



DIAMOND VALLEY  
community support

# DIAMOND VALLEY COMMUNITY SUPPORT INC.

## Occupational Health and Safety Manual

Authorised by the DVCS Committee of Management 20 April 2026

Date last reviewed: 20/4/26

Next review: 31/3/29

## Table of Contents

<b>PURPOSE</b> .....	<b>- 3 -</b>
<b>SCOPE</b> .....	<b>- 3 -</b>
<b>POLICY STATEMENT</b> .....	<b>- 4 -</b>
<b>WORKER CONSULTATION</b> .....	<b>- 6 -</b>
<b>HEALTH AND SAFETY REPRESENTATION</b> .....	<b>- 6 -</b>
<b>PROHIBITION OF DISCRIMINATION</b> .....	<b>- 7 -</b>
<b>REQUIREMENTS FOR LICENCES, REGISTRATIONS AND CERTIFICATES</b> .....	<b>- 7 -</b>
<b>NOTIFYING AND PRESERVING INCIDENT SITES</b> .....	<b>- 7 -</b>
<b>CALENDAR OF REVIEWS AND ACTIVITIES (ANNUAL)</b> .....	<b>- 8 -</b>
<b>PROCEDURES</b> .....	<b>- 8 -</b>
<b>IMPLEMENTATION AND RESPONSIBILITIES</b> .....	<b>- 8 -</b>
DUTY HOLDER .....	- 8 -
COMMITTEE OF MANAGEMENT.....	- 8 -
EXECUTIVE OFFICER.....	- 9 -
COORDINATORS, SUPERVISORS AND MARKET LEADS.....	- 9 -
WORKERS.....	- 10 -
<b>EMERGENCY FIRE &amp; EVACUATION PLANS</b> .....	<b>- 10 -</b>
SAFETY PLANS .....	- 10 -
EMERGENCY EXITS.....	- 10 -
EVACUATION ROUTES.....	- 11 -
ROLES AND RESPONSIBILITIES .....	- 11 -
EMERGENCY COMMUNICATION .....	- 11 -
ACCOUNTABILITY PROCEDURES.....	- 11 -
TRAINING AND DRILLS .....	- 12 -
SPECIAL CONSIDERATIONS.....	- 12 -
POST-EVACUATION PROTOCOL .....	- 12 -
<b>FIRST AID</b> .....	<b>- 12 -</b>
<b>WORKPLACE INSPECTIONS</b> .....	<b>- 12 -</b>
<b>HAZARDOUS MANUAL HANDLING</b> .....	<b>- 13 -</b>
<b>SLIPS, TRIPS AND FALLS</b> .....	<b>- 13 -</b>
WORKING AT HEIGHTS ABOVE TWO METRES.....	- 14 -
<b>ERGONOMIC WORKSTATIONS</b> .....	<b>- 14 -</b>
<b>DRIVING AND DELIVERING</b> .....	<b>- 15 -</b>
<b>MENTAL HEALTH AND WELLBEING</b> .....	<b>- 15 -</b>
<b>MANAGEMENT OF INTERPERSONAL RELATIONSHIPS, BULLYING &amp; CONFLICT</b> .....	<b>- 16 -</b>
<b>SOCIAL MEDIA</b> .....	<b>- 15 -</b>
<b>CONTROLLING OHS HAZARDS AND RISKS</b> .....	<b>- 17 -</b>
<b>SAFETY DATA SHEETS (SDS)</b> .....	<b>- 17 -</b>
REQUIREMENTS OF A COMPLIANT SAFETY DATA SHEET .....	- 18 -
CONTROL OF RISK .....	- 19 -
<b>ELECTRICAL SAFETY</b> .....	<b>- 19 -</b>
INSPECTIONS, TESTING AND TAGGING.....	- 20 -

<b>KITCHENS AND FOOD SAFETY .....</b>	<b>- 20 -</b>
<b>DRESS CODE .....</b>	<b>- 20 -</b>
<b>WORKING REMOTELY .....</b>	<b>- 21 -</b>
<b>TRAINING AND COMPETENCY MANAGEMENT .....</b>	<b>- 21 -</b>
COMPETENCY MANAGEMENT .....	- 21 -
INDUCTION TRAINING .....	- 21 -
VISITOR OR CONTRACTOR INDUCTION.....	- 21 -
<b>INCIDENT REPORTING AND INVESTIGATIONS.....</b>	<b>- 22 -</b>
INCIDENT, HAZARD AND NEAR MISS REPORTING WITHIN DVCS .....	- 22 -
INCIDENT REPORTING TO WORKSAFE VICTORIA .....	- 22 -
<b>RETURN TO WORK PROCEDURES.....</b>	<b>- 23 -</b>
<b>RELATED POLICY DOCUMENTS AND REFERENCES .....</b>	<b>- 23 -</b>
<b><u>ANNEXES:.....</u></b>	<b><u>- 24 -</u></b>
<b><u>ENCLOSURES: .....</u></b>	<b><u>- 25 -</u></b>

## Purpose

Management is firmly committed to a policy that ensures all work activities are carried out safely. To ensure all possible measures are taken to remove or reduce risks to the health, safety and welfare of workers, contractors, authorised visitors and anyone else who is affected by our operations.

