

## **Occupational Health and Safety (OHS) Manual**

### **1. Introduction**

EIA is committed to providing a healthy and safe work environment for all staff, contractors and visitors and also a healthy and safe learning environment for our students.

EIA will endeavour to provide and maintain, so far as is reasonable and practicable, such a healthy and safe workplace as well as learning environment for our students.

EIA will also take all reasonable steps to identify, evaluate and minimise those factors in the working as well as learning environment, which cause or have the potential to cause injury or illness.

This policy will be reviewed and evaluated, and management systems will be regularly reviewed to ensure that legislative compliance is maintained.

This policy complies with the Higher Education Standards (Threshold Standards) Framework 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Standard 2.3.

### **2. Scope**

This procedure applies to all EIA staff and students.

### **3. Responsibility**

The General Manager is responsible for overseeing the policy development.

The General Manager/Executive Manager of Operations is responsible for overseeing procedure development and conduct an annual audit of occupational health and safety.

The General Manager/Executive Manager of Operations is responsible for implementing this procedure.

EIA will have one trained First Aid Officer for every 50 employees and students

### **4. Responsibilities**

#### **4.1 EIA's Responsibilities**

EIA's managers and officers have an ongoing responsibility to:

Ensure that the work and learning environment under their control is safe and without risks to health and safety. In consultation with staff and students, managers are required to identify any unsafe or unhealthy conditions or behaviour in their work or learning environment and address these matters to eliminate or reduce any risks;

Ensure that the behaviour of all individuals in EIA's work and learning environment is safe and without risks to health;

Address any issues regarding occupational health and safety in accordance with EIA's policies; and

Provide training in all health and safety procedures to carry out the duties to a competent level; and

Conduct ongoing monitoring and regular audits to manage and minimise risk exposure and enhance appropriate treatment strategies.

#### 4.2 Staff and Student Responsibilities

EIA's staff and students has the following obligations:

Comply with safety, health and environmental legislation to ensure EIA's activities do not put anyone at risk;

Adhere to safe work and learning practices, policies, procedures, instructions and rules issued by EIA;

Carry out educational and related work activities by safe operating procedures, and observing hazard control methods;

Make sure their work and learning areas are clean and safe;

Use personal protective equipment if the equipment is provided by EIA and the employee or students is correctly instructed in its use;

Ensure that all aisles, passageways, fire-fighting equipment, electrical panels, switches and doors shall at no time be blocked, obstructed or made inaccessible;

Follow all safety and instructional signs and notices that are posted for employee and the student safety and health, and not remove or obscure from view such signs or notices without authorisation from EIA;

Report accurately and promptly all accidents, incidents, near misses and hazards;

Ensure that safety has precedence over shortcuts and experience;

Not misuse, damage, refuse to use or interfere with any practices, tools or personal protective equipment provided to comply with occupational health and safety legislation;  
Not wilfully risk the health and safety of him/herself or any other person on EIA's premises;  
and

- Not wilfully cause self-injury.

### 1. Visitors and Workplace Access

- 1.1 Visitors must wait in the reception area and be escorted at all times on premises by a EIA employee. Any person who is not escorted must be reported to EIA as soon as possible.

### 2. Fire Protection and Evacuation procedure

#### 2.1 Responsibilities:

Welfare Support Officer will designate a Chief Fire Warden to oversee fire protection and evacuation procedure.

Each floor will have a Fire Warden to guide staff members and students in a fire emergency.

#### 2.2 Fire Protection

All staff and students can help prevent fire by practising good housekeeping and following these simple rules of protection against fire:

- Be familiar with the evacuation plan at EIA and the location of the fire alarm boxes and emergency exits in and near your usual work or study area;

- Know the location of the fire extinguisher nearest to your place of work or study and report to EIA any fire extinguisher that has been discharged or accidentally damaged;
- Immediately report to EIA any known fire hazard;
- Be certain that all smoking materials are extinguished and disposed of in the correct manner; and
- When there is a fire, disaster or other emergencies, follow EIA's emergency evacuation plan.

