



5. Work, Health and Safety Manual



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5.1 General

Policy

PlayAbility is committed to ensuring a safe and healthy environment and work practices for all staff, children, families, carers, and the wider community.

To fulfill our responsibilities under the law and to achieve our commitment to safety PlayAbility will:

- Provide information, training and supervision for all employees enabling them to work in a safe and healthy manner
- Ensure ongoing checks are completed and identified issues rectified in a timely manner

Note: The working environment is considered anywhere staff may go to attend work, including the park, working at home, or visiting children in their own home.

Procedures

PlayAbility will minimise and manage potential safety hazards to staff, children and their families through our Risk Management process- for further details refer to the Risk Management Policy.

All records relating to WHS will be maintained safely and securely in the [Risk/Incident/Accident Register](#).

Safety Training and Awareness

All staff will complete an induction program on commencement that includes:

- Infection Prevention and Control
- Support staff are also required to complete the following training courses:
 - Manual Handling
 - Waste Management
 - All staff handling food must undertake a food handling course
 - All PlayAbility staff working directly with children are to hold a current First Aid certificate
- PlayAbility has implemented safety instructions for staff to follow for safety related risks.
- This includes:
 - Sensory Gym

- Hygiene
- Food Handling
- Sun smart
- Child Safety
- Staff are briefed on relevant safety instructions as part of their induction program, with periodic reminders are part of team meetings.
- For further details please refer to Human Resources Policy Manual.

Safety Hazards Identification and Monitoring

All staff are required to monitor safety compliance, equipment, and the environment on an ongoing basis. If it is practical and safety to do so- staff should put in immediately controls to eliminate or reduce the risk. If not, then they should raise their concerns with their supervisor.

PlayAbility have implemented a safety check schedule. Further details are listed in the Internal Audit Program Spreadsheet under the Periodic Actions Schedule tab.

The relevant manager is responsible for the completion of the safety checks in their area of responsibility.

Completed checklists are stored in the Risk/Incident/Accident Register actions arising are documented in the Completed Audits and Actions Arising Register within the Internal Audit Program Spreadsheet.

Site and service specific risks and issue resolution

The site manager is responsible for ensuring all site-specific hazards, including risks associated with tasks are identified, eliminated, or managed and controls are documented and communicated to staff.

Wherever possible, any safety concerns will be resolved through consultation with the staff member and their manager. If reasonable efforts have been made to resolve an issue and it remains unresolved, any party to the issue can ask SafeWork NSW to assist in resolving the matter.

Responsibilities

The manager is responsible for:

- Keeping management abreast of current and emerging safety hazards and controls
- Providing guidance to staff on safety related matters

- Completing safety inspections and related checks
- Ensuring that:
 - Safety policy, procedures and instructions are communicated to all staff.
 - Work Health and Safety orientation and ongoing training in safe work practices is provided to all staff including in identifying and managing risks.
 - Risk assessments have been carried out correctly and all staff are fully briefed and updated on assessments, including before home visits.

All staff are responsible for:

- Taking all practical steps for their own health and safety and that of others affected by their actions at work, including by ensuring that work areas are safe
- Attending required safety training and following safety and related procedures and instructions
- Raising safety concerns, hazards, and suggestions
- Reporting near misses and incidents as per the [2.13 Incident Reporting and Management Policy](#)

Document Review

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5.2 Infection Prevention and Control

Policy

As all communicable and infectious diseases are potentially serious, PlayAbility will act to minimise the spread and risk of infectious disease and illness. This includes by ensuring that staff are trained and equipped and there is the appropriate storage, handling, and disposal of waste and infectious or hazardous substances.

In the event of a declared epidemic or pandemic PlayAbility will aim to prevent the transmission of infectious disease and minimise risks to staff and families in line with directions from authorised public health officers and recognised medical authorities.

Procedures

- PlayAbility staff are to complete Infection Prevention and Control Training on induction and every two years following
- PlayAbility staff are to read and follow safety rules which are detailed in the Hygiene and the Food Handling Safety Instructions.
- All PlayAbility sites and services will have first aid kits and disposable gloves.
- PlayAbility will provide information, instructions, training, and supervision to ensure the adoption of safe systems of work. This will include information on the risk factors associated with infections, transmission situations that pose increased risk of exposure and actions to be taken should accidental exposure occur. This will also include safe and appropriate handling of the waste or substances, including the use of PPE or any other clothing required when handling the waste or substances.
- PlayAbility will promote a consciousness of immunisation and support all staff and families to access information regarding immunisations.
- PlayAbility has the right to advise families to visit their doctor, if staff are concerned a child may have a potential serious disease or a potential infectious disease or will be unable to participate in normal activities to the detriment of their safety or other children's safety.
- If an outbreak of a vaccine preventable disease occurs, children who are not immunised or are too young to have been immunised will be excluded under the advice from the NSW Department of Health.
- If there has been a case of infectious disease or illness at the service, PlayAbility will notify parents through our website, social media, email, or phone / text.