## Scope

This policy covers all types of workers within DVCS. As the employer, we must ensure that our responsibilities under the Occupational Health and Safety Act 2004 (Vic) (“The Act”), the Occupational Health and Safety Regulations 2017, the Equipment (Public Safety) Regulations 2017 and the Workplace Injury Rehabilitation and Compensation Act 2013 are met.

These include our responsibilities to:

- Take reasonable steps to provide and maintain a safe working environment.
- Keep plant and substances in a safe condition.
- Maintain facilities for the welfare of all workers.
- Provide ways to consult with our workers to be informed about and involved in health and safety issues at work.
- Provide information, instruction, training and supervision needed to make sure that all workers are safe from injury and risks to their health and safety.
- Conduct regular workplace inspections.
- Workplace health and safety legislation applies equally to physical and mental health.

The term “Workers” has a specific meaning within “The Act”, for DVCS, it means all:

- Employees.
- Volunteers.
- Students.
- Contractors and their sub-contractors.

This policy applies to all operating areas of DVCS, including but not limited to:

- DVCS Greensborough, Main Office, The Valley and the Storeroom.
- Diamond Creek Op Shop.
- Macleod Op Shop.
- Kingsbury Drive Market.
- ‘Pop Up’ Markets (ie. Montmorency, Diamond Creek, Macleod).
- Other places where workers may operate.

## Policy Statement

Our Occupational Health and Safety (OHS) Policy is based on the conviction that the well-being of our employees, volunteers, students, contractors (our workers), clients, and visitors is a significant consideration in our business. It is a shared responsibility, and we must all take care of our own safety and the safety of others. A good safety record is a clear indicator of good management.

*“The standard you walk past is the standard you accept”*

DVCS will take every reasonable action and work proactively to ensure health and safety in our business activities. We aim to prevent any injuries or safety incidents from arising in the business. Our Safety Management System, Policy and Procedures are reviewed annually. Our three-year goal is to improve health and safety and address any issues we become aware of.

DVCS is committed to all state-based Occupational Health and Safety laws. DVCS workers must always comply with these laws in the performance of their duties.

So far as is reasonably practicable, we will strive to protect the health and safety of our workers by eliminating or reducing risks whilst at work by providing and maintaining a safe working environment without risks to health.

DVCS will set and achieve safety goals by developing, implementing, monitoring, reviewing and updating Key Performance Indicators (KPI).

*We will achieve this by:*

- Providing and maintaining safe equipment, with all electrical equipment tested and tagged annually. Any equipment identified as being unsafe will either be repaired to ensure a safe condition or removed.
- Ensuring our systems of work and procedures are safe and that our workers place safety ahead of all other considerations in the workplace.
- Maintaining the workplace in a safe condition and without risks to health, including space considerations, layout, security, lighting, ventilation and noise control.
- Implementing safe procedures for manual handling.
- Providing adequate facilities for the welfare of workers.
- Providing such information, instruction, training and supervision as is necessary for workers to do their jobs safely.

*In reducing or eliminating risks, DVCS will consider:*

- The likelihood of the hazard or risk occurring.

- The degree of harm that would result if that risk or hazard occurred.
- The availability and suitability of ways to eliminate or reduce the hazard or risk.
- What we know, or ought to have reasonably known, about the hazard or risk and ways of reducing or eliminating it.
- The cost of control measures in eliminating or reducing the hazard or risk, i.e. implementing control measures, unless the risk is insignificant compared with the cost of implementing the measures.

*DVCS will take whatever action is reasonably practicable to:*

- Monitor the health of our workers.
- Monitor the conditions of our workplace.
- Provide our workers with suitable information regarding health and safety.
- Keep records and information on workers' health and safety.
- Employ or contract people with occupational health and safety qualifications to advise where needed.

Workers are encouraged to discuss with their immediate manager or provide written comments concerning any matter relating to safety or health for the immediate consideration of the Executive Officer. Workers are also encouraged to raise any health and safety issues at their regular team meetings.

If a worker becomes aware of any circumstance or hazard that could give rise to a risk of injury or illness to any person, they should immediately notify their manager, fill out an OHS Incident Report and lodge it with their manager.

If there is an accident that gives rise to an injury or illness, or could have resulted in an injury or illness, then it is important that all workers who are present immediately inform their manager and submit an OHS Incident Report.

In all DVCS workplaces, a worker must comply with OHS procedures and directions given with respect to safety. For example, DVCS requires the use of Personal Protective Equipment (PPE) for certain tasks.

If a DVCS worker witnesses a fellow worker not complying with any OHS procedures or requirements, they must immediately report this to their manager. All such reports will be treated confidentially.

If they see any damaged, defective, or equipment that needs repair or service, they must immediately report it to their manager.

DVCS also recognises its duty to protect people who are not our workers, but who are near or in the workplace, and as far as is reasonably practicable, ensure they are not exposed to risks to their health or safety.

## Worker Consultation

Consultation will involve DVCS, management representatives, and all workers. It is recognised that consultation is a “two-way conversation” and a legal requirement. As far as practicable, it will occur at least once a month. It may utilise one, multiple, or all the following methods:

- DVCS Community News.
- Allocated time during scheduled meetings.
- During daily and weekly worker briefings and task allocation.
- As part of strategic and OHS planning sessions.
- By broadcast or targeted emails.
- Verbally or in writing, as may be initiated by workers or management representatives.

