




KEEPING SAFE AT WORK HANDBOOK

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Once you have read this Keeping Safe at Work Handbook please sign and return the last page (date)

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The Service provides the contents of this manual as information only. The Service accepts no responsibility for the accuracy or usefulness of this information when applied to all situations. When in doubt, independent professional advice should be sought. No responsibility is taken for any damage, death or otherwise misadventure, which occurs through the use of this information and in no circumstances, shall the Service be held responsible for any such circumstances. Information is provided as a guide only and should be read in conjunction with the Service's Policy and Procedure Manual. Should any information differ in this guide from the Policy and Procedure Manual, the Policy and Procedure Manual will be deemed to be the correct information.

Work Health and Safety it's YOUR RESPONSIBILITY -

The Work Health and Safety Act 2011 (and Regulations 2017) requires workers to **take reasonable care and responsibility of themselves and others in the workplace**, by cooperating with their employer in all matters of health and safety. The following basic health and safety rules reflect our policies and procedures and apply equally to every person working within the Service. This Handbook is to be read in conjunction with other WHS Policies and Procedures (which are found on O Drive on the computer) and the Team Member Orientation Handbook.



WORK SAFE, give the job your full attention and FOLLOW the instructions.

Keep your work area CLEAN AND TIDY.

FOLLOW the Service's Policies and Procedures.

Comply with all SAFETY SIGNS, warning signs, Safety Data Sheets (SDS), and danger tags.

If you are asked to wear prescribed personal protective equipment (PPE) – WEAR IT.

KEEP personal belongings safe and secure.

If you EVER FEEL UNSAFE or unsure let us know (remember you have the right to refuse to transport a client if you feel unsafe and we will back your decision)

REPORT ALL accidents, injuries, incidents, near misses and unsafe conditions immediately to your supervisor and COMPLETE an 'Accident/Injury/Incident Report'.

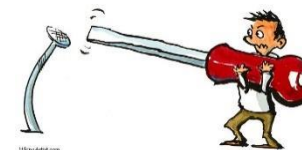


If you take prescription medication - check for SIDE EFFECTS. Consumption of alcohol and/or illicit drugs during work hours is NOT ALLOWED. DON'T come to work under the influence of alcohol or drugs.



CHECK EQUIPMENT before use and report it if damaged.

Use the RIGHT TOOL for the job.



DON'T play practical jokes – they can be dangerous.



Maintain personal hygiene.

Practice universal precautions and follow infection control procedures.



Attend fire and emergency drills.

Know your role in an emergency.

Check the Evacuation poster to locate the Emergency Evacuation Meeting Point.



First Aid/Medical Attention

In accordance with the First Aid Regulation of the Work Health and Safety Act 2011:

- We have a first aid kit in each vehicle and each Outlet;

- There is a Team Member in charge of the kit and they keep it full;
- There is a sign near the Office kits with Emergency Services number (000);



DON'T FORGET:

- If medical attention is required the ambulance is to be called, or, in the case of a minor medical need, first aid may be administered by a person appropriately trained or the person taken to their General Practitioner/Health Professional - **IF IN DOUBT CALL THE AMBULANCE**; and
- If you are near another vehicle and need more first aid supplies use the supplies in the other vehicle.

Accident, Injury and Incident Reporting

The following are examples of events that require the completion of an Accident/Injury/Incident Report:

Falls, trips, car accidents, back injuries, burns, chemical burns, electric shock, cuts, bruises, abrasions, aggressive and potentially aggressive incidents including assault, threatening verbal abuse, etc., the psychological impact of stress, emergencies or other incidents at work, fire, bomb or other life-threatening activity, criminal activities, e.g. theft, sudden death of a Service User or Team Member, media interrogation in relation to an incident, unauthorised entry, waste management incidents, needle stick injury, exposure to blood/body fluids, other injuries and 'near misses'.

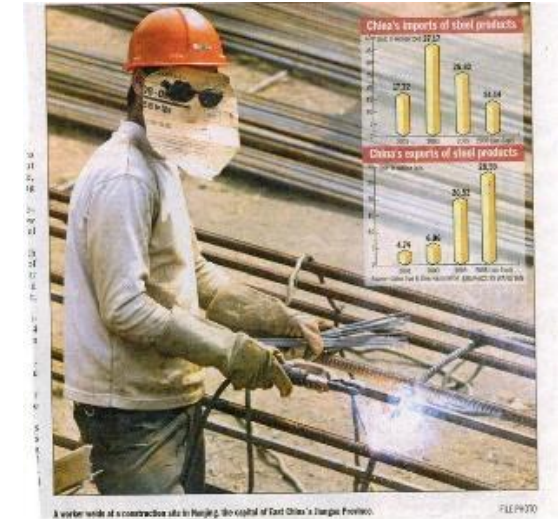


Hazards/Risks in the Workplace

Under the Act YOU have a responsibility for your own safety at work and must report any hazards/risks (potential or actual). Use a Hazard Identification//Risk Assessment Form.

Basic Rule: If it hurt you or someone else OR if it could have hurt you or someone else, REPORT IT.

Can you pick the safety hazards?



What's the Difference between an Incident and a Hazard



**A HAZARD HASN'T
HAPPENED**



Fill out a Hazard Identification & Risk Assessment
form



AN INCIDENT HAS



Fill out an Accident/Injury/Incident Report

Hazardous Substances

You will receive training on the use of hazardous substances. Any hazardous substance you use in the course of your work will have a Safety Data Sheet (SDS) and this must be read prior to using the substance. If you identify a hazardous substance that does not have a Safety Data Sheet, please notify management and complete a Hazard Identification Form.



Looking after your Wellbeing and Mental Health

- Being a workplace that is supportive without any discrimination, bullying or harassment;
- Giving you a clear job description so you know what's expected;
- Giving you a code of conduct and confidentiality so you know how we expect you to behave;
- Taking Work Health and Safety seriously;
- Supporting you if you have a Mental Illness and respecting your privacy;
- Keeping your confidentiality if you choose to tell us you have a mental illness;
- Listening to your needs and working with you minimise the impact of your illness on your work.

- Taking care of your own mental health and wellbeing, including physical health;
- Letting us know if you need a break – life can be difficult and it's important to take holidays and recharge; and
- Taking care that your actions do not affect the health and safety of other people in the workplace.



Handy Hints to improve your wellbeing



Invest in quality relationships - welcome people into your life who value what you have to give and make sure they know that you appreciate them;



- **Get to know yourself** - including your strengths and flaws. Try different things to discover your passions and figure out what makes you tick. Taking the time to look inwards to reflect on what we really want and value is always time well invested. You can give yourself a mental health check-up each morning by asking yourself some simple questions:

- What am I enjoying in my life?
- How am I feeling today?
- What is bothering me?
- Is there something I can do to change these feelings?



Deal with your history - we all carry a history of emotional injuries and traumas which tend to build up to unhealthy levels when we do not work through their impact on us. The impact of these historic events can increase when we are overwhelmed by new events, or just by daily pressures and stresses;



Focus on what's going well - rather than what feels as though it's going wrong. By consciously deciding to pay attention to positive events, we can increase the balance of good to bad days;

Be present - learn to keep the past in the past by concentrating on the 'here and now'. If we are feeling depressed, maybe its preoccupation with the past and things we can't change or fear for the future;

Be hopeful - maintaining hope is one of the most powerful protectors against despair. Behind any success story you will find a series of failures, and it is by embracing and learning from our failures that we are able to develop true resilience;

Find your happy place - connecting with a group of like-minded people will cultivate a sense of belonging, and be a profound source of personal resilience;

Take charge of your own health - feeling your best, mentally and physically, is very important in building your resilience;



Listen to those that care about you - we can become so immersed in our daily struggles that there are times we forget to look after ourselves. Ask one or two friends to look out for you and check in when you may be feeling stressed, tired or overwhelmed. Let them know their concerns will be listened to, and you'll make corrective steps to ensure you take care of yourself again;

The Golden Rule - treating other people as you would like to be treated, be kind and respectful, and be prepared to forgive rather than blame when mistakes are made. But remember that this extends to yourself too; and

Ask for assistance when you need it – to go to a counsellor or psychotherapist isn't a sign of weakness it's a sign of strength – everyone benefits from an objective opinion and support sometimes.



Handy Hints to maintain your mental health at work

- Be aware of, and avoid the things that trigger your illness;
- Monitor your stress levels;
- Take tea and lunch breaks, and if necessary go off site to reduce stress;
- Exercise during your lunch break;
- Maintain your medication routine. Employers may be able to provide a private place to store or take your medication;
- Maintain a routine when you feel unwell;
- Develop a healthy way to release anger, such as an off-site walk, meeting with or phoning a friend during your breaks;
- Learn and use relaxation techniques;
- Use your networks of family or friends, caseworker or community links;
- Maintain behaviour appropriate to the situation; and
- If you are unwell or unhappy about something, speak to a trusted person in confidence;



Knowledge and Skills

A common cause of stress can be a Team Member's lack of confidence that they have the necessary skills and knowledge to perform their duties. Team Members also may develop a perception that others do not believe they have the necessary skills and knowledge to perform their duties. Either of these situations, whether valid or not, can cause considerable stress. This is why we give you orientation and training as well as a Job Description while you are working with us. We will teach you how to do your job so you are confident and safe. It's important to read the Team Member Newsletter and attend Team Member Meetings to learn new things and keep up to date.

Workload

Another common cause of stress can be too much or too little work. In community services there is a high workload and it is easy to fall into unhealthy practices of long hours with no breaks. Please work the hours in your contract/agreement and take your scheduled breaks. If you think you need to put in extra time always talk to your supervisor first to get permission. We don't want you running yourself into the ground – we can get others to lend a hand.

Insufficient Resources

We often are very busy and sometimes we have to say “no” because we don't have enough vehicles or drivers. Saying “no” can cause additional stress. It is really important that we document these unmet needs and times we have to refusal Service at anytime. This information is then used to apply for more funding.



Communication

Communication is the best way to relieve some stresses. We really try to communicate clearly, however we are all human and sometimes you may need to clarify things. There is no such thing as a stupid question so please don't be afraid to check. Talking to your supervisor will give us a chance to work with you to relieve stress. It may be that you need to take a holiday, or maybe the position has grown and we need to look at getting someone else to help with your workload.

'The happiest of people don't necessarily have the best of everything; they just make the most of everything.'

Conflict Resolution



Conflicts, real or perceived, can cause stress to Team Members. All Team Members are encouraged to use Pro 2.06-4 Team Member Performance Dispute and Grievance Procedures and talk to your supervisor. Nipping it in the bud is always best and stops things getting worse or building up. Some handy hints for dealing with conflict include:

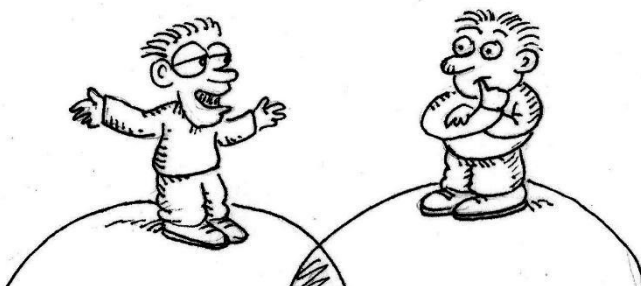
- *Acknowledge it - don't avoid it or pretend nothing has happened – it will only get worse;*
- *Talk together – allocate time to talk about it without interruption. Make sure everyone gets time to talk. It's not about blaming it's about understanding – look at the issue not the person;*
- *Listen carefully - Do not interrupt the other person, rephrase and repeat back what you've heard to confirm understanding. (e.g. "Let me make sure I understand. You're*

upset because ???");

- *Find agreement - Share examples or instances in which you agree with the other person or can see another point of view. Looking for agreement demonstrates your willingness to seek out common ground and build a relationship; and*
- *Be quick to forgive -Every conflict needs a clear resolution that acknowledges hurt feelings and finds a solution that begins to mend them.*

Dealing with Difficult People

All of us can be difficult at times and many of our Service Users are dealing with health and emotional issues which can result in being short tempered at times. Be patient, quietly assertive and use language that will de-escalate the situation (e.g. Mrs..... I am trying to assist you etc.).



- **Be calm** - Losing your temper at the other person typically isn't going to work. Someone who is calm is seen as being in control, centred and more respectable;

- **Treat the person with respect** - No one likes to be treated as if he/she is stupid/incapable/incompetent;
- **Understand the person's intentions** – is there an underlying reason that is motivating them to act this way;
- **Try seeing things from a different angle**;
- **Let the person know where you are coming from** - Let them in on the reason behind your words/actions and the full background of what is happening will enable them to empathise with your situation;
- **Build rapport** – talk about what's important to them;
- **Focus on what can be actioned upon** - acknowledge what has already happened (whether you did it or not) and focus on what you can do now to fix things;
- **Distance yourself** – sometimes it's just easier not to be around the other person unless you have to – then be polite; and
- **When all else fails pass it onto your supervisor.**

In the Office

At Your Desk

Sitting at your desk using a computer can be the cause of eye strain, repetitive strain injuries, back discomfort and more. The Service encourages you take regular breaks and do stretches to assist you work comfortably. Use the model below to adjust your workstation.

CORRECT SITTING POSTURE

COMPUTER WORKSTATION ERGONOMICS

MONITOR

Adjust distance and height: top of the monitor at eye-level and slightly tilted.

18/24 in (45-70 cm)

ARMS

Relax shoulders, forearms parallel to the floor. Minimal bend at the wrist.

CHAIR

Should have a backrest and armrests, adjust height.

LEGS

Thighs parallel to the floor.

FEET

Parallel to the floor, use a footrest if necessary.



TAKE BREAKS
EVERY 25 MINS



Work surface height

Adjust the height of the work surface and/or the height of the chair so that the work surface allows your elbows to be bent at 90 degrees, forearms parallel with the floor, wrist straight, shoulders relaxed.

Chair

Adjust the seat tilt so that you are comfortable when you are working on the keyboard. Usually, this will be close to horizontal but some people prefer the seat tilted slightly forwards. Your knees should be bent at a comfortable angle and greater than 90 degrees flexion. If this places an uncomfortable strain on the leg muscles or if the feet do not reach the floor then a footrest should be used. The footrest height must allow your knees to be bent at 90 degrees. Therefore the height of the footrest may need to be adjustable. Adjust the backrest so that it supports the lower back when you are sitting upright.

Keyboard placement

Place the keyboard in a position that allows the forearms to be close to the horizontal and the wrists to be straight. That is, with the hand in line with the forearm. If this causes the elbows to be held far out from the side of the body then re-check the work surface height. Some people prefer to have their wrists supported on a wrist desk or the desk. Be careful not to have the wrist extended or bent in an up position.

Screen placement

Set the eye to screen distance at the distance that permits you to most easily focus on the screen. Usually this will be within an arm's length. Set the height of the monitor so that the top of the screen is below eye level and the bottom of the screen can be read without a marked inclination of the head. Usually this means that the centre of the screen will need to be near shoulder height. Eyes level with the tool bar. People who wear bifocal or multi focal lenses will need to get a balance between where they see out of their lenses and avoid too much neck flexion.

Desk-top layout

Place all controls and task materials within a comfortable reach of both hands so that there is no unnecessary twisting of any part of the body. Most people prefer the document holder to be between the keyboard and the monitor. There are many different types of document holders available.

Document holder

Place this close to the monitor screen in the position that causes the least twisting or inclination of the head.