### 2.3 Evacuation Procedure

This evacuation procedure is to make sure that all staff and students are responsive to the evacuation siren and evacuate immediately and in an orderly manner.

### 2.4 Evacuation procedure

- Evacuate the building immediately once the siren sounds;
- Act by the emergency evacuation plan and gather at the designated assembly area;
- Obey all directions and instructions from the fire wardens;
- Do not take personal belongings as this may slow or delay the departure from the fire site;
- Do not use lifts;
- Do not run, push or overtake; and
- No one should return until the fire brigade personnel declare the building is safe.

### 2.5 Fire wardens will

- Determine the severity of the emergency and make sure that the fire alarm has gone off;
- Evacuate all staff members and students away from the fire site via stairways or other evacuation routes to the designated assembly area;
- Direct all to observe the evacuation procedures outlined above;
- Check all areas to ensure nobody is left at the fire site, including offices, store rooms, toilets, changing rooms, kitchen, break rooms, etc;
- Shut all doors after checking the areas mentioned above;
- Move to the assembly point;
- Check that all personnel and students are accounted for;
- Report to Chief Fire Warden or other OHS representatives immediately if any persons are missing.

## 3. Environmental Management

### 3.1 Purpose

EIA is committed to effective environmental management. To achieve this, EIA:

- Complies with environmental laws, regulations, codes, standards, and other legal and contractual requirements;
- Conserves resources;
- Disposes of hazardous and waste products properly; and

- Familiarise staff and students with their work/study environment through communication, meetings, induction and ongoing training.

### 3.2 EIA housekeeping and start-up procedure

This procedure is to ensure all staff and students conduct housekeeping before starting to work or study and set up their working and learning environment safely following legal, ergonomic and organisational requirements.

#### Procedure

##### 3.2.1 Housekeeping

- Before work and study starts, always check the area against the **Housekeeping and operation checklist (OHS Risk Management Forms pack)**. All items on the checklist should be ticked to ensure safety.
- When items cannot be ticked off on the checklist, and if there is any safety concern, report this issue to the responsible officer.

##### 3.2.2 Workstation set-up

- At the start of work and study, using the **Ergonomics checklist (OHS Risk Management Forms pack)**, ensure that your workplace or study environment is safe and fit for work.
- Act to address issues and ensure a safe working and learning environment following all relevant procedures.

##### 3.2.3 Office Ergonomics

Keyboard equipment that is not properly adjusted can cause workplace or study environment injuries.

Check the following:

- Your chair is at the right height for work and study. The chair needs to be raised so that thighs are horizontal and feet are on the ground, not crossed. The desk should be at elbow level. If the desk is too high, lower the desk if possible or use a footstool for your feet to be level;
- The backrest is adjusted to suit you;
- The keyboard allows the forearms to be close and horizontal to the desk. The wrists need to be straight and in a neutral posture;
- The screen is to be placed at arm's length in the distance away and is placed so that the centre of the screen is approximately shoulder height; and
- Glare can be reduced by tilting the screen down.

## 4 Manual Handling

4.1 EIA sets out requirements in this policy to ensure that Manual Handling tasks undertaken by the staff are assessed and risk control measures are implemented to manage hazardous Manual Handling tasks in the workplace.

### 4.2 Definitions

4.2.1 Manual Handling: any activity requiring the use of force, exerted by a person to lift, push, pull, carry or otherwise move, hold or restrain an object.

4.2.2 Hazardous Manual Handling: a manual handling that involves any of the following:

- Repetitive or sustained application of force;

- Repetitive or sustained awkward posture;
- Repetitive or sustained movement;
- Application of high force;
- Exposure to sustained vibration; and
- Handling of loads that are unstable, unbalanced or difficult to hold.

4.2.3 Musculoskeletal disorder ('MSD'): might be caused in whole or in part from repetitive and heavy manual handling which resulted in work-related injury, illness, discomfort or disease, whether occurring all of a sudden or over some time.

