations and Responsibilities of Workers regarding Drugs and Alcohol

- (a) Workers or member must not expose themselves, other workers or members of the public to health and safety risks as a result of their use of drugs and / or alcohol.
- (b) No worker or member shall perform work for the club while under the influence of drugs and / or alcohol.
- (c) No worker shall attend for work while affected by drugs and / or alcohol.
- (d) Workers must make a confidential report to their Manager where they believe other people in the workplace are affected by drugs and / or alcohol.
- (e) With the prior approval of The Board of Management, the club may on occasion allow workers to consume alcohol on the club's premises. For example, drinks after work or during functions held on the club's premises. Where this occurs, the following will apply:
 - i. Workers will be expected to adhere to the normal standards of behaviour required by the club, particularly in relation to harassment and discrimination.
 - ii. Workers are expected to take a responsible attitude to drinking alcohol and driving and to ensure that they have a safe means of travelling home from the work premises or function. Where the supervisor of the function or the senior member of staff believes that a worker has consumed excessive alcohol, the worker may be directed not to drive home. The worker will be directed to accept an alternative transport arrangement to travel to their home.

- iii. Under no circumstances will alcohol be provided to workers or other people who are under 18 years of age.
- iv. Alcohol will not be provided to anyone who is, or appears to be, intoxicated or who has indicated that for medical reasons they are unable to consume alcohol.

Expectations of Workers regarding Prescribed Medication

- (a) The club recognises that workers and members may be prescribed medication by a registered medical practitioner for the purposes of treating a medical condition. The club further recognises that in some cases, such medication may affect a worker's work performance or may affect their behaviour such that they appear to be under the influence of drugs or alcohol.
- (b) It is the responsibility of the worker to advise the club of any medication they are taking, where that medication may affect their behaviour or their ability to perform their work. The worker does not need to advise the club of the reason why the medication is being prescribed.
- (c) In such cases, the club may transfer the worker to a safe position where this is deemed necessary. In making such a conclusion, the club will seek appropriate medical evidence.
- (d) Where it is not possible or practical to transfer a worker to a safe position and medical evidence indicates that if the worker were to remain in their position, there would be a substantial risk to occupational health and safety or member safety, the worker may be directed to take sick leave. In making such a decision, the club will seek appropriate medical evidence.
- (e) Where a worker is unable to work safely for an extended period of time, and there is no alternative work available, there will be consultation with the worker.
- (f) In cases where a worker is transferred to a safe position or directed not to attend work due to being affected by prescribed medication, that worker must provide medical clearance of being safe to return to work.

Information and Training.

The club may introduce training and information which may include some, or all of the following:

- What constitutes harmful alcohol use;
- Dealing with the long term user of alcohol;
- The effects of alcohol on health, safety and work performance;

- Consequences for workers who fail to comply with company drug and alcohol guidelines;
- Ways of dealing with drug and alcohol problems;
- Who to approach in the workplace for assistance with a drug or alcohol problem;
- The legal position of workers and management in relation to alcohol use in the workplace; and/or
- The counseling, treatment and rehabilitation services available externally.

INFORMATION COMMUNICATION TECHNOLOGY (ICT)

- (a) The club is committed to ensuring that workers use ICT systems appropriately. ICT systems include voice telecommunications, smart phones and mobile devices, voice mail, e-mail, the internet, fax machines, hardware, software, and local area networks.
- (b) Workers must not use ICT systems in an unlawful manner, or for unlawful, unauthorised, or inappropriate purposes, or for using such systems in a manner that violates Commonwealth or State Law or any of the club's policies and procedures, contracts or licenses.
- (c) Workers should recognise and understand their liability for anything written or represented online. Workers should refrain from posting any commentary, content or images that are misrepresentative, defamatory, pornographic, proprietary, harassing, libellous, or that are capable of creating a hostile work environment.
- (d) Workers are not permitted to utilise the club's personal ICT systems during working hours for social networking web-sites such as Facebook and Twitter, unless authorised to do so for business purposes.
- (e) Workers are permitted to use ICT systems for limited incidental personal use, provided such limited use does not:
 - consume a significant amount of computing resource;
 - interfere with the performance of the user's job or other responsibilities;
 - interfere with other worker's work;
 - interfere with the computing activity of other users; and
 - violate applicable laws, rules, policies, contracts or licenses.
- (f) The club may monitor, audit, intercept and disclose all matters regarding its ICT systems at any time, with or without worker notice, during or after working hours.
- (g) Workers should have no expectation of privacy regarding any matter created, received, accessed, or sent from the e-mail or Internet system. If workers use

the club's ICT systems for incidental personal use they are consenting to have such use monitored by authorised personnel at the club's discretion.

- (h) Worker passwords including those used to secure data in files, will be disclosed to authorised personnel when necessary.
- (i) Workers may not attempt to use another worker's e-mail, use another worker's password, access other worker's files, or retrieve any stored communication unless appropriately authorised to do so.
- (j) Workers shall respect intellectual property rights at all times when obtaining information over the ICT system, Internet or using e-mail. Illegal or unauthorized downloading, uploading, copying or distribution of copyrighted works is strictly prohibited.

SOCIAL MEDIA

The club recognises the importance of the internet in helping to shape industry conversation and public perception through blogging and interacting on social media.

The club is committed to ensuring that its worker's make appropriate decisions about work-related blogging and the content of blogs, personal web sites, postings on Facebook, wikis and other interactive sites, postings on video or picture sharing sites, and comments on online blogs or elsewhere on the public Internet.

Confidentiality of Information

In accordance with the Confidentiality provision of this handbook, a worker shall not, during the period of employment, or at any time, including after separation from the organisation (except in the proper course of their duties), use or disclose to any person whatsoever, any confidential information relating to business affairs, any associated activity of the club or any other person, firm or organisation which may have come into their possession during the course of employment with the club. This includes the club's logos and trademarks.

Personal Use

The club recognises that workers may interact with social media for personal use. However, inappropriate behaviour on social media (both inside and outside of the workplace) has the potential to cause damage to the club, as well as its workers, members, business partners and/or suppliers.

