



Australian  
**Chiropractic  
College**

## **WORK HEALTH AND SAFETY**

### **Policies and Procedures**

# Australian Chiropractic College

## WORK HEALTH AND SAFETY Policies and Procedures

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## 1. OVERVIEW - WORK HEALTH AND SAFETY POLICY AND PROCEDURES

### Introduction

The ACC is committed to the health, safety and wellbeing of all employees, students, visitors, and contractors. This policy demonstrates the ACC's commitment to providing a safe environment for work and study in accordance with relevant legislation and standards.

### Key legislation and standards

Key legislation, regulations and standards relevant to, and underpinning this Policy are listed below.

The ACC operates in compliance with the harmonised Work Health and Safety legislation enacted in South Australia from 1 January 2013.

Work Health and Safety Act 2011 (Clth)  
Work Health and Safety Act 2012 (SA)  
Work Health and Safety Regulations 2012 (SA)  
SafeWork Australia – Model Codes of Practice  
SafeWork SA - Codes of Practice  
Standards Australia  
Dangerous Substances Act 1979  
Radiation Protection & Control Act 1982  
Return to Work Act 2014

### Policy principles

The key principles of the Work Health and Safety Act 2012 (SA) are consistent with long established occupational health and safety standards.

The Act:

- establishes health and safety duties, including the primary duty to protect any person from exposure to hazards and risks that arise from work
- provides for worker representation, consultation and participation including through Health and Safety Representatives and Health and Safety Committees
- enables compliance and enforcement through SafeWork SA, the regulator, and
- provides for the creation of regulations and Codes of Practice.

In line with this, the ACC is committed to providing a workplace that is as healthy and safe as is reasonably practicable in order to achieve its vision and goals.

The ACC will meet its legislative duties of care using a risk management approach to:

- Protect the health, safety and environment of employees, students and others at the campus.
- Ensure effective representation, consultation and cooperation to address health, safety and environment issues in the workplace.
- Ensure adequate human and financial resources are allocated to support health and safety
- Promote information, education and training on health, safety and environment matters
- Provide effective compliance and enforcement measures.

- Promote wellbeing initiatives for staff and students.
- Deliver continuous improvement and progressively higher health, safety and environment standards.
- Ensure effective governance arrangements are in place, including monitoring and reporting to the Board.

## Responsibilities

The Board, the Finance, Audit and Risk Management Committee, and the Executive leaders (President, General Manager, Academic Services Manager, and Academic Dean) ensure:

- Adequate human and financial resources are provided including external expertise where required
- Effective health, safety and injury management systems are in place
- Oversight of the system and monitoring of its effectiveness
- Direction is provided at a strategic level
- Knowledge of due diligence obligations as Officers under the WHS Act is maintained.

**Senior staff, managers and supervisors** show due diligence and take reasonable steps to ensure:

- Hazards associated with core business are systematically identified, risks assessed, controls implemented and effectiveness reviewed
- Tasks are allocated to suitable employees
- Consultation with employees and students occurs to enable them to contribute to risk management decisions
- Employees and students understand the process for reporting hazards and incidents
- Information, training and instruction is provided to students, employees and others where relevant
- Employee wellbeing activities are supported
- Return to work plans are implemented and suitable duties are provided for injured employees.

**Staff (otherwise referred to as 'employees') and students** must follow reasonable instructions and work practices to maintain the health and safety of themselves and others, particularly when conducting experimental or untested activities.

**Contractors, visitors and others** in university workplaces must take reasonable care of their own health and safety and for that of others who may be affected by their acts or omissions. They must be aware and comply with applicable College health and safety policies, procedures and practices as advised through induction or other means.

## Reporting

A quarterly Health and Safety report is provided to the ACC Finance, Audit and Risk Committee and through it to the ACC Board, detailing Health and Safety initiatives, activities, risk issues, incidents and other information as required. All records are retained in accordance with legislative requirements.

## Sub-policies and Sub-procedures

As indicated in the Table of Contents, a wide range of sub-policies and procedures are addressed in the following pages, canvassing:

- Emergencies and incidents
- Ergonomics
- First Aid
- Personal health and safety
- Safe working environment
- Sexual Assault and Sexual Harassment (SASH)
- Workplace health and safety, including Workplace Bullying and Word-related Violence

A *Compendium of Health and Safety Reference Material*, which contains check lists, safety data sheets and other helpful reference material is maintained by, and available from Corporate Services.

## Review

The ACC's *Health and Safety Policy and Procedures* and its various Sub-Policies and Sub-Procedures are reviewed by the Board every three years, or sooner in response to changes in relevant legislation or guidelines, and as determined by the Board.

## Version Control

<b>Document:</b> C007 Work Health and Safety Policy and Procedures		
<b>Responsible Officer:</b> General Manager		
<b>V1.0</b>	<b>Initially Approved by:</b> Board of Directors	<b>Date:</b> 19 October 2016
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<b>V2.1</b>	<b>Reviewed and approved by:</b> Board of Directors	<b>Date:</b> 27 July 2021
	<b>Version:</b> V2.1	<b>Replaces Version(s):</b> V2.0
	<b>Nature of Change</b>	<p>September 2020</p> <ul style="list-style-type: none"> <li>• Integrated and incorporated all WHS policies and procedures into one document.</li> <li>• Added Sexual Assault and Sexual Harassment policy and procedure</li> <li>• Changed the title of some WHS policies</li> <li>• Added a list of definitions</li> <li>• Ensured appropriate and consistent terminology across all WHS policies</li> <li>• Major and minor edits to text and formatting</li> </ul> <p>June 2021</p> <ul style="list-style-type: none"> <li>• Added procedure on how to manage a critical incident during and afterwards</li> </ul>

**Definitions Note:**

Definitions relevant to each Sub-policy and Sub-procedures are limited to those definitions which are not provided in the text, or may not be self-evident, or for which usage at ACC may differ to that in other higher education institutions.

Notwithstanding, some definitions are common to a number of the Sub-policies and Sub-procedures, and a number of these are listed below:

**ACC:** Acronym for the Australian Chiropractic College, also referred to as 'The College'

**Associate:** Individuals who are not staff or students of the College but who are formally associated with the College in the delivery of its programs.

**Employee:** Refers to an ACC staff member.

**Incident:** An **incident** in workplace health and safety terms refers to a work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred or could have occurred.

**Hazard:** A source or a situation with the potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these. Examples include physical, psychological or psycho-social, radiation, manual tasks, biological, chemical and electrical.

**Incident:** In Workplace Health and Safety is a work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred or could have occurred.

**Critical incident:** Any event or series of events that is sudden, overwhelming, threatening or protracted, and which includes an event or activity or action that results in, or has the potential to result in serious illness or severe injury or death to a person(s), or inflict serious harm or damage or destruction to a building, or business premises or plant or equipment or data stored therein.

**Incident Register:** An official record that is maintained by an organisation or a company that provides details of all incidents that occur in the workplace, including the date, time and nature of the incident, the person(s) involved, the manager responsible for action, the action(s) taken, the outcome(s) and, if relevant, the means of ongoing review.

**Individual(s):** ACC staff and students (prospective, current and former), and other individuals associated with the College such as external providers, practicum hosts and contractors.

**Management:** Senior Staff of the ACC with management responsibilities for ACC policies and procedures, other staff, students, and/or business operations of the ACC.

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

## 2. AMENITIES POLICY AND PROCEDURES

### Purpose

This policy articulates the means whereby the ACC campus amenities are kept clean, safe and functional for staff, students and visitors to use.

### Scope

Staff of the ACC assigned with amenities cleaning and maintenance duties.

### Policy and Procedures

Daily shift procedures for relevant staff ensure that the amenities are in an appropriate state prior to the commencement of each day. Any issues that may pose a safety risk will thereby be addressed immediately.

Those staff responsible for maintaining the amenities will periodically check them during the day and conduct an assessment if an individual has advised of an amenities issue.

Any going issues will be assessed for the best plan of action. Where action is required that falls beyond the scope of a staff member's duties, such as a faulty cistern, staff are required to report the matter to management so that appropriate action can be take (e.g. organise repairs).

Cleaning equipment is provided, and staff are expected to exercise reasonable safety when using this cleaning equipment and chemical cleaning substances.

Staff who are unfamiliar with the equipment or chemicals used, are referred to safety information regarding the equipment and chemicals (Safety Data Sheets), which are included in a Compendium of Health and Safety Reference Material maintained by, and available from Corporate Services.

Staff are also required to consult with management to ensure appropriate guidance on the use of unfamiliar equipment or chemicals.

All those using cleaning chemicals are required to use protective clothing or equipment (such as gloves) and to understand and be able to deploy safety procedures relating to unintended exposure (e.g. eye splashes). Should unintended exposure occur, staff are expected to take the appropriate first aid action immediately, to note the incident in the incident register, and report it to management as soon as possible.

Staff responsibilities regarding Amenities cleaning and maintenance is incorporated in bi-annual staff induction programs.

### 3. ASBESTOS MANAGEMENT PLAN

#### Purpose

This plan indicates the responsibilities of the ACC and its staff for the safe management of asbestos in any elements of the ACC premises.

#### Scope

The plan applies to ACC Corporate Services management, ACC staff and contractors to ACC.

#### Definitions

**Asbestos:** A term used to refer to six naturally occurring silicate minerals. All are composed of long and thin fibrous [crystals](#), each fibre being composed of many microscopic 'fibrils' that can be released into the atmosphere by abrasion and other processes. For many years it was used as a building material. However, it is now a well-known health and safety hazard. Inhalation of asbestos fibres can lead to various serious lung conditions, including asbestosis and cancer.

**Asbestosis:** A chronic lung disease caused by the inhalation of asbestos fibres.

**Asbestos Register:** The Asbestos Register is a document that lists all identified (or presumed) asbestos in a workplace. The Asbestos Register must record any asbestos or asbestos containing materials (ACM) that has been identified or is likely to be present at the workplace from time to time. The Register includes the date on which the asbestos or ACM was identified, the location, type and condition of the asbestos; or it states that no asbestos or ACM is identified at the workplace, if the person knows that no asbestos or ACM is identified or is likely to be present from time to time at the workplace.

Section 425 of the WHS Regulations requires that all properties constructed up to 31 December 2003 are required to have an Asbestos Register created for the property. A person with management or control of a workplace must ensure an Asbestos Register is prepared and kept at the workplace. The Asbestos Register must be maintained, to ensure the information in the register is up-to-date.

#### Policy

The ACC acknowledges that Asbestos is a highly hazardous substance, should not be disturbed if possible, and, if disturbed, requires special management procedures.

The premises in which the ACC building operates is known to contain asbestos.

As the building was built before 31 December 2003, and is known to contain asbestos, an asbestos register has been prepared.

ACC requires that:

- Where any work is required to be carried out on the premises by a contractor, that contractor must be provided access to the asbestos register.

- Any work that risks disturbing asbestos must be carried out in a safe manner that does not put anyone at risk as a result of the activity.
- Workers who carry out activities involving the removal of asbestos, must be licensed and trained to do so.
- Workers carrying out work that may otherwise affect asbestos in the premises must be trained for this purpose.
- Evidence of such licensing and/or training must be provided to the management prior to work commencing on the premises.
- Any incidents involving asbestos and which constitute a notifiable event must be reported to SafeWork SA as soon as practicable, so that appropriate steps can be taken.
- Should any worker at the premises, have reason to believe that disturbance of any asbestos may have occurred, or is imminent, or someone else has indicated to a worker that a disturbance may have occurred, or may be imminent, they should report it to management as soon as possible.
- All workers at the premises should be familiar with the location of the asbestos register, and be familiar with the details of the register, including asbestos locations.

The ACC's requirements for workers regarding Asbestos Management is incorporated in bi-annual staff induction and student orientation programs, and contractor engagement processes.

## 4. BLACKOUTS AND POWER LOSS POLICY

### Purpose

This Policy is designed to ensure that all workers on ACC premises are aware of action to be taken in the event of power loss to the premises or aspects thereof.

### Scope

All staff, students and other workers at the ACC.

### Policy

The ACC is committed to ensuring that, In the event of a power loss to the premises, priority is given to the safety of those within the building, and also to those arriving at, or leaving, the premises.

Workers will be familiarised with procedures relating to power loss, in particular when an event occurs when there is little or no natural light within, or outside, the building.

Subsequently, in reduced natural light conditions, efforts will be made to further reduce potential risk, by notifying those, who are due to attend the premises during the power loss period, not to attend.

It is recognised that power loss may render equipment at the premises unusable and may propose a hazard if it's use is continued. Staff and students are therefore notified as to where a hazard may be associated with power loss, and they are advised that, in the event of power loss, use of the equipment should cease.

Examples are provided to ensure a good understanding of power loss impacts in equipment and activities. One such examples is power loss to a clinical practice room, which may impact on the type of treatment that should/should not be administered. In this example, without power the adjusting table is considered unusable for safe use and for the clinical purposes intended, and computers cannot provide access to the clinical notes on the which the staff and/or students require to determine and subsequently record appropriate treatment.

Staff and student responsibilities regarding action to be taken in the event of Power Loss is incorporated in bi-annual staff induction and student orientation programs.

## 5. BUILDING SECURITY POLICY

### Purpose

This policy statement is to alert all staff and students of the ACC to the College's commitment to ensuring that its premises, staff and students, and the information stored within the premises are protected from access by and damage caused by unauthorised persons.

### Scope

This policy relates to ACC staff employees and students, and contractors of the ACC.

### Definitions

**Sensitive information:** Means information about an individual's health status, or other information about an individual's behaviour or their status as a student or staff member or other person associated with the College.

**Unauthorised access:** Unauthorised access to ACC premises refers to an employee (staff) or student or contractor or member of the public (for instance client or visitor) entering areas of the premises that are off-limits to them, regardless of the means of entry. The most common ways in physical security breaches occur are:

- Using stolen or lost keys, security passes, or fobs;
- Entering via an unlocked door;
- Tailgating (following an authorised person through a security door or gate);
- Hacking smart keys;
- Levering or breaking down a weak door;
- Convincing an authorised person from inside the business to allow access.

Unauthorised access also refers to persons (whether staff, students, contractors, clients or visitors) accessing the ACC networks, data, endpoints, applications or devices, without receiving permission.

Depending on the context in which it occurs, unauthorised access can have serious consequences

**Unauthorised person(s):** In terms of Building Security, this means an individual who does not have the permission of relevant ACC staff to enter the ACC premises of particular parts thereof or to access or use the equipment or other facilities therein.

**Visitor:** Any person on the ACC premises who is not an employee, student or contractor of the ACC. Visitors to the ACC may include patients/clients, business associates, persons invited to attend functions/events/seminars or similar, any other person attending an appointment or meeting at the ACC and any members of the public seeking information about the ACC.

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

### Policy

The ACC recognises that maintaining building security is essential to ensuring that no unauthorised access to the premises occurs, whether when staff, students or others are present within or after working hours.

The College also recognises that compromising building security may in turn compromise the safety of workers and others, in or around the building, and that damage (malicious or unintended) to the building or equipment has the potential to render the building, or it's equipment, unsafe to use.

If an authorised party manages to gain entry to prohibited areas, this could result in injuries, theft, antisocial behaviour, or official records and sensitive information (that which is commercial or personal regarding staff students and patients) being compromised.

Given the current situation with coronavirus (COVID-19), unauthorised access could even spread infection.

The ACC has therefore taken the following steps to ensure building security and prevent unauthorised access:

- Locking of the premises during non-working hours;
- Clear signage of permitted points of ingress and egress;
- Demarcation of prohibited areas or areas where access is only permitted to particular personnel;
- Physical protection of fragile equipment and structures;
- Password protection for computers and other electronic equipment.

If at any time, either a worker or another individual reports to any ACC staff that the security of the building is, or may be at risk, then the staff concerned are expected to report this to management as soon as possible.

Worker responsibilities regarding Building Security are incorporated in bi-annual staff induction and student orientation programs.

## 6. CHILDREN IN THE WORKPLACE POLICY

### Purpose

This Policy outlines the ACC's expectations of staff and students in ensuring the safety of children in the workplace.

### Scope

This policy applies to all staff and students of the ACC

### Definitions

**Responsible person:** A responsible person refers to an adult (whether parent or staff member or student) of the ACC.

**Treatment tables or Adjusting Tables or Adjusting Treatment tables:** Specially ergonomically designed, adjusting chiropractic tables to accommodate all varieties of spinal correction, flexion, extension & rotation.

### Policy

The ACC recognises that some equipment within the premises may inherently pose a higher risk to children. The potential for serious, or catastrophic injury can be considerably greater.

Generally, children are not permitted in areas containing equipment that pose an inherent risk. This includes areas containing diagnostic equipment, adjusting tables or other devices.

There may be circumstances where the presence of a child/children may be requested for teaching purposes, in which case, the child will remain under strict supervision at all times, and never be left alone. Where possible, efforts will be made to ensure that hazardous equipment is removed from the area. During these occasions, the child/children must remain under strict control of a responsible person who is familiar with (has been inducted concerning) the safety policies of the ACC and is aware of potential hazards and how to avoid them.

In particular, treatment tables are a known hazard to children and have been responsible for fatal injuries. The ACC is aware of this risk and will only permit children near these tables under the above conditions. Further information is available from the section "*SafeWork Alert – Height adjustable treatment tables or beds*" in the Compendium of Health and Safety Reference Material maintained by, and available from Corporate Services.

Staff and student responsibilities regarding the safety of children in the workplace are emphasised in bi-annual staff induction and student orientation programs.

## 7. CONSULTATION, COOPERATION AND COORDINATION POLICY AND PROCEDURE

### Purpose

The purpose of this policy is to confirm the value placed by the ACC on regular consultation and teamwork between all workers at the College in the exercise of their responsibilities for maintaining workplace health and safety.

### Scope

This policy and procedure applies to all employees, students, associates and contractors of the ACC.

### Definitions

**Consultation:** Defined by Safe Work Australia, is a two-way process between management and workers which involves talking to each other about health and safety matters, listening to and raising concerns, seeking and sharing views and information, and *considering* what worker have to say before any decisions are made.