#### 4.3 Responsibilities

##### 4.3.1 Management's Responsibilities

EIA's management team has an ongoing responsibility to:

- Ensure that Manual Handling risk assessments are undertaken;
- Consult with staff during the assessment and control process;
- Monitor implementation of appropriate controls;
- Review controls that have been implemented; and
- Ensure all staff are given training accordingly.

##### 4.3.2 Staff's Responsibilities

An employee or anyone else at the workplace has the following obligations:

- Adhere to this Manual Handling Policy;
- Identify and report on Hazardous Manual Handling activities; and
- Assist in the Manual Handling risk assessment process.

#### 4.4 Guidelines

4.4.1 Wherever practicable, loads between 5-16 kilograms should be handled on a bench at waist height. Nothing over 16 kilograms should be lifted without the use of mechanical aid. Anything up to 16 kilograms should be carried at waist height and close to the body.

4.4.2 Three kilograms is the recommended maximum load that should be handled from a seated position, and twisting while lifting or holding a load when seated should be avoided.

4.4.3 Further guidelines may be developed for specific Manual Handling tasks conducted at EIA. These guidelines will outline general requirements and processes to follow when carrying out specific tasks. These guidelines are not negotiable and must always be adhered to.

##### 4.5 Procedure

4.5.1 All Manual Handling tasks shall be evaluated for risk. All workstations and equipment involving significant Manual Handling risks shall be evaluated, assessed and if changes are to be made, they will be done promptly.

4.5.2 Management shall be involved in the development of control plans and shall be responsible for implementing strategies wherever practicable.

4.5.3 Where it is identified that there is a risk of MSD, a control plan must be developed to eliminate or, so far as is practicable, minimise the risk. This will be achieved using the hierarchy of controls specified in the Risk Assessment and Control Policy (EIA business Continuity Plan).

#### 4.6 Lifting

- Consider alternatives to manual lifting.
- Evaluate your ability to lift item safely.
- Never bend your back to lift from a squat position, bend your knees instead.
- Maintain the load as close to your body as possible.
- Do not carry items overhead.
- Do not move items until you are sure the route is free from clutter and safe.

#### 4.7 Incidents

- Determine the nature of the incident.
- Respond with appropriate action, may include administering first aid or calling for medical assistance.
- Take reasonable preventative steps to ensure a similar accident will not happen again.
- Report incident to relevant WHS authorities. Incidents caused serious injuries or required hospital admission must be reported to Worksafe.

## 5 Hazards and Risks

5.1 Generally, occupational health and safety can be managed by:

- Correctly identifying hazards;
- Assessing these hazards to determine the possible risk of injury;
- Deciding upon and implementing control measures to remove or minimise the risk level of injury; and
- Monitoring the implementation and effectiveness of control measures and conducting periodical reviews.

5.2 EIA acknowledges its responsibility to identify, assess and control hazards on its premises using the Safety Inspection Checklist (OHS Risk Management Forms pack). All staff members are also expected to facilitate and participate in hazard identification and risk control in compliance with legal and organisational requirements.

#### 5.3 Hazard Identification

5.3.1 A hazard is 'something' with the potential to cause injury, disease, loss or damage.

5.3.2 Hazard identification shall be carried out for all new or proposed works or where there has been a variation to the works process. All hazards associated with a particular job or operation must be identified.

5.3.3 Hazard identification involves:

- Identifying all the tasks carried out within a particular assignment;
- Consideration of the steps or stages involved in undertaking this assignment;
- Involving the operators and asking them what they consider to be the issues/problems of each step or stage identified;
- Use existing resources, such as guidelines, codes of practice, industry information, manufacturer's information and specifications and any other relevant reports or information; and
- Record the information gathered and derived to form a hazard 'profile'.

#### 5.4 Procedure

- 5.4.1 The process should be hazard specific, that is, hazards should be identified as they relate to particular or specific activities. If you identify a hazard:
- 5.4.2 If the hazard poses an immediate and significant threat to persons, workplace or equipment, take immediate action to reduce or eliminate the hazard following organisational procedures, such as shutting down affected equipment or electrical appliances, isolating the hazard or placing a barrier around the hazard, etc.
- 5.4.3 Report hazard to supervisor or HSR.
- 5.4.4 Depending on your role, when no immediate threat exists, follow organisational risk management procedures to assess and evaluate risk. For example, you are required to do so as a Welfare Support Officer or a supervising manager).

