

**Policy Number: 29**

Policy Name: Occupational Health and Safety  
(includes Policy number 20, Office Behavior)

Version No. 02

Established: 2008

Present Version Passed: 17/8/21

Next Scheduled Review: 2023

## PURPOSE

The Northern Geelong Rental Housing Co-operative (NGRHC) recognises its responsibility and the importance of providing a safe and healthy work environment to all staff, renter-members, contractors and visitors of the Co-op. NGRHC recognises that this is an essential component of their duty of care and as such is responsible to uphold this standard.

The purpose of this policy is to:

- Define a set of clear guidelines for workplace behaviours for staff, renter-members and their households within the confines of the NGRHC, including the office, renter-member homes or anywhere official duties are conducted.
- Highlight every individual's duty to enable and maintain, so far as is practicable, a working environment that is safe and without risks to the health of others.
- Ensure that all staff and renter-members of the NGRHC are aware of their responsibilities within the organisation in this regard

## RELEVANT CO-OP OBJECTIVES

Housing Registrar Performance Standards for Registered Housing Providers

## SCOPE

This policy applies to staff, renter-members, visitors and contractors of NGRHC

## POLICY STATEMENT

NGRHC recognises its moral and legal responsibility to provide a safe and healthy work environment for its staff, renter-members, contractors and visitors. NGRHC further endeavours to ensure that its operations do not place the wider community at risk of injury or illness.

Risk to a person's health or safety may arise from a variety of sources, including but not limited to the following:

- Physical environment
- Bio-mechanical (inc. ergonomics)
- Mental health in the workplace (<https://www.worksafe.vic.gov.au/mental-health>)

## Occupational Health and Safety Guidelines

All properties managed by NGRHC and all NGRHC work places will be maintained in clean condition and in good repair.

Any office equipment or furniture which is identified as faulty or unsafe will be repaired or replaced as appropriate.

NGRHC will assess the need for modifications for disability accessibility as required by renter-members or as changes to legislation dictates.

The NGRHC workplace is a smoke free zone, as is similarly, the homes of renter-members which are considered a workplace for visiting staff and contractors.

All staff and renter-members of NGRHC are to be familiar with fire evacuation procedures both in the office and in their homes.

All OHS incidents and injuries are to be reported to the manager, who will in turn determine if that incident is to be classified as notifiable. If so, the manager will notify [Worksafe.vic.gov.au](https://www.worksafe.vic.gov.au) by completing an incident notification form. The CoM will also be advised.

<https://content.api.worksafe.vic.gov.au/sites/default/files/2019-11/FOR-Incident-notification-form-2019-10.pdf>

All incident notification forms are to be kept in the individual's file in the managers office and an electronic copy within the Workcover folder on the manager drive

Staff and renter-members are encouraged to participate in any training which enables them to identify any hazards, or be of assistance should an OH&S incident occur.

A staff member is to provide basic information regarding the assembly point and office exits to attendees at Info Sessions.

### Workplace Behavior Guidelines

***No abusive, threatening behaviour, or indecent language will be tolerated in the workplace or renter-members homes.***

It is appropriate for staff and renter members to ask a person to tone down their language/behaviour and inform them why, if they are finding it offensive.

If offensive language/behaviour continues to exist in any situation, the parties can either leave the premises or be asked to leave.

Any abusive or offensive language encountered on a phone call could result in the termination of the call.

Any physical assault or the threat of, will result in the Police being called.

In the event that a staff member or a renter member should feel unsafe in any situation they are encouraged to have a support person present with them.

Staff members attending to duties unaccompanied should always inform another staff member where they are going and when they are expected to return. If the staff member does not report back at the scheduled time enquiries should be made as to their well-being and whereabouts.

Any incidents should be brought to the attention of the Manager who in turn will notify the CoM. Details should be documented and kept on file.

The CoM has the right to take whatever action they deem appropriate to facilitate the resolution of any dispute or discomfort, considering the options and processes stipulated in the Rules and NGRHC complaints and appeals policy.

## DEFINITIONS

### In this policy:

<b>Notifiable</b>	A notifiable event is a serious incident or accident where someone's health or safety is seriously endangered. For the purpose of Worksafe this may be a death or serious injury resulting in hospitalisation.
<b>Workplace</b>	A workplace is a location where someone works for their employer or themselves, a place of employment. Such a place can range from a home office to a large office building or factory.

## RELATED DOCUMENTS

Security Policy  
Maintenance Policy  
Asset Management Policy  
Human Rights and Equal Opportunity Policy  
Complaints and Appeals Policy  
NGRHC Rules

## Legislation and standards

Occupational Health and Safety Act 2004 (OHS Act)  
Dangerous Goods Act 1985  
Workplace Injury, Rehabilitation and Compensation Act 2013  
The Housing Act 1983  
Performance Standards for Registered Housing Agencies

## Transparency and accessibility

This policy will be available on the NGRHC website [www.ngrhc.org.au/policy](http://www.ngrhc.org.au/policy)