Posture and environment

Change posture at frequent intervals to minimise fatigue. Avoid awkward postures at the extremes of the joint range, especially the wrists. Take frequent short rest breaks rather than infrequent longer ones. Avoid sharp increases in work rate. Changes should be gradual enough to ensure that the workload does not result in excessive fatigue. After prolonged absences from work the overall duration of periods of keyboard work should be increased gradually if conditions permit.

Using a mouse

A well designed mouse should not cause undue pressure on the wrist and forearm muscles. A large bulky mouse may keep the wrist continuously bent at an uncomfortable angle. Pressure can be reduced by releasing the mouse at frequent intervals, by selecting a slim-line, low-profile mouse. Keep the mouse as close as possible to the keyboard, elbow bent and close to the body.

Posture During Keying

Good posture is essential for all users of computers. It comprises of a natural and relaxed position, providing opportunity for movement, and from which the operator can assume a number of alternative positions. **It is not a single, rigidly defined position.**

Typing technique

Typing is a physical activity, and using a keyboard requires skill, hence the need to learn correct typing technique. Unskilled ('hunt and peck') typists are particularly at risk of Occupational Overuse Injury because they:

- Often use only one or two fingers which may overload the finger tendons;
- Are constantly looking from keyboard to screen to keyboard, which may strain neck muscles;
- Often adopt a tense posture (wrists bent back and fingers 'poised to strike').

Keyboard equipment and radiation

Computer screens emit visible light which allows the characters on the screen to be seen. Weak electromagnetic fields and very low levels of other radiation, not visible to the human eye, can be detected by sensitive instruments. Similar emissions are produced by television receivers.

The levels of most radiations and electromagnetic fields emitted from computers are much less than those from natural sources, such as the sun or even the human body and are well below levels considered to be harmful by responsible expert bodies such as the International Radiation Protection Association (IRPA).

Take regular breaks

Do not sit in the same position for long periods. Short, regular breaks can help prevent repetitive strain injuries and other upper limb disorders.

It lets the muscles relax while others take the strain. This can prevent you becoming stiff and tense.

Most office jobs provide opportunities to take a break from the screen, such as photocopying or printing. Try to make use of them.

Preventing computer-related Repetitive Strain Injury

These practical tips can help reduce your risk of developing RSI and other related disorders that can arise from working with computers.

Your mouse

- Changing the settings to slow your mouse down can greatly reduce muscle tension in your hand;
- Use keyboard shortcuts instead of the mouse to navigate and execute commands;
- The mouse keys feature allows you to use the arrow keys on your keyboard's number pad to move the pointer around the screen.

Your keyboard

- You can adjust the keyboard's key repeat rate to avoid mistakes that you then have to go back and correct;
- Use StickyKeys, a Windows function that allows you to press 1 key at a time to write capital letters and other multi-key commands to avoid having to hold a modifier key down, such as Shift, Ctrl or Alt while pressing another key; and

- Predictive text and autocorrect features guess what you want to type and save you unnecessary keystrokes.

Preventing Eye Strain when working on the Computer

- Blink often to refresh your eyes. Many people blink less than usual when working at a computer, which can contribute to dry eyes. Blinking produces tears that moisten and refresh your eyes. Try to make it a habit to blink more often when looking at a monitor;
- Take eye breaks. Throughout the day, give your eyes a break by looking away from your monitor. Try the 20-20-20 rule: Every 20 minutes, look at something 20 feet away for at least 20 seconds;
- Check the lighting and reduce glare. Bright lighting and too much glare can strain your eyes and make it difficult to see objects on your monitor. The worst problems are generally from sources above or behind you, including fluorescent lighting and sunlight. Consider turning off some or all of the overhead lights.

If you need light for writing or reading, use an adjustable desk lamp. Close blinds or shades, and avoid placing your monitor directly in front of a window or white wall. Place an anti-glare cover over the screen;

- Adjust your monitor. Position your monitor directly in front of you about an arm's length away so that the top of the screen is at or just below eye level. It helps to have a chair you can adjust too;
- Use a document holder. If you need to refer to printed material while you work on your computer, place it on a document holder. Some holders are designed to be placed between the keyboard and monitor; others are placed to the side. Find one that works for you. The goal is to reduce how much your eyes need to readjust and how often you turn your neck and head;
- Adjust your screen settings. Enlarge the type for easier reading. And adjust the contrast and brightness to a level that's comfortable for you;
- Choose the right eyewear for you. If you need glasses or contacts and work at a computer, consider investing in glasses or contact lenses designed specifically for computer work. Ask your optometrist about lens coatings and tints that might help too.



Telephone use

Spending prolonged periods of time on the telephone can lead to chronic neck, shoulder and upper back pain disorders. Using the proper techniques and equipment is key in preventing these problems from developing.

Phone Location - The telephone should be located close to the main working area such that it is easily reached without having to twist, bend or overly stretch.

Shoulder Rests - For individuals who like to have their hands free when on the telephone we highly recommend not using a shoulder rest extension on your receiver. This still requires you to cock your head in order to keep the receiver next to the ear. This position places stress on the supporting structures of the neck and can throw the neck out of alignment. Rather, purchase a headset device. They have become plentiful and fairly inexpensive.

Speaker Phone - Using a speaker phone allows for maximum flexibility to work while talking. However, for some this may not be appropriate such as during times that clarity, volume and professionalism are required. If this is the case, look into purchasing a headset.

Headsets - Headsets are the most versatile telephone utility. They enable you to work uninhibited while on the telephone and keep your body in an ergonomically safe position.

Writing Materials - Be sure to keep a pen and pad of paper near your telephone so messages can be immediately taken without changing position or straining to grab the appropriate materials.



Around the Office

Furniture

We try to purchase furniture and equipment which minimises the risk of injury or strain. It is your responsibility to use furniture or equipment appropriately and follow the instructions.

Photocopiers

Photocopiers are placed in a position with good ventilation. Team Members should ensure they protect their eyes from the light emitted by the photocopier, and take care to follow the printed directions when replacing toner/cartridges.

Design and Purchasing

We always check any new equipment for any potential manual handling risks so we can eliminate them prior to purchase or if we can't we will buy something different. You will be provided training to use equipment.

Housekeeping

All premises are required to be cleaned regularly (i.e. weekly) and maintained in a clean and orderly state.

Good Housekeeping will reduce the risk of:

- Trips or falls, bumps and scrapes

Don't be

MR. CLUMSY
by Roger Hargreaves



- A build-up of wastes which can cause a fire;
- Overloaded electrical points;
- Electrical faults due to faulty equipment and frayed cords - all electrical appliances will be inspected annually and tagged by a qualified electrician;
- Back and muscle stress from getting items inappropriately stored;
- Theft and malicious damage to property as things are checked often;
- Emergency exits and stairways being blocked; and
- Vermin (mice, rats), cockroaches, fleas, spiders and other pests.

To ensure a clean place of work:

- Cleaners are employed and will vacuum, mop, dust and generally clean the site once per week;
- We are all responsible for keeping our desks clean and tidy to enable cleaners to dust the area (cleaners will not be responsible for tidying desks); and
- We all have a responsibility to make sure that our buildings are kept clean and safe between Cleaner visits.

Floors

Floors must be kept clean and dry. If you spill something – clean it up. If you can't get someone else to do it for you – DON'T LEAVE IT. If no Team Member is available, the room must be locked and not used until the spill is cleaned up. A wet floor sign must be displayed whenever the floor is wet.

Cleaning and Disinfection of Facility and Surfaces

Toilets, sinks, wash basins and kitchen areas will be cleaned regularly by the cleaners and will be kept clean and tidy by Team Members in between Cleaner visits.

Routine cleaning will involve:

- Cleaning and drying work surfaces before and after each use, or when visibly soiled;
- Using detergent and warm water for routine cleaning;
- Surface disinfection where required (chemicals must be used in accordance with manufacturer's instructions and SDS);

- Emptying buckets after use; and
- Cleaning mops in detergent and warm water and stored dry

Service User Issues & Fitness to Travel

If a Service User becomes ill in a vehicle

We all must monitor the health and wellbeing of Service Users during service delivery;

- Many of our Service Users are frail and/or have fragile health, and some may unfortunately succumb to illness or injury whilst using a service. Your priority must be to: Stop the vehicle;
- Assess the situation and assist the Service User (for minor accidents only);
- Apply First Aid if appropriate and you are qualified to do so;
- Get help by telephoning 000 for an ambulance, or by going to the closest medical centre/hospital;
- Ring the Office as soon as possible and report the incident verbally, upon which an Office Team Member will:
 - Contact the Service User's emergency contact/the brokerage service's coordinator/referral agency and advise of what has occurred; and
 - Contact the destination of the Service User to advise what has occurred.
- Complete an Accident/Injury/Incident Report as soon as possible to ensure best recall of details (within 24 hours).

If a Service User fails to answer the door:

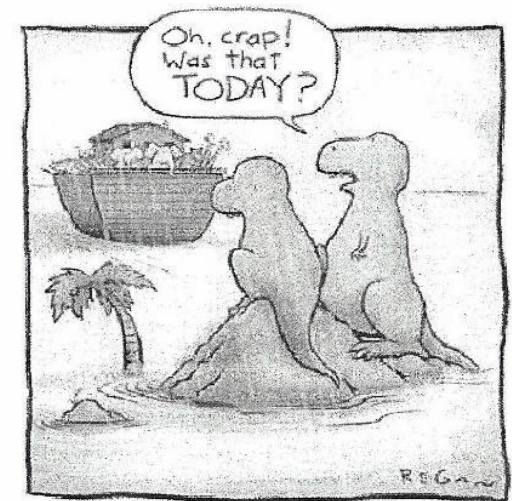
Many of our Service Users live alone, are frail or have a disability. It is an unfortunate reality that a Service User will occasionally meet with accidents or illness within their homes and be unable to summon help. It is also unfortunately not unheard of for a Team Member to be the first person to become aware of circumstances which may require prompt action to ensure the wellbeing of the Service User concerned.

If you are in doubt regarding the wellbeing of a Service User, upon calling at their home and receiving no answer:

- Wherever practicable, ring the Office immediately of the situation and keep them informed of any further developments. An Office Team Member will:

- Check records, including bookings/run sheets, to ensure no error has been made;
- Immediately phone the Emergency Contact/s (identified during Service User assessment (e.g. destination venue) in order to establish the whereabouts of the Service User; and
- Let you know what they have found out.
- Try calling out to attract attention if there is good reason to suspect that the Service User is within the premises;
- Do a “walk around” of the premises (the Service User may be in the backyard) and check for signs of the Service User;
- If you can ask any neighbours if they have seen the person (e.g. perhaps the Service User was seen in the area);
- **If there is clear evidence that the Service User is within the house and in need of immediate assistance**, the Service User’s home should be achieved where practicable, and “000” phoned immediately for assistance. Make sure you complete an Accident/Injury/Incident Report as soon as possible (within 24 hours);
- **If there is no evidence that the Service User is in the house**, ring the Office and inform them that the Service User has not been found and/or information regarding their whereabouts has not been obtained. The Office will then decide if there is no answer they will phone the listed Emergency Contact/s;
- Where doubt continues to exist regarding the Service User’s wellbeing, the office will contact the Emergency Contact/s for an immediate welfare check; and
- Remain calm.

The very first senior moment in history...



And **that's** what really happened to the dinosaurs

Lost Service Users

All Team Members may deal with situations where Service Users are not where they are supposed to be. As some of our Service Users have special needs and/or are vulnerable so we must quickly find them.

If a person isn't at a meeting point:

- Ring the Office immediately of the situation and keep them informed of any further developments, and the Office will:
 - Phone the Service User's emergency contacts, referral agency or brokerage service coordinator, to establish whether the Service User has made alternate arrangements for their return; and

- Phone the destination/venue, carers, brokerage service coordinators, referral agency and/or “emergency contacts” of the Service User, where significant delays of service will affect the Service User’s expected time of arrival plans or arrangements.
- The Driver will take charge and instruct others in the search for the Service User;
- All actions taken to locate a lost Service User, including postponing scheduled service departure, will take into consideration the comfort and safety of other Service Users, e.g. a Service User shall not be left for extended periods in vehicles where they are subject to extremes of heat/cold, etc. Vulnerable Service Users shall not be left unattended;
- Where A Service User cannot be located, and delay will affect the safety/comfort/ of other Service Users and/or rostered pick-up times, the Driver must inform the Office and follow instructions; and
- The Office will phone the Service User’s emergency contacts, referral agency or brokerage service coordinator, and inform emergency services, e.g. health/police as appropriate.

Service Users at Risk

We have a responsibility to make sure vulnerable or at risk Service Users are delivered into safe and appropriate environments upon service completion. Sometimes normal or intended arrangements fail to provide Service Users with a safe and appropriate environment, e.g. a frail aged person living with dementia is taken home but their carer is not home. If this type of situation occurs:

- Where a carer or guardian fails to meet a Service User as planned, the driver will notify the Office and an Office Team Member will phone the Service User’s carer/emergency contact/brokerage service coordinator to resolve the situation and advise the driver of action/s to be taken.
- Where a Service User is returned to a home which does not provide a safe or appropriate environment, and, when practicable, the Office shall be immediately notified of the situation. Team Members must complete an Accident/Incident/Injury Report; and
- Where reasonable action by Team Members cannot ensure a safe and appropriate environment in which to leave a Service User, the Service will make alternative arrangements for the Service User to be taken to another address or appropriate agency. The Chief Executive Officer shall be responsible for keeping an up to date list of such agencies.



Physical Contact with Service Users

In the day to day provision of services, some physical contact between Service Users and yourself may be appropriate and necessary.

To avoid misunderstanding and distress arising from physical contact in the course of service delivery:

- Don't have physical contact with a Service User except to assist or ensure their safe and comfortable use of the service; (e.g. hugging or kissing hello)
- Wherever practicable, no one will provide a service to a vulnerable or "at risk" Service User (e.g. a child) without the assistance of another Team Member or approved helper;
- You must clearly explain the reason for and the nature of any intended physical contact and obtain their consent;
- After receiving approval from the Service User, assist the Service User, ensuring you advise the person of what they will be doing at each step; (e.g. OK Mary I am just going to slip the seatbelt over your shoulder)
- Check your tablet for any cultural considerations relevant to physical contact and follow the instructions; and
- If in doubt, ask the Service User.



Falls

Slips, Trips and Falls can result in serious injuries, including fractures, sprained joints, back injuries, contusions and lacerations. Risk controls may include:

- Eliminating uneven floor surfaces and pathways;
- The trimming of bushes and trees that overhang pathways;
- A policy for the immediate clean-up of all spills on floors;
- Using signage to warn Team Members and Service Users of wet or slippery surfaces;
- Placing white lines on stairs to assist in the identification of step size and depth;
- Ensuring Team Members wear appropriate footwear, i.e. closed shoes;
- Providing non-slip mats at doors where water may be a problem; and



- Providing non-slip surfaces in bathrooms and kitchen areas.

The following guidelines are recommended for management of any falls where Service activities occur:

- If a person begins to fall/collapse, **do not** attempt to catch the person or prevent the fall;
- If it will not cause injury to yourself or others, you may guide the person's fall by supporting them gently to lessen the impact of the fall; and
- If possible, remove any dangerous or sharp objects to reduce the potential for further injury.

Anyone who has experienced a fall will know that it is embarrassing. It is extremely important not to get up quickly but to ascertain any injuries and take time to calm down.