- Staff, children, and families must be excluded when they have an illness or infectious disease such as a respiratory infection, diarrhoea, any vaccine preventable disease, or a transmissible skin infection. The [NSW Government Health Department's Infectious diseases of childhood fact sheet](#) advises of the minimum exclusion times, this applies to play groups, play sessions, therapy based and early childhood sessions.
- Notification of infection control of communicable diseases will be reported to the Commonwealth's National Notifiable Diseases Surveillance System (NNDSS), in accordance with Australian National Notifiable Diseases and Case management.

Epidemic / Pandemic

The following procedures are to be implemented on top of daily practices stated in the Hygiene Safety Instructions.

Staff are to:

- Wash hands with soap for 20 seconds or apply an alcohol-based hand sanitiser:
 - upon arrival to the office
 - before and after each session
 - after coughing or sneezing
- Request visitors and children to wash their hands with soap for 20 seconds or apply an alcohol-based hand sanitiser:
 - on arrival
 - after each cough or sneeze
- Request visitors sign in and alert them to any information on our infection control procedures and ask them to sign the declaration form or other entry procedures as required.
- End any sessions where a person is persistently coughing or sneezing and/or has other symptoms of a possible infectious disease.
- Avoid touching their eyes, nose, and mouth and avoid shaking hands as well as requesting others to do so also.
- Cover their mouth and nose with a bent elbow or tissue when coughing or sneezing as well as requesting others to do so also. The tissue is to be disposed of immediately.
- If the coughing or sneezing is persistent and is presenting as a symptom of the infection or contagion the staff member is to leave the office.
- Staff are to maintain social distancing requirements where possible and follow advice on social numbers of people in each room.

- Staff must self-assess prior to attending work if they are experiencing any symptoms related to the epidemic / pandemic and follow public health guidelines. This may include calling a hotline or contacting their GP. Staff are not to attend work if they are experiencing symptoms.
- Staff are to follow any guidelines provided regarding scheduling, working from home or suspension of services.
- Staff are to phone parents prior to the home visit, community visit, or centre-based visit to verbally screen them for any symptoms.

At the end of a session staff are to:

- Wipe down all surfaces, toys, equipment, door handles and railings with alcohol wipes
- Remove all soft furniture and equipment from rooms accessed by visitors. This includes:
 - couches, chairs, pillows
 - soft toys such as dolls and dress up clothing.
 - lycra slings and tunnels. The exception is if the sling is washed in between uses or is used for one child only each week.
- Leave only basic shelves, chairs and tables that can be easily cleaned within the room.
- Staff using centres are to wipe down their workspaces with alcohol-based wipes at the end of each day and to ensure all items in the kitchen are thoroughly cleaned and put away.

COVID-19 Vaccinations

PlayAbility has and will continue to support employees to access the COVID-19 vaccine if it is their choice to do so. In doing so, PlayAbility will uphold its values of inclusion, respect individual differences and aim to provide a safe workplace and service free of discrimination.

PlayAbility will comply with NSW Government regulations and public health orders and communicate any changes to work arrangements and service delivery to staff.

With the roll out of the COVID-19 vaccine, PlayAbility will work together with employees to:

- Provide leave or paid time off to access the vaccine
- Access up-to-date and reliable information about the vaccine

- Explore alternative work arrangements and non-contact models of service delivery so far as these options meet government regulations, funding body requirements and are financially sustainable

At this point in time, it is Australian Government policy that vaccination is freely available and voluntary.

PlayAbility will only require employees to be vaccinated where:

- A specific law (such as a public health order) requires an employee to be vaccinated
- The requirement is permitted by an enterprise agreement or employment contract
- It would be lawful and reasonable to give an employee a direction to be vaccinated. In doing so PlayAbility would consider the:
 - circumstances for the employee, their duties and tier of work (see fair work)
 - nature of the workplace and risk management practices in place
 - extent of in-person contact with the public, level of risk of transmission
 - extent of in-person contact with other employees, level of risk of transmission
 - legitimacy of reason for not being vaccinated
 - extent of community transmission in the Bega Valley
 - terms of the public health order announced
 - effectiveness of the vaccine at reducing the risk of transmission or serious illness
 - vaccine availability
 - possibility the direction may discriminate against an employee directly or indirectly
 - possibility the direction is prohibited under legislation, industrial instruments, and contracts of employment
- PlayAbility will only collect vaccination information about employees if the collection:
 - Is for a lawful purpose directly related to its functions and activities
 - Reasonably necessary for the functions and activities of the service

Reasonable steps will be taken to ensure collection does not unreasonably intrude on the employees' personal affairs and there is a clear and justifiable reason. Collection will be determined by public health advice and / or work, health, and

safety legislation. Under the *Health Records and Information Privacy Act 2002* (HRIP), employee consent is not required if the information is collected:

- For a lawful purpose that is necessary for the function of the service
- Relevant to the purpose for which it was collected, accurate and not excessive or intrusive
- From the individual concerned unless unreasonable or practical to do so
- In a way that the individual is made aware of the *Health Privacy Principles* (HPP's)

PlayAbility will only collect, use, store, or disclose employee health information related to the COVID-19 vaccine in compliance with the HRIP Act and in line with our Confidentiality and Privacy Policy.