DVCS is committed to consulting with workers and contractors on issues that directly affect their health and safety, especially when:

- Identifying or assessing risks or hazards.
- Making decisions concerning controlling the risks.
- Deciding on the adequacy of facilities for workers.
- Developing procedures to resolve OHS issues.
- Developing procedures regarding worker consultation, monitoring workers’ health and workplace conditions, and providing information and training to workers.
- Proposing changes to how work is done, or to the workplace, or the equipment used at the workplace.

The consultation with workers will involve:

- Sharing information with workers about their health, safety and welfare.
- Giving workers a reasonable opportunity to express their views.
- Considering workers’ views and contributions.

## Health and Safety Representation

DVCS recognises that workers have the right to be represented in matters relating to health and safety and encourages this.

DVCS welcomes workers' representation by a health and safety representative elected to represent a designated work group (DWG).

DVCS will commence activities to establish a designated work group within seven days of being asked by a worker. If a designated work group is established, the members will be encouraged to decide how their health and safety representatives will be elected and who will run the election.

DVCS supports the establishment of an OHS committee and will create one within a month of being requested by a worker or a designated health and safety representative.

DVCS will consult with health and safety representatives in undertaking their role and will provide facilities and assistance necessary or prescribed to enable health and safety representatives at the workplace to exercise their powers.

## Prohibition of Discrimination

DVCS is committed to occupational health and safety and will not threaten, dismiss, refuse a person, or otherwise adversely affect their tenure due to actions that they have taken in accordance with health and safety laws and regulations.

## Requirements for Licences, Registrations and Certificates

DVCS instructs all workers not to undertake any work in relation to their role with DVCS without the appropriate licences or registrations required by any relevant regulations.

Should workers become aware of the need for a licence and/or registration to carry out their designated work or enter a workplace, they are to advise their direct manager and refrain from completing this work until the necessary licences or registrations and authorisations have been obtained.

## Notifying and Preserving Incident Sites

DVCS will observe the Act requirements and notify WorkSafe immediately after becoming aware of an incident that results in death or serious injury. As DVCS is required to notify WorkSafe of incidents that expose a person in the immediate vicinity to an immediate risk to their health and safety, all workers are to advise their direct manager upon becoming aware of such an incident.

DVCS is required to provide WorkSafe with written notification of the incident within 48 hours, therefore it is imperative that all workers advise their direct manager immediately of a serious incident. The Executive Officer (EO) will advise WorkSafe of any notifiable incidents.

Workers must ensure that when a notifiable incident occurs, the site is not disturbed until further authorised by a WorkSafe inspector. This does not apply where a site has to be disturbed to protect a person's health and safety, aid an injured person, or take essential action to make the site safe.

## Calendar of Reviews and Activities (Annual)

To ensure that all audits, documents, checks and reviews are conducted regularly and in a timely manner, DVCS will produce an annual “Calendar of Reviews and Activities.” This calendar will be published across the organisation as an OHS activity guide. Refer Enclosure 1.

## Procedures

Occupational Health and Safety (OHS) procedures are essential guidelines that promote a safe and healthy work environment, protecting workers and visitors from potential risks and hazards.

These procedures outline best practices, responsibilities and preventative measures to minimise workplace accidents, injuries and illnesses. By identifying hazards, implementing controls, and fostering a safety culture, OHS procedures ensure compliance with legal and regulatory standards.

Proper training, effective communication and regular reviews are essential to maintaining and continually improving these measures.

DVCS operates distinct work units with differing safety implications. In addition to this manual, each work unit has produced a Safety Plan that covers issues specific to that work unit or location. They are an Enclosure to this document. **(currently outstanding)**

## Implementation and Responsibilities

### Duty Holder

A Duty Holder is any person who has duties to ensure health and safety under Part 3 of The Act. In the case of DVCS, this is the Employer and any person who manages or controls workplaces.

Any other person who is allocated an Occupational Health and Safety role is also a Duty Holder.

Duty holders are obligated to proactively find hazards before they cause an incident, injury, illness or disease.

For further information, see:

<https://www.worksafe.vic.gov.au/resources/how-worksafe-applies-law-relation-identifying-and-understanding-hazards-and-risks>

### Committee of Management

The Committee of Management (CoM) approves and authorises the OHS policy.

All members of the CoM are OHS Duty Holders.

## Executive Officer

The Executive Officer is an OHS Duty Holder and is responsible for:

- Maintaining a safe workplace without risk to physical or mental health.
- Drafting and maintenance of a Safety Management System (SMS) policy, procedures and associated documentation.
- Implementation of health and safety procedures.
- Ensuring adherence to the OHS policy and procedures.
- Providing training and communication so all workers know their OHS obligations and responsibilities.
- Providing necessary supervision regarding worker health and safety.
- Consulting with workers about any matter that affects health and safety.
- Undertaking the resolution of OHS hazards or issues.
- Reporting OHS matters to the Committee of Management monthly, including but not limited to.
  - Incidents.
  - Resolved issues.
  - Unresolved issues.
  - Compliance with the Calendar of OHS Activities (Annual).