If Service User is OK (is lucid and can weight bear)

- Encourage the service user to remain calm and take their time. Get them a pillow and/or chat until they have recovered from the shock of the fall. If the Service User feels they want to get up and you can see no evidence of injury, you may assist the Service User to do so;

DO NOT LIFT THE SERVICE USER:

- o Ask them if they can position their hands under themselves to slowly raise their body to a sitting position;
- o Get a solid chair and place it next to the Service User;
- o Ask the Service User to slowly come to their knees using the chair for support
- o Using the chair for support, ask the Service User to raise themselves to a standing position or raise themselves and sit in the seat and **MAKE SURE SOMEONE IS HOLDING THE BACK OF THE CHAIR TO KEEP IT STABLE SO IT SUPPORTS THE SERVICE USER SAFELY;**
- o Team Members can stand in close proximity whilst the Service User is getting up as this will offer security;
- o IF AT ANY STAGE the Service User feels pain or is dizzy, STOP and call 000 for the ambulance; and
- o Any further (non-emergency) first aid can then be administered, e.g. wipe grazed area.
- Team Members are to advise the Office of the fall then the Office will notify the next of kin
- Ensure all required documentation is completed, i.e. accident/incident report, injury register and review of care plan as soon as possible, while details are still clear in your mind.

Falls Requiring Emergency First Aid

- If a Service User is unable to weight bear, is disoriented and/or stating they are dizzy or experiencing pain, make them comfortable and call 000. Encourage the Service User to stay where they are and get them a pillow, a drink of water or other items to make them comfortable. If further assistance is required, phone 000 for an ambulance;
- Reassure the Service User and make them comfortable. Don't leave the Service User unless it is absolutely unavoidable, e.g. you have to call an ambulance and there is no other person available to do this;
- Call for assistance from another qualified Team Member. The nominated Team Member will provide assistance as appropriate until an ambulance arrives;
- Team Members are to advise the Office of the fall, and an Office Team Member will notify the Emergency Contact; and
- Ensure all required documentation is completed, i.e. Accident/Incident/Injury Report, Injury Register and review of care plan, as soon as possible while details are still clear in your mind.

Fitness to Travel

Community Transport provides transport for people who are receiving treatment in hospital and we need to make sure they are “fit to travel”. A fitness to travel certificate must be signed by a medical practitioner prior to us providing transport home to a person who has been in hospital, day surgery or some other types of care.

Infection Control

Please practice infection control by:

- Keeping high standards of appropriate dress and personal hygiene, e.g. washing hands, daily shower and wearing clean clothes;
- Ensuring you wash your hands and cover any cuts, abrasions, broken or damaged skin with a waterproof dressing before assisting a Service User;
- Cough into elbow
- Monitoring your own health;
- Participating in infection control training; and



- Ensuring, if you are exposed to body fluids or there was a risk of exposure, an Accident/Injury/Incident Report Form is completed and submitted to your supervisor.

We encourage you to be immunized for:

- Hepatitis B; and
- Tetanus.

Training will be designed to raise awareness of the possibility of infection and will include:

- Personal hygiene;
- Hand washing;
- Standard precautions;
- Cleaning and disinfection;
- Spills management;
- Waste management;
- Correct use of personal protection equipment (PPE);
- What to do in the event of blood or body fluid exposure; and
- Where to refer people for counselling and support when they have concerns about exposure.

Communicable Disease

Team Members

We will give you training regarding basic hygiene and infection control measures to help you avoid communicable diseases. If you think that someone in their work place (Service Outlet or Service Users' homes) has a communicable disease make sure you report this immediately to your supervisor, who will discuss appropriate action with you.

If you are suffering from a contagious disease including, but not limited to, tuberculosis (TB), measles, chicken pox, covid-19, shingles, mumps, rubella, pertussis, gastroenteritis, hepatitis A or influenza you must stay home for the infectious period of their illness.

A medical certificate stating that you are no longer infectious may be required prior to your return to the Service.

Please inform your supervisor if you suspect that you may be affected by a minor infectious illness but are still fit for work and where practicable, alternative duties will be offered. Where possible, Team Members with a minor illness such as cold or flu, will avoid close contact with Service Users; particularly those who are frail or are in poor health.

Since the infectious status of Service Users and other Team Members will often be unknown, the best way to prevent transmission of infection is to consider all people as potentially infectious. This ensures all people are treated equally.

Service Users

Service Users suffering from a contagious disease including, but not limited to, tuberculosis (TB), measles, chicken pox, covid-19, shingles, mumps, rubella, pertussis, gastroenteritis, hepatitis A or influenza Service Users who may be contagious must notify the Service so appropriate action may be taken which may include, but not limited to:

- Requesting the Service User to wear a mask, gloves etc.;
- Ensuring the vehicle is disinfected prior to and after use;
- Leaving vehicle to “air” after disinfecting for half an hour;
- Scheduling the same vehicle and/or driver for pick up and drop off;
- Providing Personal Protective Equipment for the driver/assistant;

Should a Service User fail to notify the Service and display indications of a contagious condition (e.g. coughing, sneezing etc.) at pickup, the driver may:

- Request the Service User to wear a mask, gloves etc.; and
- Seek clarification from the office if service should be denied;

A medical certificate stating that the individual is no longer infectious may be required prior to their return to the Service.

You should always follow safe hygiene practices including:

- Wash hands often with soap and water;



- Employ standard cleaning practices at the end of each shift, as part of good hygiene practice by wiping down surfaces with disinfectant;
- Cleaning surfaces with appropriate disinfectant wipes so that the potential spread of infection can be minimised particularly if a passenger has spread droplets (such as sneezing, coughing or vomiting);
- Using alcohol-based hand sanitiser is advised where possible between hand washes and after opening and closing doors, moving luggage, exchanging payment and after personal contact; and
- Washing your hands or use hand sanitiser after accepting payment, to limit the spread of viruses;
- Note: No driver will be asked to provide a service where the driver's health and safety may be put at risk.

Hand Washing

Hand washing is the single most important procedure for preventing cross-infection. Hand washing is mandatory between all Service User contacts.

Wash hands using soap and water:

- After going to the toilet or touching your nose, head, etc.;
- After cleaning contaminated areas, e.g. bathrooms and toilets;
- Before preparing food; and
- Before Service User contact activities.

You may wish to use a barrier cream to protect your hands from drying and chaffing. Cover minor cuts or abrasions with a waterproof dressing before commencement of duty. If you have infected lesions, dermatitis or skin allergies please notify your supervisor. Hand sanitizer is available in all Service Vehicles and Service Outlets.

A plain (non-antiseptic) soap is sufficient for routine hand washing. Guidelines for hand washing are as follows:

- Wet hands thoroughly and lather with soap;
- Vigorously rub hands together for at least 20-30 seconds;
- Rinse under running water;
- Dry each hand with a disposable paper towel;

- To minimise 'chaffing' of hands, pat dry rather than rub them; and
- Do not touch taps with clean hands - use paper towel to turn taps off.

Hand Hygiene Technique with Alcohol-Based Formulation



Duration of the entire procedure: 20-30 seconds

1a



1b



Apply a palmful of the product in a cupped hand, covering all surfaces;

2



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



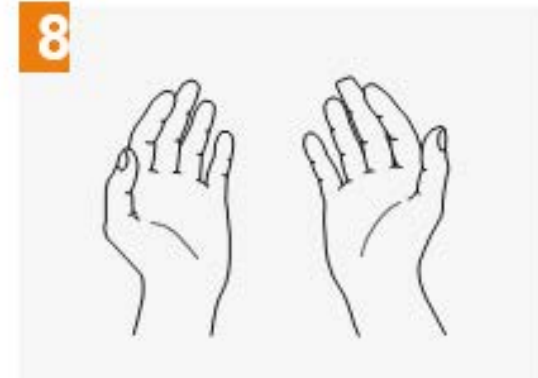
Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.

Hand Hygiene Technique with Soap and Water

 **Duration of the entire procedure: 40-60 seconds**



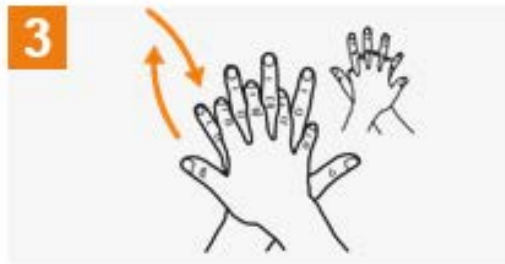
Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



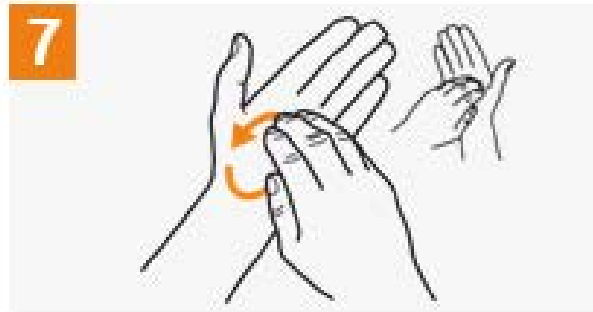
Palm to palm with fingers interlaced;



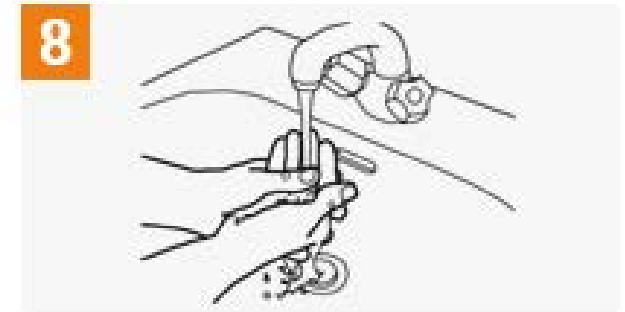
Backs of fingers to opposing palms with fingers interlocked;



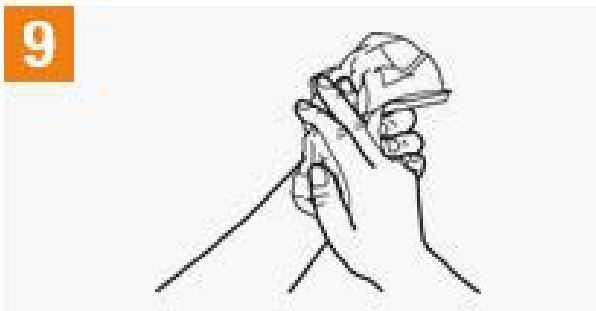
Rotational rubbing of left thumb clasped in right palm and vice versa;



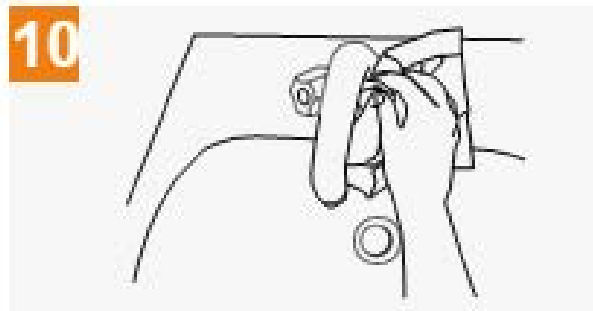
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



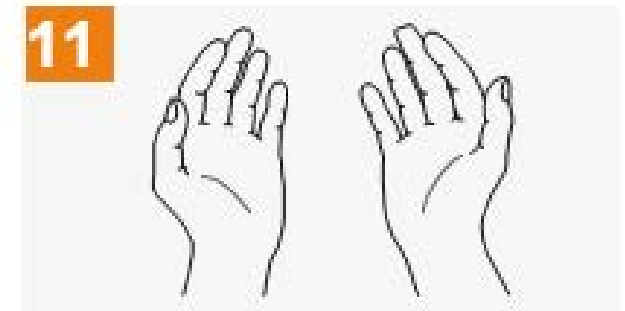
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.

Glove Use

Wear gloves over clean hands when:

- Handling soiled clothes or linen;
- Cleaning bathroom or toilet areas; and
- To cover broken skin on hands

Gloves must be worn to prevent contact with blood or body substances. Wearing gloves does not replace the need for hand washing, because gloves may have small, unnoticeable defects, or may be torn during use, and hands can become contaminated during removal of gloves. Failure to change gloves between Service User contacts is an infection control hazard.



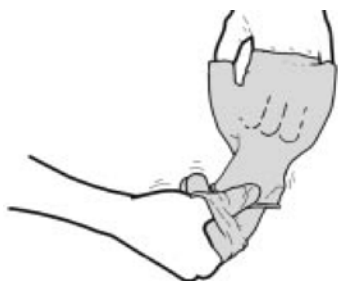
Removal of Gloves Technique



1. Grasp one glove at wrist and pull down to knuckles



2. Grasp other glove at wrist and pull down to knuckles



3. Grasp wrist end of one glove and pull it off completely



4. Remove other glove in a similar way, touching only the inside of gloves



Cleaning Spills/Universal Precaution Kits

Community Transport provides services to people who are receiving on-going treatments such as chemotherapy and radiotherapy. It is necessary to be familiar with the processes of dealing with contaminated waste prior to providing transport for any people who fall into this category.

We use Spill Kits to isolate, remove, cleanse and disinfect any spill of blood or human body fluids. See Safe Work Instruction – Bio Hazard Spill Kit.

HOT WATER WILL MAKE BLOOD STICK TO SURFACES. FOR THIS REASON, COLD WATER SHOULD ALWAYS BE USED FOR THE FIRST CONTACT WITH BLOOD OR BLOOD STAINED ARTICLES – after you have put on Gloves.

If a spill occurs on carpeted/soft areas, take care not to damage the area with chlorine (as found in some bleach). Detergent may be more appropriate. Any soiled equipment should be cleaned with cold water and detergent and then disinfected in the usual manner.

Sharps Use and Disposal

Sharps should not usually be encountered in the normal course of your work. However, if you are exposed to sharps, remember:

- All sharps are a potential source of infection;
- Incorrect handling of sharps may result in penetrating injuries;
- Failure to discard sharps into approved sharps containers after use poses a hazard to other people;
- Use of containers complying with the relevant standard reduces the risk of injury from contaminated sharps;
- Sharps are defined as objects having sharp points or edges capable of piercing or cutting the skin;
- Safe disposal of sharps using approved techniques is the responsibility of the user;
- Sharps containers must be provided as close as possible to point of use and be an appropriate size; and
- Sharps containers must comply with Australian Standard 4031-1995.



Personal Protective Equipment (PPE)

Ensure PPE is used for any activity where you have been instructed to do so by your supervisor or where indicated by a Safe Work Instruction. All our first aid kits have gloves in them so please use them

Manual Handling & Assisting Service Users

Manual Handling	- any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any animate or inanimate object.
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It is not just lifting or carrying heavy objects; it includes: lifting, pushing, pulling, holding, lowering, throwing, carrying, packing, typing, assembling, cleaning, sorting and using tools.

The term is not limited to handling heavy objects – pruning plants, stacking items onto a shelf, helping a patient into a bath and even using a keyboard are all examples of manual handling.