PlayAbility understands that it may be held liable for any adverse reactions their workers may experience if vaccination is mandated.

PlayAbility recognises that employees are protected under the *Anti-Discrimination Act 1977*. Under the act there are exceptions in compliance with other laws and for reasonable measures to protect public health. For example, it is not unlawful to discriminate against someone if the discrimination is necessary to comply with another law or regulation, including a public health order of if the discrimination is reasonably necessary to protect public health (COVID-19).

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5.3 Emergency Management

Policy

The safety and wellbeing of each child, staff member and others is paramount above any other consideration in the time of an emergency or evacuation.

PlayAbility will take all reasonable practical measures to eliminate or minimise risks that could result in an emergency and implement systems to reduce the impact should an emergency occur.

Also refer to the PlayAbility [Emergency and Disaster Management Plan](#).

Procedures

Emergency Evacuation Procedures

Emergency evacuation plans will be prominently displayed near each exit and indicate evacuation routes and assembly points.

- Exit points will be kept unlocked and clear.
- The Emergency Evacuation Procedure and Drill will be practised and documented every 3 months.
- PlayAbility centres will have fire extinguishers and fire blankets readily available, especially in areas where fires are likely to start, such as the kitchen. Smoke detectors will be checked regularly, and batteries replaced when needed.
- Staff are provided with training on how to use fire extinguishers, fire blankets and other emergency equipment.
- Fire extinguishers, fire blankets and other emergency equipment will be tested by recognised authorities as recommended by the manufacturer. All tests must be documented.
- Emergency procedures will be discussed with children and their family/carer and regular information will be provided.
- Informal games and discussions will be used to familiarise children with the service's evacuation and emergency procedures.
- Families will be asked to sign in and out of the attendance book so they can be quickly accounted for in the event of an emergency.

Emergency Response

An evacuation may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, siege, flood, gas leak or some other external threat. A lock down may be implemented in the event of a snake, vermin or other dangerous animal, a threat, dangerous situation, or natural disaster within the community.

In the case of an emergency that requires an evacuation of the building staff are to:

- Raise the alarm by calmly evacuating the building through the safest route.
- Ensure any children are accompanied by an adult.
- Ask people to proceed quickly but do not run.
- Doors and windows are closed - but only if it safe to do so.
- If anyone refuses to leave, staff are to make a note of their whereabouts, and advise emergences services as soon as they arrive that someone is still in the building.
- Collect sign in books, vehicle keys and mobile phone only if it is safe to do so.
- Meet at the assembly point or alternative safe location.
- Call emergency services (dial 000)
- Complete a head count to make sure everybody has been accounted for.
- Do not re-enter the building until authorised to do so.

In the event of a lockdown emergency staff are to:

- Identify a safe area and then direct people to move to and remain there until the issue is resolved.
- Ensure the building or room is secure against unauthorised entry.
- Phone emergency services (dial 000)

An [incident report form](#) must be completed following an emergency.

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5.4 Home Visiting

Policy

PlayAbility is committed to providing a range of services to families in their home and recognises the benefits and evidence linked to this delivery mode but also recognises that safety considerations for home visiting are paramount and as such have implemented the following processes to assist to identify and manage potential risks.

Procedures

Prior to conducting home visits, staff must ensure the following procedure is followed.

Initial intake meeting	Complete at a centre, or another neutral location such as school or playgroup
Document review	<p>Review all information about the family and the child that has been collected:</p> <ul style="list-style-type: none"> • during the intake meeting and other conversations with the family • from the referring agency • located in the intake form and existing client files <p>Ascertain any potential risks such as whether the family is involved with FACS or has any current court order. Complete the first section of the online Home Visit Risk Assessment Form</p>
Telephone contact	<p>Complete the second section of the form over the phone with the help of the child's family or carer, gathering any possible environmental risk factors such as the safety of the home</p> <p>Note: Ask questions as part of a general conversation, or alternatively explain the requirement to complete the Home Visit Risk Assessment Form before a home can occur</p>
Rate risk	<p>Using the information gathered to rate the level of risk</p> <p>High or extreme risk = do not visit the family – centre-based visit is recommended</p> <p>Medium risk = Visit should only proceed with the Manager's approval. The risks associated with the visit must be reassessed and other options considered</p> <p>Low risk = Visit the family, ensure control options are followed</p>

	Staff who are uncertain as to the level of risk involved in a home visit must discuss the situation with their manager before carrying out a home visit
Identify and agree on controls	<p>Discuss in consultation with manager and the family if controls can be implemented to reduce the risk. Controls may include:</p> <ul style="list-style-type: none"> • Two people must attend each visit • Pets are suitably restrained • Alternative location used s i.e., centre-based sessions, childcare etc. <p>The risk management plan must be documented and uploaded to the child or parents' file</p>
Initial home visit	<ul style="list-style-type: none"> • Two staff members should attend • The visit must be conducted during office (daylight) hours

Note: if the level of risk is too high and cannot be mitigated, explain, and document the reasons and refer to a more appropriate provider.