All workers must refrain from posting, sending, forwarding or using any inappropriate material on social media, including but not limited material that is:

- Intended (or could possibly) insult, offend, intimidate or humiliate the club or any of its workers, members, business partners and/or suppliers;
- Defamatory or could adversely affect the image, reputation or profitability of the club or any of its workers, members, business partners and/or suppliers;

- Contains any confidential information relating to the club or any of its workers, members, business partners and/or suppliers.

Workers should also refer to bullying and harassment, sexual harassment and equal employment opportunity sections of this handbook.

Work Use

Workers must not develop a web site or write a blog that will mention the club and/or current and potential products, workers, partners, members and/or competitors without express permission from the club.

A worker may develop a web site or write a blog or interact with social media that does mention the club and/or current and potential products, workers, partners, members and/or competitors if expressly authorised to do so by the club.

Inappropriate use of E-mail and Internet Facilities

In accordance with the ICT provision set out in this handbook, inappropriate usage of email and internet facilities to harass, defame, disclose private organisational information or which is considered offensive and/or pornographic in content will not be tolerated in any circumstance.

Workers found to have engaged in inappropriate workplace behavior via ICT systems/Social Media may be subject to disciplinary action up to and including termination of employment or cessation of services.

GRIEVANCE POLICY

- (a) The club recognises that, during the employment relationship, there may be occasions where grievance or disputes arise within the Club.
- (b) A grievance is a conflict or a feeling of unfair treatment or improper conduct giving grounds for complaint.
- (c) The club is committed to carrying out grievance and dispute resolution processes in a timely and confidential manner, and to act in accordance with all relevant industrial instruments.
- (d) In dealing with grievances the club has the following objectives:
 - to provide all workers and members with the opportunity to have their concerns addressed in a fair, equitable and prompt matter;
 - to achieve constructive outcomes from conflict situations in the Club environment;
 - to ensure that every worker has equal access to them;

- to ensure that grievances are resolved with minimum stress to all concerned;
- to ensure that confidentiality is maintained;
- to have a strong emphasis on problem solving; and
- to consider and pursue alternative outcomes where appropriate.

Procedure

1. Wherever possible, workers and members should attempt to resolve the grievance by themselves through initiating discussions with the individual(s) concerned. By doing so, parties can identify and reach agreement on mutually acceptable grounds. If this is unsuccessful, or if it is inappropriate in the circumstances, the following steps should be taken.
2. Workers and members should contact their immediate manager or President or, where the allegations in the complaint relate to their manager or President, the Board. A statement should be completed by the worker detailing the allegations, and this statement should be provided to the manager or next level manager, as appropriate.
3. All matters will be treated seriously, and will be dealt with in a timely manner. As each grievance will differ, the club will determine the most appropriate method of dealing with the complaint. This may vary depending on the nature of the specific complaint and other relevant factors.
4. Where possible, the club will attempt to manage complaints through mediation between the parties.
5. If mediation is unsuccessful, or if it is inappropriate in the circumstances, the matter will be referred to the next level manager. A meeting will be scheduled to discuss the matter. The worker or member may wish to have a support person present through this process.
6. It may be necessary for the club (at any time) to arrange an investigation of the complaint by an investigator. The investigation will be conducted in accordance with the principles of natural justice. The person against whom a complaint has been made will be given the details of the alleged behaviour in writing, and will be given an opportunity to respond to the allegations.
7. All reporting and investigation regarding allegations will be conducted in a confidential manner. Any breach of confidentiality during and following the reporting and investigation process may lead to disciplinary action up to and including summary dismissal or cessation of services.
8. The parties will be advised of the outcome of the investigation upon its completion.

9. Until the grievance outcome is determined, work shall continue normally according to the custom or practice existing before the grievance arose. No party shall be prejudiced on final settlement by this process.

DISCIPLINARY ACTION

- (a) The club recognises that, during the employment relationship, there may be occasions on which a worker's behaviour or work performance requires disciplinary action.
- (b) Examples of behaviour that may lead to disciplinary action include, but are not limited to, issues such as poor performance, lack of punctuality, theft or other criminal conduct, failure to adhere to the club's policies and procedures, and failure to adhere to lawful and reasonable directions.
- (c) Disciplinary action applies only to workers who have completed the minimum employment period (as defined in the *Fair Work Act 2009*).
- (d) The club is committed to carrying out necessary disciplinary processes in a fair and consistent manner, and to act in accordance with all relevant industrial instruments.
- (e) Notwithstanding the above, in cases of serious misconduct, the club reserves the right to summarily dismiss a worker without notice.

When disciplinary action is appropriate

Disciplinary action may occur where there is a concern with respect to an employee's performance or conduct in the workplace. Informal counselling, may take place first, where appropriate.

Examples of behaviour that may lead to disciplinary action include, but are not limited to, issues such as poor performance, lack of punctuality, cash variance irregularities, theft or other criminal conduct, failure to adhere to the Employer's policies and failure.

Worker Representation

Where a worker is requested to attend a disciplinary meeting, the worker shall always have the option of having a support person of the worker's choosing in attendance at that meeting.

Informal Counselling

- (a) Where there is a concern with a worker's performance or conduct, the first step, if appropriate, will be an informal counselling session. The worker will be advised of the problem, and an agreed strategy for dealing with the problem will be negotiated. For example, the worker may require training or other assistance to help him or her overcome the problem, or there may be underlying issues to resolve.

- (b) The situation will be reviewed within an agreed time frame.