- a. Complete the **EIA OHS risk register (Risk Management Forms pack)** step by step, and submit it to your immediate supervisor or the Welfare Support Officer, who will then submit the information to the General Manager.
  - Describe the risk
  - Determine the type of risk
  - Determine the likelihood of risk
  - Determine the consequence of risk.
  - Determine the level of risk.
  - Use common sense, the hierarchy of control and your knowledge of the organisation to determine the control level.
  - Where needed, seek assistance to determine and assess OHS risks or implement control measures.
- b. Visible hazards might include:
  - Blocked corridors and walkways;
  - Uneven or wet and slippery walking surfaces;
  - Access to firefighting equipment or emergency exits obstructed;
  - Excessive use of power boards and extension leads;
  - Exposed computer and or electrical leads across the floor or hanging behind desks or from the ceiling;
  - Sharp objects or edges exposed;
  - The possibility of hands, hair or clothes etc. getting caught in office machinery and
  - Chemical hazards.

## 5.5 Risk Assessment

- 5.5.1 Risk refers to the likelihood that a potential hazard will cause injury, disease or damage and the seriousness of such injury, disease or damage.
- 5.5.2 Once hazards are identified their potential risk must be assessed.
- 5.5.3 The risk assessment must be in writing and take into account the following:
  - The hazards identified or arising;
  - The nature of the hazard;
  - The work required to be done;

- The range of methods or options by which the work can be performed; and
- The associated risks identified the hazards.

5.5.4 A risk assessment involves the following steps:

- Select/prioritise each hazard identified;
- Identify what injury or damage may result from the hazard;
- Consider the potential severity rating (i.e. what degree of injury/damage could occur), and whether for example, it could result in negligible, minor or major injuries, to the extent of fatalities; and
- Consider the probability frequency rating (i.e. how probable and frequent the hazard will convert to injury or damage if left unattended).

## 5.6 Risk Control

5.6.1 Once risks have been addressed, appropriate control measures must be implemented.

5.6.2 Control of risks is paramount to the protection of staff and students and the prevention of injuries. Accordingly, it is imperative that all aspects of our operation are assessed and the appropriate identification assessment and control procedures applied.

5.6.3 Apply appropriate control measures to the identified risks in order to eliminate or minimise the risk.

5.6.4 Risk minimisation requires the application of the 'hierarchy of control' to affect:

- Elimination (e.g. need for excessive photocopying and collation can be eliminated if the material is circulated by electronic mail; move a noisy machine from a quiet area);
- Substitution (e.g. a telephone handset can be replaced with a headset where there is constant use of the telephone);
- Isolation (e.g. place out-of-service tags on broken down equipment);
- Engineering controls (e.g. using anti-glare screens on computer monitors; changing bench heights to reduce bending);
- Administrative controls (e.g. providing alternative tasks for staff to prevent continuous keyboard work for long periods, implement safe work practices, instruction and training) and
- Use of personal protective equipment (e.g. using rubber mats, insulated gloves, ear plugs, eye protection, boots, and headgear where appropriate).

## 6 Workplace Incidents and Injuries

### 6.1 Injury management

#### Introduction

6.1.1 EIA undertakes Injury Management with staff following a compensable work-related injury, illness or disease. The implementation of EIA's Injury Management Guidelines is undertaken by Workers' Compensation Legislation in the state of employment.

6.1.2 Injury Management: a workplace managed process, procedure or protocol which incorporates both the employer and the medical management team, they play a role from the time of injury to the return to suitable employment. Effective injury management should:



- Provide physical, psychological and financial benefits for staff;
- Minimise disruption to work; and
- Reduce costs to all concerned.

#### Register of injuries

6.1.3 All accidents/incidents, workplace injuries and work caused illnesses are to be notified immediately to EIA by completion of the Register of Injuries.