Staff SHOULD NOT conduct home visits if

- The assessed risk of aggression is 'high' or 'extreme'.
- Violence is known to have recently occurred and the perpetrator is at the address or is likely to return or arrive during the visit.
- A person present is exhibiting signs of aggression and/or intoxication.

Preparing for a Home Visit:

- Contact the family on the day of the visit to confirm arrangements including to confirm no one in the home has contracted or is experiencing symptoms of an infectious disease.
- Ensure that the vehicle has petrol and is well maintained, including a first aid kit.
- Check that mobile phone is charged and in good working order with 000 and the relevant office numbers programmed into the speed dial function, and the Emergency+ app is installed.

Communication Strategy

Before going on the visit:

- Advise a staff member in the office:

- Departure time
- Address
- Length of visit
- Expected return time
- Who is going?
- If there is no one available call or text a manager or another colleague.
- The staff member is to document details and set an alarm/reminder.

At the end of the visit the staff member must confirm their safe departure.

If a staff member receives a call or text from someone at risk, ask the nature of the crisis and ask what is needed or ask the appropriate “yes’ and ‘no’ questions to gather information if the staff member is not able to talk freely. If the staff member states the organisational code words, call Emergency on 000 or respond accordingly.

If the staff member notes that the expected return time has passed, and they have not heard anything they should:

- Attempt to phone the staff member to ensure everything is ok.
- Listen out for the organisational code words or unusual behaviour.
- Contact emergency services (dial 000) if unable to make contact.

Carrying Out a Home Visit

Staff are to implement the following for all home visits:

- If an unfamiliar person opens the door, make sure the parent/carer is home and that it is safe before entering.
- Ask whether there are other people at home. Be aware of the presence of others.
- Consciously conduct a mini-risk assessment on arrival at every visit to consider whether anyone present is agitated or distressed, displaying threatening or aggressive behaviour
- mentally unwell, displaying behaviours that are out of character, incoherent etc.
- Do not enter the home if people are arguing, there is a smell of or likelihood that people are using alcohol or drugs, if there are any weapons or potential weapons e.g., knives, scissors, fire poker in view, dangerous animals off leash etc.

- Keep phone and keys in hand or on body -If two staff members are attending the visit, ensure both have phones.
- Be aware of the house layout and exit routes.
- Take note of all potential hazards and report them on return to the office
- NEVER attempt to physically stop violent behaviour or get involved in arguments.
- Consider the risk that a child or their families may make allegations of misconduct against staff. Limit the possibility of this occurring by following PlayAbility's policies and procedures, reminding parents to remain in the room and refraining from going into bedrooms and bathrooms alone with a child.
- If a medical emergency arises call 000.
- **Note** -all home visits are to be conducted during daylight hours

Leave immediately If there is a potential safety risk due to aggression etc.:

- Drive to a safe location and then contact the office, or if urgent, the police and then manager.
- if necessary, proceed to the nearest police station.

Note: Refer to “Staff Back Up or Help” training, which is discussed periodically in team and staff meetings.

Safety Tips When Visiting a Home:

- Check the signal strength of the mobile phone at the location.
- Park so that the exit is not easily blocked - do not park in the driveway or in front of the house, park the vehicle facing the direction of the safest exit route.
- Reconsider entering properties that have high levels of security devices such as electronic or self-locking doors/gates that may prevent a quick escape.
- After knocking, close the security/wire door and stand to one side away from the danger of an abruptly opened door.
- Trust any instincts that may predict impending danger e.g., rapid heartbeat, cold sweat, dry mouth.

After the visit staff are to:

- Report any incident or significant observations or hazards.
- Document any incidents, concerns, or significant observations in notes
- Speak to your manager if you need debriefing, counselling, or support services.



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5.5 Transporting Children

Policy

PlayAbility provides company vehicles for staff members to use to visit and transport children that are transport disadvantaged – where the child cannot access a service without PlayAbility support such as providing transport for children to attend appointments.

PlayAbility aims to provide children with timely, comfortable, and safe transport

Children must not be transported without a parent or caregiver present.

Procedure

Assessing Genuine Need for Transportation

If the child can access the needed service staff are to refrain from providing transport assistance.

Staff are to use the following questions to assess if there is a genuine need for transportation.