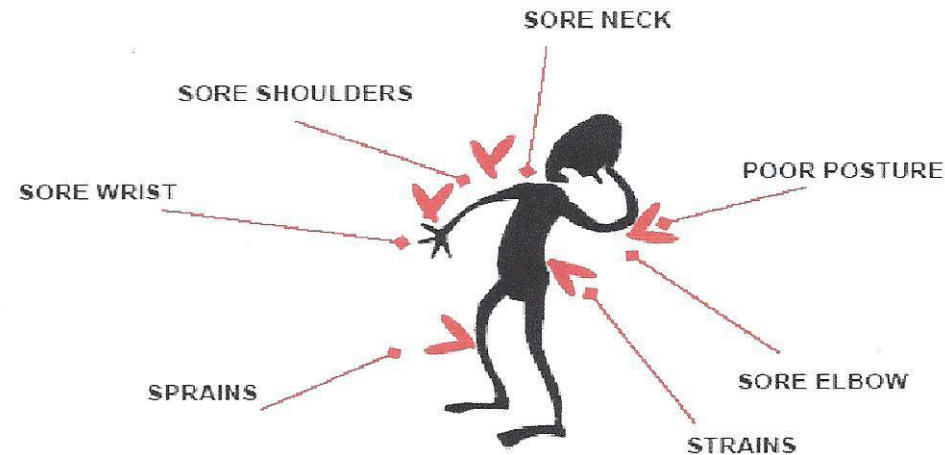
Hazardous manual handling involves:

- **Repetitive or sustained** application of force, awkward postures or movements;
- Tasks that people would find difficult due to the **degree of force** applied (high force);
- Exposure to **sustained vibration**;
- Manual **handling of live people or animals**; or
- Manual **handling of unstable loads** that are difficult to grasp or hold.



Yes, this relates to the manual handling required to support people to access Community Transport.

Manual handling injuries occur in many areas of the body.



The effects of poor manual handling practices can come all at once or develop over time.

Risk Analysis for Manual Handling

Before attempting any Manual Handling (including lifting, pushing, and pulling) it is important to ask yourself these questions:

- What is the nature of the object to be handled or lifted, what is the nature of the task and what secondary considerations exist which may complicate the task?
- For example:
 - A box of paper can be readily put down if the task proves to be too much; support cannot as easily be withdrawn from a Service User relying on a Team Member for physical assistance; and
 - Helping a Service User using a wheelchair down their front driveway may suddenly become dangerous in windy and/or wet conditions.
- Is the task necessary?
- Can the objective of the task be accomplished by other means? E.g. Rather than assist a person using a wheelchair to negotiate steps, a ramp or dropped kerb may be available nearby;

- Can the task be redesigned to make it safer and easier? E.g. Heavy boxes of photocopying paper can be split into reams prior to carrying;
- Can equipment be used to make the task safer and easier? E.g. Rather than physically passing or carrying removable seating into or out of a bus, it can be lowered on the wheelchair/Service User hoist;
- Can a team effort make the task safer and easier? E.g. Where one Team Member may have great difficulty in steadying or supporting a large Service User leaving a vehicle, two Team Members may be able to more effectively provide assistance; and
- Should the task not be attempted? E.g. Having established that assisting a person using a wheelchair down a flight of steps is necessary for them to gain access to service, and having examined all alternatives (including the use of equipment and team effort) only to conclude that the task still poses a high risk to both the Service User and the Team Member/s concerned, it should be decided that the Service User cannot safely access services until a safe means of overcoming the problem has been identified; therefore a reassessment should be conducted with the Service User.



Correct Lifting Technique

Investigations show that while younger people can often use "brute force" methods without apparent injury, injury will certainly follow in later years if they persist in using incorrect methods.

Muscle tone, particularly in the back, is gradually lost as people age, and strains often occur when muscles which normally get very little use are called upon for supporting, pushing or lifting wheelchairs.

People over 45 years of age are susceptible to strained backs and hernias because of the changes in physical condition that occur at this age. When stooping to lift, there is considerable pressure increase within the abdomen which can lead to ruptures. Constant strain or incorrect use of muscles over a period of time lifting wheelchairs, results in the muscles losing their elasticity, and injury may result at a later stage even though there is no great exertion at the time.

Lifting

- Position feet for correct balance (about shoulder width apart);
- Obtain a proper hold on the object;



- Keep the arms close to the body;
- Raise the head, chin in, to straighten spine; and
- Lift with leg muscles, and use body weight to avoid muscular strain;

Pushing or Pulling

The same free-flowing movements must be used when moving objects or people along a level plane. When pushing a wheelchair, the arms should be straight. The push starts with the feet by putting one foot forward and transferring the weight of the body from the rear foot to the front foot; the greater the bodyweight, the greater the thrust of the push. Greater thrust can be achieved by bending the front knee as the weight is transferred from the back foot.

Clients

Team Members who have been provided with appropriate training in the use of mechanical aids, hoists and manual handling techniques will be responsible for carrying out their duties in accordance with training provided.

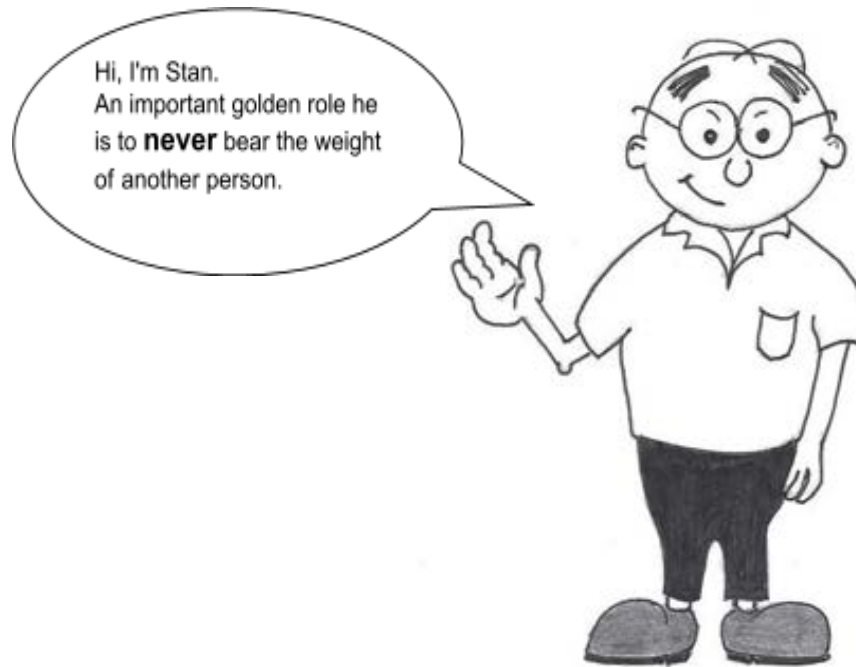
Probably the biggest manual handling risks to community transport drivers and assistants occur when you are:

- Assisting people in and out of vehicles;
- Lifting equipment in and out of the vehicle; and
- Pushing a person in a wheelchair.

We work with people who are frail aged, younger people with disabilities and their carers. When people are assessed for the service we ask them questions so we can take into account the manual handling risk prior to being accepted into, or continuing service. If you notice a manual handling risk due to a change in a Service User's circumstances, e.g. moving house or deteriorating health, then a Service User Access/Equipment report should be completed.

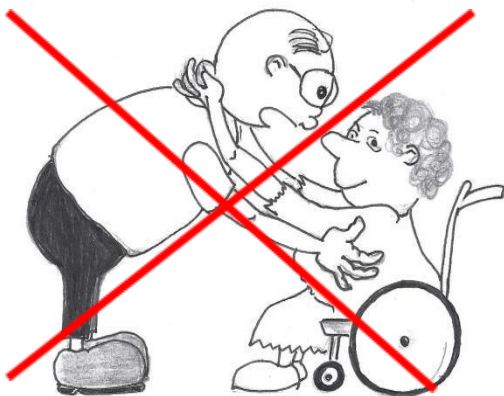
The Service will provide services to Service Users who:

- Are able to weight-bear;
- Have the ability to transfer themselves; and
- Can be assisted into a bus via the hoist to enable travel without transfer.



When Assisting Service Users

Unfortunately, sometimes our desire to assist people leads us to take actions that to some extent might appear natural, but have a very high likelihood of causing an injury.



Never do the "hang on to my neck and I'll pull you up" lift.

Never do this to help a person out of a car or seat in a van or bus.

Never do the "I'll just put one arm under your arm and the other one behind your back and pull you up" lift.



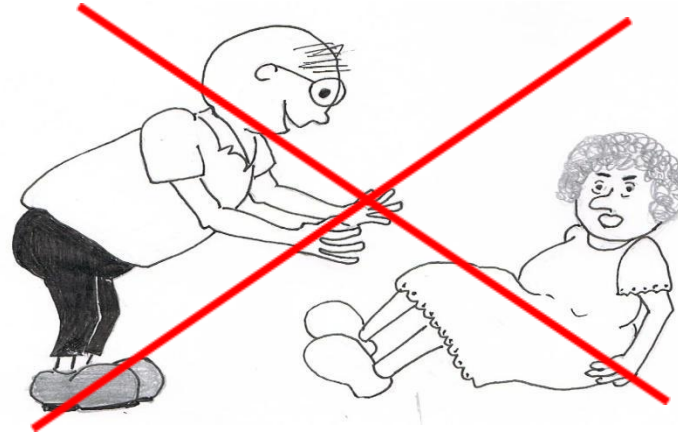


Never do the "I'll stand behind you and walk you to the car" manoeuvre.

Never try to 'catch' or stop someone who is falling.



Never try to lift someone who has fallen.



Having someone help them can feel very threatening/embarrassing to some Service Users. It is useful to remember that for some people, accepting assistance can mean, or appear to mean:

- Giving up a certain amount of control over a situation; and/or
- Handing over responsibility for their wellbeing to a stranger; and/or
- Being forced to admit to diminished abilities.

Being aware of a Service User's potential concerns and being aware of the safe use of mobility aids is important if we are going to provide a reassuring service.

Concerns which Service Users may have about assistance include:

- That insensitive or incorrect assistance may cause them discomfort or injury;
- That the "helper" will not follow their instructions;
- That they will be rushed by their "helper"; and
- That having assistance provided will humiliate them.

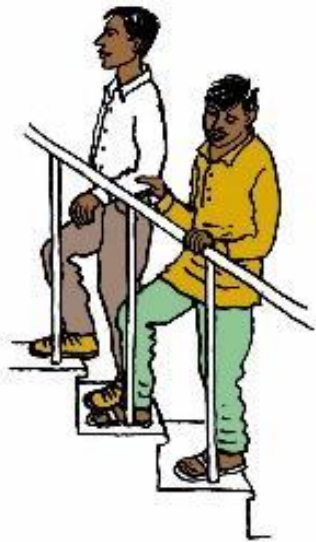
Use a Positive Approach:

- Always ask before providing assistance;

- Clarify how assistance should be provided;
- Listen to and follow instruction wherever safe to do so; and
- Inform the Service User of any intended actions or movements which may be unexpected.

Assisting Service Users to walk

- Offer your arm for the Service User to hold, rather than taking theirs;
- Do not pull Service Users' arms – remember some Service Users experience pain and discomfort;
- Where possible, stand on the side away from any walking aid (stick, walking frame, walker, etc.); and
- Be aware of the surface you're walking on. For example, to an able-bodied person a few tiny "pebbles" mean nothing, though to someone who uses a walking stick or has a balance problem they are enough to cause a fall; or, if a person's walking-stick is wet it may not grip on the bus floor, which also could cause a fall.



Assisting Service User Up or Down Steps

Remember if a Service User is walking up steps you should walk a step behind the Service User so you can support their back if they overbalance. Similarly, walk a step in front on the way down so the Service User can use your shoulder for support if they need to.

Assisting Service User out of a chair

Most people can get out of a chair with a little assistance if it's the right chair. Encourage Service Users to sit in chairs that have arm support, are sturdy and not too low. DO NOT lift people out of chairs.

Try this:

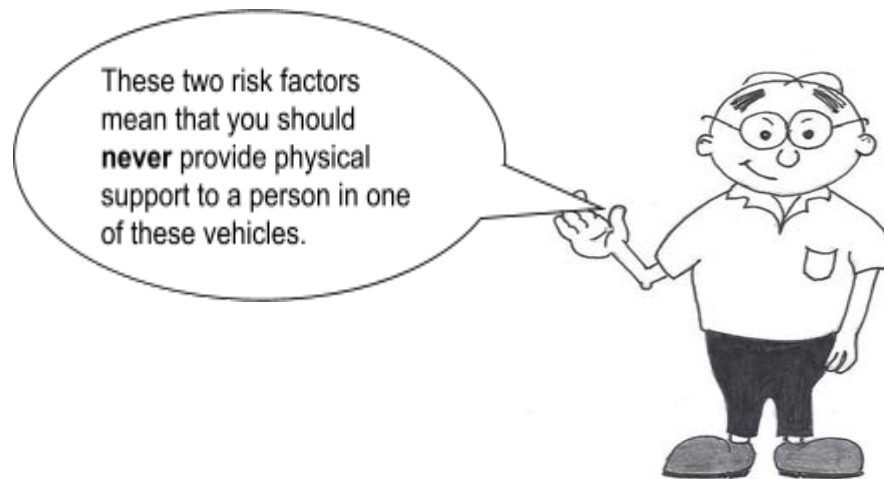
- Stand in front of the Service User;
- Ask the Service User to wriggle forward in the chair until their bottom is on the edge of the seat and they can lean forward, so their nose is in line with their knee; and

- Suggest they rock to get momentum and, on the count of three, to stand (if the Service User gets a bit wobbly half way up to standing position, you can support them by placing your hand in the small of their back).

Assisting a Service User on or off a Bus

Small buses and vans are convenient because they enable you to provide transport for several people at one time. However, there are some manual handling issues that you need to be very well aware of when you are supporting people either in and out of these vehicles or in and out of their seats in these vehicles, including:

- You may not be able to stand straight and will be bent to some extent in some of these vehicles;
- There is limited space to move in these vehicles.



Also, because these vehicles require a person to make one or a couple of steps to get into and out of them any physical assistance that you could provide a person would involve;

- Pushing;
- Pulling; and/or
- Weight bearing.

You have probably already guessed that this means you should not provide physical assistance for people to get in and out of these vehicles!

- When walking with Service Users, particularly those with vision problems, make them aware of handrails and steps;
- Be aware that people with stiff hands may find it difficult to grip the handrails, particularly the sloping ones at bus doors. If their hands are damp, there is also a great danger of them slipping;
- Guide them to a seat, offering assistance as necessary;
- Give Service Users reassurance when using the hoist, especially if they are using it for the first time;
- Ask the Service User what help they need with seat belts/harnesses, and ask for permission before reaching across them;
- Before setting off, ensure all Service Users are comfortable and secure, and check that all seat belts are fastened;
- Ask Service Users if the level of heating or ventilation is alright, though expect that you may not satisfy everyone. Remember, the decision is made for the Service Users' comfort, not the Team Members'; and
- Remain calm whatever happens.

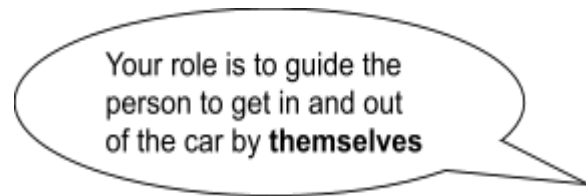
Again

If a person is not able to get them self in and out of the vehicle safely you should not provide physical support. You should make contact with the office and ask for instructions on how to respond.