6.1.4 Details which must be recorded in the Register of Injuries include:

- Full name, address and occupation;
- Time and date of injury or incident;
- Exact location when you became injured or unwell including workplace address;
- Description of the cause and circumstances leading to the injury or incident;
- Description of the nature of the injury or incident and what part(s) of an individual's body has been affected;
- Details of first aid treatment;
- The full names and addresses of any witnesses are required as an aid in confirmation of the injury; and
- If applicable, the name of the individual who completes the Register of Injuries on behalf of another individual.

#### Ongoing management

6.1.5 The employee's supervisor will be kept informed of the progress via further progress medical certificates. Once certificates have been seen by the supervisor, these are then forwarded to EIA's Human Resources Department.

6.1.6 In case of any difficulties in returning to the previous position, EIA's Human Resources Department is to be immediately advised and a Vocational Rehabilitation Provider may be appointed to assist.

#### Return to work

6.1.7 After returning to work, EIA's Human Resources Department shall continue monitor the employee's recovery progress and offer an alternative position where necessary. Once the employee no longer requires medical treatment, injury management will cease and the claim should be finalised with a final medical certificate. If injury management or vocational rehabilitation is unsuccessful, then it may cease before the claim being finalised.

#### Injury management team—responsibilities

6.1.8 Part of EIA's Injury Management Process requires some individuals to be actively involved to enable full recovery. The recovery goal should be mutually agreed upon, and all relevant parties should work towards it.

6.1.9 These individuals include:

- The injured employee who should be actively involved in the Injury Management Process and the decisions made with the rest of the team;
- EIA's Human Resources Department and the employee's supervisor, who play a key role in injury management. It is a requirement for them to liaise with and coordinate the employee, treating doctor, and Return to Work Coordinator/Rehabilitation Providers on a mutually agreed regular

basis. It is also a requirement for them to provide the injured employee with suitable or alternative duties specified by the treating doctor;

- Medical/Paramedical Practitioners. They are required to provide suitable information to advise the employee and employer of return to work requirements and provide assistance with injury recovery. Referrals to specialists for a follow up/review/treatment and liaising with rehabilitation providers may be required; and
- The insurer - may be involved as part of the management of the worker's compensation claim.

## 6.2 Incident reporting

6.2.1 The employees who are responsible for incident report shall carry out his/her duty following legal, ethical and organisational requirements.

### 6.2.2 Procedure

In the event of an incident:

- Emergency procedures, first aid procedures, incident report procedures, and specific organisation, plant and equipment operation procedures should be followed, to treat injured persons and prevent further immediate risk.
- If the incident is serious, such as hospitalisation is required:

Follow the step mentioned above 1 and report the incident immediately or as soon as practicable to the Victoria WHS authority (Workplace Health and Safety Victoria).

- Complete an **OHS incident report form (OHS Risk Management Forms pack)** and hand it into the immediate supervisor, WHS representative, or HSR (whoever will refer the report further to the senior level of management).

## 6.3 Compensation Claims

6.3.1 There are three different categories under which an employee may wish to submit a Workers' Compensation Claim Form.

- **Record Purposes Only Claim:** in this case where no medical expenses are required, and there is no time taken off from work, the worker should submit the claim form as a report of the incident only. This form will be forwarded to EIA's Workers' Compensation Insurer and held on file if there are some future repercussions or complications arising from a non-serious injury or accident.
- **Time Lost Claims:** this claim exists when a medical certificate indicates that the worker is incapacitated for work as a consequence of a work-related injury. This claim may also involve the payment of medical or hospital expenses.
- **Medical Expenses Only Claim:** this type of claim occurs when an employee is injured but can return to duty immediately resulting in no time off from work. Medical expenses (e.g. doctor's consultation fees or physiotherapy may be covered by workers compensation).