First, Second and Third Warnings

- (a) Where informal counselling is not appropriate or where the problem is of a more serious nature, or there is a further instance of inappropriate behaviour (whether or not it is of the same nature as the initial problematic behaviour), a formal disciplinary meeting will occur.
- (b) Prior to the meeting, the worker will be provided with a letter containing a written outline of the allegations. The letter will request that the worker attend a meeting to respond to the allegations and indicate that the worker may have a support person in attendance. The letter will indicate that disciplinary action may occur if the response is not satisfactory.
- (c) The meeting will be attended by up to two management representatives (one of whom may be a legal or industrial representative of the club). One of these parties will act as note-taker to record events.
- (d) At the meeting, the worker will be given an opportunity to respond to the allegations.
- (e) Following the meeting, the club will make a decision as to whether to give the worker a first/ second/ third warning (as applicable), or whether other action should be taken (for example, further training), or whether no action should be taken at all.
- (f) The club will advise the worker of their decision. A written record of the decision will be placed on the worker's file.
- (g) If a warning is given, the worker will be informed that any further instance of unacceptable behaviour may result in a further warning. If a third and final warning is given, the warning will state that any further instance of the behaviour may result in termination of employment.

First & Final Warning

- (a) Notwithstanding the above process, for serious matters pertaining to conduct or performance the worker may also issue a "first & final warning" in the first instance. A "first and final warning" shall be such that the worker is notified that in the event that there are further performance or conduct issues the worker may be terminated. Further, termination or summary dismissal of a worker may still occur for acts of serious misconduct as detailed below.

Serious Misconduct and Summary Dismissal

Summary dismissal may occur in cases of serious misconduct. The club will investigate and carefully consider the facts of any situation where a summary dismissal is considered, to ensure that summary dismissal is justified.

- (a) Serious misconduct will be defined in accordance with the *Fair Work Act 2009*. Serious misconduct includes:

- Willful, or deliberate, behavior by a worker that is inconsistent with the continuation of the contract of employment; and
 - Conduct that cause's imminent, and serious, risk to the health, or safety, of a person, or to the reputation, viability or profitability of the club.
- (b) Depending on the facts, summary dismissal may be justified in situations such as, but not limited to:
- The worker committing theft, fraud or assault (for example, stealing the property of the club or another worker, or intentional abuse of a member);
 - The worker being affected by drugs or alcohol while at work;
 - The worker refusing to carry out a lawful and reasonable instruction that is consistent with the worker's contract of employment; and/or
 - Other situations might include a persistent failure to comply with occupational health and safety policies.

Procedure for Summary Dismissal

- (a) The worker will be advised as soon as possible after the behaviour occurs that the club is concerned that the behaviour may constitute serious misconduct. The worker will be advised that they will be required to attend a meeting to respond to the allegations.
- (b) The worker may be put on special paid leave pending the meeting.
- (c) Prior to the meeting, the worker will be provided with a letter containing a written outline of the allegations. The letter will request that the worker attend a meeting to respond to the allegations and indicate that the worker may have a support person in attendance. The letter will also indicate that dismissal or other disciplinary action may occur if the response is not satisfactory.
- (d) The meeting will be attended by up to two management representatives (one of whom may be a legal or industrial representative of the club). One of these parties will act as note-taker to record events.
- (e) At the meeting, the worker will be given an opportunity to respond to the allegations.
- (f) Following the meeting, the club will consider the worker's response and will then make a decision as to whether to dismiss the worker or whether other action should be taken (such as further first and final warning and further training), or whether no action should be taken at all.
- (g) The club shall advise the worker of their decision. A written record of the decision will be handed to the worker and placed on worker's file.

PART TWO

OCCUPATIONAL HEALTH & SAFETY

- (a) The club is committed to providing a safe and healthy environment for all workers, members, and other external parties.
- (b) The club will proactively endeavour to identify all hazards associated with its environment (including those who work from home) and work practices, and seek to control the associated risks to any person who may be affected, so far as is reasonably practicable. The club demonstrates this commitment through its health and safety management system and the provision of necessary resources to ensure the elimination and/or minimisation of all risks.
- (c) In addition, the club commits to maintaining a continual improvement cycle regarding all health and safety matters. The club is also committed to compliance with relevant OHS legislative obligations, along with other relevant requirements placed upon our organisation.
- (d) In order to achieve our stated objectives, commitment will be given, so far as is reasonably practicable, to:
 - i. the provision and maintenance of an environment that is without risks to health and safety;
 - ii. the provision and maintenance of safe plant and structures, safe systems of work, and the safe use, handling and storage of plant, structures and substances;
 - iii. the provision of adequate facilities for the welfare of workers;
 - iv. the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety;
 - v. the provision of necessary resources to monitor workers health and workplace conditions for the purpose of preventing illness or injury;
 - vi. proactively consult with workers and contractors over relevant matters relating to health and safety; and
 - vii. Ensure that contractors contracted to undertake work with the organisation have their credentials checked prior to commencement of any work.

Expectations and Responsibilities

(a) *The Club*

The club has the responsibility to proactively promote, implement, monitor and review all health and safety activities within the organisation. This includes ensuring all workers and contractors are compliant with health and safety policies and procedures, along with providing necessary support and relevant

resources that enable managers/supervisors and the health and safety committee to implement all aspects of the health and safety program.

(b) *Managers/ Supervisors*

Managers/supervisors are responsible for ensuring all required safety standards are being met by workers and contractors. They must be committed to achieving a safe working environment and strive to fulfil the objective of this policy. In particular, they will ensure that safe methods of work are maintained and take action to manage risks to health and safety encountered during day to day operations within their areas of responsibility. Managers/supervisors will ensure all contractors will have their credentials to operate as a contractor assessed.

(c) *Workers*

Workers must proactively care for their own safety, the safety of others, comply with all standards, rules and procedures, follow directions from supervisors and managers, report any hazards identified immediately, including injury free events, and work along with management to control risk.