**Employee:** Refers to an ACC staff member.

**Party (Parties):** Refers to a person(s) directly involved in or affected by the matter concerned and has been indicated as an involved and/or affected party or parties previously.

**Supervisor:** Within the context of WHS Policies and Procedures, Supervisor may refer to the staff member/manager to whom a given staff member reports, and to the academic staff member or subject coordinator responsible for the health and safety of a student(s) in relation to a particular aspect of learning and teaching.

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

### Policy

The ACC recognises that consultation, co-operation and co-ordination between all employees and other workers attending the premises, forms a significant component of maintaining a safe, productive workplace.

The ACC has accordingly adopted the “*Work Health and Safety Consultation, Co-operation and Co-ordination Code of Practice*” issued by Safe Work Australia.

The key factors that entail good consultation, co-operation and co-ordination practices and that are supported by the ACC, include;

- All workers should be invited to contribute to discussions around safety.
- Consultation can occur at any time, not just during scheduled meetings.
- All contributions will be taken into account.
- Where shared duties exist, consultation, co-operation and co-ordination are considered key to effective system implementation.
- Consultation may take several forms including verbal or written.

- All consultation should be documented.

Triggers for consultation include, but are not limited to;

- A new identified hazard.
- A new equipment requiring training.
- Changes to procedures or policies.
- New policies and/or procedures required.
- A new intake of students.

## Procedure

This procedure sets out the system for enabling all workers of the ACC to be effectively involved in workplace health and safety issues relating to the ACC.

The procedure intends to ensure that the ACC will, so far as is reasonably practicable, consult with and involve employees and students (and/or their representatives), contractors and other workers as appropriate, in decisions regarding health and safety.

The OHS consultation process within the ACC will meet all relevant OHS legislative requirements.

Consultation will, so far as is reasonably practicable, include independent contractors and their employees engaged by the ACC where the ACC has effective control regarding health and safety.

The minimal scope of consultative issues relating to health and safety include:

- Identification and assessment of hazards and risks.
- Decisions concerning hazard and risk control measures.
- The adequacy of welfare facilities.
- Procedures for resolving health and safety issues.
- Procedures for consultation on health and safety.
- Monitoring health and workplace conditions for all workers.
- Provision of information and training.
- Health and safety committee membership.
- Changes to the workplace, plant, substances, equipment and materials used, and conduct of the work, that may affect the health and/or safety of all workers.

## Consultative Arrangements

The ACC will ensure, as far as is practicable, that relevant health and safety information relating to the minimal scope of consultative issues set out above is provided to employees and students, particularly through the forum of consultative meetings. Contractors will be involved along with staff and students as appropriate.

Managers will facilitate consultation by regularly meeting with groups of employees and students, or an individual employee or student or their representative, to enable health and safety issues, to be discussed and resolved.

The ACC will take into account the views of employees and students, and where appropriate also contractors, when making decisions.

Where possible, decisions involving health and safety issues will be made through consensus.

## **Principles for resolution of a health and safety matter of an affected employee or student or contractor seeking resolution.**

The ACC supports resolution of health and safety issues at the lowest possible level through respectful direct communications between the individuals concerned. However, it is acknowledged that this may not always be possible.

The ACC has therefore adopted the following Principles for the most effective and efficient resolution of health and safety issues.

- Whenever it is possible for an affected employee or student or contractor to rectify the risk issue or situation themselves, the ACC supports their taking appropriate immediate actions to rectify the situation.
- If the matter is not able to be resolved independently, the affected employee or student will raise the issue with their immediate Supervisor or, in the case of a contractor, the ACC manager who has contracted their services. The Supervisor or relevant ACC Manager will ensure that all employees, students and contractors who are affected by the issue are identified and that the issue is discussed with them.
- If the issue is not resolved the discussion of the issue will continue between the affected parties (employees and students and their Supervisors, and/or contractors and their relevant ACC Manager) or representative nominated by them.
- Any issue referred to a Supervisor or relevant ACC Manager will require that they ensure that either a progress report or a decision on the issue is communicated to the affected employee(s), student(s) and/or contractor(s) within seven (7) working days of the issue being first discussed.
- For employees and students, in the event that any issue involving the participation of (or requirement for the matter to be referred to) an ACC Manager, the ACC will require that Manager (or representative nominated by him/her) to ensure that either a progress report or a decision on the issue is communicated to the relevant Supervisor within seven (7) working days of the issue first being discussed between the Supervisor and affected employee(s) and/or student(s).

For contractors, the same requirement of the ACC Manager who has contracted their services applies.

- Any issue referred to a Supervisor will have a decision finalised by the Supervisor and, in the case of a contractor, the relevant ACC Manager (or representative nominated by him/her), within two (2) months of the issue first being raised.
- An employee or student or contractor who raises an WHS issue is able to appeal against the decision made. The grounds for any appeal include the justified belief by the affected employee or student or contractor that the issue has not been suitably understood by either the Supervisor or ACC Manager (or his/her nominated representative) in their decision.
- Once the decision of the Supervisor or ACC Manager (or his/her nominated representative) has been communicated to the affected employee(s), student(s) or contractor(s), the worker who raised the issue must appeal the decision within seven (7) days. An affected worker will not be able to appeal against a particular issue more than once.

These principles for the most efficient and effective resolution of and workplace health and safety issues are emphasised in bi-annual staff induction and student orientation programs and in business negotiations for the procurement of services from contractors.

## 8. DATA BREACH POLICY AND PROCEDURES

### Purpose

The ACC regards data security as a major risk area of any organization and accordingly this policy serves to clarify what is meant by 'data breach(es)' and the processes the College has put in place to manage any such breaches and mitigate their re-occurrence.

### Scope

This Policy and related Procedures applies to all individuals associated with the conduct of business by the ACC.

### Definitions

**Privacy:** When something is private to a *person*, it usually means that something is inherently special or sensitive to them. The domain of privacy partially overlaps with security, which can include the concepts of appropriate use, as well as protection of information. Privacy may also take the form of bodily integrity. It may also mean that individuals are not subject to unsanctioned invasions of privacy by a government, an institution or other bodies or authorities. In this document privacy is taken to mean privacy of information regarding ACC's staff, students and other individuals associated with the College .

**Privacy Act:** *The Privacy Act 1988* (Privacy Act) is the principal piece of Australian legislation protecting the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information in the federal public sector and in the private sector.

**Data Breach:** A data breach occurs when 'personal information' that an entity holds is subject to unauthorised access or disclosure, or is lost.

**Personal information:** Information about an identified individual, or an individual who is reasonably identifiable. Information that is not about an individual on its own can become personal information when it is combined with other information, if this combination results in an individual becoming 'reasonably identifiable' as a result.

**Eligible Data Breach:** An eligible data breach occurs when: there is unauthorised access to or unauthorised disclosure of personal information, or a loss of personal information, that an organisation or agency holds; this is likely to result in serious harm to one or more individuals, and the organisation or agency hasn't been able to prevent the likely risk of serious harm with remedial action.

An organisation or agency that suspects an eligible data breach may have occurred must quickly assess the incident to determine if it is likely to result in serious harm to any individual.

**NDB scheme (in Part IIIC of the Privacy Act):** The NDB scheme, or Notifiable Data Breach scheme, is a requirement that was developed by the Australian government for all agencies and organisations regulated under the [Privacy Act 1988](#). These entities are required to notify affected individuals and the Office of the Australian Information Commissioner (OAIC) when a data breach is likely to result in serious harm to individuals whose personal information is involved in the breach. First commenced

on 22 February 2018, the NDB scheme outlines exactly how an organisation should proceed when a breach occurs.

**The Commissioner:** Refers to the Australian Information Commissioner, who is an independent statutory office-holder in Australia, appointed under the [Australian Information Commissioner Act 2010](#) and operating within the Attorney-General's portfolio.

The Australian Information Commissioner heads the [Office of the Australian Information Commissioner](#), and has functions relating to [freedom of information](#), [privacy](#) and information policy.

## Policy and Procedures

The ACC is committed to managing personal information in accordance with the *Privacy Act 1988*, and the ACC's *Privacy Policy*. It therefore has procedures in place to mitigate the risk of any breach of privacy (referred to as 'data breach')

An 'eligible' data breach occurs when the following criteria are met:

- There is unauthorised access to or disclosure of personal information held by an entity (or information is lost in circumstances where unauthorised access or disclosure is likely to occur).
- This is likely to result in serious harm to any of the individuals to whom the information relates.
- The entity has been unable to prevent the likely risk of serious harm with remedial action.

The ACC will conduct an assessment if it is not clear if a suspected data breach meets the above criteria. The assessment will determine whether the breach is an 'eligible data breach' that triggers notification obligations.

A data breach may be caused by malicious action (by an external or insider party), human error, or a failure in information handling or security systems.

### Examples of data breaches include:

- Loss or theft of physical devices (such as laptops and storage devices) or paper records that contain personal information.
- Unauthorised access to personal information by an employee or student.
- Inadvertent disclosure of personal information due to 'human error', for example an email sent to the wrong person.
- Disclosure of an individual's personal information to a scammer, as a result of inadequate identity verification procedures.

### Consequences of a data breach:

Data breaches can cause significant harm in multiple ways. Individuals whose personal information is involved in a data breach may be at risk of serious harm, whether that is harm to their physical or mental well-being, financial loss, or damage to their reputation.

### Examples of harm include:

- Financial fraud including unauthorised credit card transactions or credit fraud

- Identity theft causing financial loss or emotional and psychological harm
- Family violence.
- Physical harm or intimidation.
- Reputational damage.
- Compromise commercial interests.

The NDB (Notifiable Data Breach) scheme in Part IIIC of the *Privacy Act 1988* requires entities to notify affected individuals and the Commissioner of certain data breaches.

As required under the NDB scheme, the ACC will notify individuals and the Commissioner about 'eligible data breaches'.

### **Data breach response plan:**

The actions taken by the ACC following a data breach will follow four key steps:

1. Contain
2. Assess
3. Notify
4. Review

**Step 1: Containment** of the data breach to prevent any further compromise of personal information.

This will involve stopping the unauthorised practice, recovering the records, and/or shutting down the system that was breached. If it is not practical to shut down the system, or if it would result in loss of evidence, then the ACC may revoke or change computer access privileges or address weaknesses in physical or electronic security.

**Step 2: Assessment** of the data breach by gathering the facts and evaluating the risks, including potential harm to affected individuals **and, where possible, taking action to remediate any risk of harm.** Such assessment will include consideration of:

- The type or types of personal information involved in the data breach.
- The circumstances of the data breach, including its cause and extent.
- The nature of the harm to affected individuals, and if this harm can be removed through remedial action.
- How the data breach occurred.
- Whether the personal information still being shared, disclosed, or lost without authorisation.
- Who has access to the personal information.
- What can be done to secure the information, or stop the unauthorised access or disclosure, and reduce the risk of harm to affected individuals.

**Step 3: Notification** of individuals and the Commissioner if required. If the breach is an 'eligible data breach' under the NDB scheme, it may be mandatory for the ACC to notify the Commissioner.

- Each incident needs to be considered on a case-by-case basis to determine whether breach notification is required.

**Step 4: Review** of the incident and consideration of what actions can be taken to prevent future breaches. This review will include:

- A security review including a root cause analysis of the data breach.
- A prevention plan to prevent similar incidents in future.

- Audits to ensure the prevention plan is implemented.
- A review of policies and procedures and changes to reflect the lessons learned from the review
- Changes to employee selection and training practices.

Staff and student responsibilities regarding maintenance of data security and action to be taken in the event of data breaches are covered comprehensively in bi-annual staff induction and student orientation programs.

## 9. DISABLED PERSONS ACCESS POLICY

### Purpose

This policy outlines the ACC's obligations in ensuring disabled persons have non-discriminatory, safe use of and access to its premises.

### Scope

The policy is applicable to ACC corporate services management.

### Definitions

**Disability Discrimination Act 1992 (DDA):** Disability discrimination occurs when a person is treated less favourably, or not given the same opportunities as others in a similar situation because of their disability.

The Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate against a person, in many areas of public life, including employment, education, getting or using services, renting or buying a house or unit, and accessing public places, because of their disability.

The DDA covers people who have temporary and permanent disabilities; physical, intellectual, sensory, neurological, learning and psychosocial disabilities, diseases or illnesses, physical disfigurement, medical conditions, and work-related injuries.

**Premises Standards:** *Under the Disability Discrimination Act 1992, Premises Standards* requires that a building certifier, developer or manager, who intends to construct a new building or a new part of an existing building, ensures that people with disabilities are able to gain access to buildings. The standard includes requirements for: adequate signa, access to the building, dedicated car parks, and lift capacity.

*Standards Australia* is Australia's leading independent, non-governmental, not-for-profit standards organisation. As a representative of the International Organization for Standardisation (ISO) and International Electrotechnical Commission (IEC), Standards Australia is also a specialist in the development and adoption of internationally-aligned standards in Australia. Disabled parking space is governed by *Standards Australia AS 2890.6:2009*.

### Policy

The ACC recognises the *Disability Discrimination Act 1992*, and endeavours to meet its obligations where practicable, to ensure disabled persons have non-discriminatory, safe use of and access to the premises.

The *Premises Standards* commenced on 1 May 2011 and are related to new construction and alterations to existing buildings that require building approval.

The ACC premises are rented rather than owned by the ACC and these premises pre-date the Standards. Notwithstanding, the ACC is committed to negotiating with the Lessor, compliance of any alterations made to the premises, during its tenancy.

Disabled parking space is governed by *Standards Australia AS 2890.6:2009*. Accordingly, the ACC is committed to negotiating with the Lessor, any changes required, where practicable, to enable compliance with state and federal laws.

The ACC has adopted the *Disability Access checklist* provided by *Standards Australia*, as the basis of negotiations with the lessor regarding any matters pertaining to provision of suitable disabled access to the ACC premises.

## 10. DRUGS AND ALCOHOL POLICY AND PROCEDURES

### Purpose

This policy and related procedures underline the ACC's commitment to maintaining a workplace, where no individual (whether staff member, student, contractor, client or visitor) is under the influence of drugs or alcohol.

It is to be read in conjunction with the ACC's *Fitness for Work Policy and Procedures*.

### Scope

This policy and procedures is applicable to all staff, students, contractors, clients and/or visitors of the ACC.

### Definitions

**Employee:** Refers to an ACC staff member.

**Under the influence of Drugs and Alcohol:** An individual who is intoxicated or is so affected by the effects of drinking alcohol and/or taking drugs (whether illicit or prescribed) that they are unable to use reasonable discretion and sound judgement. One whose mental and physical faculties are impaired by the effects of drug usage and/or alcohol ingestion.

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

### Policy and Procedures

As part of the College's commitment to providing a safe workplace, it does not tolerate workers, or others attending the premises, being under the influence of drugs or alcohol.

In addition, the consumption or use of drugs or alcohol on the premises is prohibited, except where the College is hosting a marketing or social function and the hospitality provided by the College includes serving of food and beverages, including alcoholic beverages.

The term "drugs" refers to both illicit and prescribed forms. Where prescribed drug use causes signs of impaired function, the ACC may have reason to presume that the affected individual's ability to ensure their own safety, and that of others in the workplace, may be compromised. In this instance, the ACC will discuss with the individual concerned, the options available to avoid compromising their safety or that of other persons.

Whether drugs are prescribed or illicit, the ACC will undertake the management of individuals under the influence of drugs in a manner that ensures the safety of both the affected individual, and others in the workplace.

Whether, during normal work-place activities or on the occasion of an ACC hosted marketing or social function, the ACC will undertake the management of individuals under the influence of alcohol or drugs in a manner that ensures the safety of both the affected individual, and others on the ACC premises.

Where the behaviour of the affected individual poses a genuine and serious threat or potential threat to the safety of themselves, or others, this may result in escalation of the action undertaken by the ACC.

In keeping with its commitment to ensure that safe and appropriate, action is taken in relation to alcohol or drug affected individuals, who pose a potential or actual threat to the safety of themselves or to others, the ACC may have to resort to removing such individuals from the premises, if they refuse to depart or are unsafe to do so. Action taken will range from arranging transport for the individual to calling on emergency services, depending on the threat presented.

If at any point, drugs have been offered for sale on the premises, the police will be notified.

Staff and students found to be in breach of this policy will be subject to disciplinary action which may range from being given a warning and/or placed on probation, to immediate termination of employment (staff) or enrolment (students), and or notification of relevant authorities.

Contractors, clients or visitors found to be in breach of this policy will be required to leave the premises. Transport will be arranged to an appropriate destination. Additionally, the employer of a contractor will be notified of the breach where the contractor is not self-employed.

All ACC staff are apprised of the *ACC Drug and Alcohol Policy and Procedures* as part of their employment induction program, students are apprised through their orientation program and contractors are apprised as an element of contract negotiations.

### **Employee Assistance Program**

As indicated in the ACC's Fitness for Work Policy and Procedures, the College recognises drug or alcohol dependency as a treatable condition. ACC Staff, students and/or contractors who suspect they have an alcohol or drug dependency are encouraged to seek advice, and to follow appropriate treatment promptly before it results in job performance problems. The ACC Management will provide advice and assist in securing appropriate treatment. Strict confidentiality will be maintained.

Assistance Costs for staff, for the first 2 counselling visits, will be met by the ACC. For students and contractors, ACC is prepared to facilitate access to assistance services but is not responsible for any costs incurred.

No staff member or student with drug or alcohol dependency will be terminated due to the request for help in overcoming that dependency or because of involvement in a rehabilitation effort. In the event that a contractor requests such help or is involved in rehabilitation, depending on the nature of the contract, ACC reserves the right to modify or extend the contract to enable completion of the work for which contractor services have been acquired or to terminate the contract.

## 10. DUTY OF CARE POLICY AND PROCEDURES

### Purpose

The purpose of this policy and related procedures is to clarify the duty of care owed by ACC workers to themselves, and others in the workplace. This is facilitated by providing workers with an understanding of overarching principles (policies), and activities, that must be undertaken in order to fulfill their duty of care.