### 6.3.2 Claim Procedure

In order to make a claim, you are required to:

- Inform EIA by advising your supervisor as soon as possible following the incident;
- Consult with a qualified medical practitioner and obtain a workers' compensation medical certificate/certificate of incapacity in the form approved;

- Complete a Workers' Compensation Claim Form which is available from EIA management; and
- Attach the required medical certificate/certificate of incapacity to the claim form and provide these to EIA management.

6.3.3 The claim form will be forwarded to EIA's Workers' Compensation Insurer. The insurer may accept or reject liability for the claim.

6.3.4 The injured employee may also be asked to complete a Consent for Collecting Employee Information from Relevant Parties, which entitles EIA to obtain information from relevant parties about the claim.

6.3.5 The injured employee must also attend a medical examination(s) by a medical practitioner nominated by EIA or its insurer.

6.3.6 If EIA's Workers' Compensation Insurer accepts the claim, the employee may be entitled to claim weekly benefits and/or reimbursement of approved medical expenses as defined by the insurer.

6.3.7 Please note: no compensation is payable to an injured employee if the physical injury is caused by the following action taken or proposed to be taken by EIA to the employee, as long as the action is reasonable:

- Transfer and/or relocation,
- Demotion and/or promotion,
- Performance appraisal and/or disciplinary measures,
- Dismissal, or any change in employee benefits.
- Any further enquiries regarding workers compensation may be directed to EIA's management.

## **7 Return to work programs**

7.1 As part of the injury management process, EIA will endeavour to provide appropriate duties for a return to work program (Edvantage Institute Australia Important Return to Work Information) wherever possible. All programs and changes or modifications to the programs must obtain the treating doctor's prior consent.

7.2 If the employee is not able to take up his/her previous duties or return to his/her normal duties immediately, 'alternative duties' may be provided. These may include:

- Pre-injury duties on a part-time basis;
- Modified pre-injury duties (part or full time);
- Supernumerary (assisting others); and
- Different duties in the same or different area.

7.3 Alternative duties are provided on a temporary basis only. If an employee is required to gain an alternative permanent position within EIA, the HR department shall follow normal recruitment procedures to recruit the employee and offer an appropriate alternative position. Training and assistance can be requested and provided after assessment, as this process is part of EIA's injury management plan.

### **Disputes**

7.4 If issues cannot be resolved internally within EIA, the employer or employee can refer unresolved matters regarding workers compensation and injury management to the relevant State WorkCover bodies.

### **Confidentiality**

7.5 The injury management process is confidential, and all records relating to injured staff will only be made available to authorised individuals.

## **8 Mental Health in the Workplace and Learning Environment**

8.1 Work-related or study-related mental health illnesses (can also be referred to as psychological injuries) is an increasingly serious issue at the working and learning environment. The negative impacts including injuring employees and students, the possible financial loss due to the worker's long period of absence from work or unpleasant academic result due to the student's nonattendance.

8.2 Individual employees' mental health can be affected negatively by exposure to or subject to a wide range of hazardous factors in the workplace, including:

- Jobs in high demand
- Jobs in low demand
- Poor or inadequate support
- Harmful workplace relationships
- Uncertainty or a lack of clarity in job roles
- Poor management in organisational change
- Low organisational justice
- Bad environmental conditions
- Work in a remote or isolated environment
- Violent, detrimental or traumatic events.

Students could experience mental issue due to:

- Unfairly treated by students
- Intensive academic workload
- Unsatisfied academic results
- Financial pressure
- Violent, detrimental or traumatic events

8.3 Employees or students exposure to the above hazards can result in work-related or study-related stress which further develops into work/study related injuries when the stress is high and or prolonged. Work/study related depression and anxiety, in the long run, are typical claims.

8.4 Working/ studying related stress can occur under the following circumstances:

- frequent unplanned absences from work/study including personal and sick leave
- high levels of staff turnover
- the high tendency towards withdrawal from work or academic study, and
- poor work/academic performance and low product quality.

EIA employee responsibilities

8.5 All employees must take reasonable care of their health and safety while not adversely affecting others'. They must comply with EIA's health and safety rules and regulations, and follow relevant policies and procedures. They must attend all WHS training and acknowledge

they have received and understood relevant regulations and rules which will be distributed during the training or induction. For instance, this might include job descriptions to avoid role overlapping or conflict, or anti-bullying and anti-harassment workplace policies.

