

TEAM TUITION



WORK HEALTH AND SAFETY POLICY & PROCEDURE

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Part 1 Work Health and Safety Arrangements

1.1 PURPOSE

Contents

The Workplace Health and Safety Policy and Procedures Manual ("the manual") has been developed to assist and protect employees at A Team Tuition Australia Pty Ltd ("A Team"). The manual contains all A Team policy in relation to WHS obligations for workers, clients and any stakeholder interacting with the organisation.

Statement of Commitment

A Team is committed to providing a workplace that enables all work activities to be carried out safely. We will take all reasonably practicable measures to eliminate or minimise risks to the health, safety and welfare of workers, contractors, visitors, and anyone else who may be affected by our operations. We are committed to ensuring we comply with *Work Health and Safety Act 2011 (Cth)*. We will also comply with any other relevant legislation, applicable Codes of Practice and Australian Standards. The manual will set out the safety arrangement and principles which must be complied by all employees and stakeholders of A Team. This compliance will ensure the continued safety and appropriate management of all WHS matters.

Notice

The manual is for use within A Team, and the information is believed to be reliable and current. A Team assumes no responsibility or makes no guarantee for the absolute

- Australian Standard, AS/NZS 3760.
- Workplace Health and Safety Regulation 1997 - Hazardous Substances (Qld)

correctness of the guidelines in all circumstances, or for their suitability outside A Team. Any policy or procedure changes or deviations must have the written authorisation from the Chief Operations Officer.

References

This manual has been created to reflect all applicable requirements under state and federal legislation. The key WHS acts below have been referenced throughout this document.

- Workplace Health and Safety Act 2011 (Cth)
- Workplace Health and Safety Regulations 2011 (Cth)
- Workplace Health and Safety (Codes of Practice) Notice 2011 (Qld)
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2011 (NSW)
- Occupational Health and Safety Act 2004 (VIC)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (ACT)
- Australian Standard, AS/NZS 3760
- Hazardous Substances (Qld)
- National Occupational Health and Safety Commission, National Model Regulations for the Control of Workplace Hazardous Substances
- National Occupational Health and Safety Commission, National Code of Practice for the Preparation of Material Safety Data Sheets 1994
- Workers Compensation Act 2003
- Workers Compensation and Rehabilitation Regulation 2003
- National Occupational Health and Safety Commission, National Model Regulations for the Control of Workplace Hazardous

Substances

- National Occupational Health and Safety Commission, National Code of Practice for

the Preparation of Material Safety Data Sheets
1994

- Workers Compensation Act 2003
- Workers Compensation and Rehabilitation Regulation 2003



1.2 DEFINITIONS

Person Conducting a Business or Undertaking (PCBU)

A PCBU has the primary duty of care to ensure, so far as is reasonably practicable:

- the health and safety of its workers while they are at work, and
- that the health and safety of other persons are not put at risk from work carried out as part of the conduct of the PCBU.
- A Team is a PCBU.

Officer

An officer must exercise due diligence to ensure that the PCBU complies with its health and safety obligations under the WHS Acts.

- Members of A Team's Executive Team are Officers under the WHS Act if they make decisions that directly affect A Team and the business operations.
- Any person acting on behalf of A Team, that makes, or participates in making decisions that affect the whole, or a substantial part of the business; or if they have the capacity to affect significantly A Team's financial standing is also considered an Officer under section 27 of the *Work Health and Safety Act 2011 (Cth)*.

Worker

A worker, or employee of A Team, includes all employees, contractors and sub-contractors and their employees, labour-hire employees, out workers, apprentices and trainees, work experience students and volunteers.

All management and Academic Personal Trainers are employees and workers of A Team.

Health and Safety Representative

A Health and Safety Representative is a worker that has been elected by the Executive Leadership team to represent A Team in workplace health and safety matters.

Other Persons

Includes any visitors.

1.3 RESPONSIBILITY

A Team

As the duty holder, A Team, being the PCBU must:

- ensure the health and safety of its workers and others in our workplace.
- ensure the health and safety of other persons is not put at risk from work carried out as part of our operations.
- provide and maintain a work environment that are without risks to health and safety.
- provide and maintain safe plans and structures.
- provide and maintain safe systems of work.
- ensure the safe use, handling and storage of plans, structures and substances.
- provide adequate facilities for the welfare of workers.
- provide information, training, instruction and supervision.
- monitor the health of workers and the conditions of our workplaces.

Specific duties as a PCBU also include:

- recording and notifying Work Health and Safety Qld (WHSQ) of any notifiable incidents arising out of the conduct of the business or any undertakings.
- ensure authorisations are in place for any high-risk work.
- consult so far as reasonably practicable with other PCBUs or persons who have a duty to a work health and safety matter.
- consult so far as reasonably practicable with workers, their representatives and Health and Safety Representatives on work health and safety matters.

Managers and Leaders

Managers and leaders are responsible for providing a workplace that is, as far as reasonably practicable, safe and healthy for workers and visitors, in the areas of their control. This includes:

- modelling health and safety leadership
- demonstrating a commitment to good health and safety performance, by:
 - talking about safety at regular meetings
 - ensuring safe work procedures are followed
 - reporting incidents, hazards and safety concerns promptly
 - assessing task risk and not allowing an activity to continue until it can be controlled adequately

- fostering a strong work health and safety culture where worker input is valued
- Promoting and implementing the Work Health and Safety Management System (information contained in and referenced by this document)
- actively support the identification of hazards and risks and the management of these
- understand and monitor safety performance objectives
- proactively manage other duty holders (e.g. contractors), when required*

**see section 1.5 (“Managing Contractors”).*

Workers

Workers must take reasonable care for their own health and safety while they are at work. They must take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons. They must comply, so far as they are reasonably able, with any reasonable instruction given by managers, as well as co-operating with any reasonable policy or procedure which relates to workplace health and safety. On a day-to-day basis, this includes:

- to the extent of the worker’s control or influence over working conditions and methods, take reasonable care to work safely
- making sure that the work area is safe when leaving
- make proper use of all appropriate safeguards, safety devices and personal protective equipment
- follow agreed safe working practices and rules
- report all known hazards, accidents and incidents as soon as possible

It is acknowledged that, in accordance with the Act, a worker may cease, or refuse to carry out work if they have a reasonable concern the work would expose the worker to a serious risk to their health or safety. The Act requires workers who cease work to notify the relevant manager that they have ceased unsafe work as soon as practicable after doing so. It also requires workers to remain available to carry out ‘suitable alternative work’. This would not however require workers to remain at any place that poses a serious risk to their health or safety.

Contractors

Contractors, sub-contractors and self-employed persons are defined as “workers” under the WHS Act if they carry out work in any capacity for A Team. They are required to:

- comply with the requirements of the WHS legislation
- have in place any work health and safety policies and programs required under State or Territory safety legislation
- consult with about safety matters and comply with policies
- work safely and to include the safety of staff and visitors in their safety plans.

If any staff member believes that a contractor may be engaging in an unsafe work practice, they are required to report this issue to their manager immediately.

Visitors

Visitors and other persons to A Team also have responsibilities to abide by our workplace safety rules and procedures. These responsibilities include to:

- take reasonable care for their own health and safety and for the health and safety of other persons
- comply with, so far as they are reasonably able, all reasonable safety directions provided by A Team staff
- report all safety related incidents to A Team management
- ensure the adequate supervision of any accompanying children
- not enter any restricted area without authorisation or escort
- not bring or consume alcohol or illegal drugs at A Team workplaces
- not wilfully or recklessly interfere with A Team property.

1.4 TRAINING

Overview

A Team is dedicated to educating and assisting company personnel to meet their workplace health and safety responsibilities with an aim of preventing harm. Management staff and the recruitment and training department are responsible to ensure all new and current employees are aware of their entitlements and responsibilities in relation to WHS. All reasonable efforts are to be made to ensure individual safety and safety of others.

All workers have an obligation to comply with A Team's workplace health and safety policies, procedures and instructions to ensure a safe workplace.

Trainer Responsibility

All persons delivering WHS training are expected to:

- be familiar with legal requirements and standards and ensure employees are operating within these requirements;
- include health and safety information in all employee induction training;
- ensure all employees are aware of evacuation procedures and emergency procedures;
- ensure all employees complete the online modules;
- ensure this WHS manual is provided to all employees and available at all times; and

- update the A Team network to reflect WHS Training completion

Training Details

Orientation

Orientation training is a compulsory part of the induction process for all staff and is completed in the first 1-2 days of employment. The training must be delivered to include numerous practical and interactive components.

The topics are:

- Emergency procedures
- Evacuation procedure
- Fire prevention strategy
- Dealing with fires
- Conducting a risk assessment
- First Aid
- Ergonomics & Manual Handling strategy
- Stress Management techniques
- Bullying Policy
- Anti-Discrimination policy
- Tutoring specific policy
 - Suspicion of Child abuse handling and reporting
 - Suicide/self-harm handling and reporting
 - Managing threatening behaviour
- How to report incidents/injuries
- How to report/manage grievances
- Where to access all forms and how to use this WHS document

To ensure employees understand the material discussed, they are required to complete an online module on key WHS areas after the training. They must achieve a score of 100% of above to commence work. These modules are reviewed each year and must be re-completed at any point if WHS circumstances change.

Training Records

Records of any WHS training conducted will be maintained on the A Team network. In addition, as part of orientation, workers must sign that they've completed the WHS Training session before commencing work.

1.5 MANAGING CONTRACTORS

Overview

This section establishes workplace health and safety guidelines which managers and supervisors must follow when engaging contractors and subcontractors. Workplace Health and Safety Legislation in Queensland requires employers to provide for the health and safety of all workers.

Application

Regardless of the situation, the following procedures must be followed when engaging with a contractor or subcontractor.

- (a) **Insurances, Licenses, Registrations & Certificates.** The manager or supervisor must ensure that a contractor's or subcontractor's employees possess the appropriate insurances, suitability checks and other training required by Federal or State legislation.
- (b) **Reporting Incidents, Injuries and Property Damage.** Contractors, subcontractors, or tradespersons must be advised that all incidents, injuries or damage to property must be reported to the relevant person e.g. manager or supervisor.
- (c) **Written Contract.** A contractor must have an agreed written contract outlining directives to work safely. It should detail all the requirements of compliance with the Company's OH&S program.

The written contract must contain details of the safety requirements applicable to the job in question. The objectives of the clauses in the contract are to:

- clarify responsibilities
- ensure compliance with regulations
- minimise incidents and injuries to employees and subcontractors and damage to property
- ensure proper induction of employees and subcontractors
- ensure incidents and hazards are properly investigated
- ensure plant and equipment is maintained in good condition.

1.6 AUDITS, INSPECTIONS & REVIEWS

Overview

A Team is committed to implement audits, inspections and reviews to monitor and evaluate the health and safety systems that are in place to ensure the safety standards and legal compliance of the business are being adhered to.

A Team will provide necessary training for all managers to meet with the due diligence requirements of workplace safety, and that the critical duties and obligations listed below are met:

- Provide a safe place of work
- Provide safe systems of work
- Consult with workers about safety
- Identify hazards
- Manage Risk
- Implement and monitor control measures

These processes will be documented as evidence to show that practices are in place to meet Workplace, Healthy and Safety measures as follows:

- Evidence of proactive health and safety management
- Ensure management is aware of organisational performance in regard to WHS obligations
- Assisting with continuous improvement of WHS

Review of Manual

This manual is set to be reviewed annually to ensure accuracy, relevance and usability of prevention techniques and requirements to reflect any changes in legislation and/or regular business operations.

Work Site Inspections

Office Area

As part of the organisation's commitment to WHS, management staff are required to complete a full review of safety prevention measures at least annually. Informal reviews and inspections should be carried out regularly to address any hazards that may arise. A detailed checklist will be used for each yearly inspection, the checklist must also be completed if work site circumstances change. Corrective action must take place for any criteria not fulfilled. Please find the review checklist on the A Team network.

Client Homes

A Team will make best efforts to ensure every new client will have a risk assessment completed at the first tutorial session by the tutor. Further inspection frequencies will be determined by any changes, including a new tutor commencing with the client or reported incidents. In addition, an annual inspection will be completed by the tutor for each area designated for tutorials.

Electrical Equipment, Testing and Tagging

All electrical equipment used in the various Classes of Work, must comply with the requirements of the Workplace Health & Safety Act 2011, Workplace Health and Safety Regulation 2011, Electricity Act 1994 and relevant Australian Standards. All Specified Electrical Equipment will be inspected, tested and tagged every five (5) years by a qualified electrician. Inspection, Testing and Tagging of Specified Electrical Equipment of all Classes of Work must comply with the requirements of the WH&S Regulation and AS/NZS 3760.

Regular workers are not authorised to troubleshoot or fix any electrical equipment. Any concerns/hazards should be reported to your direct supervisor who will contact a qualified person to deal with the matter safely.

1.7 GOVERNMENT REGULATORS

Each Australian State and Territory has individual governing regulators that support and manage workplace health and safety. These regulators are:

- SafeWork NSW
- WorkSafe Victoria
- Workplace Health and Safety Queensland
- SafeWork SA
- WorkSafe WA
- WorkSafe Tasmania
- NT WorkSafe
- WorkSafe ACT
- Comcare

Part 2 Emergency, Hazards and Reporting

2.1 EMERGENCY/FIRE

Overview

These standards and procedures apply to all employees, students, contractors and visitors at designated work sites of A Team.