Assisting a Service User in and out of a Car

- Park the car either right on the gutter or about two feet out from it so the Service User has room to move;



A very wise man once said to me as I was struggling to get into the passenger seat of a car, " Bum first Bruce, bum first." If a person has difficulty getting in to the car in the 'traditional' sense, follow this procedure:

- **Step one** Open the car door as widely as possible;
- **Step two** Instruct the person to back up to the vehicle so that the back of their legs are just touching the door frame;
- **Step three** Show the person the locations on the door frame car seat, that they can safely hold on to in order to lower themselves into the car seat - these are the fixed parts of the door frame as opposed to the moving car door;
- **Step four** When the person has a good hold on the door frame instruct them to gently lower themselves onto the seat; and
- **Step five** Instruct the person to lift their leg into the car -sometimes it is easier for people to lift both legs together and sometimes it is easier to lift the right leg in first, and then to lift the left leg into the car

Getting out of the car is basically the same process but in reverse:

- Have a go at this yourself so that you can demonstrate this process to another person. Although sometimes this looks awkward, it is surprising how easy it is to get in and out of car this way. In actual fact, most people who have a hip, back and/or leg problems find this the easiest way to access a car;
- Practice this with a person who is experienced guiding a person in and out of the car before you are in this situation; and
- We have “handibars” in all cars that attaches to the door latch of a car. This aide provides a stable handle for the person to grab hold of in order to provide support in and out of the car.



- Give the person the seat-belt. If they cannot do it up themselves DO NOT lean over them to fasten it. Ask them to hold it until you enter your side of the car, and then fasten their belt; this means you do not invade the person's personal space, and it does not make them feel inadequate.

Securing a Child in a Vehicle

- Children up to the age of six months must be secured in an approved rearward facing restraint;

- Children aged from six months old but under four years old must be secured in either a rear or forward facing approved child restraint with an inbuilt harness;
- Children under four years old cannot travel in the front seat of a vehicle with two or more rows;
- Children aged from four years old but under seven years old must be secured in a forward facing approved child restraint with an inbuilt harness or an approved booster seat;
- Children aged from four years old but under seven years old cannot travel in the front seat of a vehicle with two or more rows, unless all other back seats are occupied by children younger than seven years in an approved child restraint or booster seat;
- Children aged from seven years old but under 16 years old who are too small to be restrained by a seatbelt properly adjusted and fastened are strongly recommended to use an approved booster seat;
- Children in booster seats must be restrained by a suitable lap and sash type approved seatbelt that is properly adjusted and fastened, or by a suitable approved child safety harness that is properly adjusted and fastened.

			
Up to 6 months Approved rear facing child car seat.	6 months to 4 years Approved rear or forward facing child car seat.	4+ years Approved forward facing child car seat or booster seat.	145cm or taller Suggested minimum height to use adult lap- sash seatbelt.

If a child is too small for the child restraint specified for their age, they should be kept in their current child restraint until it is safe for them to move to the next level.

If a child is too large for the child restraint specified for their age, they may move to the next level of child restraint. Children under the age of 14 will be required to have a legal guardian or their representative present during travel.

Assisting with the use of Mobility Aids

A combination of communication, Service User awareness and work health and safety skills are the key to providing quality assistance to Service Users who use mobility aids.

Helping Service Users to use mobility aids can often involve safely securing or storing the mobility aid before and/or after transport. With wheelchairs in particular, the storage of mobility aids can often involve a considerable amount of manual lifting and handling. Historically, many people have sustained serious injuries whilst undertaking this task, as a result of poor lifting techniques. You should always remember that good practice in the manual lifting and handling of mobility aids should be applied at all times; not just when a Service User is being helped to use them.



What if I arrive and find that there is a walking frame or a wheelchair we didn't know about and it doesn't fit into the vehicle?



Transporting Service Users using Wheelchairs

Transport by Bus

Service Users who are either confined to a wheelchair or have severe mobility problems will not be transferred from their wheelchair to a seat, unless they are able to do so under their own power with minimal assistance. All wheelchairs must be secured appropriately.

We will ensure Service Users understand they are not to loosen or remove seat belts or wheelchair restraints. The Service will not accept responsibility for any Service Users who either loosen or remove their restraints and/or seat belts.

Individual Transport by Car

- Service Users who are confined to a wheelchair will not be transported in a car.
- Service Users who have severe mobility problems will not be transported unless they are able to transfer into the car with minimal assistance.

Tips for assisting Service Users using wheelchairs

The following are only general tips for use when offering assistance to Service Users using wheelchairs (it is best to check with the person using the wheelchair for their preferred method):

- Check with the person before rushing to assist;
- Do not assume that a person can manage without checking first;
- Be aware that heavy doors can be awkward for a person using a wheelchair;



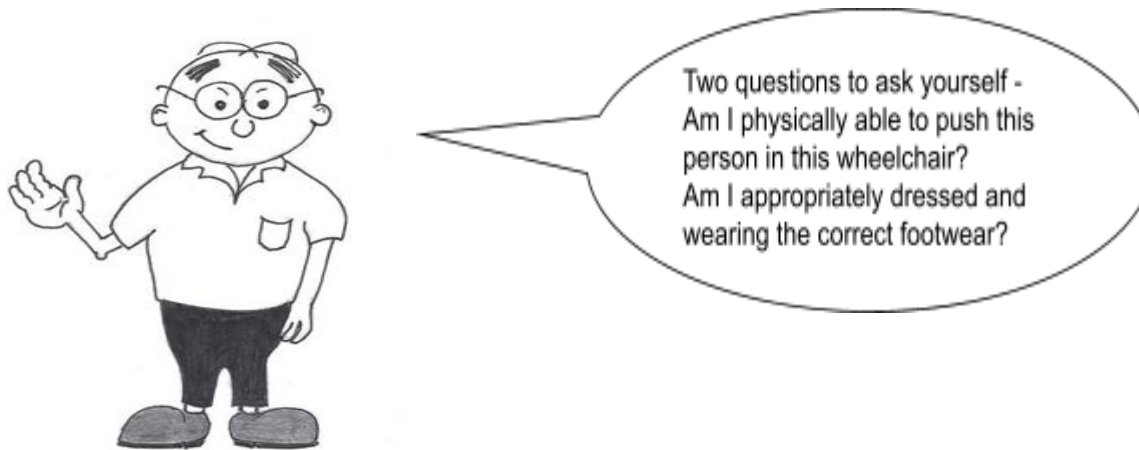
- If necessary, hold open lift doors to ensure that a person using a wheelchair has sufficient time to enter or leave the lift;
- Offer to reach things at high level; and
- If possible, and appropriate, sit down when speaking with a person using a wheelchair so that you are at the same eye level.

Wheelchair handling should always be seen as a partnership between the Service User and you. Always ask the Service User how you may help and tell them what you are doing or going to do. Remember, when assisting a person using a wheelchair you do not have eye-to-eye contact and verbal communication may be difficult.

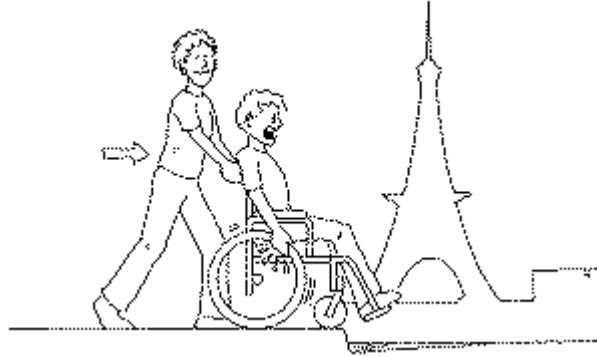
Non-verbal communication systems can often be used to overcome this problem. The person using the wheelchair might for example, raise their hand to indicate they wish to stop and speak face-to-face with their helper.

Use of a wheelchair usually means that it takes longer to get from one place to another, so bear this in mind if the person is late for a meeting. If the person carries their pads, notebooks and pens in a bag hung over the back of the wheelchair they might appreciate an offer of assistance to get them out or put them away.

Drivers and assistants should be deemed competent before being required to push a person in a wheelchair to any location.



Pushing a wheelchair should require no physical effort. You will know that it is OK when you are walking with your back straight and are feeling no strain or effort.



Pushing wheelchairs should be treated like driving a car. Acceleration and deceleration is needed. Just like driving a car, making a sudden stop causes everything in it to fly forward including yourself and others. Unlike cars, a lot of wheelchairs do not have seat belts which means that nothing is keeping the wheelchair occupant fastened into the chair. Think ahead about where you will make turns and stops. Decelerate the chair by slowing the pace of your walking speed until you come to a crawl, so stops and turns can go as smooth as possible. Watch the pavement to avoid hitting cracks, holes, bumps, puddles, gum, etc.

Grab the handles with both hands. Lean your body into the chair and push forward. Do not lean downward or backwards on the chair because it can cause the wheelchair to tip backwards. Keep your knees slightly bent and have one foot in front of the other when pushing someone up a ramp.

- Report to the office if you are assisting a person who is much heavier than you or pushing the chair on surfaces which are problematic, e.g. sloping, uneven, slippery;
- Choose routes which minimise hazardous handling, e.g. drop kerbs;
- Avoid uneven surfaces and steep slopes;
- Ensure that the person's feet are on the footrests and that they are adjusted to a comfortable and safe height for the person;
- Make sure that straps, supports and attachments are secure. Give a cover for

protection, comfort and dignity where appropriate.

If you are feeling any strain or effort something is wrong.



Avoid rough, steep and any surface where you really have to work hard to propel the wheelchair. Rule of thumb is that if you have to work at it find an alternate route. If there is no alternate route contact your organisation for a response.

Turning a wheelchair

- Use a push/pull movement similar to a three-point turn;
- Stand at an oblique angle, push on one handle, and the wheelchair will rotate on the opposite wheel.

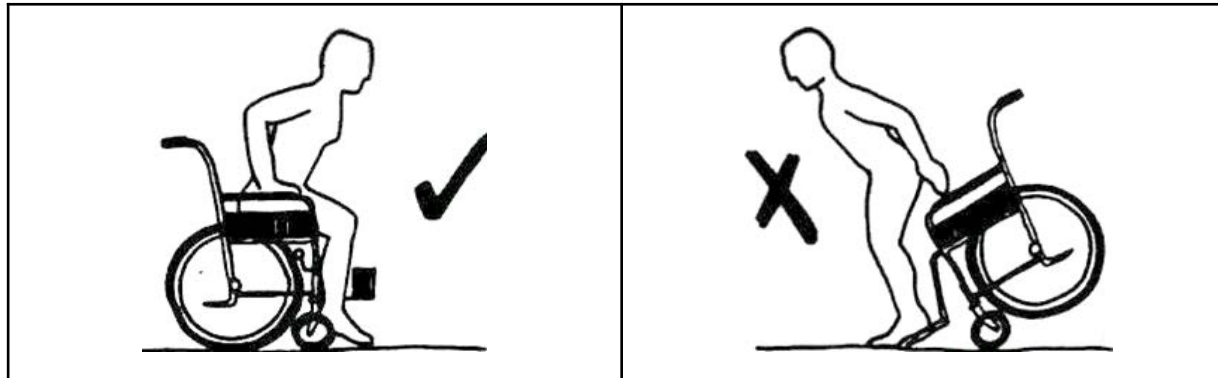
Brakes on Wheelchair

Do not rely on the wheelchair's brakes. They wear easily and can be out of alignment. Whenever possible, block the wheelchair so that it cannot move or tip when the Service User is standing up, sitting down or transferring to or from the wheelchair.

If you are not helping the Service User into or out of the wheelchair, maintain a firm hold on the handles. Make sure that the rubber grips are on the handles firmly.

Assisting a Person to transfer in and out of the wheelchair

- Avoid stooped postures when applying/removing/fixing straps, inserts and attachments;
- Apply brakes before the person transfers from the wheelchair, or before opening and closing the wheelchair;
- Remove or move back the footrests before transfers;
- Remove or lower armrests and backrests where possible, this may make the transfer easier for the person you are assisting;
- Check that the person is comfortable, maintain communication with the person.
- Get the Service User to move to the edge of the wheelchair and place their feet on the ground; and
- Push down on the armrests to help stand.



Unfolding

- Place hands flat and push out on the bars attached to the seat; and
- Take care not to place hands or fingers in between the seat and arms of the wheelchair, or any area in which there is a danger of getting caught.



Assisting Service Users using wheelchairs with steps

It is unfortunately common for Service Users who use wheelchairs to face environmental barriers, thus requiring assistance up or down a number of steps. Where no ramps, lifts or other accessibility arrangements exist, this task can seldom be accomplished by Team Members without considerable care and planning. Even where you may have the physical strength and agility to successfully

assist a person using a wheelchair up or down a number of steps, there is rarely any margin for error and always a great deal of risk involved.

To ensure your safety and the safety of Service Users:

- **No Team Member shall attempt to provide assistance to a person using a wheelchair to negotiate any more than two steps (up or down) at any one time where there is no level resting area in between;**
- Where Service Users who use wheelchairs require assistance to negotiate more than two steps (up or down) then a nominated Team Member shall ensure:
 - Appropriately trained Team Members utilising suitable specialised equipment are called on for assistance, subject to resources available to the Service, to assist the Service User, and/or
 - Other agencies (e.g. Home Modifications) are contacted to overcome the problem.

Going up a step/curb forwards

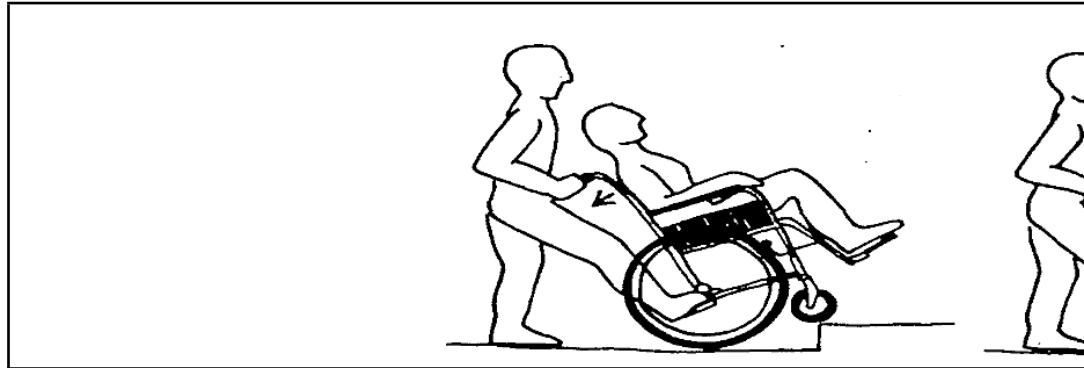
It is safer to go **up a curb forwards rather than backwards**. This requires less strength and gives a gentler ride.

Practice with an empty wheelchair first.

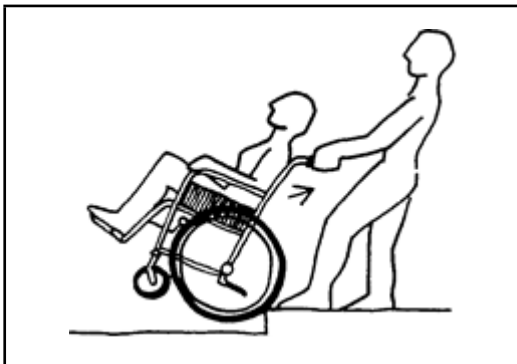
Always tell the person in the wheelchair what you are about to do:

- Ensure the Service User is comfortable;
- Make sure that the brakes of the wheelchair are "off";
- Take a firm stance;
- When the occupant's feet are nearly touching the curb, pull back on the handles and at the same time push down and forwards on the tipping lever with your foot. Tip wheelchair back and balance weight on back wheels;
- When the front casters are just clear of the curb, push the wheelchair forwards until the casters rest on the pavement. Do not tip the wheelchair back more than necessary; and
- Push steadily and firmly - large wheels will ride up step and then lift up on the handles as you continue pushing forwards to place the rear wheels on the pavement. The occupant can help with this stage by pushing forwards on the hand rims.