Questions to consider:	
Is the child unable to access the needed service without direct staff intervention and support?	
Does the child have particular social, physical, or psychological issues whereby without transport assistance they would not access relevant support and services? For example, does the child have a particular mental health condition, such as agoraphobia that requires direct support from the relevant member of staff to access appropriate services?	
Is the child in financial hardship and unable to access needed support and services?	If yes, can the child be provided with assistance in the form of bus or taxi vouchers as a one-off or short-term measure?
Is the transport assistance required for one-off and/or short periods of time? For example, as they are unwell?	

Does transporting the child meet their genuine needs and the objectives of the organisation; as opposed to meeting staff interests, convenience and/or needs?

In the case of Early Intervention children who are also Family Support clients is there a genuine need for transportation to attend Early Intervention sessions e.g., no reasonable availability to public transport to make appointments on time without the need for excessive unnecessary waiting period before or after?

If it has been determined that a child has a genuine need for transportation assistance, staff will use a risk assessment prior to transporting the child to ensure that their safety is not compromised:

- Is there sufficient awareness about the child (i.e., behaviors, harassment etc.)?
- Does the child or family member /carer appear to be under the influence of alcohol or drugs or is the child displaying any signs of aggression which could place you at risk? If yes, members of staff are not authorised to transport the child.
- Do you have the use of a fully charged mobile phone?
- Have you notified another staff member details of the travel, and when you expect to return?

If a staff member arrives at a child's home and feels unsafe or unsure of the situation, the staff member must cancel the transport and debrief with their Team Manager.

Behaviour Disturbances

- At the first sign of concern the driver must pull over and park in the closest safe place.
- Every effort must be made to diffuse the situation and calm the situation but if the behaviour continues or becomes more aggressive, the staff member must call the PlayAbility office or their Team Manager for assistance.
- In extreme cases, call emergency services 000 for assistance.
- On the return to the office, an incident report must be completed.

Employees are encouraged to take advantage of the [Employee Assistance Program \(see policy 4.8\)](#) if they have encountered challenging situations/behaviors with children or their family.

Vehicle Safety

- All PlayAbility vehicles will be fitted with approved child restraints and kept clean and free of loose objects.
- Childproof locks will be used on doors and windows.
- All cars will be regularly serviced and maintained through PlayAbility's documented maintenance program.
- All cars will contain a fire extinguisher and first aid kit.

Transporting Children

Staff will transport children in accordance with the National Child Restraint Laws at all times, ensuring all children have been secured in the correct child restraint before commencing travel.

- Children 0 – 6 months must be secured in an approved rear facing car restraint
- Children 6 months to 4 years must be secured in either a rear or forward-facing child restraint
- Children 4 years or younger cannot travel in the front seat of a vehicle with two or more rows
- Children 4 to 7 years must be secured in an approved forward-facing restraint with an inbuilt harness or approved booster seat.
- A booster seat is recommended for children from 7 who are too small (usually less than 145cm tall) to be restrained by a seat belt.
- Children in booster seats must be restrained by a suitable lap and sash seatbelt that is properly adjusted and fastened, or by a suitable approved child safety harness.
- All child restraints must be Australian Standard approved.
- Children are not to be left unsupervised in a vehicle.

In the interest of safety and based on recommendations by manufactures, PlayAbility's policy requires no child under the age of 12 years travels in the front seat under any circumstances.

PlayAbility Vehicles

Please see policy [3.9 Company Vehicles for procedures](#) relating to the use of company vehicles and driver licensing requirements.

- Under no circumstances will children be transported in cases of medical emergencies - an ambulance must be called.
- No member of staff will be expected to transport a child in any situation that might be compromising to the staff member or the child.

Use of Personal Vehicles

Private vehicles should only be used when there is not a PlayAbility vehicle available and cancelling or changing the travel arrangements would cause major inconvenience/stress for the child and/or their family. It should not be an ongoing arrangement.

Vehicle Safety

Policy

PlayAbility is committed to the safety of employees when they use their own vehicle to deliver services. This policy is aimed to ensure employees are aware of their responsibilities to; maintain a roadworthy vehicle, make decisions which manage risks to themselves, manage records and report incidents.

Under this policy an employee must provide current copies of their:

- Valid driver's license
- Vehicle registration, which includes CTP
- Comprehensive insurance

Employees are responsible for:

- The road worthiness of their vehicle
- Planning their trips to be as efficient in the use of their time as possible
- Maintaining records of their travel for reimbursement or for tax purposes
- Their personal safety about managing risks such as:
 - Having sufficient time to drive safely between locations
 - Weather, traffic or road conditions
 - Sleepiness or drowsiness
 - Distractions when driving
 - Storage of goods or resources in the vehicle
- Reporting of Incidents to their manager
- Infringement notices received whilst driving for work



PlayAbility is responsible for:

- The collection and confidential storage of personal information
- Supporting employees to make decisions that minimise risks when travelling by vehicle
- Supporting employees to alter their plans for travel based on circumstances as they arise
- Supporting employees through the Incident reporting process

Document Review

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5.6 Return to Work Policy

PlayAbility recognises that there are substantial benefits to be gained from rehabilitation principles and practices and is committed to implementing them at this workplace.