### Scope

This policy and procedures is applicable to all staff, students and others attending the premises of the ACC.

### Definitions

**Civil Liability Act SA:** In South Australia the **Civil Liability Act 1936 (SA)** is used to assess the negligence of individuals and the **liability** they face as a result of any negligent **acts** on their part. If a person sues another in negligence, the person is seeking financial compensation for damage.

**Duty of Care:** Means a duty to take reasonable care or to exercise reasonable skill (or both). Everyone has a duty of care, a responsibility, to make sure that they and other people are safe in the workplace.

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

### Policy and Procedures

It is the policy of the ACC for all staff, students and other workers attending the premises to be aware that they have a Duty of Care, to themselves, other workers, and any visitors to the workplace.

Duty of Care is legislated by the *Civil Liability Act SA 1936*. Work Health and Safety legislation is essentially the 'codification' (clarification and application) of Duty of Care obligations within the workplace environment.

The ACC accepts that it has a primary duty of care and must, so far as is reasonably practicable, ensure the health and safety of:

- workers they have engaged, or caused to be engaged;
- workers carrying out work who are directed by or can be influenced by them (including staff, students and contractors);
- anyone else who may be affected by the work carried out, e.g. clients and other visitors.

The health and safety duty of care of management and workers is explained further in *Safe Work Australia's Interpretative Guideline – Model Work Health and Safety Act 2011*.

### Duty holder responsibilities

To ensure the health and safety of workers and any visitors to the College, ACC management will, so far as it is reasonably practicable:

- provide and maintain of a work environment without risks to health and safety;
- provide and maintain of safe plant, equipment and structures;
- provide and maintain safe systems of work;
- provide information, instruction and training on the safe use, handling and storage of plant, structures and substances;
- provide adequate facilities for the welfare of workers when carrying out work, including ensuring access to appropriate facilities;
- provide any information, training, instruction or supervision that is necessary to protect any person from risks to their health and safety arising from work carried out as part of the conduct of your business or undertaking;
- monitor the health of workers and the conditions at the workplace for the purpose of preventing illness or injury to workers arising from the conduct of ACC's business.

Workers of the ACC in turn have a duty to ensure health and safety, and they are required to:

- eliminate risks so far as is reasonably practicable; or
- if this is not possible, minimise risks so far as is reasonably practicable.

As well as the primary duty of care, ACC management also has a duty to consult with other duty holders (staff, students and any other workers, such as contractors) and, as appropriate, their representatives.

In regard to health and safety duties, the ACC acknowledges that:

- they are not transferrable;
- they cannot be contracted out to another party, such as a subcontractor;
- a person can have more than one duty (e.g. duties as a provider of higher education as well as duties to staff, students and others);
- they can be shared, so more than one person can have the same duty at the same time.

The ACC also acknowledges that, should it be found in breach of its health and safety duties, it could be subject to prosecution and significant penalties.

A structured approach is taken by the ACC to ensure that all workers have an ongoing awareness of their duty of care. The strategies adopted by the College that ensure understanding of responsibilities is monitored and kept up to date.

If at any point at which a worker finds they are unclear of their duty of care obligations, or has reason to believe another worker is unclear of their obligations, they are encouraged to notify management as soon as possible, and cease performing any activities that may jeopardise either their own, or the safety of others.

The means by which the ACC ensure Duty of Care are covered comprehensively in bi-annual staff induction and student orientation programs and in the conditions within work contracts for individual contractors or their agencies.

## 11. ELECTRICAL APPLIANCE POLICY

### Purpose

This policy statement provides a brief outline of the ACC's approach to ensuring the safety of electrical appliances.

### Scope

The policy is applicable to all staff, students, and other workers, such as contractors.

### Definitions

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

### Policy

The ACC recognises that injury from electrical devices can have severe consequences, and as such undertakes to ensure the safe operation and maintenance of electrical equipment.

Should any equipment deemed to be unsafe, appropriate steps will be taken to have the equipment assessed by an authorised person, repaired if possible, or removed from the premises.

Where workers and/or others attending the premises have reason to believe that an electrical device may be faulty, or poses a threat to safety, it is expected that the device will be immediately disconnected if possible, and in a safe manner, and that management will be notified immediately. The item is to be clearly identified as "faulty" in such a way that other workers will be aware that it is not to be used.

Workers are not permitted to undertake repair of devices unless they are qualified or trained to do so.

In the case of injury from an electrical device, appropriate First Aid procedures will be undertaken, and a report made in the Incident Register as soon as possible after the event.

The means by which the ACC ensures adoption of this policy are the bi-annual staff induction and student orientation programs and specification of conditions within work contracts for individual contractors or their agencies.

## 12. ELECTRICAL EQUIPMENT INSPECTION POLICY

### Purpose

This Policy is to confirm ACC's diligence with respect to managing electrical risks in the ACC environment.

### Scope

It applies to all academic, technical and clinical staff of the ACC.

### Definitions

**Treatment tables or Adjusting Tables or Adjusting Treatment tables:** Specially ergonomically designed, adjusting chiropractic tables to accommodate all varieties of spinal correction, flexion, extension & rotation.

**Treating Equipment:** Specific equipment used in the practice of Chiropractic, for both diagnostic and treatment purposes

### Policy

The Safe Work Australia Code of Practice *Managing Electrical Risks in the Workplace* outlines best practice procedures for electrical safety in the workplace. The SafeWork SA guideline *Inspection and Testing of Electrical Equipment* is also applicable. The ACC has adopted the procedures recommended therein.

In regard to inspection and testing, and in accordance with the Code, Electrical equipment used in lower-risk operating environments (e.g. an office) is not subject to inspection and testing or tagging.

However, inspection is carried out on specialised equipment, such as treatment tables, treating equipment, x-ray machines or other devices, which may fall under the jurisdiction of another authority (e.g. EPA), or may have specific maintenance requirements and recommendations set out by the manufacturer.

Additionally, where electrical equipment may be exposed to factors that could cause damage, or reduce its life span (such as exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust), regular inspection and testing is undertaken.

Insurers may also impose requirements on electrical safety that differ from the Code of Practice described above, and ACC will abide by such requirements.

All academic, clinical and technical staff are apprised of their respective responsibilities as part of their bi-annual employment induction process.

## 13. ELECTRONIC DEVICES POLICY

### Purpose

This policy outlines the restrictions that ACC applies to the use of electronic devices in order to minimise the possibility of staff and/or students or associates or other individuals or agencies breaching the privacy of other staff and/or students and/or clients.

### Scope

This policy is applicable to all staff, students, clients and associates of the ACC, including agencies contracted to the ACC for the recruitment of international students.

### Definitions

**Privacy:** When something is private to a *person*, it usually means that something is inherently special or sensitive to them. The domain of privacy partially overlaps with security which can include the concepts of appropriate use, as well as protection of information. Privacy may also take the form of bodily integrity. It may also mean that individuals are not subject to unsanctioned invasions of privacy by a government, an institution or other bodies or authorities. In this document privacy is taken to mean privacy of information regarding ACC's staff, students and other individuals associated with the College.

**Privacy Act:** *The Privacy Act 1988* (Privacy Act) is the principal piece of Australian legislation protecting the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information in the federal public sector and in the private sector.

### Policy

The ACC recognises that electronic/digital devices can prove useful tools in an educational, or work setting. In many instances, they are essential equipment in an educational environment.

In the use of such devices the ACC, its staff and students are bound by the requirements of the Privacy Act. As such, staff and students must be sensitive to the Privacy of other students and staff and others on the ACC premises.

During the course of College's operations, staff and students and associates may be presented, through such devices, with information that forms part of the intellectual property of the ACC. Digital devices have the capacity to record audio and video, and the ability to disseminate this information rapidly, and widely, whether intentional or otherwise. Such dissemination may breach the user's obligations under the *Privacy Act*, the *ACC's Code of Conduct*, or compromise the intellectual property of the ACC.

To mitigate the risk of any such breach, the use of electronic devices is significantly restricted when a student or staff or associate or agent of the ACC is on the College's premises. In particular, taking photos or videos during lectures and practical sessions is prohibited, unless specifically authorised.

As a safeguard to students, they will be required to switch off such devices during lectures and/or practical sessions or leave them with a staff member in instances where a student may need to be contacted by an individual other than students and staff on campus.

All staff are apprised of their responsibilities as part of the bi-annual staff induction program, students are apprised through the bi-annual orientation program, and contractors (including any agents of the ACC) are apprised through negotiations for the procurement of their services.

## 14. EMERGENCY AND CRITICAL INCIDENT POLICY AND PROCEDURES

### Purpose

This policy and procedures provides details for the management of critical or potentially critical incidents at the ACC workplace(s), to minimise risks to health and safety and minimise their impact on people.

### Scope

It is applicable to all ACC staff, students, contractors and visitors.

### Definitions

Relevant Definitions concerning severity of incident are included in the Schedule *ACC incident grading and management responsibility* attached.

In addition are the following:

**Damage:** physical harm that impairs the value, usefulness, or normal function of something.

**Loss:** the feeling of grief after losing someone or something of value.

**Trauma:** The response to a deeply distressing or disturbing event that overwhelms an individual's ability to cope, causes feelings of helplessness, diminishes their sense of self and their ability to feel the full range of emotions and experiences.

While there are no objective criteria to evaluate which events will cause post-trauma symptoms, circumstances typically involve the loss of control, betrayal, abuse of power, helplessness, pain, confusion and/or loss.

### Policy

#### 1. Incident management

The ACC will use its best endeavors to identify and manage incidents which have the potential to affect seriously the safety of staff, students, contractors and visitors.

The ACC will provide information and training to all staff and students on actions to take in the event of a critical incident.

The ACC will ensure that there are clear procedures on how to manage a critical incident both during and afterwards.

#### 2. Incident classification

Incidents can be classified and managed based on the following grading, as defined in the Schedule '*ACC incident grading and management responsibility*', as indicated below:

- Insignificant Incident
- Minor Incident
- Moderate Incident
- Major Incident
- Critical Incident

#### 3. Responsibilities

The schedule attached to this policy also outlines the people responsible for managing the five gradings of incident. The relevant people are responsible for seeking assistance from other qualified people if necessary, such as security services, first aiders, fire wardens and the relevant external Emergency Services.

## Procedure

### 1. Crisis management and recovery team (CMR Team)

A Major or Critical Incident is managed by the Crisis Management and Recovery Team (CMR Team). The CMR Team is comprised of the following people:

- General Manager
- Academic Dean
- Nominated professional staff as appropriate

The CMR Team is responsible for coordinating and managing a response to an incident in order to minimise trauma, loss and damage.

CMR Team also manages recovery from the incident after the incident has moved from the critical phase to the recovery phase.

### 2. Immediate response

The CMR Team will determine:

- What is the incident?
- When and where did it occur?
- Who is involved and who needs assistance?
- What immediate actions need to be taken?

Immediate actions may include:

- Take safety precautions such as turn off power or water
- Administer first aid
- Call 000 for emergency services and police as appropriate
- Evacuate the site (see Fire, Evacuation and Emergency Preparedness Procedures)
- Secure the site

### 3. Recovery and Restoration

In the first 24 hours the CMR team will:

- Provide an update to staff and students
- Engage a media management provider if required
- Commence a critical incident diary
- Advise any government agencies, including TEQSA, as appropriate

In the first 48 hours the CMR team will:

- Prepare a high-level recovery plan for the specific incident
- Continue frequent communication with stakeholders
- Engage support services as required
- Begin to re-establish routines and normal practices

For the next two weeks, the CMR team will:

- Continue re-establishing routines and normal practices
- Continue frequent communication with stakeholders

- Monitor for delayed reactions
- Ensure support is provided where needed
- Report to any government agencies, including TEQSA, as appropriate

**4. Post incident**

Once restoration has been achieved, the CMR team will:

- Review the causes and response to the incident
- Make recommendations for any improvements to the Finance and Risk Committee
- Place an incident record in the records management system to be saved for two years

**SCHEDULE: ACC incident grading and management responsibility**

<b>Classification</b>	<b>Definition</b>	<b>Managed by:</b>
<b>1. Insignificant incident</b>	A minor incident or problem such as an individual staff member or student with a personal issue which is distressing or upsetting.	Student Support Staff or Staff Employee Assistance Program (EAP)
<b>2. Minor incident</b>	A minor incident which causes concern but presents no external threat such as a threat to harm self where the person accepts they need assistance; student/staff experiencing minor medical or mental health emergency; death of staff/student (that does not occur on campus)	Student Support Staff or Staff Employee Assistance Program (EAP)
<b>3. Moderate incident</b>	A concerning event which has the potential to escalate to a more serious crisis and/ or affect operations such as behaviour which is an actual or potential risk to safety of self or others.	Relevant Executive (Academic Dean or General Manager (Crisis Management Team may need to be notified)
<b>4. Major incident</b>	A serious event that has occurred or is imminent and which poses a threat such as a fatality, serious injury, a small fire or explosion, or suspicious behaviour.	Crisis Management Team, Emergency Services and Security
<b>5. Critical incident</b>	Critical incident means a severe crisis which is likely to cause extreme physical and /or emotional distress to staff, students and visitors. It includes events such as the death of a person on the campus, a terrorist attack, natural disaster, a large fire or explosion, or civil unrest.	Crisis Management Team, Emergency Services and Security

## 15. EQUIPMENT MAINTENANCE POLICY

### Purpose

This policy underlines ACC's commitment to its Duty of Care in so far as the maintenance of equipment for the use of staff and students and their clients is concerned.

### Scope

It applies to all staff, students and contractors of the College.

### Definitions

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

### Policy

The ACC recognises that some equipment can be affected by use over time, and without inspection, and or servicing, may pose a safety risk to those using the equipment, or those upon whom the equipment is being used.

Where a worker has reason to believe an item of equipment has potential to be unsafe, the ACC requires the equipment to be switched off and unplugged if possible, and that management is notified as soon as possible. Where possible, a sign or note is to be placed on the equipment indicating that it is 'Not in Use'.

All workers who see equipment that has been identified as 'Not in Use' are advised not to attempt to use that equipment.

As part of the College's ongoing commitment to safety, equipment that requires ongoing inspection, service and/or maintenance is identified. An up-to-date schedule outlining the timeline for equipment maintenance is available to staff assigned responsibility for overseeing equipment maintenance.

Those staff assigned such responsibility are instructed to adhere to the schedule as indicated. If for any reason, a deviation from the schedule is required, or the schedule cannot be adhered to, management is to be notified by the relevant staff as soon as practicable.

Some equipment may require a trained technician, as indicated on the maintenance schedule, or operating instructions. Unqualified persons are not permitted to attempt to carry out work on such equipment.

Some equipment will require regular cleaning. Where required, workers will be trained in safe cleaning procedures, as some equipment could cause severe injury if not operated correctly. Workers are expected to adhere to the prescribed cleaning procedures and use of equipment whilst cleaning. If they are unable to do so, management should be notified as soon as practicable.

All staff are apprised of their responsibilities as part of the bi-annual staff induction program, students are apprised through the bi-annual student orientation program, and contractors are apprised through negotiations for the procurement of their services.

## 16. EQUIPMENT USE POLICY

### Purpose

This policy describes, as part of the ACC's hazard identification and risk assessment audit, how equipment that poses a potential hazard, is identified and assigned safe use procedures.

### Scope

The policy applies to all ACC equipment, including information technology, and to all ACC staff, students and contractors who may obtain access to, or have responsibility for this equipment.

### Definitions

**Hazard:** A source of harm or a situation with the potential to cause injury, illness or damage. Examples include physical, psychological or psycho-social, radiation, manual tasks, biological, chemical and electrical.

**Unauthorised use:** In this context, unauthorised use means any ACC staff and student access to, or use of the ACC Treatment Equipment and or Information Technology Systems, or any access to, or disclosure of any information, data or code (whether source code or object code) which is contained therein, which is not expressly permitted by the ACC management and is not indicated in staff assigned duties or in student teaching and learning and/or clinical practice requirements.

**Workers:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

### Policy

The ACC recognises that the unsafe use, incorrect use, unauthorised use of equipment, or use of damaged or faulty equipment, presents a potential hazard in the workplace.

The term 'equipment' not only refers to physical items. It also includes software and applications (apps) used on computers.

As part of the ACC's hazard identification and risk assessment audit, equipment that poses a potential hazard, is identified and assigned safe use procedures.

Workers are trained in the correct use of such equipment, and are instructed that, under no circumstance, they should deviate from those procedures, unless directed to do so by management.

Whilst the risk of physical harm is a primary concern, there also exists risk of damage to equipment, which may render the equipment unusable, or render it capable of causing harm.

The operation of some equipment may be necessary in order to contribute to a safe working environment. Should that equipment be rendered unusable, or faulty, it may compromise the safety of the workplace. Staff are therefore required to notify management immediately that such unusable or faulty equipment is identified.

Some items of equipment will be identified as being for 'Authorised Use Only'. In particular, this relates to specialised diagnostic and treatment equipment. Notwithstanding, any staff who become aware that equipment is or may be unusable or faulty are required to notify management immediately.

In some cases, limited access to this equipment may be required for purposes such as cleaning, in which case, only workers or contractors who have been trained to perform such activities are permitted to do so.

All staff are apprised of their respective responsibilities in relation to equipment usage through the bi-annual staff induction process, students are apprised through the bi-annual student orientation program and contractors are apprised through negotiations for procurement of their services.

## 17. ERGONOMICS POLICY

### Purpose

The purpose of this policy is to illustrate the ACC's commitment to creating a safe workplace through the adoption of consistent ergonomic principles for all tasks involving workstations.

### Scope

This policy applies to all ergonomic furniture used within the College for clerical and academic screen based workstations and to the staff with responsibility for their purchase and setup.