SMOKE FREE ENVIRONMENT

- (a) The club has an obligation under the relevant Occupational Health and Safety legislation to provide and maintain so far as is reasonably practicable for all workers, a working environment that is safe and without risks to health.
- (b) In accordance with the above, the club also recognises its workers' obligations under relevant Occupational Health and Safety legislation, whereby a worker, while at work, shall take reasonable care of their own health and safety, and for the health and safety of any other person who may be affected by the worker's act or omissions at the workplace.
- (c) In view of the legislative obligations and recommendations by the National Health and Medical Research Council, the club is committed to a policy which promotes a smoke-free work environment. Therefore, the smoking of tobacco is not permitted within the club premises (other than the designated smoking area). Smoking is prohibited within all buildings, either leased or controlled by the club and in any vehicles, either leased or controlled by the club.
- (d) Smoking is **only** permitted in the designated smoking area
- (e) Smoking breaks are specifically prohibited (*this does not include authorised meal or rest / tea breaks as prescribed in the relevant industrial instrument*).
- (f) The club recognises the benefits as well as the difficulties in having a smoke free environment and, as such, is supportive of workers willing to participate in programs that will assist in the quitting of smoking, e.g. The club will offer opportunities to all workers who smoke to change to a non-smoking lifestyle through the provision of education and QUIT program information.

MANUAL HANDLING

- (a) The club is committed to fostering an environment which ensures the health, safety and welfare of its workers, members and visitors and any other people who may be affected by its operations, by providing and maintaining a safe working environment, where it will adhere to legislative and regulatory requirements.
- (b) The club recognises that manual tasks in the workplace could result in musculoskeletal disorders (“MSDs”), and this policy is designed to eliminate or minimise these risks.
- (c) The club will adopt a preventative approach to reduce the number and severity of injuries resulting from work place tasks involving manual handling. The club supports the preventative approach outlined in national and state legislation.
- (d) Manual handling and ergonomic design issues will be addressed proactively using a systematic process of identification, assessment and control. The club encourages a shared responsibility between management, work teams and all workers, for compliance with the aims and procedures outlined.
- (e) The club recognises that work related musculoskeletal injuries arising from manual handling can affect all workers. It will take all reasonable steps to reduce, and eliminate the sources of these injuries by making diligent attempts to avoid putting workers at risk.

Definitions

Hazard means a situation or thing that has the potential to harm a person.

Hazardous manual tasks are tasks involving any of the following:

- repetitive or sustained force
- high or sudden force
- repetitive movement
- sustained and/or awkward posture
- Exposure to vibration.

Manual task means a task requiring the person to use force to lift, lower, push, pull, carry or otherwise move, hold or restrain any person, animal or thing.

Manual tasks therefore cover a wide range of activities including stacking shelves, working on a conveyor line and entering data into a computer.

Musculoskeletal disorder (MSD) means an injury to, or a disease of, the musculoskeletal system, whether occurring suddenly or over a prolonged period of time. It does not include an injury (such as fractures and dislocations) caused

by crushing, entrapment or cutting resulting from the mechanical operation of plant. MSD may include conditions such as:

- sprains and strains of muscles, ligaments and tendons,
- back injuries, including damage to the muscles, tendons, ligaments, spinal discs, nerves, joints and bones
- joint and bone injuries or degeneration, including injuries to the shoulder, elbow, wrist, hip, knee, ankle, hands and feet
- nerve injuries or compression (e.g. carpal tunnel syndrome)
- muscular and vascular disorders as a result of hand-arm vibration
- soft tissue hernias, and
- Chronic pain.

Risk control means taking action to first eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.

Expectations and Responsibilities

(a) *The Club*

- Will be responsible for the continuous and regular view of manual tasks risk assessments and will make recommendations on issues associated with manual tasks.
- Will encourage and assist any individual work teams to complete regular reports of manual handling tasks in the workplace, noting assessments completed, recommended control plans and time frames and controls implemented.
- Will review and action as required any such reports within the committee forum.

(b) *Managers/ Supervisors*

- Provide as part of the induction process or as soon as practicable afterwards manual tasks training relevant to the area of work.
- Continually ensure suitable information, training and supervision is provided for all workers engaged in manual tasks.
- Ensure identification of manual tasks hazards pertaining to their area/activities.
- Make certain all new work/products which might involve manual tasks operations are assessed.
- Those operations which cannot be avoided are assessed using an ergonomic approach.
- Assist in the development of control plans for their area with workers.
- Implement approved control plans within their area of responsibility.
- Participate in the evaluation of controls implemented.

- Eliminate risk procedures with mechanical aids.
- Annual reviews of assessments are made to note possible changes.
- Incidents which result in musculoskeletal injury to staff are fully investigated and feedback reports circulated and acted on.

(c) *Workers*

- Attend training as appropriate and enable them to actively participate in the manual-handling program.
- Follow the safe system of work designed and introduced by management
- Report to the manager any manual task causing injury, incident or near-miss.
- Report to the manager any manual task that they believe may be hazardous and/or of concern to their health and safety.
- Participate in identifying and prioritizing manual task concerns in their area.
- Participate where appropriate in the assessment of the task.
- Participate in developing the control plan.
- Give feedback on the success of the control plan.
- Use any mechanical aids which have been provided for their use
- Inform the manager if they are unable to undertake their normal manual handling duties for any reason
- Not undertake any manual handling operation which they believe is beyond their capability.

Procedure

Step 1: Identify Risks

Identified by the club in consultation with workers and/or their health and safety representatives.

- Check workplace injury records - injury records can indicate problem tasks or work areas.
- Talk to staff and their health and safety representatives – those performing the specific task will know where the risks lie and contribute to practical solutions.
- Look at the workplace - walk through the workplace to identify areas of concern

Step 2: Assess risks

To properly assess risk consider:

- Actions and movements - sudden, jerky or hard to control movements or awkward positions should be eliminated; anything causing worker discomfort/pain should be eliminated.
- Working posture and position - activities should be varied so that the same posture/position is not maintained for excessive periods; staff should avoid bending down or twisting constantly.