## Coordinators, Supervisors and Market Leads

All coordinators, supervisors and market leads are OHS Duty Holders and are responsible for:

- Maintaining a safe workplace without risk to physical or mental health.
- Implementation of health and safety procedures.
- Ensuring adherence to the OHS policy and procedures.
- Providing training and communication so all workers know their OHS obligations and responsibilities.
- Providing necessary supervision regarding worker health and safety.
- Consulting with workers about any matter that affects health and safety.
- Undertaking the resolution of OHS hazards or issues.

## Workers

All workers are to:

- Take reasonable care of their health and safety, as well as that of other workers.
- Observe health and safety procedures.
- Undertake training as necessary to understand their OHS obligations and responsibilities.
- Comply with any reasonable directions, such as safe work procedures and wearing personal protective equipment, given by management regarding health and safety.
- Cooperate with their manager to foster a workplace that promotes health, safety and well-being.
- Report incidents, accidents or near misses promptly.
- Not intentionally or recklessly interfere with or misuse any item provided to safeguard health, safety or welfare.

## Emergency Fire & Evacuation Plans

### The Safety Plan

The Safety / Emergency Evacuation Plan is a critical document designed to ensure the safety and well-being of all personnel in the event of an emergency, such as a fire, natural disaster, or other life-threatening incident.

The plan outlines clear and effective procedures to follow for a prompt and organised evacuation, minimising confusion and panic.

The primary goal is to protect lives, facilitate a smooth exit from the site, and ensure all individuals are accounted for.

All personnel must familiarise themselves with the plan to foster a proactive safety culture within DVCS.

The Plan will be regularly reviewed and updated to ensure its effectiveness and relevance to current safety standards and building regulations.

### Emergency Exits

- All emergency exits throughout the site are to be clearly marked.
- Ensure they are always easily accessible and unobstructed.
- Maps and diagrams indicating exit routes are to be prominently displayed in common areas.

## Evacuation Routes

Designated primary and secondary evacuation routes leading to safe assembly points must be documented on evacuation maps.

These routes should be evaluated regularly for safety and practicality. Additionally, make sure all workers are familiar with the designated paths through induction training and regular drills.

## Roles and Responsibilities

DVCS has no full-time workers, which makes it difficult to assign specific roles to individuals by name or position. However, the following process should be applied.

The senior worker present is responsible for leading the evacuation process:

- Ensuring everyone leaves the building.
- Guiding individuals with special needs,  
(This may need to be delegated to another person).
- Accounting for all individuals at the Assembly area.
- Liaising with site management or emergency services.
- Directing workers to return to the building when confirmed safe.
- Providing information to workers, as is necessary.

The senior person may be the:

- Executive Officer.
- Coordinator.
- Supervisor.

If none of these people is available, the receptionist who is at work or an individual familiar with the site and processes should take charge of the evacuation.

More detailed information is included in the individual sites' Safety Plan. **(currently outstanding)**

## Emergency Communication

The methods of communication for alerting workers to an emergency will vary from place to place. This could include alarms, public address systems, or someone shouting, "FIRE FIRE FIRE." All workers must be trained on the actions to take when an alarm sounds. Induction training and regular drills are for this purpose.

## Accountability Procedures

Each site must establish a procedure to account for all personnel following an evacuation. This check will be undertaken at the designated Assembly Area.

To assist this process, the daily OHS Sign In Register is to be collected and taken when evacuating.

These procedures are to be included in the individual sites' Safety Plan. (currently outstanding)

## Training and Drills

Initial and annual induction training sessions and bi-annual evacuation drills will be conducted to ensure that all personnel are prepared to respond in an emergency. Feedback from drills should enhance the plan.

## Special Considerations

Individuals with disabilities or those requiring assistance during evacuation must be accounted for. Specific procedures to assist these individuals are detailed in the individual sites' Safety Plan. (currently outstanding)

These people may be workers, clients, visitors or customers.

## Post-Evacuation Protocol

After an evacuation, the evacuation leader must provide guidance for returning to the building once it has been declared safe by emergency services. Any injuries or incidents should be reported in accordance with the procedure outlined in Annex D-A or D-B, as appropriate. Normal operations should be resumed when it is safe and practicable.

## First Aid

Preventing injury is always the first and most effective step in ensuring personal safety and well-being, as it reduces the need for emergency response and minimises the risk of long-term harm. However, despite best efforts to avoid accidents, unforeseen situations can still arise, making first aid an essential skill.

First aid provides immediate care to stabilise injuries, prevent further harm and sometimes save lives while waiting for professional medical assistance.

Procedures regarding First Aid are in Annex A.

## Workplace Inspections

Workplace health and safety inspections are a useful tool to help reduce risk.

A workplace inspection is a critical examination of the workplace to identify and report potential hazards that can be removed or avoided.

Workplace inspections should be supported by other measures to prevent risk. This includes consulting with workers, especially when changes are being proposed to a process, procedure or equipment.

Workplace inspections of DVCS work sites are to be conducted at least twice per year, and:

- In response to a report of an incident or hazard.
- When a new process, procedure or equipment is introduced to a workplace.