### Definitions

#### **Australian Standard AS 3590.2 - Screen based work stations - Part 2: Work station Furniture 1990:**

This **Standard** was prepared by the **Standards Australia** Committee on **Screen-based Workstations** at the direction of the **Safety Standards** Board. Its purpose is to facilitate the development of safe **working** environments for people performing **screen-based** tasks.

#### **National Code of Practice for the Prevention of Occupational Overuse Syndrome: Occupational Health and Safety Act 1985, Code of Practice for Manual Handling (Occupational Overuse Syndrome) 1992:**

National codes of practice declared by the National Commission under s.38 (1) of the *National Occupational Health and Safety Commission Act 1985* (Cwlth) are documents prepared for the purpose of advising employers and workers of acceptable preventive action for averting occupational deaths, injuries and diseases in relation to workplace hazards.

The expectation of the Commonwealth Government and the National Commission is that national codes of practice will be suitable for adoption by Commonwealth, State and Territory governments. Such action will increase uniformity in the regulation of occupational health and safety throughout Australia and contribute to the enhanced efficiency of the Australian economy.

It should be noted that National Commission documents are instruments of an advisory character, except where a law, other than the National Occupational Health and safety Commission Act, or an instrument made under such a law, makes them mandatory. The application of any National Commission document in any particular State or Territory is the prerogative of that State or Territory.

### Policy

The ACC is committed to creating a safe workplace through the adoption of consistent ergonomic principles for the design and use of all workstations on the ACC premises.

The College is particularly keen to ensure that all workstations must be ergonomically appropriate to individual needs where any screen based equipment is used, including portable computers.

All ergonomic furniture and associated equipment will therefore comply with *Australian Standard AS 3590.2 - "Screen based work stations - Part 2: Work station Furniture, 1990"*, and the *Occupational*

*Health and Safety Act 1985, Code of Practice for Manual Handling (Occupational Overuse Syndrome 1992).*

## **Responsibilities**

It is the responsibility of managers/supervisors to ensure staff are provided with appropriate tools and materials for duties associated with office work/computer usage and receive appropriate training on the correct usage of ergonomic equipment at induction and when changes in duty or equipment occur.

## **Individual staff requirements**

Where an individual staff member has made known to their manager a medical condition (e.g. shoulder or neck injury, carpal tunnel or disc bulge), HR (Human Resources personnel) will carry out a more thorough ergonomic assessment and make recommendations for improvement to the ergonomics where possible and ensure implementation of the recommendations.

## **Occupational overuse syndrome**

Occupational Overuse Syndrome is caused or aggravated by repetitive movement or sustained or constrained posture. Managers are responsible for implementing strategies to prevent Occupational Overuse Injuries which shall include a review of:

- Job design.
- Work organisation.
- Supervision and training; and
- The ergonomic design of workstations.

Managers will be trained in and implement the following essentials:

- Staff positions should incorporate a variety of tasks which allow variation in movement and posture. A mix of repetitive or static work, and non-repetitive work should be included.
- No employee should be required to continually type or enter data for more than 5 hours per day.
- Where the job involves a major component of keyboard work, or other task using the same muscle group, frequent rest breaks should be taken.
- Where a variety of alternative tasks are not available, it is important that staff have more breaks away from the task. Doing exercises during breaks can assist in providing a variety of postural changes and movement for muscles.

All staff are apprised of their respective responsibilities in relation to equipment usage through the bi-annual staff induction program, students are apprised through the bi-annual student orientation program, and contractors are apprised through negotiations for the procurement of their services.

## 18. EVENT SAFETY POLICY

### Purpose

This policy statement indicates the commitment of the ACC to ensuring WHS Policy compliance of activities not directly related to learning and teaching.

### Scope

It is applicable to all staff, students, associates, clients, and visitors of the ACC

### Policy

The ACC functions as an educational facility, however, the College may also host events in addition to its usual activities from time to time.

Types of events may include (but are not limited to):

- Seminars
- Workshops
- Conferences
- Meetings
- Open days

The ACC recognises that its WHS responsibilities remain in place on these occasions, including when they occur outside of usual office hours.

The ACC's *Event Safety Checklist* provides a guide to ensure that the ACC's safety responsibilities are met on these occasions, and this Checklist is included in the Compendium of Health and Safety Reference Material maintained by, and available from Corporate Services.

All ACC staff are apprised of their respective responsibilities in relation to Events Safety as part of the bi-annual staff induction program, students are apprised through the bi-annual student orientation program, and contractors are apprised through negotiations for the procurement of their services.

## 19. FAULT REPORTING POLICY

### Purpose

In order to ensure the ongoing safety of occupants of the ACC premises, this policy outlines procedures required when a fault in any aspect of ACC plant and equipment is discovered or occurs.

### Scope

This policy is applicable to all staff, students and contractors of the ACC.

### Policy

In spite of ACC's best attempts to maintain plant and equipment, faults may occur.

Fault types may include:

- Electrical
- Mechanical
- Structural
- Equipment
- Furniture
- Fixtures & fittings
- Signage
- Plumbing

In order to ensure the ongoing safety of occupants of the premises, the ACC requires any staff or student who discovers or suspects a fault in plant or equipment to report the actual/suspected fault to College management as soon as possible

Management will then follow the steps outlined below:

- Powering off the plant and/or equipment if safe to do so.
- Decommissioning equipment.
- Restricting further access to plant and/or equipment.
- Using signage to indicate the equipment is "Out of Order".
- Documenting the fault in the "Faults" register.
- Determining what action needs to be taken to rectify the fault.

Under no circumstance are staff or students permitted to undertake attempts to repair equipment.

All ACC staff are apprised of their respective responsibilities in relation to Fault Reporting as part of the bi-annual staff induction program, students are apprised through the bi-annual student orientation program, and contractors are apprised through negotiations for the procurement of their services.

## 20. FIRE, EVACUATION AND EMERGENCY PREPAREDNESS PROCEDURES

### Purpose

The purpose of these procedures is to plan for processes to be followed in the event of an emergency evacuation or fire emergency.

### Scope

These procedures apply to employees, students, contractors, and members of the public on-site at the ACC.

### Definitions

**Emergency response personnel:** Employees who have been given particular authorities to take guide and instruct individuals on the ACC premises as to what they must do in an emergency situation, for instance the Building Emergency (or Site) Fire Warden, and who have been trained in the relevant emergency response procedures).

**Emergency Preparedness Plan:** A plan that is in place and can be actioned in an emergency.

### Procedures

As a part of the induction or orientation process, all employees and students respectively, shall be informed of specific fire, evacuation and emergency procedures at the workplace. Contractors will also be apprised during business negotiations for procurement of their services.

#### 1. Fire

The risk of fire breaking out in the workplace and spreading will depend upon the materials being used and stored, the standard of housekeeping, work practices, the construction and layout of the premises and the training of employees and students.

The risk to people after a fire has started depends upon the adequacy and maintenance of a means of escape, the fire alarm system and the training of the personnel in fire and evacuation procedures.

#### 2. Evacuation

Employees, students, contractors, and members of the public on-site are required to follow any instructions given to them by designated fire wardens and/or emergency services representatives in the event of an evacuation.

They will be required to evacuate a worksite when:

- A fire alarm or an evacuation alarm is activated;
- It is hazardous to life to remain;
- Instructed to evacuate by a member of an emergency service (such as fire brigade, police, state emergency services) which could be as the result of an emergency in the near vicinity and not your actual building;
- Instructed to evacuate by a member of the emergency response team (e.g. Building Emergency Fire Warden) as indicated on the evacuation plan.

The following instructions must be followed by employees, students, contractors, and members of the public when evacuating a site:

- Walk quickly and directly - DO NOT RUN.
- DO NOT stop to collect personal possessions.
- Turn off power and gas if possible, to do so.
- Close doors (but do not lock), shut down plant and equipment before evacuating to limit the spread of fire, smoke and water damage.
- If you see other people not evacuating, call out to them to evacuate but do not stop moving toward the exit yourself.
- Obey all instructions from emergency response personnel.
- DO NOT use lifts (as applicable) in the event of a fire or if there is risk of fire.

### **3. Emergency Preparedness**

All work sites shall have an Emergency Preparedness Plan prominently displayed throughout the work site. Where this is not the case, the ACC shall discuss the need for this and where necessary work to develop such a plan.

Emergency Preparedness Plans take into account all aspects of a likely emergency and provide planned responses. The ACC plans shall include the following:

- Workplace location and layout.
- Emergency telephone numbers.
- Identification of the personnel appointed to assume responsibility in an emergency.
- Hazardous materials and substances at the workplace if they are likely to endanger emergency services personnel.
- Internal structures that may endanger emergency service personnel in the duty of their work e.g. asbestos in the building, etc.
- List of potential foreseeable emergencies such as vehicles parked in the way of emergency services.
- Specific planned response arrangements to potential emergencies.
- Arrangements for raising the alarm, reporting emergencies and alerting management and external authorities (including Emergency Services, EPA and WorkCover).
- Arrangements for evacuating the premises including the evacuation of the employees, students and other individuals who may be on the premises (including contractors, clients of the clinic, associates of the College and other members of the public).

Where injuries or dangerous occurrences have happened, the ACC's *Incident Reporting and Investigation Procedure* shall be followed.

All ACC employees are apprised of their respective responsibilities in relation to *Fire, Evacuation and Emergency Preparedness Procedures* as part of their employment induction process, and students are apprised through their orientation program. Contractors are apprised through negotiations for the procurement of their services.

## 21. FIRST AID POLICY AND PROCEDURES

### Purpose

The purpose of the First Aid **Policy** is to prescribe how the ACC will provide a safe working environment through the administration of appropriate first aid.

The purpose of the First Aid **Procedures** is to describe the first aid system that is in place for all ACC employees, students, contractors and members of the public on-site.

### Scope

The policy applies to employees and students who have been given first aid duties by the ACC and designated as First Aiders

The procedure applies to all worksites and employees, students and contractors of the ACC.

### Definitions

**First Aid:** The emergency care of the sick or injured.

**First Aider:** Staff and students of the ACC with designated authority for First Aid duties, who have been appropriately trained in first Aid principles and procedures, and who are required to maintain the currency of their training.

### Policy

The ACC will ensure that, as far as reasonably practicable, the provisions of any relevant Regulation, Compliance Code, or Code of Practice for first aid in the workplace are implemented.

The ACC will also use the risk assessment approach to determine appropriate provision for a first aid service in its workplace, including the number of first aiders required and the level of training, and the number of first aid kits and their contents. The appropriate level of first aid services will be reviewed on a yearly basis, or sooner if thought necessary.

The ACC will ensure that employees and students designated as first aiders receive an appropriate level of training for their role, and will also supply all first aid kits and ensure the contents are relevant to the level of training received by first aiders. Each first aider will have care of a first aid kit. Each first aider will be responsible for suitably maintaining the contents of the first aid kit in their care and ensuring their first aid qualifications remain current.

The principles of safe first aid/universal precautions must be practised by all first aiders. All first aiders are encouraged to be immunised against Hepatitis B on a voluntary basis. The cost of this will be met by the ACC. Analgesic tablets such as Panadol will neither be possessed nor distributed by a first aider. The relevant first aiders for the ACC will have their names and locations posted on a notice board on each level of the building occupied by the ACC.

First aiders are required to record in writing the basic details of all injuries resulting in the request for first aid treatment. All first aid treatments will be recorded by the relevant first aider and confidentiality of personal information regarding first aid treatment will be maintained by first aiders.

If a person is wearing a “medi-shield” or like bracelet then it is permissible for the first aider to seek to access to relevant information as to the medical condition to which the shield or bracelet applies.

Whenever a first aider judges that the injured person requires further medical attention the first aider will notify their immediate supervisor. If necessary, transportation (not meaning ambulance) for medical treatment will be provided by the ACC at its expense. If an ambulance is required, the cost will be borne by the patient.

The legal liability for the actions of first aiders, intended in good faith – and without malicious and vindictive intention, is with the ACC.

## Procedures

The ACC shall ensure that all employees, students and contractors are provided with appropriate access to First Aid facilities, services and supplies. The ACC recognises that it is important to ensure their quick access to first aid kits and facilities in the event of an injury/illness.

Access to a first aid kit will vary depending upon the work situation of an employee, student or contractor:

- **Working in a non-remote / non-isolated situation**  
The ACC shall provide employees, students and contractors with access to first aid facilities.
- **Working in a remote / isolated situation**  
In the event that an employee, student or contractor is working in a remote or isolated rural area where there could be potentially life-threatening delays in obtaining medical assistance, a specialised first aid kit, designed for remote locations, will be provided to them.
- **Company motor vehicle use**  
A first aid kit will be supplied in every company car.

The designated first aiders are responsible for notifying the ACC when stocks in any first aid kit need replenishing or replacement.

All designated first aiders shall be provided with at least level 2 first aid training. This training shall be reviewed every 3 years. More specialised training, to at least level 3, shall be provided for any employees, students and/or contractors working in remote or isolated locations. Records of first aid training shall be maintained.

Any incident or accident requiring first aid treatment should be reported to management or the most senior employee on site. A record of what first aid treatment was undertaken shall be noted and communicated to the ACC.

All ACC employees are apprised of the ACC *First Aid Policy and Procedures* as part of the bi-annual staff induction program, and students are apprised through the bi-annual student orientation program. Contractors are apprised through negotiations for the procurement of their services.

## 22. FITNESS FOR WORK POLICY AND PROCEDURES

### Purpose

The ACC has a duty of care to ensure the health, safety and welfare of all employees, students and contractors working on ACC premises. Employees and contractors also have a responsibility under relevant OHS Acts to follow instructions and co-operate with the ACC whilst at work, and not put themselves or others at risk.

The Fitness for Work Policy and Procedures seek to ensure that an employee or a student or a contractor is in a state (physical, mental, and emotional) which enables them to perform assigned tasks competently and in a manner which does not threaten the health and safety of themselves or others.

This policy covers only those situations in which an employee or contractor is having observable difficulty performing their work duties in a manner that is safe for themselves or for their co-workers. Possible issues include substance abuse (drugs or alcohol), effects of prescribed medication, fatigue, psychological impairment (“stress”), and emotional effects of personal issues.

This policy also relates to the ability of students to safely engage in physical activities (such as practical skills training) without risk of harm to themselves, other students, or patients on whom they may be applying their learning skills.

### Scope

This policy applies to all employees, students and contractors of the ACC.

### Definitions

**Under the influence of Drugs and Alcohol:** An individual who is intoxicated or is so affected by the effects of drinking alcohol and/or taking drugs (whether illicit or prescribed) that they are unable to use reasonable discretion and sound judgement. One whose mental and physical faculties are impaired by the effects of drug usage and/or alcohol ingestion.

**Employee:** Refers to an ACC staff member.

### Policy

#### **Employee, student and contractor obligation to present for work fit for duty**

As a condition of their employment, employees and contractors are obliged to present for work in a fit state, including appropriate behavior, so that in carrying out normal work activities they do not: (i) subject themselves or their co-workers to unnecessary risks to health and safety; (ii) inhibit their ability to fulfill the requirements of their position or the work that they have been contracted to undertake; or (iii) inhibit the ability of their co-workers to fulfill the requirements of their positions or the work for which they have been contracted.

Students are required to ensure they are fit to perform practical activities that will be taught. Where students are aware that they may be incapable of safely performing an activity, they must notify a supervisor prior to commencing those physical activities. Any new circumstances that may affect a student’s ability to perform must be reported to the supervisor, and where necessary, may need to

make arrangements to have the issue assessed before being permitted to engage in further, selected activities, as determined by the supervisor.

### **Supervisor and employee obligations – alcohol and other drugs**

All ACC managers/supervisors are responsible for ensuring that no employee or contractor commences or continues duty if that employee appears to be affected by alcohol, illegal drugs, medication, or other substances which may reasonably be considered to lead to a safety risk or an inability to fulfill the requirements of the position or the contracted work. Where an employee presents for duty or a contractor presents for work, and it appears to the manager/supervisor that they are not in a fit state to carry out their normal duties or contracted work, then the ACC reserves the right to: (i) stand them down; (ii) remove them from the work site; and (iii) seek advice from a medical practitioner on their fitness for duty or contracted work .

Similarly, supervisors of students (whether academic staff delivering a unit of study, subject coordinators or other ACC staff) are responsible for ensuring that students are fit to perform required practical activities.

### **Prescribed drugs and medications**

Prior to the commencement of work, employees, students and contractors are required to notify their manager/supervisor of consumption of prescribed or over-the-counter medications that may impair their ability to perform their work. They are required to obtain and provide to their manager/supervisor advice from a doctor or pharmacist as to any effects the prescribed drug may have on work performance.

### **Use of ACC vehicles and/or equipment**

It is the responsibility of both managers/supervisors, and employees and contractors also, to ensure that any employee or contractor who appears to be influenced by alcohol, illegal drugs or other prescribed or over-the-counter medication does not drive an ACC vehicle or will not be placed in control of plant or equipment.

### **Procedures for Managerial Employees**

Where a manager/supervisor considers, on the work performance and/or behavioral evidence before them, that an employee or student or contractor appears to exhibit signs of possible impairment at work then the manager/supervisor will intervene.

The manager/supervisor will:

- Speak to the affected employee or student or contractor, if possible in privacy and at least out of the hearing range of other workers, and advise them that their appearance, work performance and/or behavior is causing concern and that the manager/supervisor considers that they appear to be unfit for work;
- Seek clarification or explanation from the employee, student or contractor to ascertain the reasons for their appearance, unsatisfactory work performance and/or behavior;
- If the manager/supervisor is satisfied with the explanation given by the employee, student or contractor and believes that they are able to continue work safely and without causing risk to

others, the manager/supervisor will so advise them;

- If the manager/supervisor is still of the opinion that the employee, student or contractor is unfit for work to the extent that they cannot work safely and without causing risk to others, the situation will be immediately referred to the General Manager for advice and action.
- Where fatigue, psychological stress, or prescribed medication is the identified factor the employee, student or contractor will be stood down and offered transport home (e.g. taxi). The ACC will meet reasonable travel costs.
- In the event that an employee, student or contractor is stood down, they will be advised in writing that, on the next day or as soon after the event as practicable, the incident will be discussed with themselves and their direct manager/supervisor by a relevant Senior Manager, who has not been involved in discussions thus far. The employee, student or contractor considered unfit for work will be advised that they are entitled to have a nominated observer in attendance if they so desire. A nominated observer may attend if requested by the employee.
- The outcome sought will be an agreement reached with the employee, student or contractor to ensure that they can perform future assigned work competently;
- If Management observes a further instance of behavior which would lead them to consider the employee, student or contractor is under the influence of alcohol or another substance, then the ACC reserves the right to:
  - Refer the employee, student or contractor to a medical practitioner for assessment of their fitness for duty;
  - Suspend the employee with pay or require the contractor to cease work or suspend the student from studies while the situation is further investigated.