Ensure wheelchair is safely on flat surface



Going Up a Step/curb - Backwards



- Ensure the Service User is comfortable;
- Make sure that the brakes of the wheelchair are "off";
- Reverse wheelchair with back to step;
- Take a firm stance;
- Tip wheelchair back and balance weight on back wheels;
- Pull steadily, don't jerk;

- Guide the large rear wheels up the step;
- Gently lower the front wheels to the ground. Keeping your foot on the tilt bar can assist in gently lowering the wheelchair;

Going Down a Step/Curb backwards

It is safer to go **down a curb backwards than forwards**. It requires less strength and gives a gentler ride. Care needs to be taken though, because you will be stepping backwards into the road.

Practice with an empty wheelchair first.

Always tell the person in the wheelchair what you are about to do.

- Make sure the road is clear, then back the wheelchair to the edge of the curb;
- Pull the rear wheels carefully down onto the road surface, making sure that both wheels touch down at the same time;
- When the front casters are at the edge of the curb, pull back on the handles and at the same time push down and forward on the tipping lever with your foot. This will balance the wheelchair and its occupant on the rear wheels. Do not tip the wheelchair back more than necessary;

Carefully pull the wheelchair further back into the road and, when the occupant's feet are clear of the curb, gently lower the front to the road. Check that the road is clear before turning around and crossing.

Going Down a step forwards:

- Grasp handgrips;
- Move the wheelchair near the edge of the step;
- Gently guide the large rear wheels down the step;
- Gently lower the front wheels to the ground; and
- Keeping your foot on the tilt bar can assist in gently lowering the wheelchair.

DO NOT ATTEMPT to take a wheelchair down a flight of stairs. This would not be accepted as reasonable care.

Carrying Book Bags, Purses or Other Bags on a Wheelchair

While some people may carry bags on their wheelchair – it's their wheelchair and they know how it is balanced and what is safe – please never hang book bags, purses or other material on the back of the wheelchair, without asking the person, because this can make it unbalanced and more liable to tip over backwards.

What do I do if I arrived to pick up a person and they can't access the vehicle?



**You know the answer by now..... Don't lift,
don't carry!**
Ring the Office .

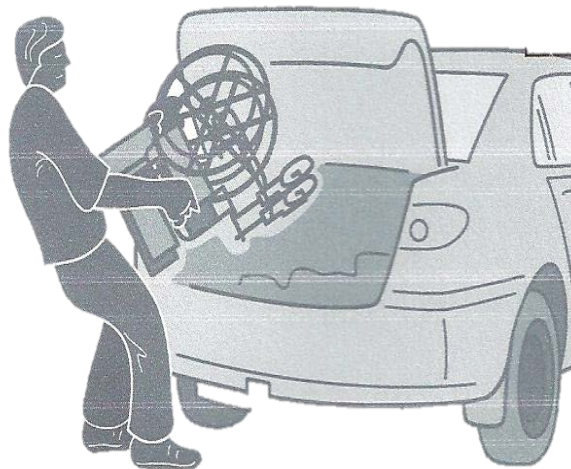
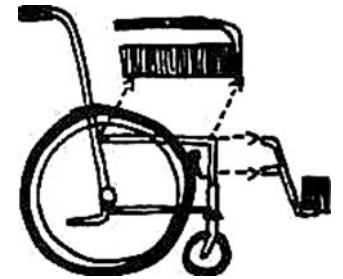
Transporting Equipment and other Objects

Do not transport a mobility device that cannot be safely secured in a vehicle!

Storage and Transport of Wheelchairs in Cars

Lifting a wheelchair into a car

- Ask someone to help you lift the wheelchair into and out of the car;
- Push wheelchair to back of car;
- Remove arm and foot rests;
- Fold wheelchair by lifting centre of the seat; and
- Lift the wheelchair by its frame or utilise the wheelchair boot slider if available, using correct WHS procedures.

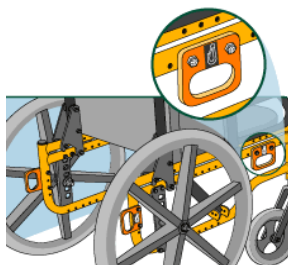


Securing a Wheelchair in a Vehicle

It is essential that you receive thorough training before securing a person in a wheelchair in a vehicle.

In Australia there are presently no specific legal requirements surrounding which types of wheelchairs can or cannot be used as a seat in a vehicle; however, there are several published standards that do provide strong guidelines (*AS 2942 Wheelchair occupant restraint assemblies for motor vehicles*, and *ISO 7176 Wheelchairs for use in vehicles*). In general terms the following features are recommended:

- A metal frame to which the wheels and upholstery are connected
- A high backrest
- A headrest which can be attached during transit
- Tie-down points—Consideration should be given to a wheelchair that has brackets or tie down points already designed and incorporated by the manufacturer as suitable for securing a wheelchair to a vehicle. Tie down points that are incorporated after manufacture or design may not be as strong or may weaken the wheelchair frame.



The standards also highlight certain types of mobility devices as being unsuitable for use in vehicles due to potentially hazardous design construction features. These include (but are not limited to):

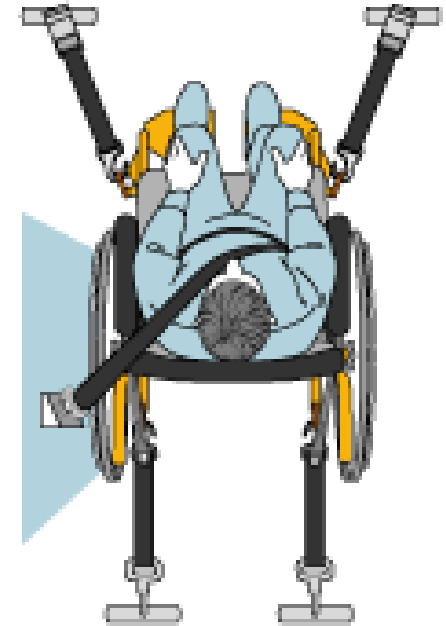
- 'Stroller' type wheelchairs;
- Wheelchairs with a very low backrest;
- Wheelchairs or mobility scooters (sometimes referred to as 'gophers') in which the seat is attached to the base via a single post (often featured with a swivel style seat);

- Any wheelchair or mobility scooter that features projections at the front, as these may be hazardous in the event of an accident.

It is strongly recommended that any user of a mobility scooter, or one of the wheelchair types mentioned above, transfer into one of the passenger seats of the vehicle during transit and do not travel seated on their mobility device. The user may transfer to a passenger seat either before or after their wheelchair/ scooter has been loaded into the vehicle depending on their capabilities and the design of the vehicle.

Restraints may be manual tensioning, self-tensioning, or electrically operated. With all systems the following should be observed:

- The preferred direction for the wheelchair user to be facing in a private vehicle is forwards. (Note: In some forms of public transport, the user may be instructed to face to rear of the vehicle for other safety reasons.);
- Where the wheelchair manufacturer has not specified tie-down points, the restraints should be attached to the frame of the wheelchair. They must **never** be attached to moveable parts of a wheelchair (e.g. footrests, armrests, wheels, or axles);
- Avoid any twisting of restraints;
- Do not cross restraints from one side to the other or from the front to rear; and
- Restraints should be at approximately 45 degrees to the floor when correctly attached.



Hoists

When operating a hoist, the brakes of a wheelchair should be engaged and powered mobility devices should be turned off. It is important to consider:

- The space required to both deploy and stow the hoist
- The load capacity allowed; and
- The ease of operation—some electrically operated models still have a manual component.

Securing the User in their Wheelchair

Even if the wheelchair user has a lap belt or other harness as part of their wheelchair seating, it is essential that a transport occupant restraint, which is secured to the vehicle, also be used. A lap belt that goes across the pelvis is considered the minimum requirement; however, it is preferred to have a lap sash belt that goes over the shoulder as well as the pelvis. When using either style there are a few guidelines:

- The lap belt should pass down between the user and any side panels on the wheelchair, **not** over the armrests;
- Belts should fit firmly;
- The lap belt needs to sit across the pelvis, not across the abdomen. Transporting the passenger in a reclined position should be avoided wherever possible as the user is more prone to slide down under the lap belt causing additional pressure on the abdomen and a potential choking risk if a sash belt is being used;
- A sash belt should be positioned so that it remains in contact with the shoulders of the wheelchair user.

Other Considerations

- Secure any loose objects on the wheelchair or elsewhere in the vehicle and remove wheelchair trays—these can become a hazard to the wheelchair user in the event of an accident.
- Drive the vehicle with increased consideration for the wheelchair user— accelerate smoothly, brake early and gently, take corners smoothly and slowly.

Shopping Bags

The Service has, for WHS reasons, imposed a limit on the type, number and weight of Service User shopping bags during service. The use of plastic bags has been prohibited. Only environmentally friendly (reusable) shopping bags will be accepted, with a limit of 6 shopping bags and 10 kilos per person.

Preventing Vehicle Projectiles

Loose items in vehicles can become safety hazards if you are involved in an accident. The extreme acceleration or deceleration exhibited during a vehicle accident can cause items to become projectiles that can injure or kill vehicle occupants.



© Roberto Neumann/ISTOCK SAHIL

A driver in a crash had a pen stuck right to his neck, as if it was a flying dart stuck to a dart board. The driver did survive the crash, but had to go through an intense surgery procedure to remove the so-called "pen" from his neck.

A



becomes a



A one litre bottle of water
packs a 20 kilogram punch in
a sudden stop

A



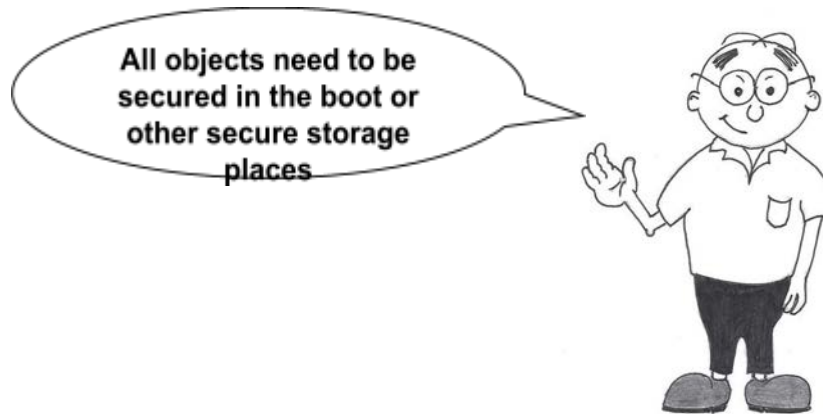
becomes a



When a vehicle and all its contents, including passengers and objects are travelling at speed, they have inertia which means that they will want to continue forward with that direction and speed (*Newton's first law of motion*). In the event of a sudden deceleration of a rigid framed vehicle due to impact, contents that are unrestrained inside the vehicle will continue moving forward at their previous speed due to inertia. They will impact the vehicle interior, with a force equivalent to many times their normal weight due to gravity. During this frightening situation in a speeding motor vehicle crash, a "tissue box" can transform itself into a heavy brick.

An accident investigation company in America estimates that ordinary objects in cars are responsible for 13,000 injuries a year. The story says, "At 55 miles per hour, a 20 pound object hits with 1000 pounds of force - so powerful that a suitcase can literally sever the arm of a crash test dummy."

Got the message?



Rear Storage Pods and Cargo Screens are just some of the possible securement methods available.



Under
transport an unsecured oxygen cylinder. The inappropriate transport of oxygen cylinders is dangerous.

Oxygen
no



Cylinders
circumstances



Example of an incident involving the transportation of a cylinder within an enclosed vehicle.

Guidelines for gas cylinder safety 2008 edition

BOC Limited

Remember the material on unsecured objects in vehicles. Can you imagine the consequence of a flying oxygen cylinder? Worse yet is the consequence of dislodging a cylinder valve in an accident. Go to O2 CYLINDER EXPLOSION – on You Tube to substantiate your respect for safety around oxygen.

**The most secure way to transport oxygen cylinders is in approved fixed vehicle mountings.
We have these in buses**



We use bags that have a special fitting that can be secured with a seat belt to transport oxygen.



Driving

Under no circumstances is a Team Member to drive, or permit another person to drive, any Service vehicle if the person involved:

- Does not hold a valid NSW Driver Licence for the type of vehicle concerned; or
- Has been refused motor vehicle insurance or continuance thereof by an insurer; or
- Is under the influence of any drug known to affect their driving ability, or in whose blood the percentage of alcohol is in excess of the level prescribed by the Service's policy and NSW law.

Any breach can void indemnity otherwise granted by insurers and render the responsible driver personally liable for any damages sustained.

If you are driving, you must always carry your driver licence when driving.

If you are a driver, you will be expected to drive Service vehicles in a safe and reasonable manner, taking into account the needs of Service Users. Where there is concern about your ability to drive safely, you may be required to undergo specific professional driver training.

If you are a driver, you must advise us if you are fined or charged with an offence.

You must ensure that they have undertaken a Vehicle Orientation before driving any new vehicle or a vehicle not previously driven by them.

Drivers are required to comply with the provision of all relevant legislation concerning the driving of vehicles. Fines and penalties for all breaches shall be paid for by the driver of the vehicle. If a penalty notice is received by the service it will be forwarded to the relevant driver.

We keep our vehicles in good order and condition and our drivers and assistants regularly wash and vacuum them.



Driving Do's

DO Obey road signs.



DO Drive with respect to the road conditions, such as night, wet weather, dirt roads, kangaroos etc.



**DO Ensure all people in the vehicle
have fastened seatbelts.**



**DO Always stay on your side of the road.
Driving across the road markings is
an increasing cause of major
collisions.**

DO Take Breaks every 2 hours

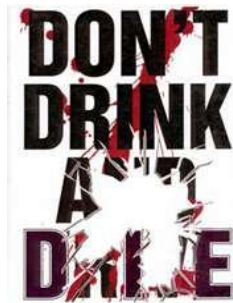


Driving Don'ts

**DON'T use a mobile phone when driving
... this includes hand free devices.**



DON'T smoke in vehicles.



**DON'T drive under the influence of
alcohol and/or drugs.**

Sit Correctly

When you first sit in the vehicle, ensure your seat is the right distance from the pedals. If you are driving a manual, your left leg should be almost straight when the clutch is fully depressed. When driving an automatic vehicle, your left leg should be almost straight when your foot is on the footrest located next to the brake. With your shoulders resting against the back of the seat, adjust your seat so that your wrists sit on top of the steering wheel when your arms are fully extended.

The main aim of the headrest is to support and protect your head and neck in an emergency situation. To ensure it provides maximum protection, the top of the headrest should be level with the top of your head or, at a minimum, above eye level. With the seat correctly in position and the headrest set as above, there should be very little space between the head and the headrest.

Wear Correct Shoes

Shoes for driving should be:

- soft soled; and
- fully enclosed (sandals and thongs are not appropriate)



IMPROVE YOUR DRIVER POSTURE



Driver Distraction

TfNSW research suggests that at least 14% of all crashes involve the driver being distracted by something inside or outside the vehicle.

Tips to avoid driver distractions include:

- Don't use your Mobile Phone ITS ALWAYS SAFER TO STOP– if you must they must be in a cradle fixed to the vehicle, or operated using only Bluetooth or voice activation in order to take calls while driving;
- Only enter text into devices, i.e. GPS, mobile phone etc. when you are parked out of the line of traffic;
- Turn off the radio or stereo, particularly in new or challenging traffic situations;
- Only adjust the radio, digital music devices, or load CDs, when stopped if you cannot get help while driving from a front seat passenger;
- Collect loose items inside the vehicle and putting them in a bag or box or in the boot;
- Scan the roadside and adjust your speed to watch for animals;
- Tell passengers to avoid distracting you (this includes passengers using mobile phones, ipads etc.); and
- Follow your training regarding use of your Routematch Tablet.