They are to be conducted by a Coordinator or Supervisor.

Information regarding how to conduct a workplace inspection can be found at:

<https://www.worksafe.vic.gov.au/do-your-own-inspection>

The inspection checklist and procedures are in Annex B

## Hazardous Manual Handling

The term ‘Hazardous Manual Handling’ can be misleading. Even seemingly simple tasks may be deemed as hazardous. The WorkSafe Victoria definition is:

**hazardous manual handling** means work requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain:

- (a) a thing if the work involves one or more of the following—
- (i) repetitive or sustained application of force;
  - (ii) sustained awkward posture;
  - (iii) repetitive movement;
  - (iv) application of high force involving a single or repetitive use of force that it would be reasonable to expect that a person in the workforce may have difficulty undertaking;
  - (v) exposure to sustained vibration;
- (b) live persons or animals;
- (c) unstable or unbalanced loads or loads that are difficult to grasp or hold;

Detailed guidance can be found at:

<https://www.worksafe.vic.gov.au/resources/compliance-code-hazardous-manual-handling>

## Slips, Trips and Falls

Slips, trips and falls can place workers at risk of musculoskeletal disorders (MSDs). MSDs include sprains, strains, fractures and soft-tissue injuries. They can occur suddenly or develop over time.

### *Definitions*

A slip happens when there is insufficient friction or traction between a person's footwear and the floor surface, causing a loss of balance. This often occurs on slippery surfaces like wet, greasy, or highly polished floors, or when inappropriate footwear is worn.

A trip can also occur when a person's foot catches on an obstacle or uneven surface, such as loose mats, cables, uneven flooring edges, or open drawers, causing them to lose balance.

Falls can result from slips or trips and may involve falling on the same level or from low heights, such as stairs.

### *Prevention and Management*

The best approach is to eliminate hazards during workplace design by using slip-resistant floor coverings, keeping floors level, installing good lighting, ensuring proper drainage and providing adequate storage to keep walkways clear.

- Safe work procedures include promptly cleaning spills, removing rubbish, returning tools to storage, and avoiding trailing cords.
- Maintaining a clean and tidy workplace is a shared responsibility, supported by cleaning schedules and adequate rubbish bins.
- Workers need to be cognisant of slip and trip hazards and rectify and report as a matter of urgency.

## Working at Heights Above Two Metres

DVCS workers are not permitted to work at heights of 2 (two) metres or more. When work must be carried out at heights above 2 metres, an appropriate professional contractor is to be engaged.

If a contractor needs to work above 2 metres in a DVCS-controlled area, they must submit a Job Safety Analysis (JSA) to the EO for approval before commencing work. Most professionals will have their own formatted JSA.

Information about the selection of a portable ladder can be found at:  
<https://www.worksafe.vic.gov.au/using-portable-ladders-workplace>

Detailed information and checklists are in Annex J.

## Ergonomic Workstations.

WorkSafe has guidelines for office safety and an ergonomic focus on providing a comfortable and safe work environment to prevent injuries and optimise productivity. This includes proper workstation setup, adjustable chairs and encouraging breaks to avoid prolonged sitting or

standing. Ergonomics in the office also involves tasks like adjusting display brightness, using symmetrical screens, and keeping arms by the side when using the mouse and keyboard.

Further information is provided at Annex G.

## Driving and Delivering

DVCS utilises volunteer delivery drivers to move and deliver food bags, pre-packaged meals and various donated and purchased items. This is a critical function without which we would be unable to provide the level of Emergency Relief (ER) that we currently do.

Driving on Victorian roads is an inherently dangerous activity. Our Driving Safety plan is included in Annex E.

Further information can be found at:

<https://www.worksafe.vic.gov.au/monitoring-and-reviewing-work-related-driving>

## Mental Health and Wellbeing

*'An ounce of prevention is worth a pound of cure.'*

The same can be said for preventing the risk of work-related mental injuries. The best approach is to address the cause of the injury.

Workers are likely to be exposed to a combination of hazards at any given time. Some hazards might always be present at work and are called 'inherent risks,' such as a worker being exposed to vicarious trauma from a client or being confronted by angry and aggressive clients, while others may occur only occasionally. The risk of injury increases when these hazards combine and act together, so it is best to consider them in combination rather than individually.

It is important for workers to 'keep an eye' on each other. A timely, gentle enquiry may prevent future serious mental harm.

A mental health injury should be treated like any physical injury, and the Incident Notification Form should be completed. Where a sensitive or subjective issue arises, it may be appropriate to speak confidentially with your coordinator or the EO about the issue. If the individual is finding it difficult to talk to a work-related person, it is recommended that they consult their General Practitioner (GP) in the first instance.

Details of mental health and well-being, risks and mitigation can be found in Annex F.

Further information can be found at:

<https://www.worksafe.vic.gov.au/workwell-toolkit-process-preventing-mental-injuries>

## Management of Interpersonal Relationships, Bullying & Conflict

Poor workplace relationships are negative interactions between workers in the workplace that may be harmful. These interactions can start with behaviour such as sarcasm, mocking or social exclusion, and if not addressed, can lead to more damaging interactions such as bullying, violence and aggression.