### **Breach of Policy**

A breach of this policy by an employee, student or contractor may lead to disciplinary action being taken against them. Failure of an employee or student to comply with a directive to stand down from work will result in disciplinary action. Similarly, failure of a contractor to comply with a directive to stand down will result in a review and/or modification of the contract for their services. Failure of an employee or student or contractor to work in accordance with any resulting work performance agreement may result in termination of employment (for an employee) or contracted services (for a contractor) or studies (for a student).

Any manager/supervisor who knowingly permits employees, students or contractors to work whilst under the influence of drugs or alcohol may also be subject to disciplinary action.

All ACC employees are apprised of the ACC *Fitness for Work Policy* as part of the bi-annual staff induction program, and students are apprised through the bi-annual student orientation program. Contractors are apprised through negotiations for the procurement of their services.

### **Employee Assistance**

The ACC recognises drug or alcohol dependency as a treatable condition. Employees, students and contractors who suspect they have an alcohol or drug dependency are encouraged to seek advice, and to follow appropriate treatment promptly before it results in job performance problems. The ACC Management will provide advice and assist in securing appropriate treatment. Strict confidentiality will be maintained.

Assistance Costs for employees, for the first 2 counselling visits, will be met by the ACC. For students and contractors, the ACC will facilitate access to assistance services but is not responsible for any costs incurred.

No employee or student with drug or alcohol dependency will be terminated due to the request for help in overcoming that dependency or because of involvement in a rehabilitation effort. In the event that a contractor requests such help or is involved in rehabilitation, depending on the nature of the contract, ACC reserves the right to modify or extend the contract to enable completion of the work for which contractor services have been acquired or to terminate the contract.

## 23. EXTERNAL HAZARD MANAGEMENT

### Purpose

This Policy is to alert all workers of the ACC as to their responsibilities in the event that they notice potential hazards in areas external to but in close proximity to the ACC premises

### Scope

The policy applies to all workers using ACC premises.

### Definitions

**Hazard:** A hazard is a source or a situation with the potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these.

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

### Policy

The ACC recognises that the external building areas, which include the car park, walkways, and front entrance area, can potentially be hazardous areas, and as such, undertakes to minimise risks in these areas where possible.

Hazards that may arise in these areas include;

- Poor artificial lighting in low natural light circumstances.
- Unauthorised parking, dangerous parking, or parking by vehicles in such a way that creates a hazard for others using the area (e.g., trailers, large vehicles).
- Uneven surfaces such as potholes that can cause injury to pedestrians.
- Slippery, wet surfaces from rain, or other liquids.
- Vehicles driving too quickly.

The car park and laneway are shared zones (vehicles and pedestrians) and are inherently risk environments.

The ACC requires that:

- All workers receive instruction as to their responsibility to ensure these areas remain safe to use.
- Where a hazard is identified by either a worker, or other individual, or is deemed may occur, management be notified as soon as possible, so that the risk can be assessed and acted upon accordingly.
- Access to entrance/exit areas of the building remain unobstructed at all times and allow safe movement through these areas at all times. In particular, in cases of emergency, unobstructed passage must be maintained in order to facilitate fast exit from the premises.

Worker responsibilities regarding the safety of the immediate external environment of the premises (particularly the ACC Car Park and Surrounding Areas) are incorporated in the bi-annual staff induction and student orientation programs. Contractors are apprised through negotiations for the procurement of their services.

## 24. HAZARDOUS SUBSTANCES AND DANGEROUS GOODS POLICY AND PROCEDURES

### Purpose

The purpose of this policy and procedures is to assist employees and students in identifying hazardous substances and dangerous goods and the necessary actions to be taken when working in an environment which includes the presence or use of such substances or goods.

### Scope

This policy and procedures applies to any situation where employees and students, contractors and other associates, clients or visitors may be exposed to hazardous substances or dangerous goods, on all worksites.

### Definitions

**Dangerous goods:** Substances or articles that are potentially dangerous to people, property and the environment because of the fire and/or explosion risks they can pose when stored or transported. Also, corrosiveness and toxicity when spilled.

**Employee:** Refers to an ACC staff member.

**Hazardous substances:** Chemicals or other substances that can harm health when used in the workplace. Examples include (depending on the concentration and ingredients): acids, caustic substances, peroxides, cleaning agents, disinfectants and insecticides.

### Policy

The ACC is committed to providing a safe working environment for all its employees, students, contractors and other individuals working at, or visiting the ACC. The ACC will ensure, as far as is reasonably practicable, the elimination or minimisation of the risk to the health and safety of all of the afore-mentioned due to exposure to designated hazardous substances.

To this end, the ACC will implement the duty-of-care requirements set out in relevant hazardous substances regulations.

Wherever practicable the prevention of exposure to designated hazardous substances used in the workplace will not be reliant on the use of personal protective equipment.

### Procedures

Where relevant, the ACC will implement a *Hazardous Substances Dangerous Goods Management Plan* comprising:

- A Hazard and Dangerous Goods Register.
- Provision of Material Safety Data Sheets.
- Suitable type and labelling of containers or goods.
- Risk assessment and control of, training in the use of, hazardous substances and dangerous goods.
- Provision of suitable instruction, training and supervision.

- Monitoring and health surveillance.
- Suitable personal protective equipment.

As part of this objective the ACC will consult with employees and students, and contractors as relevant, on matters regarding the purchase, use, storage, and disposal of designated hazardous substances.

Prior to any designated hazardous substances or dangerous goods being distributed for use in the workplace the relevant ACC supervisors will ensure that their employees, students and contractors using such substances or goods:

- Have read the Material Safety Data Sheet.
- Understand the correct procedures for handling, storing and disposing of the hazardous substances and dangerous goods.
- Understand the health effects and recommended safety precautions.

### **Risk Management Recording and Reporting**

The presence and use of hazardous substances and dangerous goods are determined as part of the risk assessment of the workplace and work activities required of employees, students and any contractors.

No work with designated hazardous substances will be undertaken until a risk assessment of the work is completed.

The risk assessments undertaken will be reflected on the Risk Register. Employees, students and relevant contractors shall also be involved in this process to ensure all potential chemical hazards are identified.

Given the areas where some employees and/or students and/or contractors may be working, they may come in contact with (although not directly use) hazardous substances or dangerous goods as part of their workplace environment. In such instances appropriate information, awareness enhancement and/or training shall be provided, appropriate to the circumstances.

The Manager/Supervisor shall ensure that where there is use of chemicals, Material Safety Data Sheets (MSDS) are on hand and in close proximity to the chemical being used/stored. Where such chemicals are deemed hazardous or dangerous, a risk assessment and training will be undertaken. Employees, students and contractors shall be made aware of the availability of MSDS and emergency planning as needed.

Contractors using designated hazardous substances and/or dangerous goods in the workplace will comply with relevant legislative requirements and organisational standards.

All ACC employees are apprised of the ACC *Hazardous Substances and Dangerous Goods Policy and Procedures* as part of the bi-annual staff induction program, and students are apprised through the bi-annual student orientation program. Contractors will be apprised through negotiations for procurement of their services.

## 25. HEALTH AND SAFETY RISK MANAGEMENT PROCEDURE

### Purpose

This procedure provides the minimum standards for Health and Safety Risk Management at the ACC.

### Scope

This procedure applies to all employees, students, contractors and visitors to the ACC.

### Procedure

The ACC has adopted the following five steps in Health and Safety Risk Management:

#### 1. Hazard Identification

A hazard means any situation that has the potential to cause harm to health, injury or illness.

Hazards generally fall into the following categories:

- Biological
- Chemical
- Sound
- Temperature
- Electrical
- Ergonomic
- Gravitational
- Mechanical
- Motion Pressure
- Psychosocial
- Radiation

Hazards will be identified for all activities, and will take into account:

- Work environment.
- Work practices.
- Materials and substances.
- Plant and equipment
- Facilities, buildings and premises
- The nature and type of tasks

Processes for identifying hazards include:

- Workplace hazard inspections that provide a snapshot in time of the hazards and issues identifiable on the day. They are best conducted by a combination of managerial and non-managerial employees. As well as using observation and experience as the key tool, conversations with employees can sometimes more easily assess ergonomic and psychological hazards and issues.
- An OHS audit, which is a more specialised and detailed way of doing this.

A monthly workplace inspection will be implemented to identify hazards and WHS issues in any workplace under the control or management of the ACC. The ACC will nominate, in consultation with employees, which manager(s) will conduct the inspection.

Persons responsible for rectifying hazards and issues will be identified and notified.

The workplace WHS inspections will include:

- Random scheduling of the monthly inspections.
- A standardised inspection circuit.
- Use of a workplace inspection checklist that includes critical (i.e., “worry”) items.
- Consultation with various employees/students.
- Recording of identified hazards and issues that cannot be immediately rectified.

Acc will also undertake a six (6) monthly review of workplace WHS checklists, or a review if significant changes occur.

Records of the workplace hazard inspections will be retained and reviewed by management of the ACC.

## **2. Risk Assessment**

The risk for all identified hazards will be assessed using the following three factors:

- Consequence – the most probable outcome of interaction with the hazard;
- Exposure – the frequency of exposure to the hazard; and
- Probability – the likelihood that the consequence will occur once exposed to the hazard.

It is important that a risk assessment takes place:

- before buildings are purchased or leased;
- before new plant and equipment is acquired;
- before new or changed systems of work are implemented;
- when work environments are altered;
- before new chemicals and substances are purchased;
- when new information about workplace risks become available;
- when responding to concerns raised by employees or students, contractors or visitors; and
- when required by legislation for specific hazards.

Any activity that involves risks that may lead to death or serious injury will not proceed until suitable controls are in place to reduce the risk.

## **3. Controls**

Once the risk has been assessed, suitable control options will be implemented using the following options (in order of most effective to least effective control method):

- Elimination;
- Substitution;
- Engineering / isolation controls;
- Administrative controls;
- Personal protection.

## **4. Corrective Responses**

Corrective responses will occur through:

- Hazard and incident reporting;
- Incident investigations;
- Health and Safety audits;
- Review of Health and Safety policies and procedures following a significant incident; and
- Ongoing risk assessments.

## **5. Health and Safety Risk register**

All identified risks will be recorded on the ACC's Health and Safety Risk Register. The register will also record the safety risk ratings and corrective responses (risk mitigation actions).

All Heads of Departments and Supervisors of employees, students and contractors are responsible for ensuring compliance with these procedures.

All ACC employees are apprised of the *ACC Health and Safety Risk Management Procedure* as part of the bi-annual staff induction program, and students are apprised through the bi-annual student orientation program. Contractors will be apprised through negotiations for the procurement of their services.

## 26. HOUSEKEEPING PROCEDURE

### Purpose

The ACC has adopted the following Housekeeping procedure as a means of preventive action to minimise the risk of accidents and fire on its premises.

### Scope

This Procedure applies to all aspects of ACC premises and indicates expectations of employees, students, contractors and visitors.

### Procedure

Good housekeeping is a basic part of accident and fire prevention. Effective housekeeping can eliminate some workplace hazards and help get a job done safely. Poor housekeeping can contribute to accidents by hiding hazards that cause injuries.

Housekeeping is not just cleanliness. It includes keeping work areas neat and orderly. The office environment is more than simply furniture placement. The environment of an office includes issues such as cleanliness, order, and maintenance. Effective housekeeping in any workplace is an ongoing operation.

The following housekeeping standards are required of employees, students, contractors and visitors in any workplace under the management or control of the ACC:

- Work and storage areas are to be kept neat and tidy.
- Walkways and access areas are to be kept free of obstructions.
- Electrical cords are not to be placed in areas where they may be subjected to damage or cause a trip hazard.
- Rubbish is to be cleared away as soon as possible and placed in correct bins.
- Areas shall only be used for purposes for which they are intended.
- Material stored in open areas shall be stored in a tidy manner and in appropriate containers.
- Vehicles shall be parked only in authorised parking places.
- Aisles, walkways, corridors, staircases, doorways, entrance halls, foyers, and exits shall be unobstructed, and free from slipping or tripping hazards, and combustible materials.
- Access to safety and fire-fighting equipment shall be unobstructed.
- There shall be arrangements for routine cleaning, tidying, and inspection of all areas in a workplace, including amenities.
- Removal of rubbish, scrap, or unwanted material to a designated place shall be an integrated part of all tasks.
- Exit signs and other relevant safety signs must be visible from any defined walkway.
- Sufficient lidded trash receptacles are to be located in kitchens, employee lounges, break rooms, and other locations where food is consumed.
- The contents of refrigerators and cupboards are to be checked each week and unwanted food items removed.
- Toilets are to be cleaned each day they are used. Tissue, soap, and paper towels are to be available in adequate supplies.
- Cleaning supplies shall be clearly marked and stored in spill-proof containers.
- Adequate signage will be used to identify hazards (wet areas, not in use, etc).

- Walkways and floor areas are to be free of trip hazards such as bags, charging cables, other items.
- Seating areas (lecture rooms) shall allow unobstructed movement by ensuring no trip hazards are present (bags, charging cables, equipment, books etc).

All ACC employees are apprised of the *ACC Housekeeping Procedure* as part of the bi-annual staff induction program, and students are apprised through the bi-annual student orientation program. Contractors will be apprised through negotiations for the procurement of their services.

## 27. INDUCTION & ORIENTATION POLICY

### Purpose

This policy outlines the means whereby ACC ensures the understanding by all relevant individuals of their responsibilities for workplace health and safety.

### Scope

The policy applies to employees, students, contractors and visitors of the ACC.

### Definitions

**AHPRA: The Australian Health Practitioner Regulation Agency** is the organisation responsible for the implementation of the National Registration and Accreditation Scheme across Australia.

### Policy

To ensure that all employees, contractors, students, and visitors of the ACC premises are aware of their responsibilities for the ACC to maintain high standards of health and safety, the ACC requires participation of these individuals in WHS Induction and Orientation Procedures.

Fundamental health and safety responsibilities form the foundation of employee induction and student orientation processes.

Additional induction procedures and orientation sessions may be undertaken depending on the nature of the individual's access to, and use of, facilities within the premises.

Visiting contractors, such as maintenance workers, will be required to sign off on their induction process, and provide a copy of any pre-work site inspections performed prior to commencing work. Any powered/hazardous equipment used must meet current safety standards and contractors may be required to show documentation confirming this.

Due to the hands-on nature of some student activities, student orientation will also include being made aware of their responsibilities to themselves, and other students they may be working with, to ensure they are safe, and are complying with the ACC's standards.

Students will also be introduced to their professional obligations for health and safe practice under AHPRA, and as set out by the Chiropractic Board of Australia, which may not necessarily fall under the scope of the ACC's Workplace Health and Safety Student Management System (SMS).

Employee and student inductions will be conducted bi-annually, before the commencement of each semester.

Contractors, and maintenance and service personnel will not be permitted to commence activities without an induction process being completed and signed off.

Any new employees and/or students commencing work or study with the ACC must undergo an induction or orientation process prior to commencing any activities at the premises.

All inductions and orientation sessions shall be recorded, and include the following details;

- Date of induction or orientation.
- Inductor/Orienteer name.
- Inductee/Orienteer name.
- Signature of Inductor/Orienteer and Inductee/orienteer.

At their initial employment induction session, all ACC employees are apprised of the *ACC Induction and Orientation Policy* and their attention is drawn to the expectation that employees will maintain participation in bi-annual induction sessions to ensure that they remain up-to-date with requirements. Similarly, students are apprised through their initial orientation program and advised of the requirement that they continue to participate in bi-annual orientation sessions. Contractors will be apprised through negotiations, for the procurement of their services, as indicated above.

## 28. INFECTION CONTROL POLICY AND PROCEDURES

### Purpose

This policy and procedures outline the ACC's approach to infection control in the workplace, and the responsibilities of all employees and students in implementation, monitoring and regular review.

### Scope

The undertakings of the ACC in regard to infection control are applicable to all employees and students of the College and also to contractors, clients and other visitors.

### Policy

The ACC is committed to maintaining its obligations to Public Health, which includes infection control.

There are many and varied infectious disease risks within workplaces. The implementation of a comprehensive infection control program can prevent or minimise the spread of infectious disease at the workplace. It can also prevent an infectious disease from spreading to the broader community.

The ACC has therefore adopted a comprehensive plan by which it manages hazards associated with contamination with blood, body fluids, airborne hazards/microbes, and infectious diseases.

The Plan takes into account the following factors that increase the risk of infectious disease spread in workplaces:

- **Groups of people, in close contact for extended periods on a daily basis**  
Open plan offices, staff rooms and classrooms, school assembly and other functions place departmental employees and students in close contact with others for extended periods of time. Infectious diseases may spread from person to person via one or more of the known routes of transmission.
- **Culture of attendance at the workplace when unwell**  
Employees and students often attend work/school when feeling unwell but "well enough to work". However, they may also be infectious and may pass their illness on to others.
- **Contact with asymptomatic carriers**  
Some people can be infected with an infectious disease without showing signs of illness or may be infectious for a few days before becoming ill. Some populations, e.g. children, may experience a milder illness than adults. In these instances, an infectious person may appear well and will legitimately attend work or school without knowing that they are infectious to others.
- **Non-vaccinated populations**  
Adults can acquire diseases if they were not fully vaccinated as a child (e.g. measles), were not exposed to infectious diseases during their childhood (e.g. chickenpox), or if their immunity to infectious diseases from previous infection or vaccination has waned e.g., whooping cough (pertussis).