Building Warden Responsibilities

A Building Warden is responsible for the management and direction of emergency procedures in their building or work area. As the A Team Tuition central office is situated in a complex, the external owners of the complex carry out the majority of these duties. If circumstances change, a management employee of A Team will be delegated to fulfil the role in their place.

Building Warden duties include the development of evacuation plans, coordinating building evacuations and checking the availability of emergency equipment specific to the area. During the conduct of a building evacuation or in the event of an emergency within their area of responsibility, the Building Warden has full authority over all occupants of the building until Emergency Services take control or the Building Warden is relieved of responsibility.

The responsibilities of Building Wardens are to:

1. Design, implement and maintain an evacuation plan and practice the execution of the plan through regular drills.
2. Undertake regular building inspections to ensure that exit paths are clear and evacuation signs are clearly worded and displayed.
3. Report any matters concerning the emergency procedures in the work area.
4. Liaise with WHS personnel on emergency issues.
5. Assist in the investigation of incidents in relation to emergency situations and prepare reports if required.

Building Wardens do not require any formal qualifications. If A Team staff are required to fulfil building warden duties, they will be provided with access to training in emergency procedures, including fire safety, evacuations and bomb/arson threats, in order to enable them to fulfil their responsibilities more effectively.

Evacuation Procedure

A Team Tuition Pty Ltd acknowledges its responsibility and is committed to providing equipment for staff, clients and visitors to prevent emergency situations and ensure evacuation processes are clear. The primary aim is to ensure the safety of building occupants in the event of an emergency. The emergency procedures should also consider any special requirements of individuals.

Levels of Priority:

1. **Protection of Life.** The first priority is to ensure that all people who may be in danger are warned, and that action is taken to guarantee their safety, before any steps are taken to prevent the spread of the hazard, to secure assets, or to eliminate the hazard.
2. **Prevent Spread of Hazard.** The second priority aims at controlling the extent of the hazard within the building and minimising its release into the environment.
3. **Save Assets in the Affected Area.**
4. **Eliminate the Hazard.**

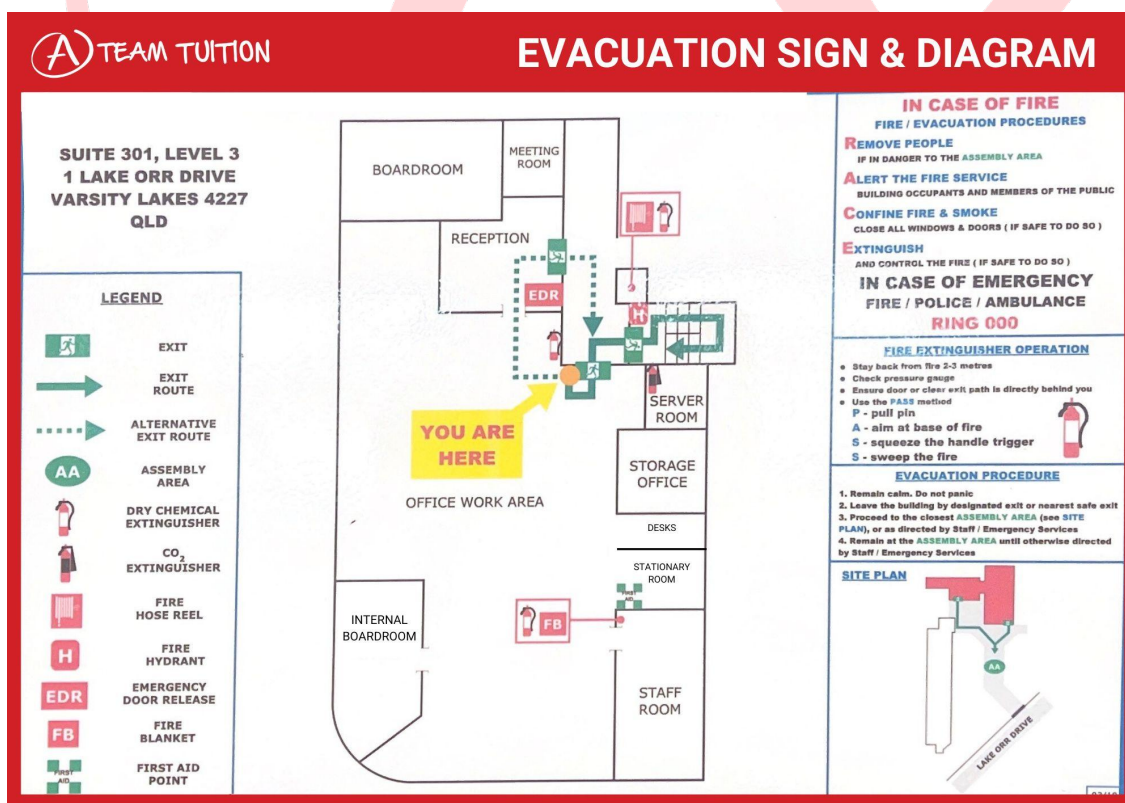
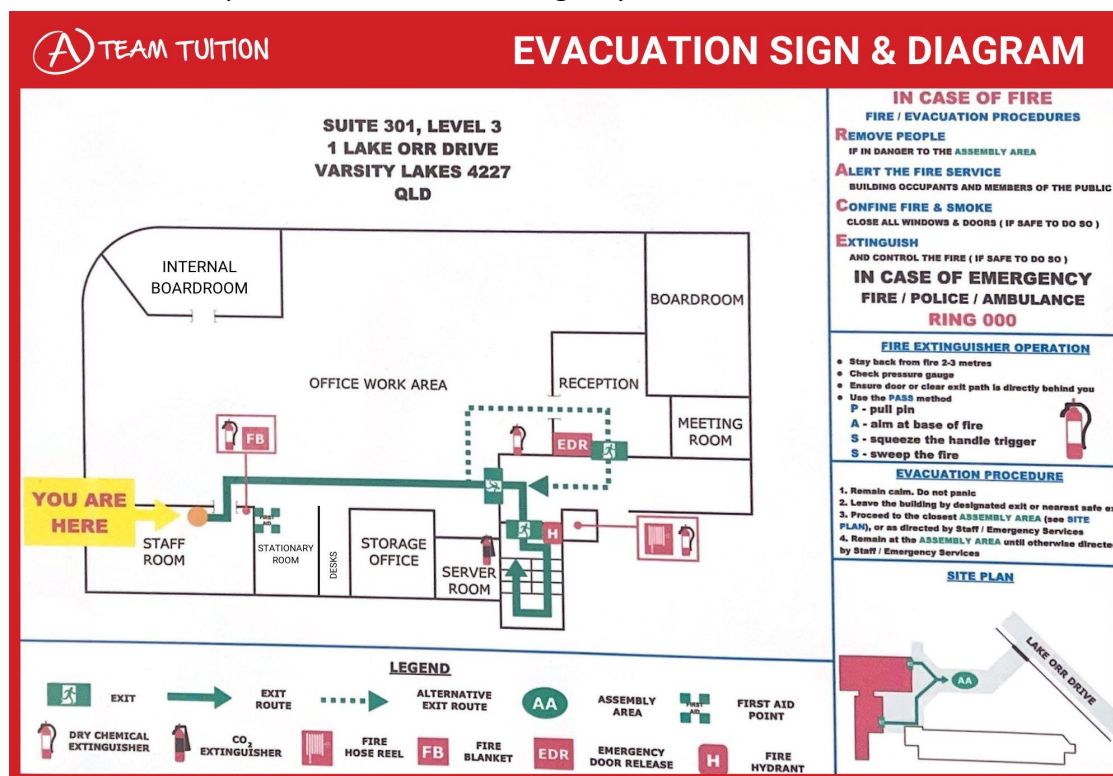
Evacuation Drills

Evacuation drills are a key part of the staff orientation training process delivered at A Team Tuition. If you believe you have not received this training or are still unclear on any procedural element, contact your supervisor immediately and a training session will be arranged.

Evacuation drills are carried out annually. If there is not a drill, generally fires will trigger the alarm, if you hear the alarm, you must immediately exit the building and meet at the designated assembly point. If there is an emergency in the A Team office and the alarm has not rung, dial triple zero 000.

Evacuation Diagram

A Team Tuition's office has multiple diagrams throughout the office outlining the evacuation procedure and map in the event of an emergency.



Fire Prevention & Protection

The prevention of fire is as important as the development and implementation of Fire protection systems (e.g. fire detectors, alarms, extinguishers and evacuation procedures). A Team workers must take responsibility to avoid dangerous practices that may increase fire risk.

To avoid the outbreak of fire (and to be able to react effectively if fire occurs), it is required that workers maintain and/or follow the following standards in their designated work sites:

1. Good housekeeping

- a. regular removal of combustible wastes
- b. regular removal of redundant/broken equipment and furnishings
- c. heaters situated away from combustibles
- d. discharged fire extinguishers reported to the Workplace, Health and Safety Officer
- e. ensure way out routes are clear of obstruction
- f. fire doors and smoke doors kept shut, except during use or when held open by approved automatic release devices

2. Good fire services

- a. fire alarm system and emergency warning system
- b. exit signs easily recognisable
- c. fire extinguishers and hose reels sited correctly, clearly marked and accessible
- d. Control over usage of flammable liquids
- e. minimum supplies at each work site
- f. no excessive storage of flammables
- g. safety containers of suitable capacities used for dispensing and internal movement

3. Control of smoking

- a. A Team Tuition strictly prohibits smoking indoors at any time (*see section 3.5 for our 'Smoke-Free Workplace' policy*)

4. Well-maintained electrical system and equipment

- a. All electrical equipment must be reviewed by a registered electrician at least every 5 years, (*see 1.6*)

In the Event of a Fire/Emergency

The evacuation procedure should be followed to reduce the risk of harm and spread. A Team Tuition does not expect employees to remain and fight the fire - in the event of a fire, all staff must flee the premises and where possible help others to evacuate.

Fire Extinguisher



When to use it?

Fire is contained and not actively spreading around the area
The room is not filled with smoke
everyone is evacuated/far away in the case the fire spreads [do not crowd around]

How to use it? Remember PASS!

Pull the pin at the top of the extinguisher. This pin will release the lock and allow you to discharge the extinguishing agent.

Aim the extinguisher at the base of the fire. Aiming at the flames will cause the flames to blow around, allow it to spread and cause even more damage.

Squeeze the lever on the fire extinguisher slowly. This will release the extinguishing agent.

Sweep the nozzle from side to side to cover the area of the fire's source until the fire is completely soused. Wait a few seconds until you are completely certain the fire is out and does not reignite.

If you are not comfortable, we strongly encourage you not to take the risk. Misuse has the potential to cause greater damage and injuries.

Fire Blanket



How & when to use it?

Pull down sharply on the tabs hanging from the bottom. They are best used for small fires or to wrap around someone whose clothes have caught alight. Read the blanket package for full steps.

If you are not comfortable, we strongly encourage you not to take the risk. Misuse has the potential to cause greater damage and injuries.

2.2 RISK ASSESSMENT

Overview

A Team will follow a four-step Risk Management process to manage hazards in the workplace.

Hazard refers to a situation or thing that has the potential to harm a person. Hazards at work may include noisy machinery, a moving forklift, chemicals, electricity, working at heights, a repetitive job, bullying and violence at the workplace.

Risk is the possibility that harm (death, injury or illness) might occur when exposed to a hazard.

Risk control means taking action to eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising them so far as is reasonably practicable. Eliminating a hazard will also eliminate any risks associated with that hazard.

A Workplace is considered an environment that a tutor engages with a student in paid tutoring and/or work carried out in the company office.

Risk Assessment is a systematic examination of any activity, location or operational system in order to control hazards and manage risk. A risk assessment enables an individual to:

- identify hazards;
- understand the likelihood and potential consequences of the hazards (i.e. the risk);
- review the current or planned approaches to controlling the risks; and
- add new control measures where required.

It is an ongoing process and should be carried out by management particularly when changes to equipment, layout or procedures occur in a work area. A risk assessment of a work area is synonymous with a safety audit. Risk management is highly proactive and can help workers and A Team respond to change and facilitate continuous improvement. It should be planned, systematic and cover all reasonably foreseeable hazards and associated risks.

When to Do a Risk Assessment

A risk assessment may be warranted when:

- Entering a client's home for the first time*
- Conducting a safety audit
- Hosting work-related events
- Every time there are new machines, substances and/or procedures, which could lead to new hazards

**a risk assessment has already been completed for entering a client's home. We have established control measures for tutors and management described in detail in section 4.4*

How to Perform a Risk Assessment

Managing WHS risks involves four steps:

1. **Identify hazards**
2. **Analyse risks**
3. **Manage risks**
4. **Reviewing control measures**

Many hazards and their associated risks are well known and have well established and accepted control measures. In these situation's the second step to formally assess the risk is unnecessary.

If, after identifying a hazard, you already know the risk and how to control it effectively, you can simply implement the controls. Before making a plan, check that one hasn't already been created.

When assessing the degree of risk, compare the likelihood of risk and consequence of risk as illustrated in this model.