- Duration and frequency of manual handling – any risk of injury increases when the task is performed repetitively or faster or for longer periods.
- Where the load is and how far it has to be moved – any risk of injury increases if the load is below mid-thigh or above shoulder level; having to place the load very accurately or carrying it over long distances also increases the likelihood of injury.
- Weight – generally, the heavier the object the greater the risk of injury; however, weight should be considered in combination with other hazards e.g. awkward loads which cannot be carried close to the body or objects being moved from extremely high positions – regardless of weight.
- Force - the greater the use of force to push, pull, hold or restrain an object, the higher the risk of injury e.g. a large amount of force may be needed to produce little or no movement i.e. restraining an animal, holding up a video camera or pulling a stiff lever.
- Characteristics of loads and equipment – certain loads present higher risks e.g. a wide, long, bulky parcel may not be able to be held close to the body; bad design or maintenance i.e. trolley wheels
- Work organization - staff shortages, unrealistic deadlines and inadequate rest breaks increase the risk of injury.
- Work environment – insufficient space, slippery surfaces, extremes of climate, poor lighting, all increase the risk of injury.
- Skills and experience – inexperienced and untrained workers are more susceptible to risk of injury.
- Age - workers under 18 years are generally still developing and are consequently at greater risk.

Step 3: *Control risks*

Redesign the task or work area to make it safer:

- Modify the object e.g. change the shape of bulky objects so that they are easier to hold, or pack products in smaller cartons.
- Modify the work area or workstation layout e.g. the use of an adjustable platform to reduce stooping and reaching and ensure work surfaces are at the correct height.
- Change the way things are moved e.g. eliminate unnecessary handling; ensure that all heavy objects are at waist level where they can be handled comfortably.
- Use different actions, movements and forces e.g. reducing the amount of bending, lifting, twisting, reaching and holding required to carry out a task will reduce the risk of injury.
- Modify the task e.g. modify the task by using tools such as levers, hooks or crowbars or by team lifting.

If none of these options can be used, then mechanical handling equipment like fork-lifts, cranes and hoists may be needed.

Ongoing evaluation is an important part of the risk control process. Check that risk control measures are effective and change them if they are not effective.

General Handling Techniques

Workers should not attempt to lift anything they feel uncomfortable with; as an indicator, people should not exceed the prescribed limits for lifting, lowering or carrying loads as per relevant regulations and applicable codes of practice.

Design & Purchasing

Workers responsible for planning and design of work methods, equipment and particular work tasks with a manual handling component, must ensure that they consult with the relevant Manager prior to final decisions being taken.

Workers responsible for the purchasing of equipment must ensure, that such consultation as outlined in the policy occurred, and that the trial of various options for equipment where appropriate occurs before purchase.

Training

The club shall provide adequate 'manual tasks' training to workers. Managers, Health and Safety Representatives and any responsible persons should also receive training. The training should focus on an understanding of the presenting hazards and methods in eliminating or controlling the associated risk. Training is also required for the use of mechanical aids, team lifting and personal protective equipment.

Administration

Workstations should be designed so that workers can do most of their work in an upright position with shoulders lowered and upper arms close to the body.

The working height and objects used in the task should be roughly level with the individual's elbows, whether the work is done sitting or standing.

For seated tasks, the height and angle of the seat should be adjustable, the chair should swivel and the backrest should be shaped to support the spine.

All office based workers are made aware of dangers relating to office ergonomics during induction training.

Delegated workers responsible for the purchasing of office equipment need to give consideration to office equipment purchased to ensure it meets the requirements of the appropriate legislation.

Back Strains

Workers should always check to determine the weight of any object that requires lifting.

HAZARD IDENTIFICATION AND RISK MANAGEMENT

- (a) The club is committed to managing risk throughout its operations and where possible to eliminate such risks from the workplace.

- (b) The club recognises that the elimination of workplace injuries/illnesses is dependent on the identification of the causes and is therefore committed to providing the resources necessary to take action to prevent them.
- (c) In order to achieve these aims, the club recognises the importance of effective risk analysis in the processes we control and the work we perform. Our risk analysis procedure will focus on:
 - (i) Risk/hazard identification
 - (ii) Risk/hazard analysis/evaluation
 - (iii) Risk/hazard control
 - (iv) Risk procedure monitoring and review

The club recognises the important and vital contribution that our workers make in this process and shall consult in accordance with our consultation policy and procedure.

- (d) The club will adopt a preventative approach to reduce the number and severity of injuries resulting from work place tasks involving manual handling. We support the preventative approach outlined in national and state legislation.
- (e) Manual handling and ergonomic design issues will be addressed proactively using a systematic process of identification, assessment and control. The organisation encourages a shared responsibility between management, work teams and all workers, for compliance with the aims and procedures outlined.
- (f) The club recognizes that work related musculoskeletal injuries arising from manual handling can affect all workers. It will take all reasonable steps to reduce, and eliminate the sources of these injuries by making diligent attempts to avoid putting workers at risk.

Expectations and Responsibilities

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- Assist in the development of control plans for their area with workers.
- Implement approved control plans within their area of responsibility.
- Participate in the evaluation of controls implemented.
- Eliminate risk procedures with mechanical aids.
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Workers

- Attend training as appropriate and enable them to actively participate in the manual-handling program.
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- Report to the manager any manual task that they believe may be hazardous and/or of concern to their health and safety.
- Participate in identifying and prioritizing manual task concerns in their area.
- Participate where appropriate in the assessment of the task.
- Participate in developing the control plan.
- Give feedback on the success of the control plan.
- Use any mechanical aids which have been provided for their use.
- Inform the manager if they are unable to undertake their normal manual handling duties for any reason.
- Not undertake any manual handling operation which they believe is beyond their capability.

Procedure

Risk/Hazard Identification:

The following tools will be used to develop the skills and identify risks/hazards:

- (i) Hazard Logging
- (ii) Risk Assessment Procedure
- (iii) Results from safety inspections
- (iv) Hazard Register

Hazard Logging:

Hazards will be identified and recorded through a log book, available at Bar¹.

To ensure hazards are removed systematically, workers are invited to enter hazards into the log book and draw them to the attention of the appropriate manager/supervisor.

The manager/ supervisor shall, if s/he agrees with the hazard, take steps to rectify the hazard within 48 hours of entry.

If the manager/ supervisor does not agree with the hazard it shall be referred to the Director of Occupational Health and Safety for investigation.

The worker and the manager/supervisor are to sign the hazard off the register once the hazard has been removed. If the hazard cannot be removed immediately then temporary control of the hazard, such as flagging the area off, should be taken.