- **Poor respiratory hygiene**  
Some infectious diseases are transmitted via droplets or aerosols which are produced when sneezing and coughing. Poor respiratory hygiene enables these diseases to spread easily.
- **Workplace activities and duties that increase the risk of exposure to infectious agents**  
The nature of working and learning environments places employees and students at an increased risk of coming into contact with infectious agents due to the activities and duties. Contact with respiratory droplets may occur in the office or classroom, contact with blood and body substances may occur when rendering first aid or during other activities such as feeding or toileting in a special education environment, during cleaning of facilities and grounds maintenance. People can also contract infectious diseases from animals (zoonosis) that enter the workplace (e.g. petting zoos), or that may be used as part of the education curriculum (e.g. technique classes).

## Procedures

The ACC *Infection Control Procedure* requires all employees, students, contractors and visitors to follow an Infection Control Program that has been designed to mitigate specific infection hazards and risks.

### Risk Management Procedures

Through management's commitment and guidance, risk management procedures are implemented with the following objectives:

- Hazard identification (What infectious diseases could occur?);
- Risk assessment (determine likelihood and consequence of exposure);
- Determine controls (identify physical resources are required);
- Implement controls (put controls in place, adequate training to ensure compliance);
- Review effectiveness (determine effectiveness of controls);
- Record (Document enactment of procedures).

### Standard Precautions

A default approach regarding all blood and bodily substances as potentially infectious, has been adopted, placing emphasis for employees and students on:

- **Hand hygiene**
  - Regularly washing with soap and water, or using alcohol gel, between contact with other individuals.
- **Respiratory hygiene**
  - Covering up when coughing or sneezing.
  - Using single-use tissues for nose blowing and disposing of them into a bin.
  - Wash/sanitising hands after any of the events.
- **Training/Induction**
  - Training in the proper use of equipment, and monitoring usage to ensure that it is used appropriately.
- **Prevention of skin penetrating injuries**

- Avoidance of “Sharps”. It is noted that acupuncture needles or other sharps are not used at the College.
- **Cleaning, disinfecting surfaces and equipment**
  - Cleaning of contact surfaces of College equipment, particularly adjusting tables, between use by different individuals.
- **Use of personal protective equipment (PPE) e.g., surgical gloves, face mask**
  - Using PPE where there is a risk of exposure to bodily fluids or airborne pathogens, such as surgical gloves/masks.
  - If at risk of transmitting infection, advising. The supervisor prior to commencing any activities that facilitate transmission. Employees and/or students may be asked to abstain from certain activities while if they present such a risk.
- **Hygienic waste management**
  - The handling of general waste in such a way as to minimise infection. This includes careful disposal of head paper used on adjusting tables.
  - Thoroughly washing hands and/or sanitising hands after handling general waste, particularly where gloves have not been used.

(Adapted from “Infection Control Guideline” - Department of Education, Queensland Government)

All ACC employees are apprised of the ACC *Infection Control Policy and Procedures* as part of the bi-annual staff induction program, and students are apprised through the bi-annual student orientation programs. Contractors are apprised through contract negotiations for procurement of their services, and Visitors are apprised through essential information and notices provided by ACC employees.

## 29. MANUAL HANDLING POLICY AND PROCEDURES

### Purpose

The ACC Manual Handling Policy and procedures ensure that manual handling tasks are undertaken as safely as possible and minimise the risk of manual handling injuries.

### Scope

This policy and procedures are applicable to all staff, students and contractors of the ACC.

### Definitions

**Employee:** Refers to an ACC staff member.

**Manual handling:** means any activity requiring the use of force exerted by a person to lift, push, pull, carry or in some way move or restrain any object. Manual handling tasks can have the potential to pose a risk of injury.

Injury from manual handling is a significant issue across all industries. Manual Handling involves more than just the lifting and/or carrying of weights. It can include any activity requiring the use of force (muscular effort) exerted by a person to lift, push, pull, carry or otherwise move or restrain any moving or stationary object. Typical injuries that might occur include sprains, strains, back pain etc.

Only a very small number of manual handling injuries are caused by lifting heavy weights. Often, seemingly simple activities such as repetitive reaching, twisting and bending, as well as poor sitting, standing and typing postures can contribute to an injury occurrence

For the purposes of student safety, 'manual handling' will be taken to include activities performed by lecturers/supervisors and students that involve the application of forces (high intensity, sustained, vibrational, oscillating – in isolation, or combination) during the course of supervised, sanctioned activities, including the simulation, rehearsal, training or treatment of other students, or patients.

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

### Policy

The ACC has involvement with a number of tasks that require manual handling of items, which, if not properly managed, have the potential to cause injury. Consequently, the ACC will ensure, so far as is practicable:

- Any plant and equipment used in the workplace is designed, constructed and maintained to be safe and without risk to health and safety when manually handled.
- Work practices involving manual handling are designed, implemented and maintained to be safe and without risk to health and safety.
- The working environment is designed, constructed and maintained to facilitate safe manual handling practices.

The ACC follows the guidelines established by relevant manual handling regulations to identify and assess risk factors, and determine appropriate control measures.

All employees and students are required to observe all instructions and directions relating to manual handling activities and report any known hazards to their immediate supervisor.

All manual handling tasks identified as potential injury risks are assessed and appropriate control measures implemented.

Safe work procedures are developed in consultation with employees and students.

## Procedures

Supervisors and managers have a responsibility to ensure that all employees, students and contractors under their control follow correct manual handling procedures. This duty extends not only to pro-active strategies to prevent manual handling injuries during normal duties, but also after an employee or student has returned to work following either an injury, a period of annual leave, or an extended absence.

The ACC shall ensure that all employees and students undergo suitable training and/or awareness sessions on the risks associated with manual handling and in their particular those risks relevant to their role and context within the ACC.

In keeping with its commitment to an inclusive consultative process on Health and Safety issues, the ACC will consult with employees, students and contractors as relevant, to identify, assess and control risks arising from manual handling activities in the workplace.

Accordingly, managers and supervisors are encouraged to use the *SafeWork SA Code of Practice for Manual Handling* to discuss manual handling activities.

Any task meeting the criterion for hazardous manual handling will undergo a risk assessment to confirm whether or not a legitimate risk exists.

All tasks where a manual handling risk is indicated shall, as far as reasonably practicable, be effectively controlled without reliance on manual handling techniques.

In determining appropriate controls, those employees and students involved in the specific task being assessed shall be consulted. Where changes are initiated, management shall provide training and/or awareness sessions for staff and students involved, and contractors where relevant.

Once manual handling risks have been assessed, appropriate controls shall be developed in consultation with employees and students, and contractors where relevant.

Once new processes have been implemented, they shall be monitored for effectiveness and reviewed to ensure safety.

**Key Manual Handling Principles adopted by the ACC include the following:**

- Whenever and wherever possible mechanical aids such as trolleys are to be used for moving items.
- When manual handling is necessary, manual handling tasks are to be assessed by employees and students, and contractors as relevant, with reference to their own capabilities and they are advised to request assistance where required.
- Before proceeding with any manual handling, the worker involved should consider the nature of the load and the distance that the load is to be moved.
- Workers involved in manual handling tasks are to always use the following basic principles of manual handling:
  - Keep the spine in its three natural curves.
  - If arching over use the cantilever technique.
  - Keep the load close to the body.
  - Don't twist the trunk – pivot with the feet.
  - Lift the load smoothly – don't jerk.

Manual Handling principles and recommended practices are covered in detail for employees in bi-annual staff induction programs and for students in bi-annual student orientation programs. For contractors, information and expectations are covered in negotiations for procurement of their services.

## 30. PERSONAL SECURITY – THEFT AND ASSAULT PROCEDURES

### Purpose

These procedures are designed to assist in promoting personal safety at the ACC and provide a reporting structure in the event of theft or assault.

### Scope

The procedures apply to all employees (staff), students, contractors, patients and visitors to the ACC.

### Definitions

**Staff and Employee:** Are interchangeable terms for the purpose of WHS policies and procedures. They both refer to academic and non-academic staff employed by the ACC.

### Procedures

#### Personal Responsibility

The ACC expects all staff, students and contractors to play an active role in making the ACC premises as safe and secure as possible for everyone (including clients, associates of the College and visitors) by:

- Recognising and avoiding potentially risky situations;
- Reporting any thefts and/or suspicious behaviour to management staff responsible for campus security and/or the Security Firm engaged by the ACC.
- If feeling threatened, experiencing an assault or theft or witnessing such behavior, immediately contacting (preferably by phone) such management staff with security responsibilities or the Security Firm engaged by the ACC and dialing 000 (a free call to the Police Department).

Immediate reporting of any suspicious behaviour on campus, no matter how minor it may appear, together with prompt recording of incidents helps in the prevention of personal security occurrences or recurrences.

The ACC will keep records of all such reports and this information will be used by management to improve security at the ACC.

Staff of the ACC will be apprised of the ACC's *Personal Security – Theft and Assault Procedures* through the bi-annual staff induction program and students will be apprised through bi-annual student orientation programs. Contractors will be apprised as an element of negotiations for the procurement of their services.

## 31. PLANT POLICY

### Purpose

The ACC is committed to ensuring that, as far as is reasonably practicable, it meets duty of care responsibilities set out in relevant Regulations, Compliance codes, and Codes of Practice for Plant.

### Scope

This Policy applies to all ACC employees whose duties require them to work the plant, and to their immediate supervisors.

### Definitions

**Building plant:** otherwise termed **physical plant** is the machinery used within a building, such as power systems, exhaust, heating / cooling.

### Policy

It is the aim of the ACC to protect their employees' safety from hazards arising from plant and systems of work associated with plant by:

- Ensuring that hazards associated with the installation, maintenance or use of plant in the workplace are identified and risks to health and safety are assessed and controlled.
- Having as the major goal the elimination of the risk, and where this is not practicable, minimise the risk to health and safety arising from the plant to the lowest possible level.
- Ensuring that all plant is designed, manufactured, installed and commissioned, maintained and used with the safety of employees, and contractors as relevant, as paramount.
- Maintaining all relevant documentation such as:
  - Manufacturer's instruction, operation booklets;
  - Risk assessment of the plant;
  - Maintenance log;
  - Records of any modifications/improvements and their impact on the risk assessment of the plant.
- The relevant information will be freely available to all the ACC employees, with adequate training being provided on operating the plant and equipment to those employees whose duties require them to work the plant, and to their immediate supervisors. Relevant information will also be available to contractors working on the ACC premises.
- All plant and equipment for which registration certificates are required by legislation or regulation will be obtained and kept up to date.
- The control of any identified hazards will follow the hierarchy of control and be used in designing work practices and procedures.

The purchase of any items of plant and equipment will be planned and coordinated i.e. going through the ACC procedures for capital expenditure.

Where the ACC imports plant from overseas, either new or used, it will ensure that information relating to the risk assessment of the plant is also obtained. The ACC will not accept any plant unless the risk assessment information is available.

The essential elements of the ACC's *Plant Policy* are covered in detail in the bi-annual staff induction programs for those employees whose work includes plant responsibilities. They are also covered for contractors in negotiations for procurement of their services.

## 32. PSYCHOLOGICAL HEALTH AND SAFETY POLICY

### Purpose

The purpose of this policy is to outline the ACC approach to promoting and managing psychological health and safety.

### Scope

The Policy applies to all employees, students, contractors, clients and visitors of the ACC.

### Policy

The purpose of the WHS laws is to eliminate or minimise risks to the health and safety of workers and other individuals in a given workplace. In WHS laws and standards, 'health' is defined as including psychological as well as physical health and well-being.

The ACC recognises it has a primary duty to ensure, as far as reasonably practicable, that employees, students and other individuals associated with the College are not exposed to psychological health and safety risks arising from its operations.

Employees, students and contractors have a duty to take reasonable care for the own psychological health and safety and to not adversely affect the psychological health and safety of others. They are required to comply with reasonable instructions, as far as they are reasonably able, and co-operate with reasonable health and safety policies or procedures that have been notified to them.

The above responsibilities also apply to all other individuals at the workplace (e.g. patients/clients, associates and visitors), to ensure their own safety, and that of others at the premises.

Psychological (also referred to as 'Psychosocial') hazards or factors are anything in the design or management of work that increases the risk of work-related stress, a stress response being the physical, mental and emotional reactions that occur when a worker perceives the demands of their work exceed their ability or resources to cope.

Stress itself does not constitute a physical or psychological injury, however, work-related stress, if prolonged and/or severe can cause both psychological and physical injury.

The ACC recognises that factors that can cause sustained high physical, mental and or emotional effort leading to stress and psychological or psychosocial problems, include:

- Long work hours.
- High workloads.
- Emotional effort in responding to distressing situations or distressed or aggressive persons.
- Exposure to traumatic events or work-related bullying.
- Frequently working in unpleasant or hazardous conditions.
- Inadequate emotional support for workers from supervisors and colleagues.
- Inadequate information or training to support work performance.
- Inadequate tools, equipment and resources for workers to perform assigned duties.
- Poor workplace relationships between workers occasioned by:
  - Bullying, aggression, harassment;
  - Conflict;

- Lack of fairness and equity in dealing with organisational issues, where performance issues are poorly managed.
- Low role clarity – uncertainty and/or frequent changes to tasks and/or standards.
- Poor organisational change management.
- Low recognition and reward.
- Poor organisational justice.
- Poor environmental conditions.
- Remote work.
- Isolated work.
- Violent or traumatic events.

The ACC therefore has adopted a systematic approach to ensuring, as far as possible, psychological health and safety, which involves the following three (3) elements:

- **Prevention of Harm**, including:
  - A focus on duties under WHS laws.
  - Identification/assessment of hazards and risks.
  - Implementation of control measures.
  - Consultation with colleagues.
- **Early Intervention**, including:
  - Provision of support for workers showing early signs of stress.
  - Provision of early assistance for those workers who have an increased risk of injury (e.g. facilitation of access to mental health services).
- **Provision of Support for Recovery**, including:
  - Provision of early assistance and support for worker access to treatment and rehabilitation services.
  - Through a supportive consultative process, enabling a timely and sustainable return to the workplace for employees and students who, having experienced psychological stress, have been absent from the workplace for a prolonged period.
  - Addressing remaining work-place related psychosocial hazards and risks, including those that may exacerbate the psychological stress experienced.
  - Reviewing the effectiveness of control measures.

Through continually monitoring the effective implementation of safe work systems and their role in managing potential psychological hazards in the workplace, the ACC is able to maintain and enhance control and mitigation measures.

Through ongoing consultation with employees and students, contractors and other stakeholders, the ACC develops a heightened awareness of policies and procedures required to maintain a safe workplace environment. Such ongoing consultation includes bi-annual staff induction and student orientation sessions, negotiations with contractors for the procurement of their services, as well as communications associated with the management of any psychological health and safety issues, as they arise.

Adapted from “Work-related psychological health and safety: A systematic approach to meeting your duties”.

<https://www.safeworkaustralia.gov.au/doc/work-related-psychological-health-and-safety-systematic-approach-meeting-your-duties>

### 33. PUBLIC HEALTH EMERGENCY POLICY

#### Purpose

The purpose of this policy is to outline the ACC approach to managing a declared public health emergency.

#### Scope

This policy applies to all ACC workers and stakeholders including: the Board of Directors, employees, students and contractors, and clients, visitors, and any other persons involved with the operations of the ACC.

#### Definitions

**A public Health Emergency:** This is defined by the World Health Organisation as follows;

“A public health emergency (the condition that requires the governor to declare a state of public health emergency) is defined as "an occurrence or imminent threat of an illness or health condition, caused by bio terrorism, epidemic or pandemic disease, or (a) novel and highly fatal infectious agent or biological toxin, that poses a substantial risk of a significant number of human fatalities or incidents or permanent or long-term disability (WHO/DCD, 2001). The declaration of a state of public health emergency permits the governor to suspend state regulations, change the functions of state agencies.”

Source: <https://www.who.int/hac/about/definitions/en/>

**Employee:** Refers to an ACC staff member.

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

#### Policy

The ACC acknowledges and takes seriously its responsibilities for the safety of all its workers, other stakeholders and the general public, as evidenced in its workplace Health and Safety Policy and Procedures and the Sub-policies and Sub-procedures integral to its overall approach to workplace health and safety

Accordingly, where there is a declared Public Health Emergency, the ACC will undertake to comply with any directives, recommendations or guidance issued by relevant health, or other, authorities where applicable, to ensure the ongoing safety of its workers and other stakeholders, and, where possible, the broader community.

The ACC will actively monitor relevant information sources in order to stay up-to-date with changing or developing situations, and consequently review and amend its policies and procedures to ensure compliance with the latest requirements, in a timely fashion.

The ACC will regularly communicate with its workers and stakeholders to ensure awareness of changes to ACC health and safety undertakings and their implications for operational activities.

At the very least, employees will be kept apprised through bi-annual induction programs and students will be kept apprised through bi-annual orientation programs. Contractors will be kept apprised through negotiations for procurement of their services.

Regular communication in the form of ACC e-bulletins will also be used to convey immediate changes in health and safety practice requirements.

The ACC will also conduct, in a timely fashion, additional stakeholder training where required.

## 34. RETURN TO WORK POLICY AND PROCEDURES

### Purpose

The purpose of this policy is to ensure an understanding of principles and processes that the ACC has adopted to ensure as smooth a transition as possible for return to work of employees, as soon as possible after a period of illness or injury.

### Scope

The policy applies to all employees of the ACC.

### Definitions

**Employee:** Refers to an ACC staff member.

### Policy and Procedures

**Disclaimer:** To preserve the ability to meet company needs under changing conditions, the ACC reserves the right to revoke, change, or supplement guidelines at any time with written notice. The policies and procedures in its return-to-work program are not intended to be contractual commitments and they shall not be construed as such by ACC employees. This policy is not intended as a guarantee of continuity of benefits or rights. No permanent employment for any term is intended or can be implied by this policy.

