

Workplace Health and Safety Policy

The Little Sanctuary Support Services PTY LTD

The Little Sanctuary Support Services Pty Ltd (“the Organisation”) is committed to providing a safe, respectful, and inclusive environment for all participants, families, carers, staff, and volunteers.

The purpose of this Workplace Health and Safety (WHS) Policy is to outline The Little Sanctuary Support Services’ commitment to providing a safe, healthy, and child-safe environment for all employees, contractors, participants, families, and visitors.

Everyone has a right to be safe at work. Our Organisation is committed to creating and maintaining a safe and healthy environment for staff, children, families and visitors. We ensure that staff are aware of and meet their legal and ethical responsibilities as clearly documented in current National Regulations and Work Health and Safety laws. Our Work, Health and Safety Policy, procedures and practices ensure that management fulfils its responsibility to provide a safe workplace, without any negative impact on the health and wellbeing of employees; employees meet their health and safety obligations and are safe in the workplace; and the work environment supports quality provision of services.

This policy ensures compliance with:

- **Work Health and Safety Act 2011 (Qld)** and Regulations
- **Child Protection Reform and Other Legislation Amendment Act 2024 (Qld)** (commencing October 2025)
- **NDIS Act 2013 and NDIS (Quality and Safeguards) Framework**
- **Fair Work Act 2009 (Cth)**
- **Human Rights Act 2019 (Qld)**
- **Privacy Act 1988 (Cth)**

It is designed to prevent injuries, illnesses, and risks by providing clear WHS, child safety, and risk management guidelines.

This policy is directly linked to our Code of Conduct and reflects our values of respect, integrity, empowerment, and empathy.

1. Scope and applicability

This policy applies to:

- The Director
- All staff
- Contractors (including allied health professionals engaged by us)
- Volunteers and students (if any in the future)

This policy applies to:

- All work activities undertaken by the Director, employees, contractors, students, and volunteers.

- All workplace settings including our office, participant homes, schools, community venues, and online service delivery environments.

2. Responsibilities

Director

- Ensure WHS and child safety systems are in place.
- Provide induction, training, and supervision.
- Conduct risk assessments and safety audits.
- Respond to and investigate incidents.
- Ensure compliance with NDIS, Workplace Health and Safety Queensland, and child safety reporting obligations.

Staff and Contractors

- Take reasonable care for their own safety and that of others.
- Follow all safe work practices, policies, and the Child Safe Code of Conduct.
- Report hazards, risks, or incidents immediately to the Director.
- Document session notes and incidents in **Halaxy**.
- Participate in WHS, child safety, and mandatory reporting training.

Participants, Families, and Visitors

- Take reasonable care of their own health and safety whilst visiting the Service
- Report any health and safety issues to management
- Participate in consultation in WHS issues affecting them
- Take reasonable care to ensure they don't affect the health and safety of other people (eg: Health Declaration for infectious diseases)
- Take actions to reduce the risk of transmission of infectious diseases or illnesses such as physical distancing (if recommended by Australian Government Department of Health) personal hygiene practices and exclusion of children and visitors if unwell
- Comply to Organisation policy related to the use of tobacco, alcohol and drugs at all times.

Workers Compensation Obligations

The Little Sanctuary Support Services will ensure the following to facilitate compliance of WH&S Laws and regulations relating to Workers Compensation obligations:

1. Hold workers compensation insurance
2. Provide information relating to how employees can make a claim.

3. Work Cover QLD – If you are injured at work

4. Provide information to employees regarding a return-to-work program

5. Ensure staff incident reports are completed for all near-miss injuries or injuries, complete an injury register to record near-miss injuries and injuries.