PlayAbility is committed to:

- Promoting a positive culture that promotes recovery at work, including by providing appropriate suitable duties where possible
- Respecting the confidential nature of medical and rehabilitation information ensuring both verbal and written confidentiality including by keeping rehabilitation files secure
- Ensuring all staff are aware that, in the event of injury or illness, they will be consulted to ensure a structured and safe return to work that will not disadvantage them

Rights and obligations

Staff are obliged to:

- Notify PlayAbility as soon as possible after a work-related injury occurs
- Participate and cooperate in establishing an injury management plan and return to work plan (if required)
- Comply with agreed plans and any medical restrictions
- Authorise their nominated treating doctor to provide relevant information to their insurer or employer using the certificate of capacity, claim form or other form of authority
- Make all reasonable efforts to recover at work

Staff have the right to:

- Nominate their own nominated treating doctor and rehabilitation provider
- Be consulted and involved in identifying suitable work and developing their recover at work plan
- Privacy and confidentiality
- Access mechanisms for resolving complaints and disputes
- Protection from dismissal because they are not fit for employment resulting from the injury, within six months of first becoming unfit for employment

After an incident

If a staff member is injured at work or suffers a work-related illness they are to:

- Complete an incident report
- Consult a doctor and obtain a Certificate of Capacity (medical certificate) and provide to PlayAbility.

On receipt PlayAbility will review the information to ensure that all the relevant details have been submitted, then:

- Lodge the claim with their workers compensation insurer
- A staff member has six (6) months of the date of injury to lodge a claim
- Depending upon the circumstances surrounding the incident an investigation may be conducted
- PlayAbility will gain the staff members informed consent to gather and exchange information relevant to the injury or illness

The insurer will contact the injured staff member to discuss the incident and may request further information. They will then decide whether the claim will be accepted or not.

Refer to the [2.13 Incident Reporting Policy](#) for further details.

Return to Work

PlayAbility offers staff suitable work, where reasonably practicable, so injured staff can recover at work. This may be alternate or modified and/or reduced hours depending on the nature of the injury/illness and the requirements detailed in the Certificate of Capacity. Duties are to be time limited, monitored closely and regularly upgraded towards pre-injury hours and duties where appropriate.

PlayAbility, in consultation with the staff member, will develop a Recover at Work Plan; an individual plan to manage recovery at work.

A return to full preinjury duties and hours will only be permissible once a Certificate of Capacity is obtained which states that the staff member is fit.

Dispute Prevention and Resolution

Staff are urged to raise any issues at an early stage to their manager or their claim manager (workers compensation insurance provider) depending on who the grievance relates to.

Every effort should be made to resolve a grievance or dispute through open communication between the manager, injured staff member, nominated treating doctor, rehabilitation provider (if appointed) and where relevant any nominated representative of the staff member.

The staff member may also contact the insurer direct as well as (in NSW):

- SIRA Customer Service Centre
 - Phone 13 10 50 or website = www.sira.nsw.gov.au
- Workers Compensation Independent Review Officer (WIRO)
 - Phone 13 94 76 or website www.wiro.nsw.gov.au
- Workers Compensation Commission (WCC)
 - Phone 1300 368 040 or website www.wcc.nsw.gov.au

Also refer to the Staff Grievance Policy, accessible via the Human Resources Policy Manual.

Administration

At all times, PlayAbility will obtain the staff members informed consent to exchange information, maintain confidential files, to restrict access to the files and store them securely.

Playability will pass on any wages amount advised by the insurer, based on legislative requirements.

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Safety Instructions 1: Child Safety

Purpose	To provide instructions on methods to be used to provide a safe environment when working with children
Scope	Children's services
Risks	Burns, cuts, falls, electrocution etc.
Steps taken to minimise risks	
Equipment and toys	<ul style="list-style-type: none"> • Check children's equipment regularly • Remove any broken toys
Hazardous substances, and objects	<ul style="list-style-type: none"> • Store all dangerous chemicals and objects (including knives and batteries) out of children's reach or in a locked cupboard •
Out of bound areas	<ul style="list-style-type: none"> • Keep children away from unsafe areas such as the kitchen • Shut gates
Slips, trips, and falls	<ul style="list-style-type: none"> • Clean up spills immediately • Keep a look out for and report slip/ trip/fall hazards
Other safety precautions	<ul style="list-style-type: none"> • Ensure all power plugs have safety covers

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Safety Instructions 2: Food Handling