C o n s e q u e n c e	Likelihood					
	Rare	Unlikely	Possible	Likely	Almost Certain	
	Critical	Moderate	High	High	Extreme	Extreme
	Major	Moderate	Moderate	High	High	Extreme
	Moderate	Low	Moderate	Moderate	High	High
	Minor	Low	Low	Moderate	Moderate	Moderate
	Insignificant	Low	Low	Low	Moderate	Moderate

Below is an example of a partially filled in risk management plan created for "A party at a new location".

STEP 1	STEP 2	STEP 3	STEP 4
Identify Hazards <i>A situation or thing that could happen that results in harm</i>	Analyse the degree of Risk <i>Likelihood/Consequences</i>	Manage the Risk <i>Assess the options</i>	Review Controls <i>Nominate who will review to ensure the actions in step 3 were effective</i>
Someone engages in excessive drinking of alcohol	Possible + Major = High Risk	<ul style="list-style-type: none"> • Provide free water at the venue • Provide a variety of alcohol-free options • Remind everyone before the event to drink responsibly • Have the contact numbers of all attendees • Organise a bus service to transport intoxicated attendees 	The event coordinator and the director will review controls 3 days after the event and record the results in this table.
Uninvited guests enter the premises	Likely + Minor = Moderate Risk	<ul style="list-style-type: none"> • All guests must show invitations before entering • Organise all guests to wear wristbands 	The event coordinator and the director will review controls 3 days after the event and record the results in this table.
Sexual harassment	Unlikely + Major = Moderate Risk	<ul style="list-style-type: none"> • Remind staff to read the Sexual harassment portion of the manual, particularly on what constitutes unacceptable behaviour • Advise staff posting of photos on social media during the event is banned 	The event coordinator and the director will review controls 3 days after the event and record the results in this table.

A blank copy of this template is available on the A Team network; ask management if you need assistance accessing this document. All risk assessment plans completed should be documented online in the risk assessment folder so known control measures can be repeated in the future.

2.3 SPILLS

Overview

This section is relevant for persons working with hazardous substances or whom are in an area where the risk to be exposed to hazardous substances exists. Where hazardous substances exist in the workplace, the relevant MSDS will contain detailed spill information.

General Policy

1. All minor spills must be cleaned up promptly and thoroughly using personal protective equipment and appropriate control measures.
2. There should be two people present when cleaning up a spill.
3. If the substance spilled cannot be identified, assume the worst and implement emergency responses.

All persons not directly concerned with the emergency should be evacuated from the area of contamination. Spills must be immediately reported a supervisor, and if the spill cannot be immediately contained, the Emergency Services.

Spill Equipment

To deal with spills that may occur, managers and supervisors should ensure that spill equipment is available and kept up to date and in an accessible area. To determine the equipment needed it is necessary to consider the particular substances that are used and the information provided on the MSDS.

Spill equipment may include:

- personal protective equipment (e.g. chemical resistant gloves, protective clothing, safety glasses, face shield) and suitable respiratory apparatus;
- material to contain or absorb a spill, such as dry sand or any product listed on the MSDS;
- appropriate containers for waste storage;
- clean-up tools (e.g. mops, buckets, shovels);
- Emergency shower and or eye wash.

Injuries from Spills

Spills of hazardous substances can be harmful if they come into contact with the body and should be treated as serious even if considered minor.

Spills on the body:

- Remove all contaminated clothing only under a safety shower after the clothing has been thoroughly washed.

- Wash the exposed area with soap and plenty of water for a minimum of 20 minutes.
- Seek medical advice immediately.

Spills into the eyes:

- Flush out the eyes immediately with plenty of fresh tepid low-pressure water or any available sterile eye-wash for at least 20 minutes.
- Seek medical advice immediately.

Non-Disturbance Area

In any serious incident occurs, the area will need to be preserves, as prescribed by the government regulatory bodies, for a period for investigative purposes. This area is deemed a “Non-Disturbance” area and works may not commence until cleared by the regulatory bodies.

2.4 HAZARDOUS GOODS & SUBSTANCES

Hazardous Substances

A Team Tuition Pty Ltd is committed to eliminate, substitute or reduce the amount of exposure to hazardous substances in the workplace. If it is not possible to find a suitable substitute for a hazardous substance, all safety precautions must be used to manage the substance. A systematic approach to selecting control measures for the management of hazardous substances is recommended. This approach is referred to as the hierarchy of hazard control and involves the selection of the most appropriate control measures for the particular hazard. The following group of control measures is available:

1. Elimination
2. Substitution
3. Isolation
4. Engineering controls
5. Administrative
6. Personal protective equipment

When a control measure is being chosen, it is important to begin at the top of the list and work down until the most appropriate control measure is selected. The nearer to the top of the list a control measure is, the more effective it will be.

Managers are to ensure that in areas of work where hazardous substances are used that they:

- obtain from a manufacturer or supplier a material safety data sheet (MSDS) for any hazardous substances used in the workplace
- ensure adequate labelling of all substances used in the workplace
- carry out risk assessments on all hazardous substances or processes in the workplace
- control exposure to hazardous substances
- provide employees and others who are likely to be exposed to a hazardous substance with training in its safe handling
- undertake regular monitoring of the management of hazardous substances
- maintain all records

Personal Protective Equipment (PPE)

Personal protective equipment and clothing must be provided to and must be worn by all persons when:

- a hazard cannot be eliminated or reduced by engineering or administrative controls; or
- specific protection is required by the Advisory Standard for Selection, Provision and Use of Personal Protective Equipment.

Individuals must wear PPE as instructed by Management or a standard work procedure. Managers must carry out regular inspections to ensure that required PPE is on hand and is maintained in good condition; and must keep records on any acquisition, cleaning and training in relation to the equipment. Individuals must inform their Manager if there are deficiencies in the supply or condition of any PPE required to carry out work safely.

Storage

The storage of hazardous substances including medications in work areas must comply with any relevant statutory requirements including Part 17 of the Queensland Workplace Health and Safety Regulation 2011 - Specified Dangerous Goods. Hazardous substances stored should be well-secured and access limited to authorised persons.

Guidelines for Australian Dangerous Goods (ADG)

Incompatible Substances

Where there are chemicals that are incompatible within a storage group, it is essential that these materials are stored separately. They must be identified and a barrier, such as a separate spill retaining system, used. Incompatibility and reactivate issues are required to be identified in the MSDS. Store ALL liquids in a spill tray in a specified cabinet.

For non-hazardous substances, a basic check in standard chemical references will be necessary for those liquid or powdered substances without MSDS.

Emergency Response

In the event of an accidental release of a hazardous substance, the person nearest must alert all staff and clients in the vicinity to move away from the area, closing all doors after evacuation.

If a spill cannot be immediately contained, contact the Emergency Services.

Waste Disposal

Disposal of waste by the Company and its representatives must be arranged in accordance with the Queensland Environmental Protection Act 1994 and in a way which minimizes hazards posed by the waste. Safe disposal information for hazardous substances should be given on material safety data sheets (MSDS).

Checklist for Disposal of Hazardous Substances:

- Identify materials for disposal- Refer to the MSDS for advice on disposal of the product. - Follow labelling requirements as outlined on the product.
- Remove materials from Register/Inventory of Hazardous Substances
- Retain a copy of the MSDS for the product disposed of
- Keep a record of what was disposed of: how, when, where, why and date

Material Safety Data Sheets (MSDS)

Overview

Material safety data sheets (MSDS) provide the information needed to allow the safe handling of hazardous substances used at the workplace. A Team Tuition Pty Ltd employees are required to comply with these procedures for the management of hazardous substances.

It is the responsibility of the manufacturer/supplier/or importer to provide a MSDS for any hazardous material supplied to the workplace. It is the responsibility of the company/purchasing officer/person accepting delivery to request a MSDS for all hazardous substances and to ensure that the MSDS is easily accessible to all persons using the substance and that a central register of hazardous substances is maintained. A MSDS should provide sufficient information to enable users of the hazardous substance to handle them safely, to understand their potential dangers and to take appropriate action in case of an emergency.

Checklist

Ensure the necessary information is contained in every MSDS obtained. It is the manufacturer/importers legal duty to have this information, if the sheet provided does not

comply, request a revised version. When checking the supplier's compliance, utilise the MSDS checklist located on the A Team network.

Modifying a MSDS

The information on MSDSs must not be altered by a user; otherwise that person becomes legally responsible for the information. MSDS may only be changed in accordance with an amendment by the manufacturer or importer. If anyone wishes to add information to the supplier's MSDS, it should be added on a separate page and be clearly marked as not part of the original MSDS.

Register of MSDSs

A register of all current MSDSs must be maintained in hard copy by the Company where hazardous substances are used. A copy of a MSDS must be placed in the Register immediately after it is received or prepared.

Outdated MSDSs

A material safety data sheet older than five years must be updated by the supplier at the request of the company. All MSDSs must be retained for 30 years from the date of issue (do not discard them after you discontinue use of the substance).

Receiving Goods

The employee accepting delivery of a hazardous substance must ensure that:

- Acceptance certificates or receipts are signed and passed in for processing.
- Goods are labelled correctly, and any damaged packages are returned to the supplier.
- All equipment required, including personal protective equipment, is available.
- Spills are immediately reported to their supervisor/manager.

Before finalising a purchase of hazardous substances, check that:

- Can the hazardous substance be eliminated or replaced with a less hazardous material?
- Has a risk assessment been done & has follow up action been taken?
- Has a current MSDS from the supplier/manufacturer/importer been requested if ordering the substance for the first time (or if the MSDS on file is outdated)?

After goods are received, check that:

- The product is the substance ordered and the amount is correct.
- The delivery is clean and free from contamination and leakage.
- A current MSDS has been supplied and has been placed in the Register of MSDS's and in the workplace where the substance is used.
- Labelling is correct.

- All appropriate preparation measures have been carried out, for example risk assessments and all recommendations followed up.
- Storage is in accordance with regulations and the substance has been placed in correct packaging groups.
- If new or additional stock - the item/s are entered in the hazardous substances' register/inventory.
- Any necessary training of employees and students has been carried out in emergency procedures, dealing with spills, storage, etc.

Falls

Slip, trip and fall injuries can be prevented by:

- Good housekeeping (e.g. keep walkways clear at all times)
- Reporting hazards
- Wearing appropriate clothing
- Good manual task practices
- If traveling on stairs, using the handrail.

If you see something which could potentially cause a slip, trip, or fall, do not walk past it, you should do the following:

- Fix or isolate the problem; and
- Report the hazard to the safety officer so appropriate action can be taken.

2.5 FIRST AID

Overview

A Team acknowledges its responsibility and is committed to providing first aid facilities and services for staff, clients and visitors as required by Part 3.1 of the *Work Health and Safety Regulation 2011* (Qld). Management is responsible for ensuring that each workplace is provided with sufficient first aid facilities and personnel.

All clients must ensure they have adequate first aid equipment in their home. Tutors must ask clients for the location of first aid materials at the first session and relay this information to any substitute tutors.

First Aid Procedure

The first aid procedure at A Team are as follows:

1. Ensure your own safety in the situation.
2. Tend to the injured person (s) as required by first aid procedures.
3. If required, call an ambulance to attend.
4. Assist the injured person to a medical centre/hospital for treatment by a doctor.
5. Remain with the injured person (s) until medical aid arrives or you have reached a medical centre/hospital and have been given directions by your manager.

Reporting and Documentation

If you administer first aid, you must notify the first aid officer or management.

Indemnity

All employees are protected under the terms of the company's Public Liability and Professional Indemnity Insurance Policies whilst undertaking their first aid duties. Employees performing first aid while not engaged in company activities are not covered under these policies.

First Aid Officers and workers assisting a client or visitor are not to exceed their training and competence and are expected to seek professional assistance.

Responsibility of First Aid Officer

In line with the Workplace Health and Safety Queensland's *First Aid Code of Practice 2021*, A Team Tuition's office is considered a low-risk workplace and will have one appointed first aid officer for every 50-office staff (employees that work directly in the A Team Tuition Office).

Qualification

First Aid Officers hold the current first aid qualifications and should be appropriately qualified until the expiration of their current qualification or three years from their last renewal date, whichever is the sooner. These qualifications may be subject to specific requirements i.e. refresher training, evidence of proficiency in cardiopulmonary resuscitation.

Duties of First Aid Officers include:

- The performance of first aid when a situation arises where first aid is necessary.
- Ensuring that the workplace has been provided with adequate first aid resources and to ensure that first aid can be provided for the hazards that are apparent within that workplace; and
- Maintaining first aid equipment in a satisfactory and usable condition; and
- Ensuring the first aid kit has the required contents to aid the following injuries:
 - Cuts, scratches, punctures, grazes, and splinters
 - Muscular sprains and strains
 - Minor burns
 - Amputations and/or major bleeding wounds
 - Broken bones
 - Eye injuries
 - Shock

The location of first aid kit in the A Team Tuition Office is guided by the following signs:



It is Company policy not to provide analgesics (e.g. paracetamol, aspirin) in First Aid kits. Should employees choose to keep these substances then the following conditions must be observed:

- First Aid Officer is not trained to diagnose or administer analgesics.
- They may only be supplied under specific request.
- Employees/persons requesting are advised to read the label.
- Analgesics are only to be provided within the recommended dosage limit.
- Supplies must not be used beyond their expiry date.
- If symptoms persist, then medical attention must be obtained.