### ACC Undertakings and Responsibilities

- The ACC has developed a return-to-work policy. Its purpose is to return employees to employment activities at the earliest date following any injury or illness. The ACC desires to maximise the speed of recovery from injury or illness and reduce insurance costs.
- The ACC defines **'transitional' work activities** as temporary modified activities within the employee's physical abilities, knowledge, and skills. Where feasible, transitional positions will be made available to injured employees in order to minimise or eliminate time loss.
- The physical requirements of transitional/temporary work will be provided to the attending physician. Transitional/temporary positions are able to be developed with consideration of the employee's physical abilities, the operational needs of the ACC, and the availability of transitional work.
- However, the ACC needs it to be known that, for operational reasons, at any time, the ACC may elect to change the work attendance requirements of any employee, based on the operational needs of the ACC.
- **In the case of an on-the-job accident** - If an academic employee has a work-related injury or illness and is missing time from work, they are advised to contact the Academic Dean, in the first instance, for details of consequences regarding time loss and immediately thereafter to report these details to the General Manager. If a non-academic employee has a work-

related injury or illness and is missing time from work, they are advised to contact the General Manager directly for details of consequences regarding time loss.

- **Regarding transitional/temporary work or study assignment** - The ACC will determine appropriate work hours, shifts, and duration and location for transitional/temporary work assignments. The ACC serves the right to determine the availability, appropriateness, and continuation of all transitional assignments and alternative job offers.
- **Communication** - It is the responsibility of the employee and/or their supervisor (who, in the case of an academic employee is the Academic Dean) to immediately notify the General Manager of any changes concerning a transitional/temporary work assignment. The General Manager will then communicate with the insurance carrier and attending physician as applicable.

### **Employee responsibilities include:**

#### **Accident reporting**

- An accident is any unplanned event that disrupts normal work activities and may or may not result in injury or property damage. All work-related accidents, injuries, and near misses must be reported immediately by the employee concerned to their supervisor and thereafter to the General Manager.
- If an accident occurs, but does not require professional medical treatment, the supervisor should immediately be informed by the employee so that an incident report can be completed. If first-aid treatment is needed, it should be sought on-site, and documented.
- If an accident occurs which requires professional medical treatment, the employee should follow the emergency response plan.
- The affected employee requiring professional medical treatment is required to fill out a workers' compensation 801 form as soon as possible.

#### **Employee's physical condition**

- If professional medical treatment is sought, the employee is required to inform the attending physician that the ACC has a return-to-work program with light duty/modified assignments available.
- The employee should obtain a Release to Return-to-Work form (and transitional Job Description if available) which should be provided to the treating physician for completions and then returned to the ACC General Manager following the initial medical treatment.

#### **Employee able to return to work**

- If the attending physician releases the employee to return to work, as evidenced by completion of a Release to Return-to-Work form and Job Description Form, the form(s) must be returned to the ACC General Manager within 24 hours for assignment of light duty/modified work. The employee must report for work at the designated time.
- The employee cannot return to work without a release from the attending physician.

- If the employee returns to a transitional/temporary job, they must make sure that they do not go beyond either the duties of the job or exceed the physician's restrictions. If the employee's restrictions change at any time, they must notify their supervisor at once and give the supervisor a copy of the new medical release.

#### **Employee unable to return to work**

- If the employee is unable to report for any kind of work, they must call in at least weekly to report medical status.
- While off work, it is the responsibility of the employee to supply relevant ACC personnel (Supervisor and General Manager) with a current telephone number (listed or unlisted) and an address where they can be reached.
- The employee will notify the General Manager within 24 hours of all changes in medical condition.
- The General Manager will notify the insurance carrier of any changes in the employee's work status as soon as possible.

#### **Employer responsibilities for employees include:**

##### **Accident reporting**

- The supervisor will conduct an accident analysis on all accidents, regardless of whether an injury occurs.
- When an accident occurs which results in injury requiring professional medical treatment, the ACC General Manager will forward a completed employee's compensation 801 form to the relevant insurance carrier within five (5) calendar days of knowledge of the injury or illness.
- Other information will be forwarded as soon as available, including:
  - Name of the employee's attending physician;
  - A completed Release to Return-to-Work Form from the attending physician and medical documentation, if appropriate;
  - A completed transitional/modified or regular Job Description;
  - A Job Offer Letter and responses (the process for finalizing which is outlined below).
- **Job Offer letter**
  - Upon ACC's receipt of a signed temporary/transitional Job Description form from an employee's attending physician, a Job Offer Letter will be prepared by the ACC. It will be mailed by both regular and certified mail to the employee's last known address or presented to the employee.
  - The letter will note the doctor's approval and will include the employee's contact details, job duties, report date and time, wage, hours, and duration and location of the transitional work assignment.
  - The employee will be asked to sign the bottom of the Job Offer Letter indicating acceptance or refusal of the offered work assignment.

- Copies of the Job Description, Work Releases, and Job Offer Letters will be forwarded to the insurance carrier.
- **Supervisor Monitoring**
  - The supervisor will monitor the employee's performance to ensure that they do not exceed their Physician Release conditions.
  - The supervisor will monitor the employee's recovery progress through regular contact to assess when and how often duties may be changed. The supervisor will assess the ACC's ability to adjust work assignments upon receipt of notification of changes in physical capacities.

### **Employee acknowledgment**

#### **The employee's acknowledgement will include statements similar to the following:**

- The return-to-work policy and procedures have been explained to me.
- I have received a copy of this policy and procedure.
- I have read and fully understand all procedures and responsibilities.
- I agree to observe and follow these procedures.
- I understand that failure to follow these procedures may affect my re-employment, or reinstatement, and/or professional assistance rights.

Employees of the ACC will be apprised of the ACC's Return to Work Policy and Procedures through bi-annual employee induction programs.

## 35. SEXUAL ASSAULT AND SEXUAL HARASSMENT (SASH) POLICY AND PROCEDURES

### Purpose

The purpose of this policy and procedures is to confirm ACC's commitment to preventing sexual misconduct, the responsibilities of students and staff in relation to sexual misconduct and the principles for preventing and responding to incidents of sexual misconduct at or connected to the College.

### Scope

This policy and procedures apply to:

- all students enrolled with the ACC
- all staff members of the ACC
- persons contractually bound to comply with this policy.

### Definitions

**Business Associate:** Refers to contractors, education and other agents, and any other individuals or other parties engaged in the business activities of the College.

**Complainant:** The person who formally instigates a grievance, complaint or appeal.

**Complaint:** A statement that a situation is unsatisfactory.

**Consultation:** Defined by Safe Work Australia, is a two-way process between management and workers which involves talking to each other about health and safety matters, listening to and raising concerns, seeking and sharing views and information, and *considering* what worker have to say before any decisions are made.

**Employee:** Refers to an ACC staff member.

**Party (Parties):** Refers to a person(s) directly involved in or affected by the matter concerned and has been indicated as an involved and/or affected party or parties previously.

**Supervisor:** Within the context of WHS Policies and Procedures, Supervisor may refer to the staff member/manager to whom a given staff member reports, and to the academic staff member or subject coordinator responsible for the health and safety of a student(s) in relation to a particular aspect of learning and teaching.

**Worker:** Refers to an ACC staff member or to an enrolled student or to an individual or business contracted by the ACC to provide services to the ACC.

**Harassment:** Means any form of behaviour that is unwelcome, unsolicited, unreciprocated and usually (but not always) repeated. It is behaviour that is likely to offend, humiliate or intimidate. Harassment can be based on any of the attributes listed under the definition of discrimination and for example can include sexual, disability, racial, sexuality or gender based harassment.

**Incident:** In Workplace Health and Safety is a work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred, or could have occurred.

**Mediation:** Mediation is a process by which a neutral third party called a mediator helps people in conflict negotiate a mutually acceptable agreement. The parties to the mediation control the outcome. If informal negotiations have failed, mediation provides an alternative to pursuing other more formal processes.

**Privacy:** When something is private to a *person*, it usually means that something is inherently special or sensitive to them. The domain of privacy partially overlaps with security, which can include the concepts of appropriate use, as well as protection of information. Privacy may also take the form of bodily integrity. It may also mean that individuals are not subject to unsanctioned invasions of privacy by a government, an institution or other bodies or authorities. In this document privacy is taken to mean privacy of information regarding ACC's staff, students and other individuals associated with the College.

**Respondent:** The person or institution against whom the grievance is lodged.

**Sexual harassment:** Means any unsolicited, unwelcome and unreciprocated behaviour act or conduct of a sexual nature that embarrasses, humiliates or offends other persons. It can be a single incident or a persistent pattern and can range from subtle behaviour to explicit demands for sexual activity or even criminal assault and including but not limited to the following examples:

- inappropriate jokes or comments with sexual connotations
- the display of offensive material
- comments and questions about another person's sexual conduct and/or private relationships
- persistent unwelcome invitations
- requests for sexual favours
- offensive written, telephone or electronic mail or other computer system communications
- unnecessary close physical proximity including persistently following a person
- unwelcome physical contact such as brushing against or touching a person.

**Sexual Assault:** Means any unacceptable sexual and/or physical behaviour that is a criminal offence. Sexual assault means any sexual act that a personal does not consent to, including:

- Rape
- Oral sex without consent
- Sexual touching without consent
- Sexual acts without consent
- Indecent exposure
- Voyeurism
- Recording or distributing an intimate image of another person without their consent
- Stalking or intimidating another person with the intention of causing them to fear physical or mental harm.

A person will be considered to have sexually assaulted another person if:

- a) the other person did not consent to the first person's actions; and
- b) the first person knew that the other person did not consent or should reasonably have known that the other person did not consent.

**Staff and Employee:** Are interchangeable terms for the purpose of WHS policies and procedures. They both refer to academic and non-academic staff employed by the ACC.

**Stakeholder:** All ACC students (prospective, commencing, continuing; domestic and international), staff (academic, clinical and professional staff), associates and agents; and also regulatory authorities and professional accreditation and registration bodies.

**Student:** An individual person who is formally enrolled to study at the College. The 'individual person' is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Support Person:** Another person willing to support the student, whom the student appoints to assist at any stage of a process, and who is not a legal representative or lawyer.

**Support Services:** Services provided by the ACC, or are available externally, which are designed to provide student academic and personal support.

**Visitor:** Any person on the ACC premises who is not an employee, student or contractor of the ACC. Visitors to the ACC may include patients/clients, business associates, persons invited to attend functions/events/seminars or similar, any other person attending an appointment or meeting at the ACC and any members of the public seeking information about the ACC.

## Policy

The ACC is committed to providing a safe and supportive working and learning environment for students, staff and the broader College community. As such, ACC takes a zero tolerance approach to sexual assault, sexual harassment and other forms of sexual misconduct and will report to the relevant authorities and regulators anyone found to be in breach of this policy.

All members of the College are responsible for contributing to a culture of mutual respect and an environment that is free of sexual assault and sexual harassment.

The College is committed to meeting its obligations under the state and federal equal opportunity laws including the Commonwealth Sex Discrimination Act 1984 and the South Australian Equal Opportunity Act 1984, and will act in accordance with the spirit and requirements of the legislation. In framing this policy and procedures, the College has also used as a point of reference relevant aspects of the SafeWork SA and SafeWork Australia Codes of Practice and the TEQSA Good Practice Note: *Preventing and responding to sexual assault and sexual harassment in the Australian higher education sector* (July 2020).

## Procedures

Students, staff members and contractors who have experienced sexual assault or sexual harassment have a right to decide whether they want to:

- 1) confidentially disclose the incident to the College and/or
- 2) report the incident to the College for appropriate action.

### 1. Confidential Disclosures and Support

A person wishing to make a Confidential Disclosure of sexual assault or sexual harassment and/or access further information and support can contact the following internal and external services:

#### 1.1 Internal Disclosure

**In relation to internal confidential disclosure:**

- Students and staff members can confidentially disclose incidents of sexual assault and sexual harassment to the relevant manager: Deputy Academic Dean (for academic staff), or Academic Registrar (for students) or the General Manager (for non-academic staff and contractors).
- A person who makes a Confidential Disclosure will not be required to submit a Report to the College.
- However, the relevant manager is responsible for providing that person with information on the College's procedures for responding to reports of sexual assault and sexual harassment so that they are aware of the options available to them.
- The relevant manager is also responsible for notifying the President of any disclosures of sexual assault or sexual harassment that may require action in order to maintain a safe workplace. The President reserves the right to respond to Confidential Disclosures by taking appropriate action where it is deemed that such action is required to maintain a safe workplace.
- The relevant manager will comply with mandatory reporting requirements, for example incidents involving persons under the age of 18.
- In the event that the relevant manager is deemed by a worker (staff member or student or contractor) to have a conflict of interest or is the subject of the Confidential Disclosure, the worker is encouraged to disclose the sexual assault or sexual harassment incident to one of the other designated managers.

## 1.2 External Disclosure

Should the worker prefer to make a Confidential Disclosure of sexual assault or sexual harassment to an external source of assistance, the College encourages use of the following:

- **1800RESPECT** is a free and confidential 24/7 telephone counselling service that provides information and support for people who have experienced sexual assault, domestic or family violence. Information on local support services can also be found on the 1800RESPECT website or by downloading the free mobile app 'Daisy'.  
Phone: 1800 737 732  
Web: [www.1800respect.org.au](http://www.1800respect.org.au)  
App: <https://www.1800respect.org.au/daisy/>

The College also provides apprise workers of such other external resources as:

- **Yarrow Place, which** provides free and confidential service for people aged 16 years and over at the time of sexual assault:  
Phone: (08) 822 68777. After hours (08) 82268787  
Web: <https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services/primary+and+specialised+services/sexual+health+services/yarrow+place/yarrow+place>
- **SHINE SA, which** provides sexual health education, early intervention, health promotion, clinical services and therapeutic counselling.  
Phone: 1300 794 584  
Web: <https://www.shinesa.org.au>

## 2. Reporting of Incidents

### 2.1 Internal Reporting

Reports related to sexual assault and sexual harassment differ from Confidential Disclosures in that the incident will be recorded, confidentially communicated to appropriate staff members and responded to through actions undertaken by the College.

Students and staff members who have experienced sexual assault or sexual harassment are encouraged to report the incident (rather than making a disclosure) if they want the College to investigate or to take specific action.

Prompt reporting of sexual misconduct is encouraged to maximise the College's ability to respond effectively.

If the report relates to a visitor or other person over whom the College has no jurisdiction, the College may seek assistance from another organisation or refer the matter to an external agency for resolution.

### **College Contact Officers**

A person wishing to report sexual assault or sexual harassment through internal avenues can do so by contacting one of the following designated Contact Officers:

Sally Dukic  
Academic Services Manager  
Email: [sally.dukic@acc.sa.edu.au](mailto:sally.dukic@acc.sa.edu.au)  
Phone: 0402 522 317

Assoc Prof Navine Haworth  
Deputy Academic Dean  
Email: [drnavine@acc.sa.edu.au](mailto:drnavine@acc.sa.edu.au)  
Phone: 0421 392 709

Mark McAllister  
General Manager  
Email: [mark.mcallister@acc.sa.edu.au](mailto:mark.mcallister@acc.sa.edu.au)  
Phone: 0419 826 880

## **2.2 External Reporting**

The College also appraises workers that their options for reporting include:

- The South Australian Police (SAPOL), for incidents of sexual assault. SAPOL provides a diverse range of services to the community and has the ultimate objective of ensuring that South Australia remains a safe place to live, visit and do business.  
<https://www.police.sa.gov.au/>
- **Victims of Crime, which** can assist with incidents relating to forensic procedures such a DNA sampling and medical procedures:  
<http://www.voc.sa.gov.au/forensic-procedures>

## **2.3 College Management of Received Reports**

Reports of sexual assault and sexual harassment will be treated seriously, promptly, impartially and confidentially.

Upon receiving a report, the Contact Officer will provide the complainant with information and advice on:

- Internal and external support services
- The College's procedures for responding to reports of sexual assault and sexual harassment according to this policy document.

Following consultation with the complainant, the Contact Officer will consult with the President and/or delegated staff member to determine an appropriate response. In determining the response, the College will consider the wellbeing and wishes of the complainant in conjunction with its obligation to provide a safe working and learning environment.

### **2.3.1 Sexual Harassment Report – College Response**

The College will consider the following options in responding to reports of sexual harassment:

- **Option 1 – Conciliation**  
Formal conciliation with an independent mediator will be undertaken if deemed appropriate by the College and agreed upon by both the complainant and the respondent. In no circumstance will a person be required to participate in conciliation if they do not wish to do so.
- **Option 2 – Investigation**  
Formal investigations will be conducted in a timely and confidential manner. If at the outcome, sexual harassment is found to have occurred, the College will take disciplinary action as necessary. Examples of possible consequences include termination of employment or engagement or preclusion from the College campus.

### **2.3.2 Sexual Assault Report – College Response**

Upon receiving a report of sexual assault, the Contact Officer will inform the President and provide the complainant with information and advice on:

- Internal and external support services
- The option to report the alleged incident to the South Australian Police
- The College's procedures for responding to reports of sexual assault in accordance with this policy

A student or staff member who has experienced sexual assault may

- a) make a disclosure or complaint to the College, or
- b) report the incident to the Police but not make a disclosure to the Police, or
- c) make a disclosure or complaint to the College and report the incident to the Police

If the student or staff member who has experienced sexual assault reports the incident to the Police, the College will suspend any investigation and action in response to the sexual assault pending completion of the criminal process. The College reserves the right to impose any urgent or interim measure that may be necessary to preserve the safety and wellbeing of individuals.

If a student or staff member who has experienced sexual assault decides not to report the incident to the Police the College will protect the confidentiality of information relating to their disclosure or complaint, while meeting its obligations under South Australia's Criminal Law Consolidation Act 1935. The College will conduct a formal investigation.