EIA students responsibilities

8.6 All EIA enrolled students must take reasonable care of their health and safety while not adversely affecting others'. They should be able to access relevant policies and procedures including Student Support Services Policy and Procedure, EIA Bullying, Discrimination and Sexual Misconduct Prevention Policy.

8.7 Early intervention

8.8 EIA will initiate early intervention if they identify any early warning signs of work/study-related stress. EIA will also provide assistance and support to a worker who has lodged a worker's compensation claim. EIA shall not discriminate or victimise the worker while the claim is being processed or determined. The earlier work/student-related stress is identified, the sooner reasonable steps can be taken to prevent further development or to worsening the condition.

## **9 Bullying Prevention**

9.1 Workplace bullying is repeated, unwanted, hurtful and unreasonable conduct towards an individual worker or group of workers and is consider of a high risk from the point of workplace health and safety.

9.2 It may adversely affect the mental, emotional, physical and psychological health of workers. The best way to deal with it is to take reasonable pre-emptive steps and be responsive when it occurs.

9.3 Workplace bullying can happen in a variety of ways, and can be direct or indirect, for example, deliberately excluding a worker from work-related activities or give a worker pointless tasks which are irrelevant to their role. It can be obvious but more often subtle, making it difficult to identify or substantiate.

9.4 According to the EIA Bullying Prevention Policy, some forms of workplace bullying include:

- Abusive, provocative or offensive languages, remarks or comments
- Aggressive, threatening or intimidating behaviour
- Belittling, embarrassing or humiliating comments
- practical jokes, ridicules, mimic behaviour or hazing and initiation
- Unjustified or unreasonable criticism or complaints.

Managing the risk of workplace bullying

9.5 The risk of workplace bullying can be reduced or prevented by taking a proactive or pre-emptive approach in identifying early warning signs. Any behaviour and situations likely to increase the risk should be closely monitored and rectified.

9.6 EIA have implemented measures to control and manage these risks and have also developed a plan to monitor and review the effectiveness and implementation of these measures. Activities and measures may include:

- Regularly interviewing workers and consulting with WHS representatives to find out whether bullying is occurring or whether there are risk factors.
- Setting up a standard for acceptable and welcoming workplace behaviour through a code of conduct and workplace bullying policy.

- Clearly defining job duties and providing all workers with adequate resources, information, tools and training for them to carry out their work.
- Implementing workplace bullying reporting procedures, specifying response plans.
- Developing prolific, amicable and respectful workplace relationships through good management practices, regular team building activities, and smooth and effective communication.
- Providing information and training on workplace bullying policies, including how to prevent or avoid workplace bullying, how to lodge a bullying complaint, and available support and assistance in place.
- Educating employees regarding the importance of mental health and prioritising measures which protect and foster it.

Please refer to *Bullying, Discrimination and Sexual Misconduct Prevention Policy* for details about the procedures EIA will take to address student bullying incidents.

## **10. First Aid Procedures**

10.1 All workers must have access to:

- First aid equipment and first aid facilities, such as first aid kits
- Trained or qualified first aid officers.
- First aid kits should be placed close to areas of a higher risk of injury, incident or illness, as well as kept inside work vehicles if travel is part of the job.

10.2 To decide what first aid might be needed, consider:

- The type of work and the safety issues involved.
- The size, nature and location of the workplace, for example, the travelling distance between different work areas and response times for ambulance to arrive.
- The usual population demographics in the workplace, including full time, part time and seasonal workers, contractors, subcontractors, students, volunteers and visitors.

10.3 A first aid room/chamber is provided when there are over 200 workers if the area is classified as low risk, and when there are over 100 workers if the area is classified as high risk.

10.4 Generally, there should be one first aid officer for every:

- 50 workers in a low-risk workplace (such as an office)
- 25 workers in a high-risk workplace (such as a construction site).

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