First aid kit for a remote location:

As well as including all the items for a first aid kit, consideration should also be given to the following for a first aid kit for a remote location or motor vehicle:

- Splint to immobilise limb after a snake bite or fractures
- Melaleuca hydro gel burn dressings if there is no cool water supply
- Large burns sheet for covering burn areas
- Clean sheeting for cooling and dressing burns
- First aid manual or book
- Torch and/or flashlight for use at night and for attracting attention
- Heavy smooth crepe roller bandages, 10cm wide, and enough to bandage lower limbs to immobilise limb after a snakebite
- Thermal/emergency blanket for the management of shock and to assist portability of a patient
- Note pad and pen/pencil for recording the injured or ill person's condition, and treatment given.

2.7 REPORTING INCIDENTS/INJURIES

Form Usage

If any worker is involved in an incident or suffers an injury at work/travelling to work, they may use the incident/injury statement form provided. Grievances related to discrimination / bullying/ harassment can also be dealt with using this form and procedure. The form must be emailed to info@ateamtuition.com.

If filling out a form is not practical, or any other reason prevents you from doing so, you may simply call the office and they will fill the form for you (07) 5526 0351.

Receiving Forms & Communications

Upon receiving a form, a formal report and investigation must be undergone for A Team records. If no form was received, but you are aware of the incident/injury, you will still fill out the report. The report/investigation template is located on the online A Team network. Ensure you preserve the original email received by the affected person.

All corrective action and claim information will be recorded on the report.

Notifiable Incidents

If the incident is a "Notifiable Incident", the report information will need to be communicated to WHS QLD within 24 hours of becoming aware of the incident / as soon as possible in cases of death.

An incident is notifiable if it arises out of the conduct of a business or undertaking and results in the death, serious injury or serious illness of a person or involves a dangerous incident.

A serious injury or illness of a person is:

- An injury or illness requiring the person to have:
 - immediate treatment as an in-patient in a hospital
 - immediate treatment for
 - the amputation of any part of his or her body
 - a serious head injury
 - a serious eye injury
 - a serious burn
 - the separation of his or her skin from an underlying tissue (such as degloving or scalping)
 - a spinal injury
 - the loss of a bodily function
 - serious lacerations
 - medical treatment (treatment by a doctor) within 48 hours of exposure to a substance
- Any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work:
 - with micro-organisms
 - that involves providing treatment or care to a person
 - that involves contact with human blood or body substances
 - that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products
- Any of the following occupational zoonoses contracted in the course of work involving the handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products
 - Q fever

- Anthrax
- Leptospirosis
- Brucellosis
- Hendra virus
- Avian influenza
- Psittacosis.

A dangerous incident is an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance
- an uncontrolled implosion, explosion or fire
- an uncontrolled escape of gas or steam
- an uncontrolled escape of a pressurised substance
- electric shock
- the fall or release from a height of any plant, substance or thing
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or of any shoring supporting an excavation
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel
- any other event prescribed under a regulation; but does not include an incident of a prescribed kind.

The report form also includes a checklist to verify if the incident is notifiable.

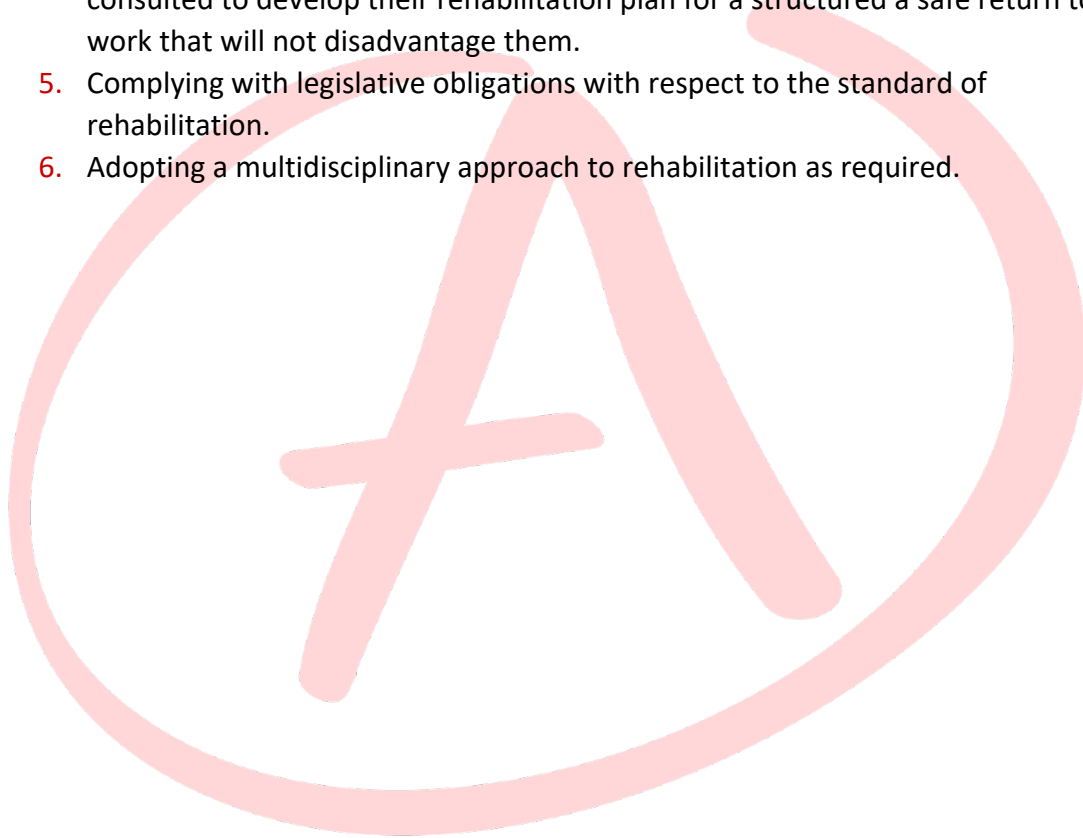
Rehabilitation and Workers Compensation

A Team recognises that there are substantial benefits to be gained from rehabilitation principles and practices and is committed to implementing them at this workplace. Experience has shown that workplace rehabilitation assists the healing process and helps restore the worker's normal function sooner. Workplace rehabilitation includes early provision of timely and adequate services, including suitable duties programs, and aims to:

- to maintain injured or ill workers at work, or
- to ensure the worker's earliest possible return to work, or
- to maximise the worker's independent functioning if return to work is precluded.

A Team is committed to:

1. Providing a safe and healthy work environment, but in the event of an injury or an illness, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice.
2. Ensuring appropriate suitable duties are made available to injured or ill workers to facilitate their safe and early return to work. These duties must be medically approved and will be time limited.
3. Respecting the confidential nature of medical information and ensuring there will be both verbal and written confidentiality.
4. Ensuring all workers are aware that, in the event of injury or illness, they will be consulted to develop their rehabilitation plan for a structured a safe return to work that will not disadvantage them.
5. Complying with legislative obligations with respect to the standard of rehabilitation.
6. Adopting a multidisciplinary approach to rehabilitation as required.



Part 3 General WHS Policy and Procedure

3.1 ALCOHOL & OTHER DRUGS

Overview

A Team Tuition Pty Ltd is committed to ensuring the health, safety and welfare of all workers and to prevent and reduce harm associated with people being impaired by drugs or alcohol at work.

Responsibility

It is the responsibility of management to:

- ensure these guidelines are enforced on a day-to-day basis
- direct any worker reasonably suspected of being under the influence of drugs or alcohol away from the work area
- direct workers to a medical practitioner nominated by the employer where it is reasonably suspected that they are under the influence of drugs or alcohol
- arrange for on-site testing for workers accused of being under the influence of drugs and alcohol
- arrange for transport home for any worker under the influence of drugs or alcohol
- counsel workers who are found to be in breach of these guidelines
- authorise appropriate assistance for a worker whose performance is affected by drugs and/or alcohol

It is the responsibility of workers to:

- comply with these guidelines
- inform A Team and request assistance if they have an ongoing drug or alcohol problem or addiction that is likely to adversely affect their work performance

Policy on Consumption of Alcohol/Drugs

Workers should not be under the influence of alcohol or drugs during working hours or consume any substance that will hinder their ability to carry out their duties and responsibilities in a safe manner. If anyone suspects that another worker is working while impaired by or under the influence of alcohol or drugs, he/she should report this situation to their immediate supervisor.

A worker on prescribed medication should check with their doctor to ascertain whether use of the drug will affect performance, particularly the impact on their ability to operate

machinery or a motor vehicle. If this is the case, the worker should advise their immediate supervisor.

Workers must observe statutory limits for blood alcohol content while driving:

- Any Company vehicle
- Any vehicle on employer business to work, from work, during work or to and from any work-related function.

A moderate consumption of alcohol is acceptable at approved company functions. However, workers are responsible for the amount they choose to drink at such functions. Drinking to excess is unacceptable and workers who engage in this behaviour are solely liable for any injuries or health ailments they sustain from excess drinking and/or operating a motor vehicle while under the influence.

No worker should induce or pressure another employee to drink to excess. All workers must respect others right to not drink and not victimise anyone for choosing to not drink.

Employer Support

We view alcoholism and drug use as treatable illnesses. In appropriate situations, (where a workers performance and wellbeing has been adversely affected by alcohol or drug use), the Company may assist the worker via referral to treatment programs paid by the employee. If they employee cannot manage their alcoholism and/or drug use themselves, the organisation may determine a treatment program a requirement for their employment to continue with A Team.

Where a worker is referred to a treatment program, the Company may, at its discretion, treat the absence from work for treatment as paid sick leave entitlements (Full time or part time staff only). When a worker has no outstanding paid sick leave, they may be entitled to leave without pay or may be able to use other accrued leave entitlements. The Company reserves the right to terminate employment if treatment is not undertaken or is unsuccessful.

Breaches

Where a worker breaches or is reasonably suspected of having breached this policy, the worker will be given an opportunity to explain his or her actions. Where no satisfactory explanation is given, the matter will be treated as misconduct. Breach of these guidelines may result in disciplinary action, up to and including dismissal.

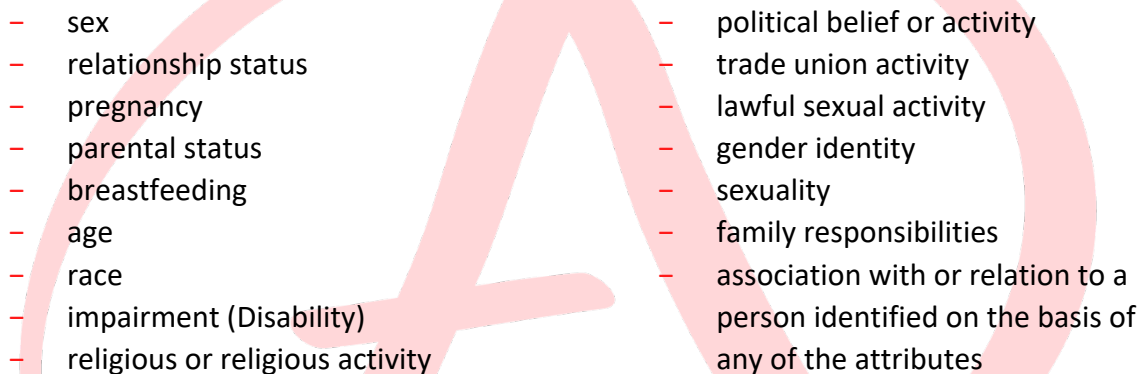
3.2 ANTI-DISCRIMINATION, BULLYING, VIOLENCE

Overview

A Team is committed to providing a work environment that is safe, fair and free from discrimination, workplace bullying, sexual harassment, vilification and victimisation for all clients and workers. An essential part of developing that environment is ensuring that clients & workers understand what constitutes discrimination and what behaviour is prohibited.

Discrimination

All forms of direct and indirect discrimination are strictly prohibited at A Team. Under the Anti-Discrimination Act (Qld) there are 12 attributes that a person may be discriminated for:

- 
- sex
 - relationship status
 - pregnancy
 - parental status
 - breastfeeding
 - age
 - race
 - impairment (Disability)
 - religious or religious activity
 - political belief or activity
 - trade union activity
 - lawful sexual activity
 - gender identity
 - sexuality
 - family responsibilities
 - association with or relation to a person identified on the basis of any of the attributes

Please note discrimination is different to bullying, discrimination only applies if you are treated adversely based on one or more of the protected attributes above.

Vilification

Unlawful vilification is:

- a public act;
- capable of inciting;
- hatred towards, serious contempt for, or severe ridicule of;
- a person or group of persons;
- on the ground of the race, religion, sexuality or gender identity of the person or group.

It is a criminal offence if the unlawful vilification includes physical harm or a threat of harm to a person or their property. This a serious vilification and any employees experiencing this at work are to contact police services first to ensure their safety, then use the incident/injury report form.

Sexual Harassment

Sexual Harassment is covered under Anti-Discrimination legislation as a form of sex-based discrimination. It's important to understand that if a person finds a particular behaviour offensive, humiliating or intimidating, then it is harassment. This is irrespective of how the harasser or anyone else perceives the behaviour. People may have different ideas about what is offensive, and within reason, it is up to them to define what they find unacceptable.

