

# HEALTH AND WELLBEING & PROCEDURE (1) V2

## PURPOSE

To provide guidelines for a proactive approach to maintaining the physical and psychological health of workers through positive and healthy interactions.

## RESPONSIBILITIES

**Person Conducting a Business or Undertaking (PCBU) must ensure so far as is reasonably practicable:**

- a hazard management approach to all physical, social and psychological health risks (identification, assessment, control and review)
- consultation with other duty holders, workers and worker representatives about health, safety and wellbeing strategies
- all workers are provided with a job description outlining worker's roles, responsibilities and accountabilities
- appropriate standards of conduct (e.g. Code of Conduct) are followed
- zero tolerance to all forms of workplace bullying, harassment, discrimination and violence (abuse, threats or assault)
- an effective system for complaints/conflict management is implemented
- workers are informed of the Employee Assistance Programs (EAP)
- sensitivity, privacy and dignity is applied in situations of individual workers' circumstances
- work performance and absenteeism is monitored and managed accordingly
- training, instruction, information and supervision is provided as required
- awareness of health, safety and wellbeing is promoted (e.g. SA Health, Healthy Workers Healthy Futures, Workplace health and wellbeing toolkit).

### Officers must:

Exercise due diligence to ensure that the PCBU complies with the WHS Act and Regulations.

### Workers must:

- take reasonable care for his or her own safety and health
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply with, so far as the worker is reasonably able, with any reasonable instruction that is given by the PCBU
- co-operate with any reasonable policy or procedure of the PCBU relating to health and safety at the workplace that has been notified to workers.

## DEFINITIONS

Definitions of terms can be found on the Catholic Safety website or via this link [here](#).

## INFORMATION

'Work practices, workplace culture, work-life balance, injury management programs and relationships within workplaces are key determinants, not only of whether people feel valued and supported in their work roles, but also of individual health, wellbeing and productivity'.  
*Royal Australasian College of Physicians (RACP), 2011.*

## ACTIONS

HAZARD IDENTIFICATION	
Issues that may influence wellness in a workplace	Consider: <ul style="list-style-type: none"> <li>• Workload.</li> <li>• Work competency (appropriate skills, training and qualifications).</li> </ul>

	<ul style="list-style-type: none"> <li>• Environment.</li> <li>• Workplace relationships.</li> <li>• Changes in the workplace.</li> <li>• Lack of consultation.</li> <li>• External personal factors.</li> <li>• Presenting to work unwell.</li> <li>• Presenting to work under the influence of prescribed and/or recreational drugs.</li> </ul>
Assessment Techniques	<ul style="list-style-type: none"> <li>• Observation.</li> <li>• Staff discussions, consultation, consultative forums.</li> <li>• Organisational climate survey, other surveys and questionnaires.</li> <li>• Performance management process.</li> <li>• Recruitment and retention of staff including exit interviews.</li> <li>• Incident, injury data analysis.</li> <li>• Review short and long term sickness/absence.</li> </ul>
<b>RISK ASSESSMENT</b>	
	In response to hazards identified a risk assessment may be required.
<b>CONTROLS</b>	
	<ul style="list-style-type: none"> <li>• Appropriate consultation and communication with duty holders, workers and worker representatives.</li> <li>• Provide each worker with a Position Information Description (PID).</li> <li>• Performance Appraisals to be conducted as determined by the Organisation</li> <li>• Implement and promote appropriate standards of conduct (ie. Code of Conduct).</li> <li>• Implement an effective complaints/conflict management process.</li> <li>• Appoint and train at least one Contact/Complaints Officer and display contact details.</li> <li>• Communicate and display contact details for the Employee Assistance Program (EAP).</li> <li>• Consider pre-employment screening (pre-placement medical assessment based on detailed PID).</li> <li>• Provide additional/appropriate training and professional development to assist workers.</li> <li>• Conduct exit interviews.</li> <li>• Offer wellbeing programs (e.g. stress management, resilience and fatigue management training).</li> <li>• Inform workers that they must present to work in a fit condition to undertake their role.</li> </ul>
<b>INFORMATION, INSTRUCTION AND TRAINING</b>	
	<ul style="list-style-type: none"> <li>• Inform workers of this procedure at induction.</li> <li>• Provide training specific to workers' defined roles.</li> <li>• Where Contact/Complaints Officers are appointed provide appropriate training.</li> </ul>
<b>DOCUMENT CONTROL</b>	
	Retain all documentation as per Document Control Procedure 24.
<b>MONITOR AND REVIEW</b>	
	This procedure will be monitored for compliance and effectiveness by Catholic Safety Health & Welfare SA as per the Audit Procedure 7.

## RELATED DOCUMENTS

### External Documents

SA Work Health and Safety Act 2012

SA Work Health and Safety Regulations 2012

Government of South Australia, SA Health

<https://www.sahealth.sa.gov.au/wps/wcm/connect/759c74004db79f6a9169d516b75cb186/HWHF+Toolkit-HWHF-PHPB-20162402.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-759c74004db79f6a9169d516b75cb186-mHqnj.r>

### Internal Documents

Work Health & Safety and Injury Management Policy

Catholic Church Safety Manual Procedures

**EDUCATION SECTOR:** SACCS Code of Conduct

**EDUCATION SECTOR:** SACCS Responding to Workplace Bullying Procedure

## APPENDICES

Nil

## FORMS

Nil

## VERSION CONTROL AND CHANGE HISTORY

Version	Approved By	Approved Date	Reason for Development of Review	Review Date
V2	SIGC	2013	Legislation New WHS Act	2016
<b>April 2015 – Document consolidated across CCES sectors</b>				
V1	Executive Manager CSHW	29/05/2015	Procedure consolidation and Review	2018
V2	Executive Manager	28/10/2019	Procedure Review	2022

Approved for Publication:



Kathy Grieve

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