6. Ensure staff injuries are reported to workers compensation insurer and state/territory WorkSafe within 48 hours. See each state or territory for information about injuries or serious incidents which are reportable to WorkSafe

a. WorkSafe QLD 1300 362 128

7. Support the employee with the following

a. Assist with Dr appointment and certificate of capacity

b. Identify suitable duties based on certificate of capacity

c. Consider modification of existing duties

d. Consider modification of the workplace

8. Assist with participation of workers injury management plan upon return to work in consultation with insurer and medical practitioner, including providing suitable work conditions and alternative suitable employment if pre-injury role is unsuitable.

3. Commitment to Privacy and Confidentiality

The Little Sanctuary Support Services is committed to:

- Protecting the dignity, privacy, and confidentiality of all people we support.
- Only collecting information that is relevant and necessary for service delivery.
- Storing information securely and restricting access to authorised personnel.
- Ensuring children, participants, and families understand how their information will be collected, used, and shared.
- Complying with mandatory reporting obligations while balancing confidentiality.

4. Legislative Compliance

This policy complies with:

- *Work Health and Safety Act 2011 (Qld)*
- *Work Health and Safety Regulation 2011 (Qld)*

- *Child Protection Reform and Other Legislation Amendment Act 2024 (Qld)*
- *NDIS Practice Standards and Code of Conduct*
- *NDIS (Incident Management and Reportable Incidents) Rules 2018*
- *Fair Work Act 2009 (Cth)*
- *Privacy Act 1988 (Cth)*

5. Risk Management

Hazard Identification

Includes physical, chemical, psychosocial, ergonomic, biological, and child safety risks (including child-to-child harm, online harm, and heightened vulnerabilities).

Risk Assessment

- Assess hazards in all environments (office, community, homes, online) using the organisation's risk assessment matrix. Record.
- Apply preventive controls (safe manual handling, infection control, exit strategies for home visits).

Control Measures

- Training in WHS, child safety, and incident response.
- Personal Protective Equipment (PPE) where required.
- Safe medication administration procedures as applicable
- Clear emergency and evacuation procedures displayed in common areas in office.
- No manual handling or lifting of child clients unless in the child's support plan.

6. Training and Education

All staff and contractors must complete:

- **Induction training** (WHS, child safety, privacy/confidentiality, NDIS Code of Conduct, incident management, medication safety, Halaxy documentation).
- **Annual refresher training** on WHS, child protection, and incident response.
- **Free training modules** via QFCC, Human Rights Commission, NDIS Commission, and Workplace Health and Safety Queensland.

7. Incident Reporting and Investigation

Incident Reporting

All incidents must be reported immediately to the Director, including:

- Workplace injuries or near misses.
- Child safety concerns (mandatory reporting applies).
- Medication administration errors.
- NDIS reportable incidents.

Recording requirements:

- Session notes in **Halaxy**.
- Internal Incident Report Form submitted within 24 hours.
- Entry into Incident Register.

Incident Investigation

The Director will investigate incidents by:

- Reviewing notes, witness accounts, and hazards.
- Determining root causes.
- Identifying corrective and preventive actions.

Notifications

- **Child Safety Services/Police** for child harm.
- **NDIS Commission** for reportable incidents (within 24 hrs/5 days depending on type).
- **Workplace Health and Safety Queensland** for notifiable workplace incidents.

8. Participant and Family Rights

All children, participants, and families have the right to:

- Access their personal information held by us.
- Request corrections to inaccurate information.
- Be informed about how their information is collected, used, and stored.
- Withdraw consent for information sharing or the use of Heidi (unless disclosure is legally required).

12. Policy Status and Review

This policy will be reviewed annually or sooner if required by legislative or regulatory changes. Feedback from participants, families, staff, and children will be sought to improve the process.

This policy will be:

- Displayed on our website
- Provided to all staff, participants, families, and carers via our website.
- Incorporated into staff induction and ongoing training.

I have read this Workplace Health and Safety Policy and agree to abide by it and its terms.

Name:

Signature:

Date:

Reviewed: 16th September 2025

Next review date: 16th September 2026

Responsible officer: Elizabeth Spash

(TLS Director)