Examples include:

- material that is displayed in the workplace (for example on a noticeboard), circulated on paper, sent by fax or put in someone's workspace or belongings
- material put on a computer, sent by email, or put on a website, blog or social networking site
- verbal abuse or comments
- unwanted sexual attention
- offensive jokes
- offensive gestures
- initiation ceremonies that involve unwelcome behaviour.

Workplace Bullying

Workplace bullying is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers, that creates a risk to health and safety.

Examples:

- language or comments that are:
 - abusive
 - insulting
 - offensive
- unjustified criticism or complaints
- deliberately excluding someone from workplace activities
- not sharing important information that a person needs to work effectively
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person's skill level
- spreading misinformation or malicious rumours
- changing rosters or leave to deliberately inconvenience someone.

Examples of what is *not* bullying behaviour include:

- a single incident of unreasonable behaviour
- unreasonable behaviour that involves violence
- reasonable management action that:
 - is in connection with a worker's employment

- is carried out in a lawful and reasonable way
- takes the particular circumstances into account
- acts of unlawful discrimination or sexual harassment [see above]
- workplace conflict (e.g. differences of opinion).

If an employee is subject to an act of violence or threat of violence at work, they are instructed to contact police first to ensure their safety, and then use the incident-injury report form.

Violence

Workplace violence can be any incident where a person is abused, threatened or assaulted in circumstances arising out of, or in the course of their work. The violence can be either directed at the person or as a result of witnessing violence against someone else.

The definition of workplace violence covers a broad range of actions and behaviours that create a risk to the health and safety of all workers. Examples include:

- biting, spitting, scratching, hitting, kicking
- punching, pushing, shoving, tripping, grabbing
- throwing objects
- verbal threats
- aggravated assault
- any form of indecent physical contact
- threatening someone with a weapon or armed robbery.

Victimisation

Victimisation is a detriment done to a person (or threatened) because of one of the following:

- refusing to do something contravening a Federal or Queensland Act;
- alleging a contravention of the act (e.g. ridiculed for raising a grievance of discrimination);
- being involved in a proceeding under the act; or
- supplying information or documents to a person performing a function of the act.

A Detriment: is a loss, damage or injury suffered by the complainant. The loss, damage or injury must be something a reasonable person would consider to be a detriment, rather than how the person making the complaint felt (e.g 'lack of friendliness' between two employees is not a detriment and would be considered a trivial interpretation).

Victimisation in relation to both discrimination and bullying legislation is prohibited.

3.4 HANDLING GRIEVANCES

Overview

We aim to simplify the grievances process to ensure prompt and effective action is taken to address complaints. Grievances that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced performance and productivity. This policy does not limit the right of any client or worker to seek the advice and assistance of their union or professional association. At any time, workers may also seek the assistance of an external agency in the resolution of their grievance.

If a staff member is the victim of, or witnesses:

- discrimination;
- vilification;
- sexual harassment;
- workplace bullying; or
- victimisation,

it is recommended they take the steps below for their concern to be addressed as soon as possible.

All clients & staff are expected to participate in the grievance resolution process in good faith and not make malicious or frivolous grievances. It is strongly suggested that you keep diary notes of all incidents with names, dates, witnesses and any response you make in respect to the incidents.

A Team highly encourages staff to report all incidents, however reporting is voluntary and not mandatory. Nevertheless, if a worker decides not to report issues, the organisation expects that this will be the end of the matter. In particular, the worker must not seek to progress the issue informally, e.g. allowing the matter to be the subject of conflict with the alleged bully, or of innuendo or gossip. Breach of this aspect of the policy may attract disciplinary sanctions.

Step 1 - Resolve Grievance Directly with Person(s) Concerned

All workers should attempt to resolve the issue with the person(s) involved as the first call of action. This should be done in the first instance for the process to be handled as quickly as possible. If the request for the behaviour to be stopped has been ignored, refused, or direct confrontation is not possible or appropriate, the complainant should proceed.

Step 2 - Raise Grievance to Immediate Supervisor

Where the complainant has been unable to resolve the grievance themselves, they should take the matter up with their immediate supervisor. Where the grievance involves the immediate supervisor, the complainant can move to step 3.

The supervisor should address the grievance with a view to resolving it, normally within 1-2 weeks of receiving the complaint. The process will include:

- carefully listening to the client or staff member's concerns and their desired outcomes;
- keeping all those involved informed about the progress of the matter;
- monitoring the situation during and after the resolution process;
- giving up to 2 warnings to the respondent(s) involved.

If the matter cannot be resolved through the immediate supervisor, proceed to step 3.

Step 3 - Complete the Incident-Injury Statement Form

Please fill out the "Incident-Injury Statement Form" and email it to info@ateamtuition.com. Once the form is received, a formal investigation will begin. This will likely involve a meeting with the complainant and respondent(s). All efforts will be taken to ensure procedural fairness for all parties involved, allowing the respondent the opportunity to respond to allegations made against them. Either party may bring a support person to any interview.

At the end of their direct involvement with the matter, the Chief Operations Officer/or another authorised officer will complete file notes on the grievance resolution process and outcomes, which should be stored in a separate and confidential grievance file.

Outcomes

Outcomes will vary from case to case depending on the nature and circumstances of each grievance. Outcomes could include:

- the complainant gaining a better understanding of the situation and no longer feeling aggrieved;
- the complainant receiving a verbal or written apology;
- the respondent receiving a verbal or written reprimand;
- one or both parties agreeing to participate in some form of counselling;
- the respondent's employment is terminated;
- the respondent is reported to police.

Disciplinary action may also be taken where:

- a grievance is found to have been malicious or vexatious;
- a person victimises another person because of their involvement in the grievance;

- unnecessary disclosure of information (a breach of confidentiality) has occurred.

Any determination made by the Service Delivery Manager or Director with regard to the grievance will be final, save for the complainant/respondent's right to pursue the matter outside the Company.

Confidentiality

All participants in the grievances process must ensure all information is kept confidential and general staff do not have access to any documentation and forms related to breaches. In serious cases or cases outside the scope of employment, the grievance may be reported to police or the anti-discrimination commission in order to provide adequate help.

3.5 SMOKE-FREE WORKPLACES

Overview

To meet its legal obligations of the Workplace Health and Safety Act 2011 and protect workers, A Team is committed to take all reasonable steps to provide employees, volunteer, clients and visitors with a safe place to work and visit. It is important to manage the risk of fires and ensure the health of workers.

Designated No Smoking Areas

Smoking is prohibited in:

- all A Team Tuition buildings – offices;
- verandas attached to buildings;
- interconnecting covered walkways;
- building under crofts;
- emergency fire stairs;
- Company vehicles

Employee Compliance

Employee compliance with this policy is a condition of employment. Any breach of this policy will lead to normal disciplinary procedures being applied.

Client/Visitor Compliance

All clients and visitors to any designated work site of A Team are required to comply with the requirements of this policy. Any breach of this policy will lead to disciplinary action or withdrawal of service.

Scheduled Breaks

While A Team operates in a non-smoking environment, we recognise the need to accommodate the needs of both non-smokers and smokers. Smoking breaks may be taken in any designated smoking area outside the building (contact your supervisor if you're unsure) during normal break times. Ensure you dispose of cigarette butts appropriately and do not leave them in A Team Tuition bins – the cigarette butt should be discarded before re-entering the building.

Support

If you need help quitting, please contact Quitline on 13 7848 and your health professional. Quitline is a confidential over the telephone-based service with experienced smoking cessation counsellors who can work with you to develop a personalised quitting plan. The Quitline service is available 7 days a week from 7am to 10pm

Access detailed quitting resources on their website:

<https://quithq.initiatives.qld.gov.au/quit-support/quitline/get-help-from-quitline/>

3.6 ERGONOMICS/MANUAL HANDLING

Ergonomics

Ergonomics is about fitting work to people. It's the process of designing or arranging workplaces, products and systems so that they fit the people who use them. Ergonomics considers the physical and mental capabilities of the worker and how he/she interacts with tools, equipment, work methods, tasks and the working environment. Ergonomics techniques and injury prevention plays a key role in WHS training at A Team.

This section is aimed to emphasise the linkage posture, stretching and prolonged sitting have to short and long-term pain and impairments. Information is primarily derived from Safe Work Australia guidelines surrounding computer-based workstations and sedentary work. We strongly encourage all A Team office staff to carefully read through this section and apply the strategies advised.

Health Risks

Prolonged periods of sitting and constrained postures have links to a variety of health conditions:

- Heart disease – the risk of heart disease is increased by 50% even if the mainly sedentary person engages in regular exercise
- Increased risk of type II diabetes

- Physical injuries, e.g. strains and sprains – there is an increased risk of physical injuries if a worker maintains a static posture
- Bowel cancer – the risk of colon cancer is doubled for people who sit for 11 hours or more a day.
- Weakened bones

Workstation Setup

To optimise the comfort and productivity of office workers and to minimise the risk of suffering musculoskeletal disorders, below are a list of changes workers should make to their workstation before beginning work.

1. **Chair Adjustment:** Your chair height should be at the point where your legs make an 'L' shape. If this results in your feet hanging in the air, employ the use of a footstool or book to accommodate. Push your hips as far back as they can go. Your back should have lumbar support, for shorter people, a pillow may be needed if seats are too deep or the back is non-adjustable.
2. **Monitor Position:** The monitor should be positioned so that you do not tilt/arch your head back or twist your neck, you can test this by checking that the top of the screen is at your eye height or lower.
3. **Keyboard & Mouse Position:** Your keyboard should be directly in front of you, push the keyboard back so that your forearms are supported on the front part of the desk when typing (touch typists may prefer to position the keyboard closer to them). Position your arm close to your side when using the mouse (ask a workmate to check).

The A Team online network includes a checklist with these steps in more detail.

Prolonged Sitting

The human body is designed to move regularly throughout the day. Advances in technology have resulted in many of us spending more time sitting at work. Some strategies you can take to minimise the time at your desk include:

- Varying your work tasks through the day so that you change your posture and use different muscles, (e.g. instead of 5 hrs typing, 5 hrs filing, alternate between the two activities)
- If possible, stand while taking phone calls
- Eat lunch and morning and afternoon tea away from your desk
- Have standing or walking meetings
- Take several short breaks rather than one long one. (e.g. Three 5min breaks instead of one 15min break)

Constrained Postures

In office work, discomfort and pain are most likely to be caused by constrained postures, and hence static muscle loads which lead to early fatigue. This can be mitigated by taking rest and stretch breaks as needed.

Specific positions [“awkward postures”] to avoid holding for long periods include:

- (a) Forward flexion of the neck
- (b) Twisting of the neck
- (c) Elevation of the shoulders
- (d) Twisting of the trunk
- (e) Forward reaching of the upper arm
- (f) Extension of the wrist

Manual Handling

A Team Tuition recognises their responsibility under the Queensland Advisory Standard (Manual Handling) to minimize the incidence and severity of manual handling injuries by identifying and controlling manual handling tasks.

Workers and management should consider the 5 risk factors of manual handling before carrying out/and or delegating a task:

1. **Repetitive movement** (same body part used to repeat similar movements more than twice a minute)
2. **Sustained posture** (held for more than 30 seconds)
3. **Awkward postures** (See examples in constrained postures section)
4. **Repetitive force** (force is the amount of muscular effort used to perform the task, repetitive force is when force is used to move or support a load or object more than twice a minute)
5. **Sustained force** (force held for more than 30 seconds at a time)

Any worker who identifies a manual handling hazard (task that has risk factors present) should report the hazard to their immediate supervisor. The supervisor must address the hazards and take corrective action, which may include reviewing work practices, arranging education or providing appropriate equipment for safe manual handling. If the task involving risk is a necessary requirement of the role, scheduled rest breaks and shift changing may be recommended depending on the frequency of the task and the physical condition of the worker.

How to correctly lift a heavy object?

Research evidence suggests that there is no safe way to lift. The focus should instead be on risk management. When considering a task that involves lifting, employers should ask:

- Why do the workers have to lift?
- Can that part of the job be eliminated?
- Can the task be done another way?

Use the hierarchy of risk control measures below:

Hierarchy of control		Examples of control measures
Level 1	Elimination	<ul style="list-style-type: none"> Automate the manual task (such as using remote controls) Deliver goods directly to the point of use to eliminate multiple handling
Level 2	Substitution	<ul style="list-style-type: none"> Replace heavy items with those that are lighter, smaller and/or easier to handle Replace hand tools with power tools to reduce the level of force required to do the task
	Isolation	<ul style="list-style-type: none"> Isolate vibrating machinery from the user, for example, by providing fully independent seating on mobile plant
	Engineering	<ul style="list-style-type: none"> Use mechanical lifting aids Provide workstations that are height adjustable
Level 3	Administrative	<ul style="list-style-type: none"> Rotate workers between different tasks Arrange workflows to avoid peak physical and mental demands towards the end of a shift
	Personal protective equipment	<ul style="list-style-type: none"> Heat resistant gloves for handling hot items Shock absorbent shoes for work on hard concrete floors

Information retrieved from "Managing Hazardous Manual Tasks" (WHS QLD, 2019)

3.7 STAFF WELLBEING/STRESS

Overview

At A Team Tuition Pty Ltd we are committed to creating and maintaining a workplace where the health and wellbeing of staff is highly valued. As employers, A Team have a legal duty to do what is reasonably practicable to eliminate or minimise risk to worker health and safety. This duty extends to protecting workers from the risk of harm from stressors at work. Everyone has a responsibility to maintain and support our healthy workplace but they also have the right to choose their level of participation.