### **2.3.3 Procedures for Formal Investigations**

- Formal investigations will be conducted in a timely and confidential manner.
- The investigations will be procedurally fair for all parties.
- If, at the outcome of the investigation, sexual assault is found to have occurred, the College will take disciplinary action as necessary. Examples of possible consequences include termination of employment or engagement or preclusion from the College campus.
- The College will comply with all mandatory reporting requirement, for example incidents involving persons under the age of 18.
- In some instances, the College may need to refer the reported incident to the South Australian Police against a person's wishes, to ensure their safety or the safety of other members of the College community, or to meet its legal obligations. In this case, the College will inform the victim before reporting the incident of sexual assault to the Police.

#### **Student Reports**

- Reports of sexual assault and sexual harassment made by students enrolled in the College's programs will adhere to the guidelines of this policy along with the *Grievance Management Non Academic (Students) Policy and Procedures*.
- Reports of sexual assault or sexual harassment made against students enrolled in the College's program will adhere to the guidelines of this policy and the College's *Academic Ethics and Code of Conduct Policy*

#### **Staff Reports**

- Reports of sexual assault or sexual harassment made by staff members, or made against staff members, will adhere to the guidelines of this policy, the *Grievance Management (Staff) Policy and Procedures* and the Fair Work Act 2009.

#### **Other Stakeholder Reports**

- Reports of sexual assault or sexual harassment made by all other members of the College community, including contractors, clients, volunteers and visitors will adhere to the guidelines of this policy.
- Reports made against a contractor, client, volunteer or visitor will adhere to the guidelines of this policy and the relevant service contract or agreement, if applicable.

### **3. Opportunity to be heard**

- Disclosures and reports of sexual assault and sexual harassment will be resolved sensitively, fairly, confidentially and with a minimum of disruption, while following the principles of procedural fairness.
- Complainants and respondents will have a reasonable opportunity to state or respond to a complaint orally and in writing, and to provide any documents relevant to the complaint.
- Complainants and respondents may be accompanied to any meeting by a support person, if they wish, providing that such persons are not formal legal representatives.
- At no time will the complainant and respondent be required to meet with or to participate in any activity with one another, unless they have both given their prior informed consent.

### **4. Interim Measures**

In order to minimise the potential for harm to any person, the President may take interim measures against a student or staff member in response to a disclosure or report of sexual assault or sexual harassment while investigations are underway.

### **5. Vexatious complaints**

Students and staff are advised on the difference between a vexatious or malicious complaint of sexual assault or sexual harassment (which the College discourages) as opposed to a valid complaint.

A complaint will be considered vexatious or malicious if the student or staff member makes it:

- a) knowing it to be false and/or
- b) for the primary purpose of damaging the College or the person against whom the complaint is made.

Making a vexatious or malicious complaint may result in disciplinary action according to the College's *Academic Ethics and Code of Conduct* or the relevant Staff Agreement.

## **6. Confidentiality (Privacy)**

The College will keep confidential all information relating to a disclosure or report of sexual assault or sexual harassment, unless:

- a) the complainant consents to a disclosure of part or all of the information for a specified purpose, or
- b) in instances where the College needs to refer the reported incident to the South Australian Police against a person's wishes, to ensure their safety or the safety of other members of the College community, or to meet its legal obligations. In this case, the College will inform the victim before reporting the incident of sexual assault to the Police.

Complainants and respondents are advised that they need to keep confidential the fact that a complaint has been made, the nature of that complaint and all information relating to the investigations.

Complainants and respondents may only disclose information related to the alleged incident in order to obtain support or advice from immediate family members, a qualified counsellor or psychologist, a lawyer, or the Police.

## **7. Education and Training**

All members of the College community will be made aware of this policy. This will be achieved through awareness raising activities and by incorporating the policy in contracts, agreements and conditions of enrolment.

All members of the College community will be informed of the College's Code of Conduct and ways to access support. This will be achieved through ongoing awareness-raising activities.

Administration and academic staff will complete training as part of induction processes.

The President and Contact Officers will complete training at regular intervals.

These principles for the most efficient and effective resolution of sexual misconduct incidents are emphasised in bi-annual staff induction and student orientation programs and in business negotiations for the procurement of services from contractors.

## **RELATED DOCUMENTS**

Grievance Management Non Academic (Students) Policy and Procedures

Grievance Management (Staff) Policy and Procedures

Academic Ethics and Code of Conduct

Workplace Bullying and Work-related violence Policy and Procedures

Equity and Anti-discrimination Policy

## 36. SMOKING/VAPING POLICY

### Purpose

This policy is a clear expression of the ACC's commitment to maintaining a smoke-free workplace.

### Scope

This policy applies to all staff, students, contractors, patients and visitors of the ACC.

### Definitions

**Vaping:** The inhaling of a vapor created by an electronic cigarette (**e-cigarette**) or other vaping device. The difference between **smoking** and **vaping** is that **smoking** delivers nicotine by burning **tobacco**, which can cause **smoking**-related illnesses, and **vaping** can deliver nicotine by heating a liquid in a much less harmful way. The long-term health effects of **e-cigarettes** are not well understood yet. But the science clearly indicates **vaping** is not a safe or healthy alternative to **smoking**.

### Policy

The ACC premises is a smoke-free zone, including the area within 5 meters of the outside entrance.

Vaping is also prohibited in these areas.

Given that tobacco smoking leaves a residual odour that can be detected on an individual's breath, clothes and hands for some time after finishing a cigarette, and that non-smokers may find this odour difficult to tolerate, smokers are requested to make a serious effort to respect the potential distaste of non-smokers to tobacco odours and to remove any odours from their person, prior to attending the premises.

Meeting this request is regarded as particularly important in view of the nature of teaching and learning and clinical activities that take place at the ACC premises, which of necessity require close proximity and close contact between individuals.

The ACC's *Smoking and Vaping Policy* will be explained to staff of the College and reinforced periodically through staff bi-annual induction programs and to students through their bi-annual orientation programs. Contractors, other business associates will be apprised through contract negotiations. Clients of, and visitors to the College will be directed to public notices of the ACC's *Smoking and Vaping Policy* on the ACC premises, and to reception staff for further information.

## 37. SOCIAL MEDIA POLICY AND PROCEDURES

### Purpose

The purpose of this policy and related procedures is to provide clear guidance in the use of social media to all employees and other individuals associated with the business of the ACC.

### Scope

It applies to all employees and business associates of the ACC, including staff, students, contractors, education and other agents, and any other individuals or other parties engaged in the business activities of the College.

### Definitions

**Employee:** Refers to an ACC staff member.

**Business Associate:** Refers to contractors, education and other agents, and any other individuals or other parties engaged in the business activities of the College.

**Social Media:** for purposes of this policy, the term 'social media' refers to one or more of blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

### Policy

The following principles apply to professional use of social media on behalf of the ACC as well as personal use of social media when referencing the ACC.

It is the responsibility of all ACC employees, students and business associates to:

- be familiar with, and adhere to the ACC's Code of Conduct, and other College policies when using social media in reference to the ACC;
- be aware of the effect that their actions may have on their images, as well as ACC's image. The information that employees post or publish may be public information for a long time;
- be aware that the ACC may observe content and information made available by them through social media;
- use their best judgment in ensuring that the material they post on social media is neither inappropriate nor harmful to the ACC, its staff, students, business associates or other related parties/individuals;
- ensure that they avoid the posting on social media of prohibited material, which includes commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libellous, or that can create a hostile work environment;

- refrain from publishing, posting or releasing any information that is considered confidential or not public. If there are questions about what is considered confidential, employees, students and business associates should check with their supervisor and/or the General Manager;
- refer to authorised ACC spokespersons, those enquiries from press and other media or legal or other professional representatives, which have been generated through social media networks, blogs and other types of online content;
- disengage from the dialogue in a polite manner and seek the advice of a supervisor if they encounter a situation while using social media that threatens to become antagonistic;
- obtain appropriate permission before referring to, or posting images of current or former employees, members, vendors or suppliers of the ACC;
- obtain appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.

The use of social media should not interfere with other work-related responsibilities of employees, students, contractors and other business associates of the ACC.

The ACC's computer systems are to be used for the College's administration and management, and for teaching and learning and research purposes only. Use of such social media as Facebook, Twitter, company blogs and LinkedIn, is permitted for business purposes only. Personal use of social media networks or personal blogging of online content is discouraged and, if discovered, may result in disciplinary action.

Subject to applicable law, after-hours online activity that violates the ACC's Code of Conduct or any other College policy may subject an employee or student or contractor to disciplinary action or termination of their contract.

In the event that employees, students and business associates of the ACC publish content after-hours that is associated with the business operations of the ACC, a disclaimer is to be used, indicating that the *"postings on the site are the authors own and may not represent the ACC's positions, strategies or opinions"* or similar.

It is highly recommended that ACC staff, students and business associates keep ACC-related social media accounts separate from personal accounts, if practicable.

The ACC's *Social Media Policy and Procedures* will be explained to staff of the College and reinforced periodically through staff bi-annual induction programs and will be explained to students through their bi-annual student orientation programs. Contractors and other business associates (including education agents) will be apprised through negotiations for procurement of their services.

## 38. WORKPLACE BULLYING AND WORK-RELATED VIOLENCE POLICY AND PROCEDURES

### Purpose

This policy is to ensure that all ACC staff, students and other associates understand the characteristics of Workplace Bullying and Workplace Violence and their responsibilities in preventing and dealing with the occurrence of any such bullying and violence.

### Scope

This policy and the guidelines to which it refers for the prevention and response to Workplace Bullying and Work-related Violence relates to all staff, students, clients, contractors and other business associates, and visitors of the ACC.

### Definitions

**Guide for Preventing and Responding to Workplace Bullying:** This guide, issued by Safe Work Australia (2016), provides information for persons conducting a business or undertaking (PCBU) on how to manage the risks of workplace bullying as part of meeting their duties under the WHS laws. It includes guidance on what workplace bullying is, how it can be prevented and how to respond to reports.

**Worker:** Includes staff, students and contractors and other individuals/agents or businesses/agencies contracted to provide services for the ACC.

**Workplace bullying:** Repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time. Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimizing, humiliating, intimidating or threatening.

Sexual assault and sexual harassment (SASH) is considered an element of workplace bullying and/or work related violence. However, given the particular considerations involved in the management of SASH, it is listed as a separate Policy and Procedures

Workplace bullying is a risk to health and safety. 'Health' is defined in the WHS Act as both physical and psychological health. Failure to take steps to manage the risk of workplace bullying can result in a breach of Work Health and Safety (WHS) laws. Workplace bullying can occur wherever people work together and in all types of workplaces. It is best dealt with by taking steps to prevent it from occurring and responding quickly if it does occur. The longer the bullying behaviour continues, the harder it becomes to repair working relationships and the greater the risk is to health and safety.

**Work-related (or Occupational) Violence:** Defined by Safe Work Australia as, any incident where a person is abused, threatened or assaulted in circumstances relating to their work.

### Policy

Workplace Bullying and Work-related violence will not be tolerated at the ACC workplace.

**Workplace bullying** is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimizing, humiliating, intimidating or threatening.

Examples of behaviour that may be considered as bullying, that meet the above criteria, may include:

- Offensive, insulting language or comments;
- Unjustified criticism or complaints;
- The withholding of information vital to effective workplace performance;
- Setting tasks with unreasonable timelines, or that are outside of a person's scope of ability (too high, or too low);
- Denying access to necessary resources required to carry out normal duties;
- Spreading misinformation or malicious rumours.

Workplace bullying can occur between a worker and a manager or supervisor, or between co-workers.

Bullying of workers can occur both within the workplace premises, or elsewhere, including such forms as social media.

Bullying does not include situations where an employee has a grievance about legitimate and reasonable management processes, disciplinary action, or the allocation of work in compliance with established systems and policies.

Bullying may be unlawful if it is linked to, or based on, one of the protected attributes covered by anti-discrimination legislation.

**Work-related or Occupational violence** is considered to be any incident where a person is physically attacked or threatened in the workplace, whether by a co-worker, sub-contractor or client. Generally, it includes:

- Striking, kicking, scratching, biting, spitting or any other type of direct physical contact;
- Throwing objects;
- Attacking with knives, guns, clubs or any other type of weapon;
- Pushing, shoving, tripping grabbing;
- Any form of indecent physical contact.

Work-related violence can have significant short and long term impacts on a worker's psychological and physical health. These can in turn have significant economic and social costs for workers, and also their family, their employer and the wider community.

Work-related violence can harm both the person it is directed at, and anyone witnessing it, both physically and psychologically.

Where work-related violence involves physical assault then the ACC will immediately report it to the police.

### **Procedures for the Prevention of, and Response to Workplace Bullying and Violence**

The ACC undertakes to follow the *Guide for Preventing and Responding to Workplace Bullying*, and also *website resources that address the prevention and management of Work-related Violence*, as issued by *Safe Work Australia*. All employees, students and contractors are required to read and understand these Guidelines.

The ACC *Grievance Management Non-Academic (Students) Policy and Procedures* and *Grievance Management Staff Policy and Procedures* also apply.

### **The principles underpinning ACC Procedures for responding to workplace bullying are as follows:**

- **Acting promptly reasonably and within established timelines.** ACC will respond as soon as possible after suspecting or becoming aware there is a problem. Relevant parties will be advised of ACC's intention, in the first instance, to attempt to resolve the situation within the workplace, how long it will take to respond to the report, and that they will be kept informed of progress, to provide reassurance the report has not been forgotten or ignored.

In most circumstances, the worker who is alleged to have perpetrated the bullying behaviour will be notified as soon as possible of the report and be given a chance to explain their version of events. They will be treated as innocent until the reports are proven to be true

- **Treating all matters seriously and assessing them on their merits and facts.**
- **Maintaining confidentiality.** The confidentiality of all parties involved will be maintained. Details of the matter will only be known by those directly concerned in the complaint or in resolving it.
- **Ensuring procedural fairness.** The worker who is alleged to have perpetrated the bullying behaviour will be treated as innocent unless the reports are proven to be true. Reports will be put to the person they are made against and that person will be given a chance to explain their version of events.
- **Being neutral.** Impartiality towards everyone involved is considered critical, including the way people are treated throughout the process. ACC will ensure that the worker responding to the report (supervisor or manager) will not have been directly involved and that they will also avoid personal or professional bias.

This may include seeking information or assistance that allows for objectivity and affords all parties due process.

- **If possible, using a no-blame conciliatory approach to help individuals reach an outcome that will ensure the unreasonable behaviour ceases.** A proposed resolution will be discussed with the worker who reported the behaviour to check they are comfortable with it. A worker may choose to resolve issues by self-managing the situation. If the worker who has lodged the complaint does not feel safe or confident with approaching the worker who is engaged in the alleged bullying, they can seek the assistance of a supervisor or manager, their health and safety representative or union representative. Anyone asked to act on behalf of a worker will be expected to use a confidential and non-confrontational approach.

The person reporting the bullying will be respectfully listened to and their report treated as credible and reliable unless conclusively proven otherwise.

- **Supporting all parties.** Once a report has been made, the parties involved will be told what support is available, for example employee assistance programs, and allowed a support person to be present at interviews or meetings e.g. health and safety representative, union representative or work colleague. The parties will also be advised that where internal processes are not effective in achieving a resolution, they may refer the matter to relevant external agencies.
- **Ensuring no victimisation** of any of the parties involved.
- **Notification of any delay in the resolution process.** Should the process be delayed for any reason, all parties will be made aware of the delay and advised when the process is expected to resume.
- **Explanation of Reasons for Actions Taken** (and in some circumstances not taken) to the parties.
- **Meticulous recording** of essential details of the parties involved, the issue and the processes for resolution, including:
  - The person who made the report;
  - When the report was made;
  - To whom the report was made;
  - The details of the issue reported;
  - Action taken to respond to the issue;
  - The outcome;
  - Any further action required – what, when and by whom;
  - Processes for review.

Records will include details of conversations, meetings and interviews including who was present and the agreed outcomes.

For Work-related Violence, the underpinning principles and the procedures are the same as those that apply in the ACC 's *Emergency and Critical Incident Policy and Procedures* and *Fire, Evacuation and Emergency preparedness Procedures* and *Emergency Notification Procedures*.

**ACC's procedures for responding will vary depending on the nature and severity of the incident.**

During a violent incident, workers of the ACC are advised to:

- Implement the internal and external emergency response procedures;
- Use calm verbal and non-verbal communication and employ verbal de-escalation and distraction techniques;
- Seek support from other staff;
- Ask the aggressor to leave the premises;
- Ensure that all workers and other persons within the premises are able to retreat to a safe location.

Immediately after a violent incident, the ACC will:

- Ensure that everyone is safe;

- Provide first aid or urgent medical attention where necessary;
- Provide individual support where required, including practical, emotional and social support
- Report what happened, who was affected, and who was involved.

The ACC will also notify the work health and safety regulator if the incident results in:

- A fatality;
- Someone requiring immediate hospital treatment;
- Amputation;
- A serious head or eye injury;
- Serious burn;
- De-gloving or scalping;
- A spinal injury;
- Loss of a bodily function;
- Serious lacerations.

### **Responsibilities**

All workers, and other individuals involved in the workplace, have responsibilities regarding bullying. These responsibilities include the onus to not initiate bullying, and also to respond when it has been identified, or is suspected of occurring. However, ultimate responsibility for effective implementation of this policy lies with President.

A breach of this policy may initiate appropriate disciplinary action or loss of employment for employees, suspension or termination of studies for students, and termination of contracted services for contractors.

The ACC's *Workplace Bullying and Work-related Violence Policy together with the Safe Work Australia Guide for Preventing and Responding to Workplace Bullying* and *website resources that address the prevention and management of Work-related Violence* will be explained to employees of the College and reinforced periodically through staff bi-annual induction programs and to students through their bi-annual student orientation programs. Contractors, other business associates will be apprised through negotiations for procurement of their services. Clients of, and visitors to the College will be apprised of behavioural expectations through public notices on the ACC premises and also through reception staff.