Risk Assessment:

The purpose of risk assessment is to identify potential hazards associated with a job, assess the level of risk identified hazards present and put in place appropriate control measures to prevent the hazard from causing harm.

The 'HOW' of Risk Assessment:

The identification cycle within risk assessment commences with breaking the job down into logical steps and then examining those steps for potential hazards, assessing their impact and choosing a control method. To facilitate this process a Risk Assessment form is used.

When to do a Risk Assessment:

A risk assessment is to be done for all jobs which are to be done by an individual, or group of individuals, who have not recently done that specific job and for which no recent Risk Assessment has been completed, or for which a Standard Work Instruction (SWI) does not exist.

Where there is no recent SWI, the existing SWI is to be reviewed and modified as necessary using Risk Assessment procedures.

All new/modified plant/equipment shall undergo this process to ensure all hazards are controlled prior to commissioning.

Who carries out the Risk Assessment?

The Risk Assessment should be conducted as part of the work plan for doing the job and is conducted by the person or persons doing a particular job. Upon completion of the job, the risk assessment should be returned to the Director of OH&S.

What Does the Director of OH&S Do With It?

The Director will establish with workers whether there is the need for a SWI to be developed. If so, s/he will facilitate the development of a SWI. If not, s/he will file the risk assessment for future use by the group.

Results from Safety Inspection:

To achieve the stated commitments of this policy and combat the risk of injury or illness the worker or members complete a Safety Inspection. This provides the Director with the ability to identify and monitor potential or existing hazards and implement timely corrective action.

The Safety Inspection identifies risks such as:

- General Safety
- Emergency Procedures/Emergency Officers
- Buildings, Floors and Lighting
- Storage Facilities
- First Aid Facilities
- Workstation Safety
- Screen based equipment
- Kitchen Facilities
- Occupational Overuse
- Electrical Safety
- IT Specific
- Biological Hazards
- Compressed Gases

Following the safety inspection, members will present their findings and discuss possible solutions with the Director of OH&S. The report will be filed in the Hazard Log. A copy of the report must also be given to respective managers/supervisors for review and action.

Hazard Register - Risk/Hazard Analysis/Evaluation:

The club will create a hazard register for managers/ supervisors to record the inspection findings and proposed solutions which will include the following:

- The hazard identified during the inspection
- The proposed solution or action
- The priority of the action
- Status of the action

The managers/supervisors must sign off on the inspection and allocate responsibility for agreed actions within an agreed time frame.

All actions taken must be recorded on the hazard register whether they are minor or major.

It is the managers/supervisors responsibility to follow up with outstanding actions. The club will provide support to managers/supervisors if they need any assistance.

If there are any outstanding hazard items at the end of the quarter they will be carried over to the next quarter and kept on the checklist until they are completed.

Risk Evaluation Tool

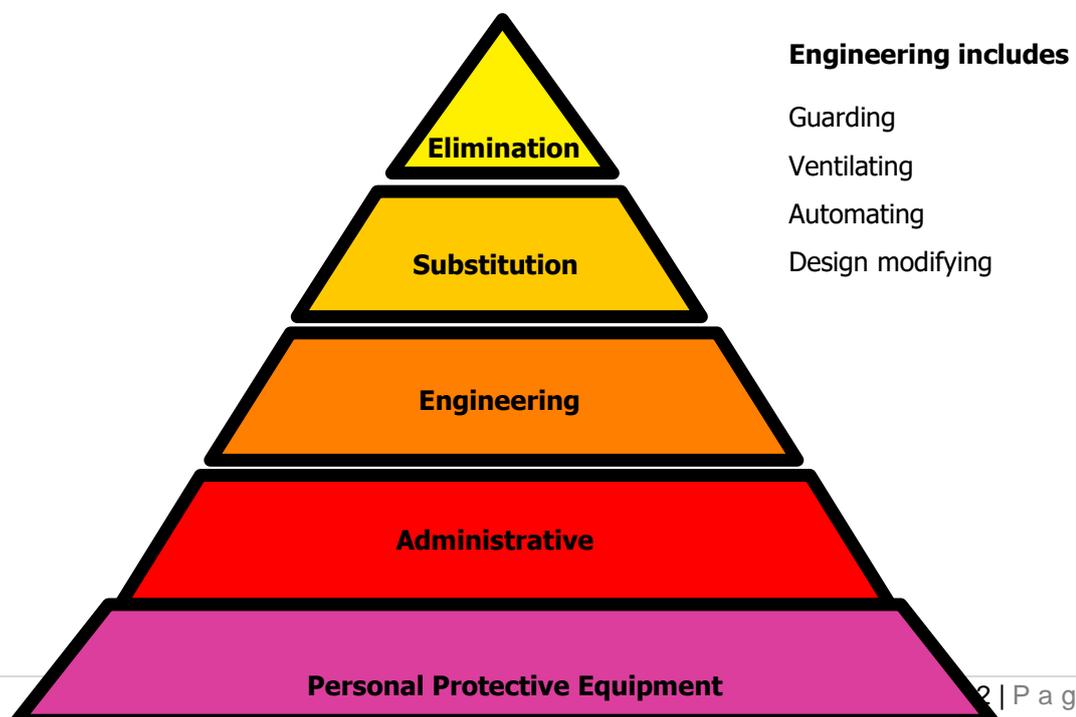
The following Risk Score Calculator will be provided as a tool for analysing risk and determining priority.

Probability

Consequence	Practically impossible	Not likely to occur	Could occur or "I've heard of it happening"	Known to occur or "it has happened"	Common or repeated occurrence
No lost time	2	3	4	5	6
Minor lost time injury or illness	3	4	5	6	7
Moderate lost time injury or illness	4	5	6	7	8
Serious lost time injury or illness	5	6	7	8	9
Fatality or permanent disability.	6	7	8	9	10

SCALE OF PRIORITY: 2 – 3 LOW, 4 – 6 MEDIUM, 7- 10 HIGH

Risk/Hazard Control



Hierarchy of control

The use of the hierarchy of control ensures that the best and most effective controls are implemented.