Poor relationships aren't just limited to workers. Poor relationships with clients, customers or the community in general can also have a negative impact.

Often, multiple hazards can be present at the same time and can combine to increase the risk of harm occurring. Identifying poor workplace relationships as a hazard and understanding factors that contribute to their occurrence is the best way to prevent them from happening.

Some things might make poor workplace relationships more likely, such as:

- Poor communication between workers.
- Leadership that doesn't provide sufficient or equal support to workers.
- Workers who operate remotely, alone or in isolation.
- Insufficient training, including inductions.

Managing these factors well should decrease the risk of poor workplace relationships.

Ongoing and unresolved relationship conflicts may result in workplace bullying. Workplace bullying is repeated, unreasonable behaviour directed at a worker or group of workers that creates a risk to health and safety.

Any allegation of bullying or identified bullying in the workplace will be investigated and action taken to eliminate it, as far as reasonably practicable.

During induction, workers' acceptable behaviours are to be discussed and how to report poor workplace relationships early, to prevent escalation into other hazards such as bullying or violence and aggression.

The DVCS 'Behavioural Policy' is in Annex K.

It provides guidance about:

- Steps for Reporting an Incident.
- What actions will be taken to protect workers?
- What support services and referral pathways are available?

Detailed guidance can be found at:

<https://www.worksafe.vic.gov.au/workwell-toolkit-poor-workplace-relationships>

## Social Media

The DVCS Social Media Policy sets out how to use social media at work and expectations for use outside of work. This is especially important given the risk of poor workplace relationships occurring online.

Refer Annex L and the DVCS Privacy Policy.

## Controlling OHS Hazards and Risks

In OHS, “Risk” is defined as the possibility that harm (death, injury or illness) might occur when exposed to a hazard.

Risk control involves eliminating health and safety risks as far as is reasonably practicable and minimising them if that is impossible. Eliminating a hazard will also eliminate any associated risks.

The hierarchy of controls is a method of identifying and ranking safeguards to protect workers from hazards. They are arranged from the most to least effective. They include elimination, substitution, engineering controls, administrative controls and personal protective equipment.

Further information is available at:

A Handbook for Workplaces: [Controlling OHS Hazards and Risks](https://content-v2.api.worksafe.vic.gov.au/sites/default/files/2018-06/ISBN-Controlling-OHS-hazards-and-risks-handbook-2017-06.pdf)

<https://content-v2.api.worksafe.vic.gov.au/sites/default/files/2018-06/ISBN-Controlling-OHS-hazards-and-risks-handbook-2017-06.pdf>

Detailed procedures regarding Risk and Controls are in Annex C

## Safety Data Sheets (SDS)

Determining whether a substance is hazardous is complex. It is the responsibility of the manufacturer or importer to produce and make available a Safety Data Sheet (SDS) if it is deemed hazardous. The Globally Harmonised System of Classification and Labelling (GHS), of which Australia is a ‘partial’ adopter, is used for this purpose.

A Safety Data Sheet (SDS) is a document that provides health and safety information about products, substances or chemicals that are classified as hazardous substances or dangerous goods.

- The product (its name, ingredients and properties).
- Who manufactured or imported it.
- How the product can affect your health.
- How to use and store it safely.

Part 3 (Health Hazards) of the GHS defines:

- Skin Corrosion refers to the production of irreversible damage to the skin.
- Acute toxicity refers to serious adverse health effects (i.e. lethality) occurring after a single or short-term oral, dermal or inhalation exposure to a substance or mixture.
- Serious eye damage refers to the production of tissue damage in the eye, or serious physical decay of vision, which is not fully reversible.
- Skin irritation refers to the production of reversible damage to the skin occurring after exposure to a substance or mixture.
- Eye irritation refers to the production of changes in the eye, which are fully reversible, occurring after exposure of the eye to a substance or mixture.

For the purposes of DVCS, a substance is considered hazardous if it has an SDS produced by the manufacturer or importer. If in doubt, seek advice from the seller or refrain from purchasing that product. An SDS should be sourced and made available to all workers before the substance is introduced to the workplace.

### Requirements of a Compliant Safety Data Sheet

An SDS must be written in English, be legible and include:

- An Index.
- Product identifier and chemical identity.
- Manufacturer or importer details.
- Emergency telephone number.
- Date of preparation or last review.
- Hazard identification.
- Hazard statement(s) and precautionary statement(s).
- Composition of the substance and information on hazardous ingredients.
- First aid measures.
- Firefighting measures and accidental release measures.
- Exposure control, including exposure standards, engineering controls and personal protection information.
- Information relating to handling and storage, including how the substance may be safely used.
- Disposal considerations.
- Information relating to the physical and chemical properties of the substance.

- Stability and reactivity information. Toxicological information, including health effects.

All locations within DVCS have their own SDS file and register kept on site, which must contain:

- A list of the product identifiers of the hazardous substances supplied to the employer's workplace.
- A copy of the safety data sheet for each of the hazardous substances supplied to the employer's workplace.

A complete copy of each location's SDS is to be held centrally by the EO.

## Control of Risk

DVCS will manage the risk of hazardous substances by:

- Adding the use of the substance to the DVCS Hazard and Risk Register, incorporating management controls.
- Where practical, eliminate the risk by use of an alternate, less hazardous product.
- Use of administrative controls.
- Provision and use of personal protective equipment.