Aims

- Create a working environment where potential work-related stressors as far as practicable are avoided, minimised or mitigated through good management practices, effective HR policies and staff development.
- Increase managers' and employees' awareness of the causes and effects of stress.
- Sustain a culture that is open and supportive of people experiencing stress or other forms of mental ill-health.
- Sustain constructive and effective working partnerships
- Establish working arrangements whereby employees feel they are able to maintain an appropriate work life balance.
- Encourage staff to take responsibility for their own health and well-being through effective health promotion programmes and initiatives.
- Encourage staff to take responsibility for their own work and effectiveness as a means of reducing their own stress and that of their colleagues.

Common Workplace Stressors:

1. Work demands

Everyone has a given capacity for work and if a person's capacity is exceeded the person may experience work-related stress.

2. Low control

The risk factor of 'control' refers to how much influence a person has in how they meet their task demands and how they perform their work in general (also known as autonomy).

3. Poor support

This important risk factor covers aspects such as whether workers feel they are given constructive feedback, whether they can talk to their supervisor and peers about work problems, whether their supervisor helps fix work problems, whether peers help out when things are tough and whether it is possible to talk to, and form relationships with, work colleagues.

4. Lack of role clarity

Role confusion arises when workers do not have clarity regarding their work objectives and key accountabilities, their co-workers' expectations of them and the overall scope and responsibilities of their job.

5. Poorly managed relationships

Colleagues can be important sources of support but they can also be potential sources of stress. Relationships with bosses, peers and subordinates can positively or negatively affect

the way a worker feels and it is likely that wherever groups of people work together, some conflict will arise from time to time.

6. Low levels of recognition and reward

Rewarding workers' efforts and recognising individual and team contributions and achievements within the organisation is important when trying to minimise the risk of work-related stress.

7. Poorly managed change

This risk factor refers to how organisational change (large or small) is managed and communicated in the organisation.

8. Organisational justice

Organisational justice refers to perceptions of fairness about work procedures and how they are enacted.

Information retrieved from "Managing Work Related Stress" (WHS QLD, 2019)

Effects of Stress

Possible health effects:

When stressful situations go unresolved, however, the body is kept in a constant state of stimulation, which can result in physiological and/or psychological changes and illness. For example:

- Physical: headaches, indigestion, tiredness, slow reactions, shortness of breath
- Mental: difficulty in decision-making, forgetfulness
- Emotional: excess worrying, feeling of worthlessness, anxiety, defensiveness, mood swings
- Behavioural: impulsive behaviour, increase in alcohol and nicotine consumption

Common longer-term health issues linked to stress include cardiovascular disease (CVD), immune deficiency disorders, gastrointestinal disorders, psychiatric/psychological illness (PPI) and musculoskeletal disorders.

Possible organisational performance effects

Increased stress levels of workers in an organisation can lead to diminished organisational performance as measured by the following:

- productivity and efficiency may be reduced

- job satisfaction, morale and cohesion may decline
- absenteeism and sickness absence may increase
- there may be an increase in staff turnover
- accidents and injuries may increase
- conflict may increase and the quality of relationships may decline
- client satisfaction may be reduced
- there may be increased health care expenditure and
- workers' compensation claims.

Employee Strategies to Reduce Stressors

- Exercise
- Healthy eating
- Social Activity
- Employ effective time-management
- **Communicate with supervisors**

Communication is critical for any employee feeling overwhelmed and we strongly encourage all workers to do so. We will commit 100% to helping you, however no positive action can take place without notice.

If want to speak with a professional or someone not inside the company for an issue not related to the workplace, the following support services are recommended:

Area	Service
Suicide, self-harm	Lifeline 13 11 14 https://www.lifeline.org.au/get-help/get-help-home
Anxiety, depression, suicide	Beyond Blue 1300 22 4636 https://www.beyondblue.org.au/
Sexual assault, domestic family violence	1800 Respect www.1800respect.org.au/
Aboriginal and Torres Strait Islander peoples	Queensland https://www.qld.gov.au/atsi New South Wales

	https://www.facs.nsw.gov.au/providers/funded/other-resources/peak-bodies Victoria https://www.aboriginalvictoria.vic.gov.au/aboriginal-victoria South Australia https://dhs.sa.gov.au/about-us/aboriginal-peoples
Youth / Housing / Transport / Legal / Other	Queensland https://www.qld.gov.au/queenslanders New South Wales https://www.youthlinks.com.au/housing Victoria https://www.youthcentral.vic.gov.au/advice-for-life/housing South Australia https://www.sa.gov.au/topics/housing/renting-and-letting/housing-options-for-students

Management Strategies to Reduce Stressors:

1. Work demands

- Ensure workers have adequate time to complete their tasks and allow them to have input when determining the timing and pace of their work.
- Consult with workers when determining performance targets, set targets that are realistic and achievable, and take into account existing workloads when setting targets.
- consider workers' skills and abilities when allocating tasks & provide training and skill development when needed.
- Avoid encouraging workers to regularly work long hours, take work home or work through breaks.

2. Low control

- A worker's tasks need to be meaningful, varied and allow for an appropriate degree of self direction.
- Provide opportunities for job rotation to enable skill development and job variation.

- Hold regular team meetings during which workers can have input into decisions that concern their work
- Use performance reviews as a positive opportunity for workers to have input into the way they do their work, rather than focusing only on inadequate performance
- Ensure that managers are competent supervisors without micro-managing.

3. Poor support

- Ensure that management structures across the organisation and reporting lines within work teams are clear and they know who to go to for help
- Promote a culture that values diversity
- Assist employees with problem-solving
- Pay attention to a team members who behave out of character
- Hold formal and informal team building activities to improve team cohesion
- Take an interest in workers' lives beyond the workplace whilst being respectful of personal and professional boundaries.
- Formally or informally congratulate workers/team members when tasks have been done well and be specific about what was done well

4. Lack of role clarity

- Ensure all workers receive suitable training for their jobs.
- Encourage workers to talk to their supervisor or manager early if they are unclear about the scope and/or responsibilities of their role
- Sustain a performance feedback system, where workers receive regular feedback on jobs well done and any areas for improvement.
- Provide an organisational chart that gives a clear view of the organisational structure and communication channels.
- Manage role conflict: Role conflict occurs when workers are given two different and incompatible roles at the same time, or their role overlaps with another worker or work group. The greater the role conflict, the higher the likelihood of a worker experiencing occupational stress.

5. Poorly managed relationships

- Colleagues can be important sources of support, but they can also be potential sources of stress. Relationships with bosses, peers and subordinates can positively or negatively affect the way a worker feels, and it is likely that wherever groups of people work together, some conflict will arise from time to time. This is normal and, in some cases, can provide positive impetus for innovation and growth.
- Conflict becomes a risk factor however, where it remains unresolved or becomes particularly intense. This may include prolonged friction and anger between colleagues, strained relationships or bullying.
- It is important that proactive steps be taken by the individuals and/or by management to resolve conflict early.

6. Low levels of recognition and reward

- Listen to workers' needs, concerns and ideas and be responsive to them as a meaningful form of recognition.
- Recognise and reward workers for their ingenuity or effort, not just for their contribution or productivity
- Give group rewards based on the performance of a team or unit rather than any one individual. This can be achieved by linking rewards to the performance of a group as a whole and will both enhance teamwork and avoid potential conflict between workers.

7. Poorly managed change

- Ensure the person communicating the change has the skills and authority to do so. If necessary, train managers or supervisors to support workers through periods of change.
- Give workers the background and reasons behind the change.
- Ensure workers are supported throughout the change process and are aware of any potential impacts on their roles.
- Advise workers of the final decision both verbally and in writing.

8. Organisational justice

- Design procedures so they can be consistently applied to all workers and work groups.
- Carry out procedures the same way each time they are applied (for example, job selection and performance management).
- Regularly review the effectiveness of procedures to ensure they are meeting their objectives
- Treat workers with respect, dignity and politeness at all times.
- When investigating issues of misconduct, ensure all parties have equal opportunity to respond to allegations.

Information retrieved from "Managing Work Related Stress" (WHS QLD, 2019)

3.8 EVENTS AND FUNCTIONS

Overview

Work-related social events can be particularly enjoyable and are a way of developing better working relationships between Management and Employees. A Team recognises that there is a duty of care for workers and other guests at work related functions. For this reason, each function will have a hazard identification and risk assessment completed to take all reasonably practicable measures to ensure the health and safety of workers and guests at the work-related function. Certain inappropriate behaviour at staff functions, much of which

can be attributed to the consumption of alcohol can increase inappropriate behaviour that is unwelcome to other employees or guests.

Management Responsibility

Managers will need to take reasonable steps to prevent injuries or harassment during any work-related functions. To limit risks, managers are requested to consider the following information and actions:

- Remind employees that functions (such as Christmas functions) are considered an extension of the workplace, so the same rules apply, even when the party is held off site.
- Remind staff of A Team Tuition Pty Ltd expectations of appropriate behaviour.
- Revisit the policy of discrimination and harassment and bring it to the attention of employees.
- Issue a friendly reminder to employees about the dangers of excessive drinking and drink driving.
- Ensure events are by invitation only to ensure security.
- Limit the amount of alcohol served.
- If alcohol is available make sure that there is plenty of food and non-alcoholic drinks, including free water.
- If appropriate, set up a 'buddy' system so people look after each other during the event.
- Remind staff that events held in closed spaces are smoke-free, regardless of venue allowances
- Make sure that the venues and activities are appropriate and do not put people at risk.
- Provide supervision to prevent inappropriate behaviour and excessive drinking. Heavily intoxicated employees should be asked tactfully to stop drinking and if necessary, to leave the function with safe transport arranged to ensure they do not drive.
- Do not supply alcohol to employees or guests who are below the legal drinking age
- Set definite start and finish times.
- Ensure employees have made arrangements to get home safely, such as designated driver, public transport, and taxis.

Employee Responsibility

Employees have a responsibility to take reasonable precautions for their own safety and health and that of others. Employees should avoid becoming so intoxicated that their behaviour becomes a hazard to themselves, or others. Employees agree to comply with Workplace Behaviour policies and will obey any reasonable safety direction from Management.

- Any act of discrimination, sexual harassment, bullying or violence is strictly prohibited
- Use of illegal drugs at work-related functions will not be tolerated and is prohibited.
- All events held in closed spaces are smoke-free, regardless of venue allowances
- Employees are wholly responsible for their actions at events, including when consuming alcohol
- Do not induce anyone to breach these conditions
- Alert management when anyone breaches one or more of these conditions

3.9 INFECTION CONTROL

Overview

All staff have a responsibility to ensure they are aware of infection control issues and methods used for prevention of cross infection and each employee accepts responsibility for their own health status and also have a responsibility to ensure the use of Personal Protective Equipment where necessary:

- **Head:** Mask, shield, protective dressing, cap
- **Eyes:** Protective eye wear
- **Hands:** Gloves, dressing
- **Feet:** Footwear, dressing

Hand Washing

It is recommended that a person spend at least 10-15 seconds by lathering hands with a suitable steriliser:

- Before & after eating, smoking, or going to the toilet
- Before & after significant contact with others
- Before & after routine use of gloves
- After handling any instruments, equipment, or clothing soiled with blood or bodily substances
- Before preparing food
- Use disposable towels and air dryer (if available)

Safety Practices

- Wear protective throwaway gloves when cleaning any blood, and other body fluids
- Employees are to wash their hands before and after using gloves.
- Use warm water and detergent, damp cloth, tissue or paper towel, and wear disposable gloves to clean-up any blood or body fluids.
- **Do not come to work sick if the sickness will risk the health of other workers and/or will reduce your ability to perform your role.**

Part 4 Tutor Focused Policy

4.1 SCAN

Overview

All staff have an important role in the identification and reporting of child abuse and the provisions of support and assistance to children who have or are currently being abused. Child protection and the prevention of child abuse is a key government initiative and a shared community responsibility. This policy provides explicit definitions of what constitutes child abuse and neglect, strategies on how to identify abuse and action to take if you are suspicious that a child is being abused.

A Team Tuition is fortunate in that child abuse is rarely seen due to the positive act of a parent obtaining tutoring for their child. Client groups where abuse may be more prevalent are school funded or Child Safety Services funded tuition where students are in the care of foster parents or guardians. In these situations, the agencies managing the child are generally the main points of contact for these students and therefore the guardians and parents may be required to pursue the tuition service not on their own accord.

Although there is a rare incidence rate of child abuse amongst A Team Tuition students, the company still prioritises Child Protection and Safety extremely highly. Current measures to avoid abuse include:

- Membership with the Australian Tutoring Association (ATA)
- Multistage interview processes
- Rigorous training and development
- Strict tutoring policies and requirements
- Compulsory blue card qualifications
- Weekly reporting from all staff and managers.

The entirety of these strategies overall creates a safer environment for all children working with the company. All staff therefore have an important role in the identification and reporting of child abuse and the provisions of support and assistance to children who have or are currently being abused.

NOTE: All workers and stakeholders of A Team should read our full “Child and Youth Risk Management Strategy” to ensure they are fulfilling all their responsibilities. If you need assistance accessing this document, please contact the A Team office.

What Is Child Abuse?