The effectiveness of control mechanisms reduces as you move down the pyramid, with the most effective control being elimination of the hazard and the least effective being the use of personal protective equipment.

The aim should be to use the highest level of control which can be applied. The methods which remove or contain the hazard are more effective than those which rely on a behaviour change for implementation.

The use of more than one control assists in effective management.

All controls implemented should be checked to ensure they are effectively controlling the hazard and risk.

Proposed Risk Control measures will be discussed with workers working with the risk and in conjunction with the OHS Committee if required.

Risk Monitoring & Review Procedure

Risks identified as being of low/acceptable risk will be reviewed annually.

All workers shall be trained in these procedures and the use of hazard registration.

The Registers will be monitored by the managers/supervisors and the Director of OH&S.

All potential "medium - high" risk tasks shall be subjected to an annual Job Safety Analysis by the managers/supervisors.

ISSUE RESOLUTION POLICY

- (a) In accordance with the club's legislative obligations, the club is committed to the effective and efficient resolution of health and safety issues through a process of agreed consultation between management and workers.
- (b) All reasonable efforts to achieve a timely, final and effective resolution of a health and safety issue will be undertaken in accordance with the agreed procedure as prescribed in this policy.

Procedure

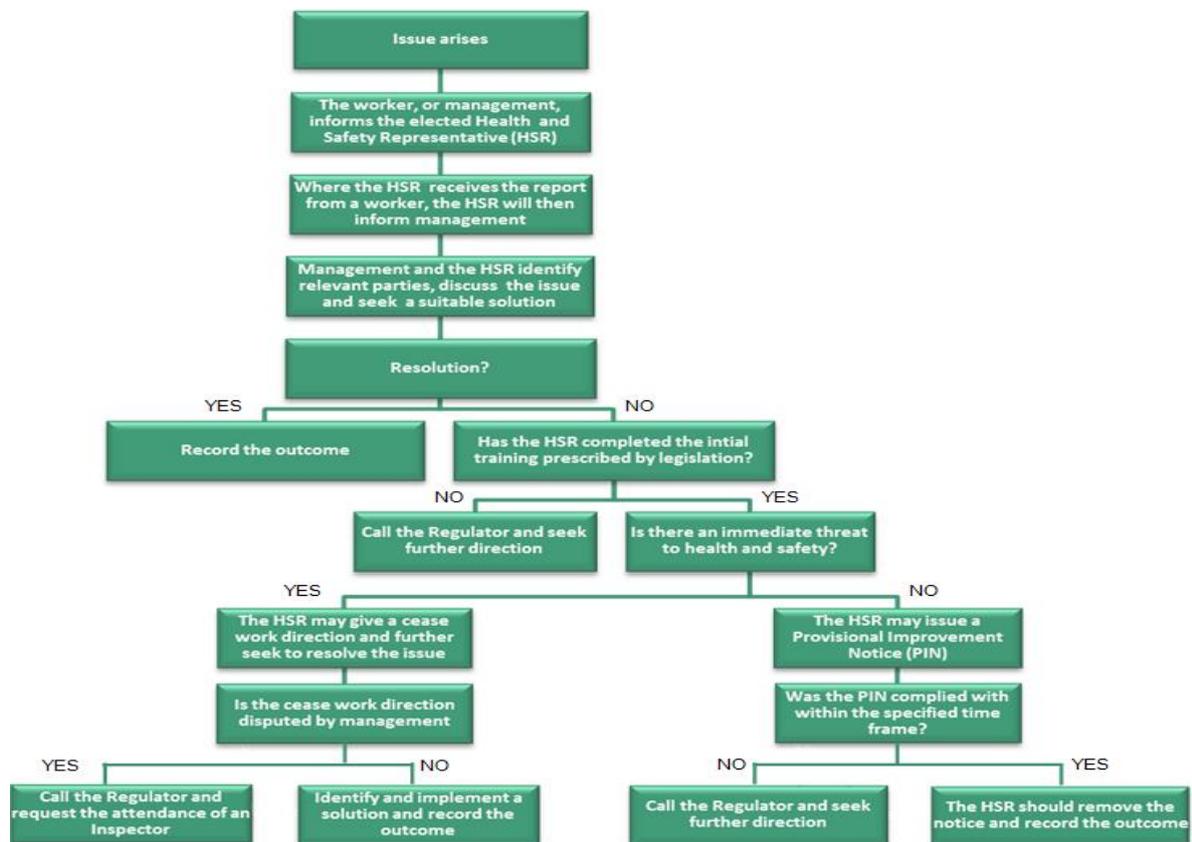
Stage 1 – Notification of an Issue:

- (a) If a worker or member identifies a health and safety issue, s/he should immediately notify the:
 - (i) Director of Health and Safety ;
 - (ii) Manager, if there is no D of O H&S; or
 - (iii) Responsible Management Representative,
- (b) If a management representative identifies a health and safety issue (or has been informed of the issue by a worker other than a D of OH&S), he/she should immediately notify the:
 - (i) D of OH&S;
 - (ii) If the D of OH&S is not available, a Club Board member.

Stage 2 - Issue Resolution:

- (a) Upon informing management of the health and safety issue, management and the D of OH&S should identify relevant parties to discuss the issue. The appropriate group of nominated management and worker should meet as soon as possible to discuss the issue and seek a suitable solution.
- (b) Resolution must take into consideration the following questions where relevant:
 - (i) Can the hazard or risk be isolated?
 - (ii) Which and how many workers are affected by it?
 - (iii) Are appropriate temporary measures possible or desirable?
 - (iv) Is environmental monitoring necessary or desirable?
 - (v) How long will it take to permanently correct the hazard or risk?
 - (vi) Who is responsible for performing and overseeing the correction?
- (c) All agreed resolutions shall be documented/recorded and implemented as soon as possible.
- (d) Where the issue remains unresolved through the above process it may be necessary for the parties to seek further advice and refer the issue to the OHS Committee for consideration. The parties may also refer the issue to a higher level of management for discussion and resolution.