Purpose	To detail required food handling practices
Scope	All sites and services when food is prepared and /or served
Risks	Food poisoning, illness
Steps taken to minimise risks	
Hand hygiene	<ul style="list-style-type: none"> • Staff are to wash their hands thoroughly before preparing or serving food
Storage	<ul style="list-style-type: none"> • Packaged foods are to be stored in sealed containers in cupboards with labels and best before dates • All cold foods must be refrigerated or frozen within 30 mins of purchase • If potentially hazardous food is out of temperature control: <ul style="list-style-type: none"> ○ for less than 2 hours - refrigerate or use immediately ○ between 2 and 4 hours - use immediately ○ for more than 4 hours - throw it away • Raw meat must be kept away from cooked foods including not being stored above cooked food • When transporting and storing food for excursions etc. safe preparation, storage and handling practices are to be maintained
Temperature monitoring	<ul style="list-style-type: none"> • Thermometers are stored in fridges and monitored to remain under 5 degrees • Freezer temperature must remain under -18 degrees
Food preparation	<ul style="list-style-type: none"> • Food must be prepared in designated areas only • Separate utensils and chopping boards are to be used for raw and cooked foods to prevent cross contamination
Food service	<ul style="list-style-type: none"> • Hot food is to be served above 60 degrees Celsius (to kill germs) • Cold foods are kept below 5 degrees Celsius (to slow germ growth)
Cleaning	<ul style="list-style-type: none"> • Dishes are to be washed in hot, soapy water after each use. • Benches and floors are to be cleaned daily, then sanitised using a sanitiser spray and paper towel • Green colour coded cleaning cloths/mops are to be used for cleaning in kitchen and other food preparation areas • Benches are to be sanitized prior to use
PPE	<ul style="list-style-type: none"> • Disposable gloves are to be worn when preparing and handling food
Other precautions	<ul style="list-style-type: none"> • Staff must not handle food if they are unwell



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Safety Instructions 3: Hygiene

Purpose	To provide instructions to maintain the highest practicable hygiene standards
Scope	All sites and services
Risks	Illness or infection
Steps taken to minimise risks	
Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Staff are to wear gloves when attending to cuts, abrasions and at any other time when they will be in direct contact with bodily fluids including changing nappies, toileting etc. • Used PPE must be disposed of into a plastic bag and into the outside bin
Hand hygiene	<ul style="list-style-type: none"> • Wash and dry hands before each meal, after toileting, nappy changes) and the handling of any animals • Staff are to also wash their hands before serving food, after assisting children with nose wiping and before and after administering first aid
Toileting	<ul style="list-style-type: none"> • Staff are to encourage children to flush the toilet themselves • Toilets are to be disinfected as required
Nappy changes	<ul style="list-style-type: none"> • The change table is to be disinfected after each nappy change • Used nappies are to be placed into the designated rubbish bin
Eating and drinking	<ul style="list-style-type: none"> • Food must only be prepared in designated areas • Children are to be encouraged not to share food, drink, cups, and cutlery • Utensils and food dropped on the floor are not to be used
Cleaning	<ul style="list-style-type: none"> • Dishes are to be washed in hot, soapy water • Benches and floors are to be cleaned daily, then sanitised using a sanitiser spray and paper towel • Colour coded cleaning cloths/mops are to be used for specific areas

	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Colour code: BLUE - General cleaning (low risk areas) GREEN - Kitchen and food preparation areas RED - Toilet and bathrooms</p> </div> <ul style="list-style-type: none"> • Garbage bins are to be washed and sterilised once a week • Toys are to be wiped over with a disinfectant wipe after each playgroup or play session • When cleaning spills of bodily fluid such as blood, urine, or vomit: <ul style="list-style-type: none"> - isolate the area - wear disposable gloves - soak up the fluid with paper towel - dispose of the paper towel into a plastic bag and into the outside bin - clean the area with disinfectant
PPE	<ul style="list-style-type: none"> • Staff are to wear gloves when attending to cuts, abrasions and at any other time when they will be in direct contact with bodily fluids
Other safety precautions	<ul style="list-style-type: none"> • All external windows must be fitted with fly screens

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Safety Instructions 4: Sun Smart

Purpose	To provide instructions on methods to be implemented to protect staff, children, and others from harmful UV rays
Scope	All services which conduct activities outside
Risks	Sun burn, heat stroke, dehydration
Steps taken to minimise risks	
Communication	<ul style="list-style-type: none"> • Skin cancer prevention and awareness will be included in appropriate teaching activities and games etc. • Staff are to discuss Sun Smart requirements with new families
Preparation	<ul style="list-style-type: none"> • Outdoor activities are to be avoided during peak UV times (UV Index is above 8) • Outdoor activities with babies are not to be scheduled when UV levels reach 3 and above. • Check the UV levels online using the Sun Smart Widget (www.sunsmart.com.au/uv-sun-protection/uv/uv-widget) • Ensure shaded areas are available in planned location
Before session	<ul style="list-style-type: none"> • Staff are to confirm that families have applied broad spectrum sunscreen with an SPF of 30+ • Sunscreen should be liberally applied to clean, dry skin, 15-20 minutes before staff, children and families go outside (unless there is a valid reason for this not to occur)
During session	<ul style="list-style-type: none"> • Reapply sunscreen every two hours – and more frequently if children are involved with water play, are perspiring, or have washed face and hands • Sunscreen may be applied to babies on small areas of skin that is not protected by clothing or a hat when sun exposure is unavoidable. • A no hat play in the shade rule will be enforced- hats must have wide brims to protect the neck, face, and ears. Caps are not recommended • Staff will role model safe practices and encourage parents to do the same • Drinking water must be accessible for children and families • Seek out shade when working with babies outside (even when cloudy)
Other safety precautions	<ul style="list-style-type: none"> • PlayAbility will provide a broad-spectrum, water-resistant sunscreen that is labelled as SPF30 or higher