Driver Fatigue

Fatigue is a general term used to describe the feeling of being tired, drained or exhausted. Fatigue is usually accompanied by poor judgement, slower reactions to events and decreased skills, such as those used when in charge of a vehicle. Evidence also suggests that fatigued people are more likely to engage in risk taking behaviour.

The signs of tiredness include:

- Yawning;
- Sore or heavy eyes;

- Slower reaction times;
- Finding you're daydreaming and not concentrating on your driving;
- Driving speed creeps up or down;
- Impatience;
- Impaired driving performance such as poor gear changes;
- Stiffness and cramps;
- Loss of motivation; and
- Microsleeps which can be as little as a few seconds; your head may nod and then jerk to wake you up.

The only way to address fatigue is by sleeping. Make a choice not to drive when tired or follow these guidelines to prevent fatigue:

- Get a good night's sleep before heading off on a long trip;
- Take regular breaks – at least every two hours;
- Don't do long trips over two consecutive days;
- Share the driving wherever possible;
- Don't drink alcohol before your trip. Even a small amount can significantly contribute to driver fatigue;
- Don't travel at times when you'd usually be sleeping; and
- Take a 15 minute power nap if you feel yourself becoming drowsy.



Drug and Alcohol

The Service has adopted a 'zero tolerance' policy to the use of illegal drugs / alcohol for Team Members whilst undertaking their role/s within the Service – please refer to PRO 2.01-3 Drugs and Alcohol for further information

People use drugs and alcohol for many reasons – to relax, have fun, socialise, cope with problems, escape life or dull emotional/physical pain. Using substances to cope doesn't make problems go away, and can make them worse or add new

problems to the mix. Becoming dependent on drugs in order to cope, rather than getting help or finding positive solutions, can create longer term problems.

Substance abuse and addiction can have short-term and long-term impacts on physical, mental, social and financial health.

Lifeline 13 11 44 is available to support people concerned about their drug and alcohol intake. Get help if you have any of these signs:

- Regularly or continued substance use to cope emotionally, socially or physically;
- Neglecting responsibilities and activities that are important or enjoyable (e.g. work, study, family, hobbies, sports, social commitments);
- Participating in dangerous or risky behaviours as a result of substance use (e.g. drink driving, unprotected sex, using dirty needles);
- Relationship problems (e.g. arguments with partner, family, friends, or losing friends);
- Physical tolerance – needing more of the substance to experience the same effects;
- Withdrawal – physical and mental withdrawal symptoms when you are not using the substance or needing the substance to feel “normal”;
- Losing control of your substance use – being dependent or unable to stop even if you want or try to;
- Substance use takes over your life (e.g. spending a lot of time using, finding or getting the substance and recovering from the effects).



Reversing

Reversing a vehicle is dangerous, let alone when it is a large vehicle or a vehicle with an attached trailer.



We have Standard Operating Procedures (SOPS) for reversing in different circumstances please **MAKE SURE** you are familiar with these and follow procedure.

Runaway Bus – Prevention

A runaway bus, whether in the bus depot or on a public road, has the potential to cause serious or fatal injury, and significant damage to property and assets.

Correctly securing the bus before exiting is part of the driver's responsibility. Bus drivers must correctly secure their bus by applying the park brake before leaving the driver's seat. Drivers **should not** under any circumstances:

- Leave the seat of the bus without correctly securing the bus parking brake; and
- Access the bus control mechanism/s through the driver's window.

Any near misses or actual cases of a runaway vehicle must be reported immediately to management who must notify Transport for NSW and/or NSW Transport and Infrastructure via the Bus Incident Management Database (and OTSI and the Police, when required).



Emergency, Critical Incidents and Evacuation

The Service has comprehensive Emergency and Critical Incident Management Procedures and Team Members should make themselves aware of the procedures and the Emergency/Critical Incident Action Plan. The following flowcharts provide overall direction but do not replace the need to read our Policies and Procedures.

Should an emergency arise, follow normal emergency procedure and remain calm.

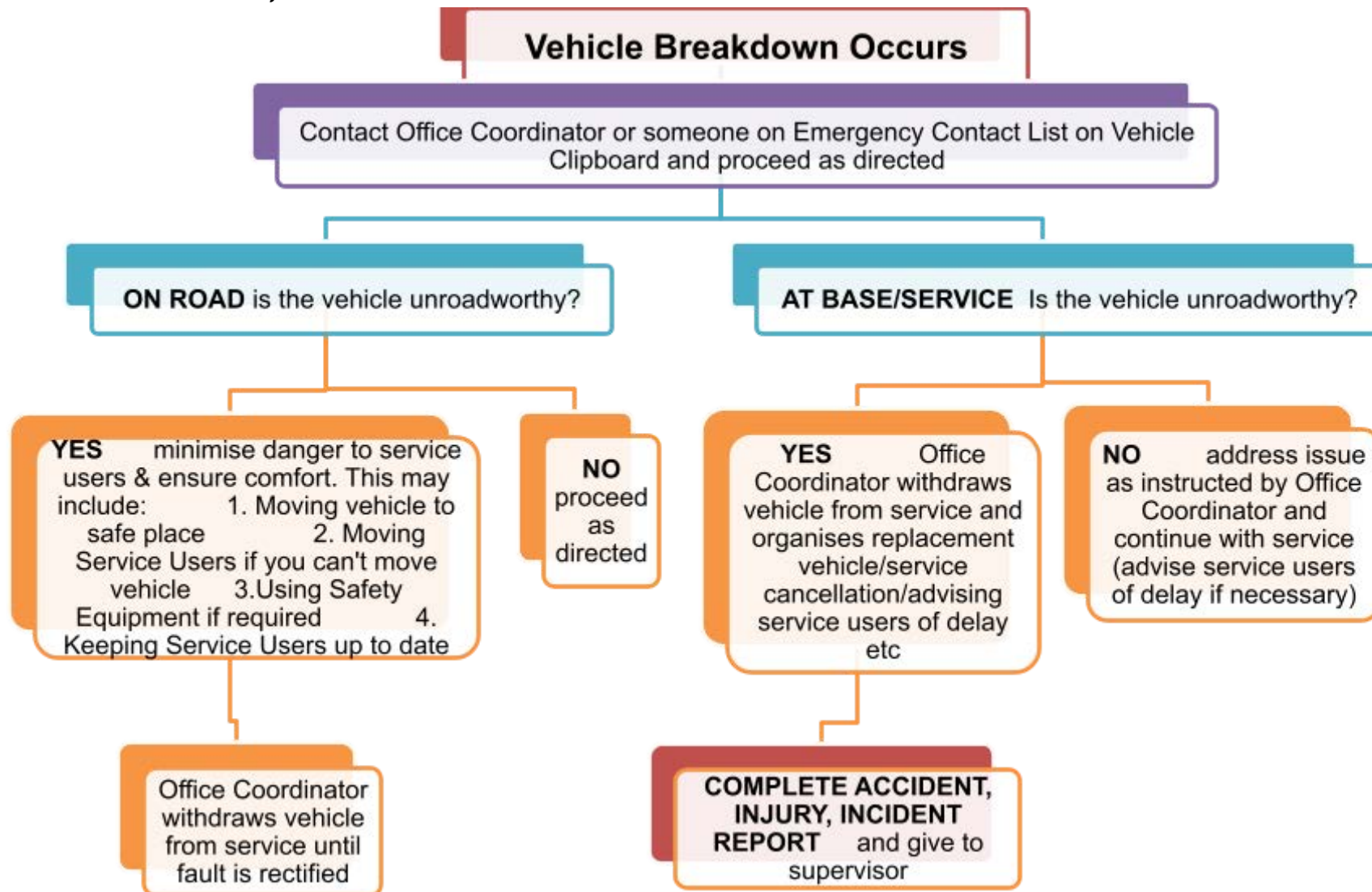
PANIC is contagious and as the responsible person you are the leader.

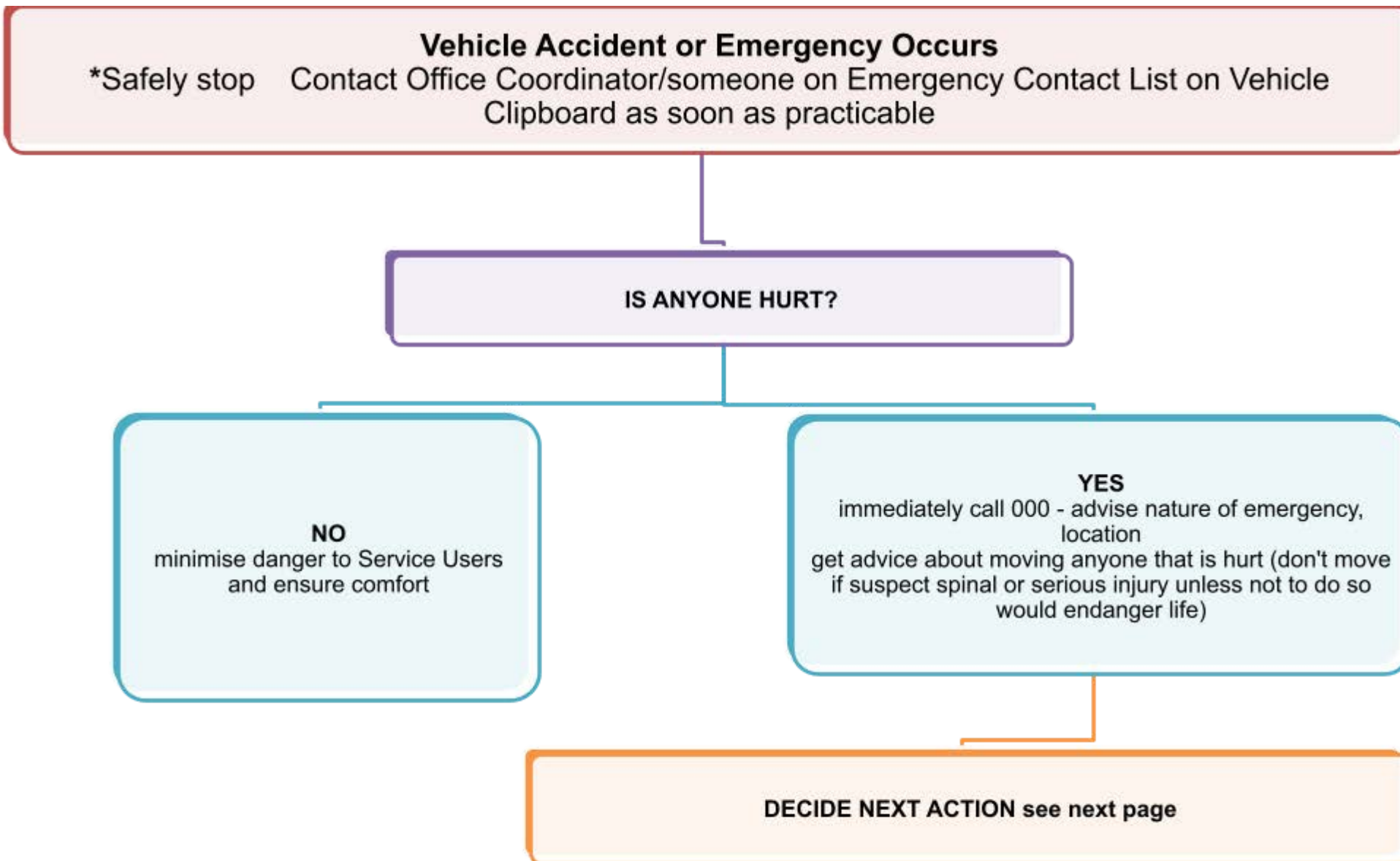
- ◆ Dial 000 and request the service you require (fire, ambulance, police);
- ◆ Give all relevant details i.e. name, address, location, nature of emergency and **wait to follow instructions. DO NOT hang up until told to;**
- ◆ Apply first aid if required, observing and, if possible, recording condition; and
- ◆ Ring the Office once emergency is under control or if further assistance is needed.

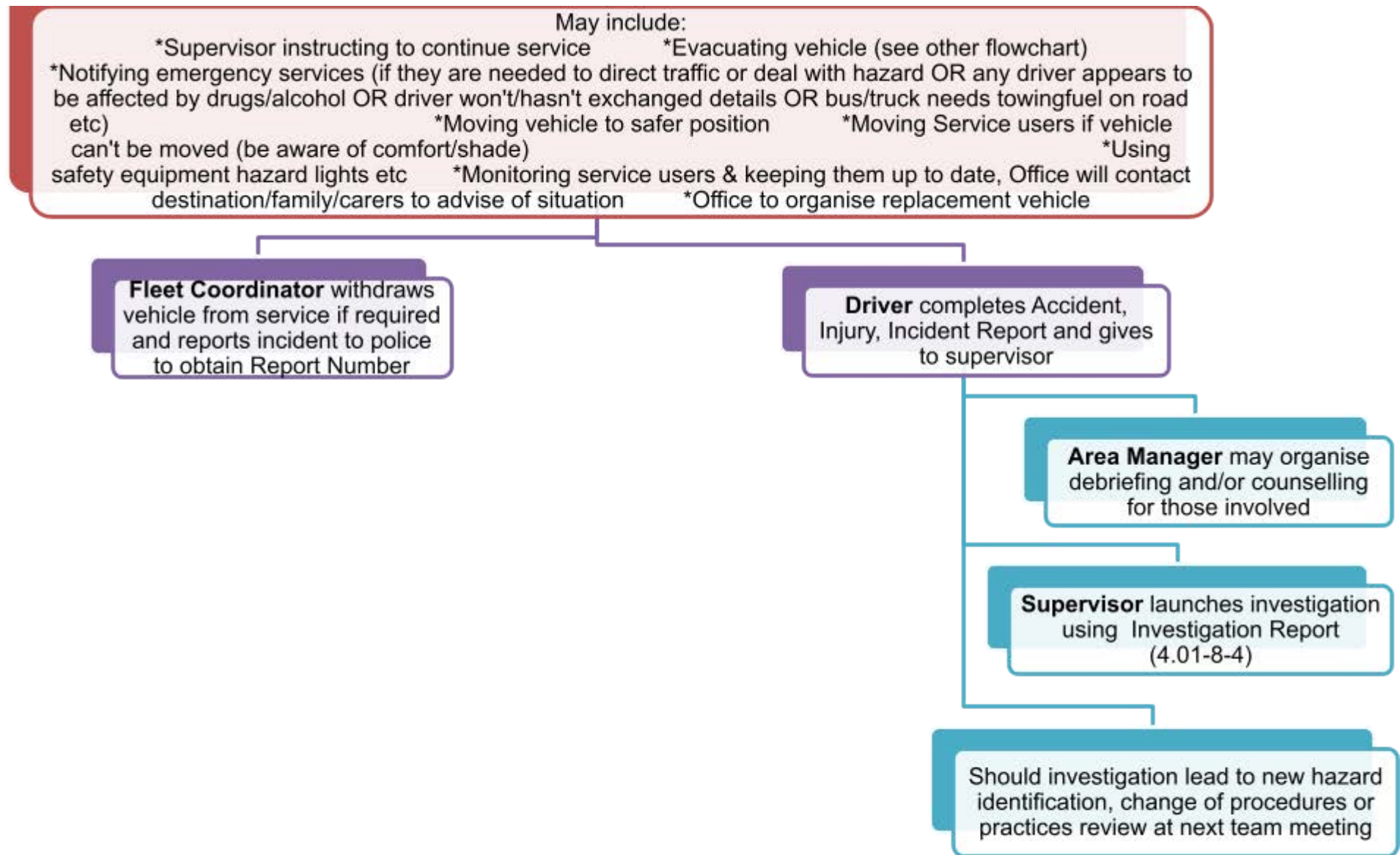
All Coast and Country Community Services carry a first aid kit and other resources to assist in case of an emergency – You will be shown these as part of your orientation.