If an SDS is developed to meet another Australian jurisdiction's hazardous substances legislation (e.g. NSW), then it will also comply with the Victorian OHS Regulations.

Further information can be found at:

<https://www.worksafe.vic.gov.au/safety-data-sheets> and

Occupational Health and Safety Regulations 2017 S.R. No. 22/2017

## Electrical Safety

An electrical hazard is present when a person may come into contact with electricity in the workplace. Contact with electricity can result in an electric shock or electrocution. This can occur through direct or indirect contact with electricity, such as:

- Direct contact with energised parts of electrical equipment.
- Indirect contact where electricity flows through conductive materials.

The main electrical hazards include:

- Contact with exposed live parts.
- Equipment faults.
- Using equipment that is not rated and not appropriate for the environment in which it is operated.

These hazards can result in serious or fatal injuries and incidents.

## Inspections, Testing and Tagging

A visual inspection of leads and equipment should always be conducted before use to ensure there is no damage. Signs of damage can include:

- Cuts, fraying, heavy scuffing.
- Damage to plug, bent pins, taped leads.
- Visible internal wires or coloured wires.
- Burn marks or staining on the plug.

Regular testing and tagging of electrical equipment is necessary to detect electrical faults and deterioration that cannot be found by visual inspection. DVCS has an annual 'testing and tagging' regime.

Further information can be found at:

<https://www.worksafe.vic.gov.au/electrical-safety>

## Kitchens and Food Safety

DVCS guidelines for workplace kitchens and food safety focus on minimising risks and ensuring a safe environment. This includes addressing hazards such as slips, trips, falls, spills, and burns, as well as promoting good hygiene practices and proper equipment usage.

All DVCS workers who handle food are to complete the CisVic-approved 'DoFoodSafely' online course provided by the Victorian Government Department of Health.

Food handling and hygiene:

- Facilities should be equipped for ease of use, allowing workers to prepare and consume food in hygienic conditions.
- Facilities need to be provided for washing utensils, including a sink and draining board with hot and cold water. Washing utensils and detergent must also be provided.
- Food warming facilities, such as a microwave, need to be provided.
- Vermin and dust-proof storage needs to be provided for all food and utensils. This needs to include a refrigerator big enough to store perishable foods for all workers using the facilities.
- Rubbish bins or containers need to be provided for the dining facility and emptied at least daily.
- Boiling water and clean drinking water need to be provided for kitchen areas.

## Dress Code

The Dress Code policy is designed to promote a safe and healthy work environment.

The Dress Code policy is in Annex I

## Working Remotely

WorkSafe Victoria emphasises that when workers work off-site, employers have a duty to manage new risks and ensure a safe work environment, including ensuring workers follow work procedures and use provided equipment safely.

Some DVCS workers work 'off-site'; for instance, the 'Volunteers Hub' regularly operate from community libraries.

Some others work from home regularly.

See Annex M for further details and checklists.

## Training and Competency Management

### Competency Management

Currently outstanding - Competency training to be developed for each area.

### Induction Training

Workplace induction training is a systematic process that introduces new and existing workers to their job, the company, and its culture. It ensures they have the necessary knowledge and skills to perform their roles effectively, safely, and in compliance with company policies. The training can cover a wide range of topics, from job responsibilities and company policies to health and safety procedures and emergency protocols.

Safety Induction should be delivered to all contractors, their sub-contractors and visitors to the workplace.

Annex H provides details of the required induction training.

Currently outstanding - Induction Training – Required for each job within DVCS in each work area.

### Visitor or Contractor Induction

WorkSafe Victoria requires that visitors, like contractors and other non-workers, receive a safety induction before entering the workplace. This is part of the broader requirement for employers to ensure a safe working environment.

Inductions help visitors understand the specific hazards and risks within the work environment, including emergency procedures, fire safety, and potential hazards associated with equipment or machinery.

The preferred method of delivery of a Visitor or Contractor Induction is at Appendix H -1.

## Incident Reporting and Investigations

### Incident, Hazard and Near Miss Reporting Within DVCS

- All incidents and near misses must be reported to the EO using the DVCS OHS Incident Report Form.
- For incidents, if the EO is unavailable, the incident should be reported to the CoM President.
- Most incidents are not required to be reported to WorkSafe.

DVCS must learn from minor incidents, potential hazards, and near misses.

Further details can be found in Annex D-A.

### Incident Reporting to WorkSafe Victoria

Depending on the incident, the EO, or on-site management representative may need to take several necessary actions, including preserving the scene, if possible, if it is safe to do so and notifying WorkSafe.

- If the situation is still dangerous or high-risk, call emergency services immediately on 000.
- Confirm if the incident is 'Notifiable' (See Annex D-B).
- Ensure the incident scene is not disturbed until a WorkSafe inspector arrives.
- However, incident scenes can be disturbed if necessary to:
  - Protect a person's health or safety.
  - Help someone who is injured.
  - Make the area safe (for example, if a person with a confirmed diagnosis of coronavirus (COVID-19) has attended the workplace during the infectious period, it is essential that the site is cleaned and disinfected to prevent further transmission of the virus).