There are four different types of child abuse that lead to harm:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect

Child abuse can be a single incident or a number of incidents taken place over time when a child is considered to have been harmed.

Under the Child Protection Act (1999) it does not matter how much a child is harmed but whether a child:

- Has suffered harm, is suffering harm, or is at risk of suffering harm;
- Does not have a parent able or willing to protect them from harm

Harm is defined as “any detrimental effect of a significant nature on the child’s physical, psychological or emotional wellbeing” (section 9 of the Child Protection Act, 1999). For harm to be significant, the detrimental effect on the child’s wellbeing must be substantial or serious, more than temporary and must be demonstrable in the child’s presentation, functioning or behaviour.

Physical Abuse

Physical abuse occurs when a child has suffered, or is at risk of suffering, non-accidental physical trauma or injury.

Forms of Physical abuse:

- hitting
- shaking
- throwing
- burning
- biting
- poisoning.

Physical abuse does not always leave visible marks or injuries. It is not how bad the mark or injury is, but rather the act itself that causes injury or trauma to the child.

Sexual Abuse

Sexual abuse occurs when an adult, stronger child or adolescent uses their power or authority to involve a child in sexual activity.

Forms of Sexual abuse:

- kissing or holding a child in a sexual manner
- exposing a sexual body part to a child
- having sexual relations with a child under 16 years of age
- talking in a sexually explicit way that is not age or developmentally appropriate
- making obscene phone calls or remarks to a child
- sending obscene mobile text messages or emails to a child

- fondling a child in a sexual manner
- persistently intruding on a child's privacy
- penetrating the child's vagina or anus by penis, finger or any other object
- oral sex
- rape
- incest
- showing pornographic films, magazines or photographs to a child
- having a child pose or perform in a sexual manner
- forcing a child to watch a sexual act
- child prostitution.

Emotional Abuse

Emotional abuse occurs when a child's social, emotional, cognitive or intellectual development is impaired or threatened.

Forms of Emotional abuse can include emotional deprivation due to persistent:

- rejection
- hostility
- teasing/bullying
- yelling
- criticism
- exposure of a child to domestic and family violence.

Domestic and family violence is strongly associated with child abuse and neglect. Witnessing violence between parents can have a serious impact on the emotional wellbeing and development of a child. It can impact on their self-image, their response to other people and their ability to form healthy relationships as adults. Witnessing domestic violence denies a child a sense of security and safety, teaches them that violence is a solution to problems and may lead to them developing symptoms of posttraumatic stress disorder.

Neglect

Neglect occurs when a child's basic necessities of life are not met and their health and development are affected.

Basic needs include:

- food
- housing
- health care
- adequate clothing
- personal hygiene
- hygienic living conditions
- timely provision of medical treatment
- adequate supervision.

What to Look For

Children who have been, or may be, experiencing abuse may show behavioural, emotional or physical signs of harm. Some children show no indications of harm, while others may show many.

Some general indicators of abuse are:

- showing wariness and distrust of adults
- rocking, sucking or biting excessively
- bedwetting or soiling
- demanding or aggressive behaviour
- sleeping difficulties, often being tired and falling asleep
- low self-esteem
- difficulty relating to adults and peers
- abusing alcohol or drugs
- being seemingly accident prone
- feeling suicidal or attempting suicide
- having difficulty concentrating
- being withdrawn or overly obedient
- being reluctant to go home
- creating stories, poems or artwork about abuse

If A Child Tells You They Are Being Abused

- remain calm
- do not express shock, panic or disbelief — the child is counting on you to provide calm reassurance that they are being listened to and heard
- find a private place to talk
- thank the child for coming to talk to you about it and recognise their bravery for talking about something that may be difficult or embarrassing
- be supportive, tell them that you believe what they are saying and thank them for helping you to understand
- be a listener not an investigator — encourage children to talk in their own words and ask just enough questions to act protectively, for example, “can you tell me more about that?”
- do not conduct any form of interview with the child
- stress that what has happened is not their fault, for example, “you are not in trouble” and “if I look or sound upset it is because I want you to feel safe”
- be aware of your tone of voice and help the child make sense of what you are feeling, for example, “I am feeling concerned for you,” or “what we can do right now is talk about ways to help you feel safe”

- reassure the child that they have done the right thing by telling you, and that they are not in trouble
- do not make promises you cannot keep, such as promising you will not tell anyone — you need to tell someone in order to get help for the child
- do not contact the person responsible for the abuse, regardless of who that person is

How to Report Cases

This section provides guidelines for all levels of staff within the company in the situation where child abuse or neglect is suspected. These guidelines are not only for parental abuse, the procedure applies to any situation where abuse is concerned – whether committed by a figure external to the company or a member of A Team.

Please also note that under no circumstances are the members involved to contact the individual whom the allegation or complaint has been made against, regardless of who the person is. These communication guidelines are extremely strict, allowing professionals to intervene is the best outcome for the person(s) affected.

Person making the report	Who to contact
Child	<p>If any child is worried for their safety, they should tell their tutor. If the tutor themselves is a threat to the child's safety, contact the A Team Office.</p> <p>(07) 5526 0351</p> <p>info@ateamtuition.com</p> <p>They should tell the phone operator they would like to speak with the Contact Officer as they have a child-safety related issue. If they are not available, the phone operator will ask for information on the situation but they are not qualified to provide advice.</p>
Parent	<p>If a parent is worried for their child's safety and believes their assigned tutor is harming them, they are to call/email the A Team Office.</p> <p>(07) 5526 0351</p> <p>info@ateamtuition.com</p> <p>They should tell the phone operator they would like to speak with the Contact Officer as they have a child-safety related issue. If they are not available, the phone operator will ask</p>

	for information on the situation but they are not qualified to provide advice.
Tutor	If a tutor has received a disclosure or suspects a child is being harmed, they should tell their regional success manager.
Success Manager	If a tutor has told you of a child being harmed or suspects a child is being harmed, you are to write down information on the situation and speak with the Contact Officer .
Contact Officer	If you have received a communication, follow the process described below.
Other	Speak to the Contact Officer .

Contact Officer responsibility upon receiving a communication

- (a) Consider if the child is in immediate danger or in a life-threatening situation. If so, contact the Australian Police Service by dialling 000.
- (b) Consider whether the disclosure or reasonable suspicion of harm needs to be/should be reported to Child Safety.
If there is reasonable suspicion that a child (including an unborn child) has suffered, is suffering, or is at unacceptable risk of suffering significant harm and *does not* have a parent able and willing to protect the child from the harm, the situation should be reported.

Queensland:



During normal business hours - contact the Regional Intake Service
<http://www.communities.qld.gov.au/childsafety/about-us/contact-us/child-safetyservice-centres/regional-intake-services>

After hours and on weekends - contact the Child Safety After Hours Service Centre on 1800 177 135 or (07) 3235 9999.

If you have any uncertainty on who to call or need assistance in locating the nearest Child Safety Service Centre, contact the Child Safety Services' Enquiries Unit on 1800 811 810. A person making a

report is protected from liability under the *Child Protection Act 1999* from civil or criminal legal actions and is not considered to have broken any code of conduct or ethics.

The Queensland Police Service has a number of Child Protection and Investigation Units across Queensland. To locate the unit nearest to you, contact the Police District Communication Centre: <https://www.police.qld.gov.au/forms/contact.asp>

New South Wales:



During normal business hours - contact the Regional Intake Service for New South Wales <https://www.facs.nsw.gov.au/about/contact/helplines>

Any member of the community, who suspects, on reasonable grounds, that a child or young person is at risk of significant harm should report directly to the Child Protection Helpline – 132111

If you have any uncertainty on who to call or need assistance in deciding whether the incident should be reported, contact the Child Protection Helpline on 132111. A person making a report does not have to be certain about the abuse, if their report is based on information. Under section 29 of the *Children and Young Persons (Care and Protection) Act 1998* (NSW), a person making the report is protected from any civil or criminal legal action and has not broken any code of conduct or ethics.

The New South Wales Police Service has several Child Protection and Investigation Units across New South Wales. To locate the unit nearest to you, contact the Police District Communication Centre: https://www.police.nsw.gov.au/contact_us

Victoria:



During normal business hours - contact the Regional Intake Service for Victoria <https://services.dhhs.vic.gov.au/child-protection-contacts>

Any member of the community, who suspects, on reasonable grounds, that a child or young person is at risk of significant harm should report directly to the Child Protection Emergency Services – 13 12 78.

If you have any uncertainty on who to call or need assistance in deciding whether the incident should be reported, contact the Child Protection Emergency Services on 131278. A person making a report does not have to be certain about the abuse, if their report is based on information. Under section 124 of the *Children, Youth and Families Act 2005* (VIC) a person making the report is protected from any civil or criminal legal action and has not broken any code of conduct or ethics.

The Victorian Police Service has several Child Protection and Investigation Units across Victoria. To locate the unit nearest to you, contact the Police District Communication Centre: <https://www.police.vic.gov.au/contact>

South Australia:



During normal business hours - contact the Regional Intake Service for South Australia

<https://www.childprotection.sa.gov.au/department/contact-the-department>

Any member of the community, who suspects, on reasonable grounds, that a child or young person is at risk of significant harm should report directly to the Department of Child Protection – 13 14 78.

If you have any uncertainty on who to call or need assistance in deciding whether the incident should be reported, contact the Department of Child Protection on 131478. A person making a report does not have to be certain about the abuse, if their report is based on information. Under section 163 of the *Children and Young People Act 2017* (SA) a person making the report is protected from any civil or criminal legal action and has not broken any code of conduct or ethics.

The South Australian Police Service has several Child Protection and Investigation Units across South Australia. To locate the unit nearest to you, contact the Police District Communication Centre: <https://www.police.sa.gov.au/about-us/key-contacts>

- (c) Consider if a *staff member* has committed a criminal offence, or if they have been suspected of committing a criminal offence. If so, they must be contacted immediately and informed of the complaint made. They will have their employment suspended without pay until an investigation has been completed.
- (d) Organise availability to contact the person who made the statement to ensure they are not negatively affected by the event and/or discuss implications of the situation / strategies to remedy it.
- (e) Organise availability to contact the person responsible (**if appropriate**) to discuss the situation and get their side of the story. Consider if disciplinary action is necessary for the person responsible and any corrective action that may be needed to avoid the situation in the future.

Consequences/corrective action may involve:

- Emphasise the relevant component of the risk management strategy
- Provide closer supervision and guidance to ensure they follow processes correctly
- Provide further education/training
- Mediate between those involved
- Review of current policy and procedure
- Development of new policy or procedure

- Temporary/permanent termination for workers or withholding of business for clients

(f) Consider whether referral is required to other support services, including Family and Child Connect.

If there are concerns for a child that do not amount to a reasonable suspicion of harm, a referral can be made to Family and Child Connect. However, this requires the consent of the family as A Team staff are not mandatory reporters. The service will only work with the family if the following are satisfied:

- the referred family has a child from unborn to 18 years of age, and
- the child is not currently in need of protection, and
- without support the child, young person and family are at risk of entering or re-entering the statutory child protection system, and
- the family would benefit from access to intensive and specialist support services, and
- the family has multiple and complex needs.

(g) Complete a "Disclosure-Suspicion Report" for A Team records and document it in a non-accessible and secured location. This report should reflect the circumstances of the harm or potential harm and include any corrective action proposed or enacted.

Confidentiality

It is important to note that any statements from members of staff to management will remain strictly confidential and will be kept hidden on the Directors Database so that there is limited access to the documents.

All statements made to the Queensland Police Service and the Department of Communities, Child Safety and Disability Services will also be kept strictly confidential and anonymous to the parties involved. This ensures protection for both the key stakeholder and the entities involved without fear of prosecution.

When a Staff member is Involved

If a staff member has been involved in an alleged child harming incident, the staff member is to be suspended from their employment until a full investigation has been completed and they have either been charged or acquitted. The staff member will be provided with a written letter confirming the suspension.

All of the suspended tutor's clientele are to immediately be contacted and transferred to another tutor to ensure that their progress is not hindered. Clientele are not to be informed of the situation as it is strictly confidential. Inform the client that the tutor has left the company as per the normal tutor transfer protocol. If the staff member is charged with

harming a child, they are to be immediately terminated. If the staff member is acquitted, they are to be reinstated.

4.2 SUICIDE/SELF-HARM

Overview

These guidelines are to provide a response to the actions required of employees and management of A Team. There may be instances that tutors are involved in threats of self-harm or suicide and/or turn up to an instance of suicide of clients. To assist tutors to prepare for these instances we will provide appropriate training to manage situations and how to deal with handling the situation should it occur.

All information was retrieved from Lifeline Australia. Read more on this topic at <https://www.lifeline.org.au/get-help/get-help-home>.

Understanding self-harm

Usually self-harm is defined as someone deliberately hurting themselves without wanting to die. Engaging in self-harm may not mean that someone wants to die. It is a behaviour that is used to cope with difficult or painful feelings.

Examples may include:

- Cutting the skin with sharp objects
- Taking an overdose of medication or drinking poison
- Burning the skin
- Hitting the body with fists or another object
- Punching walls or other objects
- Scratching or picking the skin
- Pulling out hair

(Lifeline, 2019)

Understanding suicide

Life can be painful and problems can seem overwhelming at times. Some people may think about suicide but do not act upon it. For others, suicide seems like the only way out of their situation or the feelings they are experiencing. They generally feel very alone and hopeless. They believe nobody can help them or understand what they are going through.

