

4.5 Safety, Wellbeing and Rights of Clients

Aim of the Policy

The YUPI Group and its entities have legal duties to protect the safety and welfare of all clients accessing our services. Our Aim is to ensure that we proactively prevent, identify and respond to risks to the safety and wellbeing of people using services. We aim to:

- provide and maintain a safe work environment controlling all health hazards as well as unsafe acts and conditions;
- provide all staff, clients and students with an induction and information which includes all aspects of workplace health and safety pertaining to their safety and wellbeing on site;
- comply with the requirements of the Workplace Health and Safety Act 2011 and the Work Health and Safety Regulation 2011.

Scope

This Policy applies in respect of all clients using our services. All staff must abide by this Policy and associated procedures. The Workplace Health and Safety provisions of Part 7 of this Manual also apply to clients, students and volunteers.

Accident and Incident Report Process

This process covers both incidents and accidents.

An incident is where a person required first aid assistance of a minor nature only. No doctor is required and no hospitalisation is required. In this case complete the Accident and Incident Report Form and forward it to the Manager/Coordinator by the end of the week in which the incident occurred. An incident may also relate to an allegation of abuse or neglect – especially in the case of a client using a service for people with a disability.

An accident is where bodily injury occurs. The patient may need transport by ambulance, a doctor is required and hospitalisation is needed. In this case the report must be lodged with your Manager/Coordinator on the day of the occurrence.

A First Aid Kit is issued to each project. It is the lead supervisor's responsibility to ensure that contents are maintained – a stock list is included in each kit. **THE FIRST AID KIT MUST ALSO BE RECORDED ON YOUR EQUIPMENT REGISTER.**

IF AN EMERGENCY OCCURS DO NOT HESITATE, CALL AN AMBULANCE

No other medicines or tablets will be added to the first aid kit other than what is standard issue on the stock list. Headache tablets will not be administered.

Use of Safety Operating Procedures

The Group has specific Safety Operating Policies and Procedures governing client safety especially in relation to use of equipment and tools and these must be complied with. These are set out in Part 7 – Workplace Health and Safety.

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Authorised by	Boards	Responsibility	CEO and Leadership Team
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