	<ul style="list-style-type: none">• Staff will be encouraged to keep up to date with information and resources through contact with the education service at Cancer Council NSW and SunSmart resources
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Safety Instructions 5: Sensory Gym

Purpose	To provide instructions on the safe set up and use of the Sensory Gym to provide a safe experience for all children and staff
Scope	Sensory Gym
Risks	Injury from falling, slipping, twisting, landing, or bumping into other people or equipment etc.
Steps taken to minimise risk of injury	
Set up	<ul style="list-style-type: none"> • 100 mm gymnastic matting • Crash pillows and other crash matting
Prior to session starting	<ul style="list-style-type: none"> • Check Liability Waiver and Hold Harmless Agreement has been signed • Check with the parents / carers if there are any current health issues that may increase the risks of injury whilst on the equipment • Remind everyone of the rules before entering the gym: <ul style="list-style-type: none"> – shoes off – listen, slow down and think first – climb up and down carefully – ask for help
During the session	<ul style="list-style-type: none"> • Only one child at a time on the equipment • Children to be always supported by a staff member whilst on the equipment (may include physically supporting children whilst climbing) • Parents / carers to be encouraged to participate in supporting their child on the equipment • Parents / carers to be encouraged to observe and inform staff if they see any potential risks • Parents / carers to be asked to refrain from using their mobile phones
Weekly actions	<ul style="list-style-type: none"> • Safety inspection, with maintenance of the equipment to a safe level as required
Other safety precautions	<ul style="list-style-type: none"> • Communication of potential risks and control strategies, including through signage i.e., “high fall risk”, “no shoes”, “no jumping”, “no phones” etc. • Training and reminders for relevant staff

Use of equipment outside of a session



If parents arrange to use the sensory gym for their child's recreation use, the parents / carers will be responsible for their child whilst they are using the equipment. PlayAbility will ensure a staff member is present to oversee use of the equipment.

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Appendix 1: Risk Matrix

		Consequences				
		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	Almost certain	Moderate	High	High	Extreme	Extreme
	Likely	Moderate	Moderate	High	Extreme	Extreme
	Possible	Low	Moderate	High	High	Extreme
	Unlikely	Low	Low	Moderate	High	High
	Rare	Low	Low	Low	Moderate	High

Definition of consequences

Impact	Explanation	Examples
Insignificant	Events which may have no impact	<ul style="list-style-type: none"> Accident with no injury, no medical or first aid treatment required Feedback from stakeholder
Minor	Events which may have a limited impact	<ul style="list-style-type: none"> Physical discomfort, injury or illness requiring first aid treatment only Isolated or one-off event Procedural breach, evidence of good faith Minor complaint(s) or criticism
Moderate	Events which may have a significant short-term impact or a low impact over a long-term	<ul style="list-style-type: none"> Injury or illness requiring medical treatment Temporary loss of key people Multiple complaints
Major	Significant events with the possibility of ongoing impact	<ul style="list-style-type: none"> Hospitalisation, ongoing symptoms Loss of key people for a significant time Inability to provide services for a period Breach of law or regulation leading to investigation, warning, or minor fine. Damage to stakeholder relationships

Catastrophic	Events which may cause an extremely significant impact	<ul style="list-style-type: none">• Death or permanent disability• Protracted unavailability of critical people• Inability to provide services for an extended period• Threat to business viability• Significant fines, legal action and/or threat to registration• Widespread media reporting, substantial damage to relationships
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Appendix 2: Further Information and Links

[Australian National Notifiable Diseases and Case management](#)

[Australian Road Rules NSW](#)

[Epidemic/Pandemic Policy; Institute of Company Directors](#)

[Exclusion Periods Explained](#)

[Food Authority NSW](#)

[Food Authority NSW - Health and Hygiene Requirements of Food Handlers](#)

[Food Standards](#)

[National Child Restraint Laws](#)

[NSW Government Health](#)

[NSW Government Health, Infectious Diseases of Childhood fact sheet](#)

[Online Food Safety Training \(Free\)](#)

[Safe Work NSW](#)

[Safe Work NSW Emergency Plans](#)

[Staying Healthy 5th Edition – Preventing infectious diseases in Early Childhood](#)

[Education](#)

[Sunsmart resources](#)

[WHS and NDS Disability Safe](#)