Further details are at Annex D-B

## Return to Work Procedures

A work-related injury or illness can have a significant impact on the injured worker's life and their ability to work. They may not be able to do what they used to, either at work or at home. The injured worker's return to work is a team effort. It involves DVCS, a DVCS WorkSafe agent, the worker and their health providers. When a worker suffers a work-related injury or illness, there are specific actions that DVCS and the injured worker must take. This is explained in more detail in: Return to Work – A Guide for Employers - What to do if your worker is injured.

The process should be managed by the Executive Officer (EO) and monitored by the Committee of Management. Guidance can be found in the references provided below.

- Return to Work – A Guide for Employers - What to do if your worker is injured.
- <https://content-v2.api.worksafe.vic.gov.au/sites/default/files/2024-03/What-do-if-worker-injured-guide-employers-2024-03.pdf>
- WorkSafe's Return to Work Compliance Codes.
- Compliance Code 1 of 4: Providing employment, planning and consulting about return to work.
- Compliance Code 2 of 4: Return to Work Coordinators.
- Compliance Code 3 of 4: Return to work information.
- Compliance Code 4 of 4: Cooperating with labour-hire employers about return to work.

The codes are available at:

<http://worksafe.vic.gov.au/>

## Related Policy Documents and References

- Occupational Health and Safety Act 2004 (Victoria)
- OHS/WHs Australian Standards, AS/NZS ISO 45001:2018
- Version No. 016 Occupational Health and Safety Regulations 2017 S.R. No. 22/2017  
Version incorporating amendments as at 26 November 2024
- Occupational Health and Safety Regulations 2017
- Equipment (Public Safety) Regulations 2017
- Workplace Injury Rehabilitation and Compensation Act 2013
- [worksafe.vic.gov.au](http://worksafe.vic.gov.au)
- [legislation.vic.gov](http://legislation.vic.gov)
- [safeworkaustralia.gov.au](http://safeworkaustralia.gov.au)
- WorkSafe Advisory Service (1800 136 089)
- DVCS Child Protection Policy
- DVCS Privacy Policy

This manual may be updated at any time in response to an identified risk, a near-miss incident, or an injury. All workers will be advised of any changes.

## Annexes:

Annex A	First Aid Procedures	
	Appendix A-1	First Aid Kit Contents Checklist
Annex A-1	First Aid Arrangements Review	
Annex B	Workplace Inspections	
	Appendix B-1	OHS Checklist Greensborough Plaza
	Appendix B-2	OHS Checklist Diamond Creek Op Shop
	Appendix B-3	OHS Checklist Macleod Op Shop
Annex C	Risk Management	
	Appendix C-1	Risk Analysis Work Sheet
	Appendix C-2	Hazard Control Work Sheet
	Appendix C-3	Hierarchy of Control
Annex D-A	DVCS Incidents	
	Appendix D-A-1	DVCS Incident Report
	Appendix D-A-2	DVCS Incident Report Follow Up
	Appendix D-A-3	DVCS Incident Investigation Form
	Appendix D-A-4	DVCS Incident Investigation Guide
Annex D-B	WorkSafe Notifiable Incidents	
	Appendix D-B-1	WorkSafe Incident Notification Form
Annex E	Driving and Delivery Safety Plan	
	Appendix E-1	Delivery Driver Checklist and Declaration
Annex F	Mental Health	
Annex G	Ergonomic Workstation Setup	
	Appendix G-1	Workstation Setup Infographic
Annex H	Inductions	
	Appendix H-1	Contractor or Visitor Site Induction
Annex I	Dress Code	
Annex J	Slips Trips and Falls	
Annex K	Workplace Behaviour	
Annex L	Social Media	

Annex M	Working Remotely Appendix M-1	Working from Home Safety and Wellbeing Checklist
---------	----------------------------------	---

Enclosures:

- Enclosure 1 Calendar of Reviews and Activities (Annual)
- Enclosure 2 DVCS Plaza Safety Plan (*To be written*)
- Enclosure 3 Op Shops' Safety Plan (*To be written*)
- Enclosure 4 Markets' Safety Plan (*To be Written*)

Enclosure 1 to DVCS Safety Management System

## OHS Calendar of Reviews and Activities 2026

<b>When</b>	<b>Item</b>	<b>Frequency</b>
January	Review Hazardous Material Data Sheets	Annual
January	Set measurable OHS goals	Annual
February	Review Safety Manual and Annexes, Appendices and Enclosures	Annual
February	Review OHS Risk Register	Annual
March	Conduct workplace inspections	Bi-Annual
April	Review First Aid Kit contents	Bi-Annual
April	Practice emergency evacuation drills	Annual
July	Check Authority to Drive, ie. Licence, Registration, Comprehensive Insurance, Existing Health Issues etc.	Annual
August	Review OHS Training Planner/Register	Annual
September	Conduct electrical equipment testing & tagging	Annual
September	Conduct workplace inspections	Bi-Annual
October	Review First Aid Kit contents	Bi-Annual
November	Review Traffic Management Plan - Markets	Annual
December	Create next year's OHS Activities Calendar	Annual
December	Review contents of OHS Notice Boards	Annual