Issue Resolution Flow Chart



Note: The person to whom a PIN was issued may within 7 days ask the regulator to appoint an inspector to review the notice. The inspector may confirm, modify or cancel the notice.

REHABILITATION/RETURN TO WORK POLICY

The health and welfare of all workers at the club will remain an ongoing priority. The club is committed to the prevention of injuries or illness and to a workplace that is safe. It is recognized however that injuries may occur. In such an event the club is committed to the practice of Occupational Rehabilitation. Depending on the injury the club will assist the injured worker to remain at work wherever reasonably practicable or to return to suitable work at the earliest opportunity.

Procedure

- (a) Return to work/injury management planning should commence as soon as possible after an injury, consistent with medical advice.
- (b) Provided it is safe and without risks to health, remaining at or early return to work following injury is a normal expectation of this workplace.

- (c) Treatment, return to work activities and any reasonably necessary occupational rehabilitation services should begin as soon as they are necessary.
- (d) If a worker has partial work capacity, suitable employment, including modified or alternative duties, should be made available at the earliest opportunity, consistent with medical opinion.
- (e) An individual return to work plan should be developed with the worker where they have partial or no capacity for work as soon as practicable. Generally, this plan should be developed once an injury claim has been accepted by the relevant authority/insurer/agent in consultation with the required parties, which include the worker as the injured person, their treating practitioner, manager/supervisor and the organisations "Return to Work Coordinator" and/or insurer. If the worker has some capacity for work, an offer of suitable employment should also be included in the plan.
- (f) Participation in a return to work plan will not prejudice the worker as the injured person
- (g) Confidentiality of information obtained during or as part of the process will be maintained.
- (h) The objective of the rehabilitation process is to safely return the worker to pre-injury hours and duties.

Expectations and Responsibilities

Return to Work Coordinator.

Return to Work Coordinator – Director of OH&S

Our Return to Work Coordinator will attend the appropriate training.

Following any workplace injury our Return to Work Coordinator will:

- (a) On notification of an injury or incident, notify the relevant authority/insurer/agent.
- (b) Ensure register of injuries is completed.
- (c) Send required documents to the relevant authority/agent//insurer as soon as possible. Documents that are to be included, where relevant, are: the worker's claim form, employer injury claim report, certificate of capacity and any other necessary documents.
- (d) Documents are to be forwarded to the agent within 10 days after receiving a claim.
- (e) Contact the injured worker and his/her treating practitioner to implement the commitments outlined in the risk management program and the organisations return to work policy.
- (f) Determine the need for any occupational rehabilitation assistance in consultation with the injured worker and his/her treating practitioner and when

appropriate refer to the club's nominated approved occupational rehabilitation provider.

- (g) Develop a return to work plan and offer of suitable employment in conjunction with the relevant manager/supervisor, injured worker, medical practitioner and if involved the approved occupational rehabilitation provider. The plan and offer must cover the duration of the certificate of capacity and be in accordance with medical advice.
- (h) Revise the plan and offer of suitable employment when any relevant changes have occurred as noted on the certificate of capacity, such as the worker's injury, work capacity or if the worker is having difficulty performing their duties.
- (i) Send current certificates of capacity to the agent/insurer as well as a copy of the return to work plan and offer of suitable employment (if necessary) each time the plan is revised or a new one developed.
- (j) Monitor the progress of an injured worker's capacity to return to work.
- (k) Take steps, as far as reasonably practicable, to prevent recurrence or aggravation of the relevant injury upon the worker's return to work.
- (l) Maintain communication with the worker, manager, treating practitioner and occupational rehabilitation provider throughout the return to work process.

Manager/Supervisor:

In conjunction with the Return to Work Coordinator, supervisors/managers are required to:

- (a) File an incident/hazard report upon notification of the injury.
- (b) Complete the employer section of the worker's claim form and acknowledge receipt of the claim in writing as soon as practicable. The relevant manager/supervisor must also complete an employer injury claim report and forward to the Return to Work Coordinator.
- (c) Ensure that the club's commitment to rehabilitation is carried out and clearly communicated to all workers within their work area and that suitable duties are made available where practicable.
- (d) Maintain regular contact with the injured worker, in consultation with the Return to Work Coordinator, whilst the worker is unfit for work and or working modified duties.
- (e) Actively co-operate and assist the Return to Work Coordinator in the development of appropriate return to work plans and offers of suitable employment and ensure the worker has endorsed and signed off on the plan and offer.
- (f) Continue to evaluate and update the return to work plan and offer of suitable employment to reflect the certificate of capacity.
- (g) Create a supportive work environment for rehabilitating workers.

- (h) Monitor, supervise and support worker s returning to work, in consultation with the Return to Work Coordinator.
- (i) The club must provide suitable employment for 12 months from the date the claim for weekly payments is accepted if the worker is unable to return to pre-injury employment.
- (j) After the above time period, if the worker has not been cleared to resume suitable employment, the club may have cause to terminate the employment of the worker. Managers/supervisors should contact Director of OH&S for assistance when considering termination of employment.

Workers:

- (a) Where any incident results in workers requiring medical consultation and/or time off work, workers should fill out a worker's claim form and obtain a certificate of capacity.
- (b) Continue to obtain valid certificates of capacity until able to return to suitable employment.
- (c) Actively participate and co-operate in his/her rehabilitation program and return to work and/or injury management plan.
- (d) Make reasonable efforts to return to work in suitable employment.
- (e) Acknowledge that the return to work process is designed to be progressive and therefore duties should be reviewed on a regular basis consistent with medical advice.
- (f) Report any aggravations to the Return to Work Coordinator.

Approved Occupational Rehabilitation Provider

Details regarding the organisations nominated approved occupational rehabilitation provider can be obtained through the Return to Work Coordinator. The Return to Work Coordinator should ensure that the occupational rehabilitation provider is experienced in occupational medicine and injuries, and is familiar with the workplace. They should assess and plan each person's rehabilitation individually, and ensure the worker's confidentiality.

Consultation

Consultation and communication with all workers and/or representatives in the development and review of our occupational rehabilitation program should occur in accordance with legislative requirements.