Note: if any these flowcharts are changed the relevant procedure will also need to be changed.

Vehicle Breakdown, Accident & Evacuation







Vehicle Evacuation required if vehicle in immediate and extreme danger

SAFETY of other team members and service users is first priority

LEAVE all personal belongings

PRIORITY get able bodied people off first ensuring greatest number of people are evacuated

COMFORT - make sure service users are as comfortable as possible and provided with updates (e.g. in shade with water)

AREA MANAGER will organise debriefing and/or counselling for those involved

SECURITY IN THE WORKPLACE

The front door is to be locked outside normal working hours or when a you are working alone. Please be aware of the following security precautions: Whenever possible don't work alone;

- Where you are required to work alone, adequate security measures will be put in place;
- Wherever possible, you should lock all doors while working inside the premises;
- Emergency information will be posted clearly;
- All windows will be lockable in either the closed or open position;
- Where possible, avoid working, re-entering or leaving work places after dark;
- Wherever possible, sensor lights and lighting will be provided in car parks and cars will be parked near lighting;
- A mobile phone is to be carried by you when working out in the community; and
- After hours – where possible, leave the building and the car park in groups.

Identification and Uniforms

You must wear their Identification and/or Uniform at all times when on duty.

Keys

All keys allocated to you must be entered on a key register, which will record:

- The date the key is issued;
- That you have the key;
- What the key will unlock; and
- The date the key is returned to the Service.

The number of keys allocated will be kept to a minimum. All keys must be returned when you leave the Service. All keys will be kept in a secure place within the Service Outlet building.

Cash and Valuables handling

All cash and valuables are to be kept to a minimum at all Service sites. A lockable drawer or box is available to Team Members for personal belongings. A cash box is used for all monies of the Service and should be locked after each occasion of use. Please don't bring large amounts of cash and valuables to the Service. Frequent, random bank deposits will be made to prevent cash build-up on the premises and to prevent a pattern (changing routes, times, designated vehicles and/or Team Members, etc.) Cash will be counted in a secure room and Team Members will ensure they are out of sight from those passing by when counting money. Cash for banking will not be taken home by any Team Member. If cash is to be held overnight, it will be secured at the Office.



Lone Driving

Wherever possible, you will be issued with a mobile phone when they are required to drive alone in the course of their work, especially in rural areas or where you are required to drive a lengthy distance.

All Service vehicles will be serviced on a regular basis to minimise risk of breakdown.

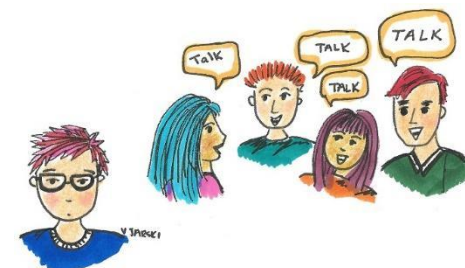
Team Members Phone Numbers

Please don't give out your personal mobile or home phone number to any Service User.

Violence or Abuse

For the purpose of these guidelines, Aggression/Violence includes verbal and emotional threats and physical attack to an individual's person or property by another individual or group, including:

- Verbal abuse in person or over the phone;
- Threats of a sexual nature;
- Threats of violence;
- "Ganging up" by a group over an individual;
- Physical or sexual assault;
- Fear from damage to physical environment;
- Assault and battery; where physical contact and/or minor injuries occur, requiring only First Aid treatment;



- Threats with an offensive weapon without physical injury;
- Aggravated assault requiring medical assistance;
- Serious injury and/or death, assault with an offensive weapon requiring medical assistance; or
- Implied aggression.

The Service will not tolerate aggressive/violent behaviour from anyone. On commencement with the Service, orientation includes the Code of Conduct that must be followed by all Team Members.

The Chief Executive Officer and Team Members will receive training in how to recognise the possibility of violence occurring and how to respond in the event of verbal and physical attack, including:

- Recognising the potential for violent or aggressive behaviour;
- Defusing situations;
- Looking after yourself; and
- Aggression management.

If you feel threatened in any way, if at all possible, remove yourself from the situation immediately and notify your supervisor. If this is not possible or if you feel that you are still at risk, please notify the police immediately and let them handle the situation. Don't put yourself in danger.

Identifying the Potential for Violence

The Service will identify where violence may occur and the impact it may have within the Service. In order to achieve this, Team Members are required to carry out and participate in any audits that address security and safety issues. The potential for violence is a risk and as such should be reported on an Accident/Injury/Incident Report Form.

Selection and screening

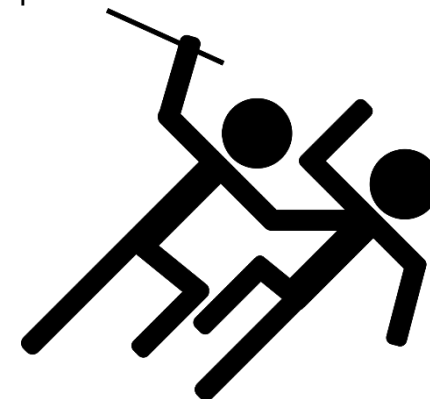
The Service conducts criminal record checks for all Team Members. The checks will be conducted in respect to sexual offences, serious offences involving threat or injury to another person and other serious offences relevant to the duties of the position.



Physical Violence

When confronted by violent behaviour:

- Remain calm, use pacifying words and body language, continue to communicate with the person, and explain that if the attack continues, you will remove yourself from the situation;
- Do not attempt to physically stop the person by stepping in between them and the property they are attacking;
- Do not attempt to restrain an individual unless it is a life threatening situation and there are no other options;
- Call the police and leave, if all attempts to diffuse the violence have failed and there is a real threat of physical damage or if lives are at risk; and
- Complete an Accident/Injury/Incident Report as soon as possible to ensure best recall of details (within 24 hours).



Remember that if at any point an individual is concerned for their safety, they must leave immediately.

If the aggressive/violent behaviours of a Service User or their family member/person responsible poses continued risk to the safety of Team Members, and that risk cannot be managed, the Service may cease to provide service and refer the person to more appropriate services.

The Service places a high priority on support after an aggressive/violent incident and will follow the Emergency and Critical Incident Action Plan. Following an episode of aggressive/violent behaviour Team Members or other Service Users who have been involved, or have witnessed the incident(s), will be provided with debriefing and counselling as soon as practicable.

The Chief Executive Officer will be responsible for reviewing all incidents of aggressive/violent behaviour.

No Team Member is expected to be able to physically defend themselves against a violent physical attack, although they are allowed to use a reasonable level of force to protect themselves.

An Accident/Injury/Incident Report must be completed after any aggression/violence in the workplace.

Verbal Threats

Team Members who are being verbally attacked in the workplace should:

- Assess the emotional/mental state of the individual, i.e. frustrated, disturbed, under the influence of drugs or alcohol;
- Try to accommodate the person's needs;
- Assess the potential for the situation to become physically violent;
- Seek the presence of another Team Member if possible;
- Remain calm and continue to communicate with the person and explain that if the attack continues, you will remove yourself from the situation; and
- If abuse escalates or you are fearful of violence call 000 and gain police assistance.
- When the situation has been diffused, all Team Member/s involved must complete an Accident/Injury/Incident Report as soon as possible to ensure best recall of details (within 24 hours).

Service Users

Service User Assessment and Conduct

Service User assessments will include information regarding Service Users who may have challenging behaviours and how we can work with them to minimise these behaviours. This information will be on Routematch and the drivers tablet, so its important to check each person's information before pick up.

Home Visits

As we don't usually go into a person's home for any length of time we have not detailed our home visiting procedures in this manual however more information about home visits can be found in Pro 4.01-17 Office Safety & Security *Home Visiting*)

Responding to Abusive Service Users

(please see Pro 3.05-4 Prioritising, Bookings, Scheduling, Service Provision & Unmet Need for the full procedure for responding to abusive service users)

Lots of our Service Users have medical conditions and or social factors that may increase their stress and/or result in them being short or angry on occasions. If this type of interaction occurs occasionally and is linked to a reason (e.g. inability to provide service), it is important for us to accept that the person is angry and be professional. Active listening techniques may be used to validate the person's feelings, a calm voice may diffuse the situation, providing alternatives or more information may also assist. If



the person's anger increases and they become hostile and abusive it is important to remain calm and professional at all times. strategies for addressing the situation include:

- Ask the Service User to stop abusing you; for example; "Mr. Jones I am trying to assist you and would appreciate you not abusing me";
- Should the abuse continue – ask again; for example; "Mr. Jones as I have asked before, please do not abuse me when I am trying to assist you, if you continue to abuse me I will hang up" or for drivers "if you continue to abuse me I will not be able to assist you";
- Should the abuse continue – terminate the call/service; for example; "Mr. Jones you have continued to abuse me so I am going to hang up now. If you would like to call back when you are calmer I will be happy to assist you" or for driver at the Service User's home "Mr Jones as you have continued to abuse me I am going to refuse to transport you" or if at a destination "Mr Jones as you have continued to abuse me I am going to refuse to transport you – I will contact the office and they will be in contact with you to organise alternative transport.

**If you don't say it,
you won't have to
unsay it.**

Make sure you tell your supervisor about it so the incident is recorded in the Service User file on Routematch noting the date, time and summary of conversation and the Team Members response. If a Service User habitually abuses Team Members and the above strategy has been tried on more than one occasion, without resolution, the Area Manager will discuss the issue with the Service User and if their behaviour does not change service may be ceased.

Don't tolerate aggressive/violent behaviour from Service Users, Team Members or other volunteers. The Service will support Team Members who do not tolerate aggressive/violent behaviour and ensure action will be taken accordingly. If Team Members are exposed to abusive behaviour, they should complete an Accident/Injury/Incident Report and refer the matter to their immediate supervisor.



Domestic/Family Violence Support (for more information about Domestic/Family Violence please see Pro 2.01-2 Anti-Discrimination Harassment, Bullying & Protection)

Domestic and family violence (DFV) refers to violence, intimidation and coercion most commonly perpetrated by a current or previous intimate partner (including same-sex partners), but also including violence perpetrated between family members, housemates or children. Violence includes but is not limited to physical, sexual, verbal, emotional, financial, psychological and spiritual abuse.

Domestic and family violence (DFV) in the home or at the workplace is a serious and unacceptable workplace issue. The Service is committed to providing support to our team around issues of domestic violence. The Service has in place the following measures:

- Strict confidentiality for those who choose to disclose that they are experiencing DFV,
- Leave entitlements, where they exist, for Team Members to access services or make arrangements;
- the option to discuss possible flexible working conditions to help;
- a safe and supportive workplace environment, including a workplace safety plan if necessary;
- return to work support for those who have taken extended leave relating to domestic violence;
- support to access counselling or other relevant services; and
- a code of behaviour which includes zero tolerance for perpetrators of any abuse or violence at/from the workplace.

If you are experiencing domestic or family violence you can contact their Area Manager. The Area Manager will act as your contact person.

It is unacceptable to use work resources and/or time to perpetrate domestic violence while at work. Any Team Member who is found to be perpetrating domestic violence (e.g. telephoning, emailing threats, intimidation or abuse to a family or household member) is in violation of the Services Code of Conduct and Confidentiality Agreement. This kind of behaviour will not be tolerated and will result in disciplinary action, and will be reported to police if necessary. Team members and managers are responsible for reporting such behaviour if witnessed.

OUTDOORS

It is well known that Australia has one of the highest incidences of skin cancer in the world. The vast majority of skin cancers are caused by exposure to solar UV radiation.

Damage from solar UV radiation is cumulative. That is, it builds up over a long period of time. Some factors which increase the risk of developing skin cancer include:

- The amount of sun exposure as a child;
- The amount of participation in outdoor activities;
- The distance from the equator;
- Height above sea level (UV rays increase the further above sea level you go);
- Time of day exposed to the sun (about 60% of the UV radiation responsible for skin cancer is received between 10am and 2pm);
- Complexion (people with fair skin, freckles and blue eyes who burn easily and tan poorly are the highest risk group); and
- Previous skin cancer.

Solar UV radiation causes damage at two main sites - the skin and the eyes. The main effects are sunburn, sunspots, different types of skin cancers, short and long term eye damage.

Exposure assessment

When assessing the risk that workers face because of solar UV radiation, there are several factors that need to be taken into account. These include:

- The jobs or tasks (including breaks) that involve exposure to the sun;
- The time of day that the exposure occurs;
- The frequency of exposure;
- The amount of shade available and/or the feasibility of creating artificial shade;



- The presence of reflective surfaces, such as water, glass, sand or roofing; and

Control Measures

It is very easy to identify the source of the radiation (the sun), but impossible to eliminate or to substitute it for a safer alternative. Sunlight cannot be isolated or contained, so alternative controls must be found. So we recommend staying in the shade as much as possible and if that is not possible SLIP, SLOP, SLAP (e.g. use a hat, long sleeved clothing, sunglasses and sunscreens. This combination will provide the best protection.

Hats and sunglasses

Hats provide shade. The bigger the brim, the more shade is available. Legionnaire-style caps with loose flaps to protect the neck and ears are also effective. However, hats with wide brims will not protect against solar UV radiation reflected from surfaces such as sand, roofs, water, etc.

Sunglasses help to protect the eyes by screening the sun's rays. Australian Standard 1067: Sunglasses and Spectacles, give specifications for these.

Sunscreens

Sunscreen is located in the lunch room and/or restrooms at all sites. There are many different types of sunscreens. They provide different degrees of protection. Broad spectrum sunscreens protect against UV-A rays and UV-B rays (UV-A rays cause tanning, aging and worsen the effect of UV-B exposure. UV-B rays do the same damage as UV-A rays, but also cause cancer).

The sun protection factor (SPF) is worked out based on the fact that average, unprotected skin takes about 10 minutes to start to burn. The SPF is a multiplication of this, so in theory, if you use a SPF 15+ sunscreen you can be exposed to the sun for 150 minutes before you start to burn (i.e. 10 minutes x 15). The higher SPS sunscreens do not block more rays, they just protect for longer; this is why SPF 30+ is recommended - it lasts longer and does not need to be reapplied so often.

Sunscreen should be reapplied regularly, especially if you are sweating.

Natural Disasters

Floods, bushfires, high winds and many other natural disasters may happen from time to time. In high alert times the Service will conduct additional checks on its drivers and vehicles, this may involve more frequent radio/mobile phone contact and providing up to date information to ensure you and your passenger's safety. It is important to remember – do not endanger yourself or your passenger's for the sake of an appointment – safety first – the office can always phone destinations or friends/family and let them know what has occurred. Remember – you are there at the time – you make the call – the office will support you.





Once you have read this Keeping Safe the Organisation's Policy & Procedure return it to the Team Development relevant.

at Work Handbook and become familiar with Manual please sign the statement below and Officer/Office Coordinator/Area Manager as

The Service provides the contents of this handbook as information only. I (name)..... have been given the opportunity to clarify issues and confirm I understand and will follow guidelines provided above and in the Organisations Policy & Procedure Manual.

Signature.....

Date.....