Indicators that someone is considering suicide

Most suicidal individuals give warning signs or signals of their intentions. The best way to prevent suicide is to recognise these warning signs and respond to them.

Situations

- Recent loss (a loved one, job, relationship or pet)
- Major disappointment (missed promotion at work, failed exams)
- Change in circumstances (divorce, retirement, separation, children leaving home)
- Mental disorder/illness
- Physical illness/injury
- Suicide of someone they know or recognise
- Financial/Legal problems

Feelings

- Hopelessness
- Feeling trapped
- Depression
- Irritable/moody, angry
- Worthlessness
- No sense of purpose/reason for living

Actions

- Previous suicide attempts
- Talking or writing about suicide/death, even if it seems to be a joke
- Seeking access to something they can kill themselves with
- Being moody, withdrawn or sad
- Saying goodbye/giving away possessions
- Losing interest in things they previously enjoyed
- Taking less care of their appearance
- Anxiety or agitation, including difficulty concentrating or sleeping
- Engaging in self-destructive or risky behaviour
- Increased use of alcohol or drugs
- Withdrawal from other people
- *Sometimes a positive mood after a period of being down may indicate the person has made up their mind to take their own life, and feels relief that the decision has been made*

What can you do to help?

If you believe a client is thinking about committing suicide, follow the steps below. There may be a situation where a client contacts you, as you are considered a mentor to them.

1. Reach Out.

Ask them directly if they are thinking about suicide. It needs to be direct. "Are you thinking about suicide?" This shows you care and they're not alone.

2. Listen to them.

Allow them to express their feelings. Let them do most of the talking. They will often feel a great sense of relief someone wants to talk to them about their darkest thoughts. Avoid making moral judgments, acting shocked or disgusted. Do not argue or lecture the person. Avoid offering empty reassurances such as “You have it a lot better than other people!”

3. Check their safety.

If you are really worried don't leave them alone. Remove any means of suicide/harm including weapons, medications, drugs, alcohol, even access to a car. Get help by calling *Lifeline 13 11 14, or emergency services on 000*. You can also take them to the local hospital emergency department. If you're on the phone, try and get information on their address and location at the moment.

4. Decide what to do and act.

Talk about steps you can take together to keep them safe. Don't agree to keep it a secret, you shouldn't be the only one supporting this person. You may need help from someone else to persuade them to get help.

5. Get Help.

- GP (doctor)
- Counsellor, psychologist, social worker
- School Counsellor
- Emergency Services 000
- Community Health Centres
- Crisis support services like Lifeline, Kids helpline
- Seek support from family and friends, youth group leader, sports coach, priest, minister or religious leader etc.
- Contact A Team management at (07) 5526 0351 or info@ateamtuition.com

Written Agreements

Written agreements may be used with people to build their trust and prevent self-harm. These agreements could involve listing goals and responsibilities. Agreements should be signed by the person and should be designed to motivate them and mobilise their own capacities. It may be helpful to create an agreement that includes things you must obey by – do not make the agreement full of demands just for the person affected.

Suicide in progress / witness to end result

If a tutor is faced with the challenge of a suicide in progress or attempt of self-harm or witness to the end result of a suicide these guidelines will provide actions to ensure that

steps are taken by tutors that will not interfere with the investigation process by police and other authorities.

- Call 000 (Ambulance, Police, Fire brigade if applicable)
- Stay with the person where possible, and ensure you take into consideration your own safety; do not risk your own life to save someone
- Contact A Team Management

Important:

- Ensure the area is not disturbed and that NO items in the area and surrounds are moved or removed
- Follow all instructions given to you by police and ambulance in relation to management and supervision of the scene of the incident
- Staff members must not make comment to media or other external organisations/agencies unless directed by the manager director or required by legislation
- Staff members must co-operate with all investigations and enquiries that are conducted. This may include Police, Coroner etc.

An Incident-Injury Report must be created with support from A Team management after the event.

Your Mental Health

You can help a person by showing that you care, and by helping them get professional assistance, but you cannot control what a person chooses to do. Helping someone who self-harms or is considering suicide can be draining and upsetting, so please seek support and look after your physical and emotional needs too.

Management will provide the highest level of support and access appropriate; individual and group counselling/debriefing interventions and other procedures that may be necessary specific to the incident to support workers and clients, as appropriate. A counselling service will be contacted to provide trauma counselling to direct and indirect staff members involved. All staff members involved in the incident are informed that they will be referred to, and contacted to attend, compulsory counselling/debriefing.

4.3 MANAGING THREATENING BEHAVIOUR

A Team takes a zero-tolerance approach to threats, intimidation, or actual violence against all workers and clients. All reported cases of violence (actual or threatened) will be investigated and may result in an internal disciplinary action and/or referral of the matter to the police. The following information offers some general advice for workers and clients to equip them to respond to inappropriate, concerning and threatening behaviour. All workers and clients are encouraged to report incidents of concerning or threatening behaviour. Remember that early intervention in these cases will promote positive solutions.

Definitions

Inappropriate and concerning behaviour may include behaviours that are erratic, markedly different, and unusual or out of character. Threatening behaviour is when there is a fear of imminent physical danger.

Examples:

- Unwanted attention
- Unusually persistent complaining
- Pornography use or Sexual harassment (unwelcome sexual conduct of any kind)
- All other behaviour, not mentioned that is concerning and inappropriate
- Angry, aggressive communications
- An uttered threat to kill, harm another or damage property
- Stalking (repeated attempts to impose unwanted communication or contact which elicit concern)
- Bullying (repeated, unreasonable conduct in the workplace)
- An uttered threat to self-harm or suicide
- Any act of physical violence, property damage, or production of a weapon

Your own safety

Workers are instructed to not place themselves in a situation that can cause harm to them and are asked to:

- Not approach suspicious people or situations if they do not feel comfortable
- Observe as much as possible from a safe distance and note your observations to A Team management as soon as practicable

Remember, the accurate and timely sharing of information can lead to early prevention of serious incidents.

Managing unwelcome behaviour

General De-escalation Recommendations

Things you should do	Things you should NOT do
Be calm, the more fear and confusion you display, the more the aggressor feels in control which reinforces their threatening behaviour.	Do not challenge or argue with their thinking
Be aware, assess the situation, step back and take in information in	Do not react to language or gestures aimed at you
Be professional - <i>if</i> you have decided to engage the aggressor, keep a safe distance (outside one arm's length) and attempt to engage them in conversation.	Never touch the person as it can be interpreted as an affront or threat
Convey respect and remain objective while acknowledging their situation	Do not order, command, warn or threaten them
Where anger is specifically being directed at you at a minor level, inform the person of your feelings of discomfort that their behaviour is causing you and clearly state that you had not intended to add to the person's upset	Do not demoralize or ridicule them

All matters, whether resolved or unresolved, are to be reported to A Team Management for further follow-up and debrief. This will allow an opportunity to assist management with resolving the matter with the client/parent/guardian or other tutor in a structured manner that is documented for future reference.

Verbal Threats

- As soon as possible write down the wording of the threat and details of the context in which it was delivered
- Ensure your safety is paramount and do not continue with a conversation to escalate the matter
- When the conversation is terminated report the incident to A Team Tuition Pty Ltd Management

Responding to an act of Violence

An act of physical violence, property damage or production of a weapon against any worker or client is unacceptable and will not be tolerated at A Team. Any act of violence, property damage or production of a weapon will result in the police being called immediately to respond to such acts.

- Employees should immediately, if safe to do so, withdraw to safety and call the police (000)
- If there is risk to other persons, and it is safe to do so, they should be alerted and asked to relocate immediately to a safe place. If escape is not possible, treat the situation extremely seriously, for example don't smile or appear casual as a physically violent person will often be in a highly unstable mental state and such behaviour may act as a trigger
- Obey orders quickly, failure to do so may lead to further violence
- Immediate medical assistance should be given to those injured, call ambulance if necessary
- Make detailed file notes when the danger is over
- Report incident

Stalking

In cases of unwanted attention or relationship seeking do not make vague or unassertive responses. A clear message "I do not want a relationship with you" conveys your feelings with intention. Deliver the message in a calm respectful manner. Do not engage in any further discussions or indulge them in counter argument or negotiation.

Pornography

The viewing and sending of photos of a pornographic nature between clients and tutors, tutors and tutors or management and tutors/clients is an unacceptable behaviour and may be considered illegal but is ethically an unacceptable behaviour and not condoned as appropriate. Incidents of this nature are to be reported immediately to A Team management and will be dealt with accordingly. In the instance that a tutor/management has been reported as the person sending Pornography, then the code of conduct will be referenced, investigation commenced and due to the severity of the outcome of the investigation, employment may be terminated.

In the matter of clients sending inappropriate or pornographic photos to tutors, a call from A Team management to parents to organize a conciliation meeting to resolve the matter will occur.

It is important to remember that clients may feel embarrassed about the outcome of their behaviour or that their self-esteem is low and that is the reason for their actions.

Consideration of how to respond should always be age appropriate and counselling should be recommended.

Management Response

If informed of an incident of concerning/threatening behaviour, the following actions may be taken:

- Organising a face to face interaction with all parties. The recommended process will be as follows:
 - Give a clear non-emotional, non-personalised message that informs the party of the inappropriate behaviour and give alternatives if the behaviour continues to persist.
 - If the recipient is non-responsive or is aggressive it is recommended to cease the interview with the following options:
 - A future meeting to discuss the issues
 - A support person to also attend
 - A phone appointment to further explore the issues
 - The person sends a letter listing the points they wish to raise
 - Other agreed option
- Telephone interaction:
 - Give a clear non-emotional, non-personalised message that informs the party of the inappropriate behaviour and give alternatives if the behaviour continues to persist.
 - Give a warning: Advise the caller assertively that verbal abuse will not be tolerated, and the call will be terminated if necessary.
 - If a caller continues to be aggressive, they should be told that no further information can be given to them and remind the caller that they have already been asked to stop speaking that way. After restating that the call is being terminated, staff should then promptly hang up
 - Make a file note of the conversation and termination
 - Notify your supervisor/manager and advise others to take a consistent approach with caller if they all back in the same aggressive state
 - All repeated aggressive phone calls are to be redirected to the Management Team

All threats whether written or verbal are to be reported to A Team Tuition Pty Ltd Management. Staff must ensure that they save the written document for future reference and any verbal threats need to be recorded.

Privacy and confidentiality

A Team will ensure that where possible and within the scope of the Privacy Act, that they will only disclose information that is relevant or reasonable to prevent a serious or imminent threat to an individual's life, health, safety and welfare. In addition:

- A Team has reasonable grounds to suspect that unlawful activity has been, is being, or may be engaged in and uses or discloses the information to investigate the matter or report concerns to relevant persons or authorities; or
 - The use or disclosure is required or authorised by or under law; or
 - The use or disclosure is otherwise permitted by the privacy laws; or
 - The information is being used for the primary purpose it was collected, or a related secondary purpose that would be within the reasonable expectation of the individual; or
 - The individual has consented to the use or disclosure.

4.4 HOME VISIT GUIDELINES

While most home visits are routine, non-threatening experiences, there is always a possibility that a confrontation may arise during a visit. Therefore, it is important all tutors follow this process when visiting client's homes. Guidelines have been adapted from "Tips for Guarding Your Personal Safety on Home Visits" from HCHSA of Ontario

Unknown Clients

For those clients to whom a visit has never been made, it is important to find out the history of the family and the client. If there is any indication that the person making the visit may be at risk, the level of risk must be assessed, and appropriate action taken must be taken to eliminate or reduce the risk to an acceptable level. If there is no information about a family or client, it is advisable to have two people on the initial home visit or to meet with the client and/or family in a suitable location.

Management Responsibility

Before sending a tutor to their first session, enact the following control measures:

- Do a risk assessment based on the information or lack of information you have gathered
- Put strategies in place to eliminate or reduce the risk to an acceptable level
- Remind the staff member of the procedure to use in an emergency e.g. the office contact number. Also brief them on the type of situation that would justify calling the Police.
- Remind the staff member that they may leave if they feel they are at risk.
- Enforce a system which records:

- Where the staff member is going
- What time the staff member is going
- What time the staff member will finish the visit
- The staff member's mobile phone number

Tutor Responsibility

Before going to your session ensure the following control measures are enacted:

- Confirm with management that the session location is safe
- Ensure you have the office phone number
- Wear your A Team uniform
- You have a copy of the **checklist**

During the session ensure the following control measures are enacted where practical:

- On arrival park the car in the street and in the direction you intend to leave. **DO NOT PARK IN THE DRIVEWAY** – others can park behind you, therefore, blocking your exit.
- Do not leave valuables visible in your car.
- Only take into the house what is required for that visit, it would be wise to place any valuables which you feel you must carry in a pouch out of view.
- Take with you any form of communication you may have e.g. pager, mobile phone and ensure that the battery is charged. Emergency numbers (e.g. police, office) are to be pre-programmed into mobile phone.
- Once you leave the car, your keys are to stay on you – in your hand or in your pocket
- Take note of any difficulties with entrance, such as gate latches, toys/bikes that could be tripped over if trying to leave in a hurry.
- Observe anything different or unusual e.g. different cars, closed blinds, loud music which may indicate visitors or a party.
- Observe pet behaviour and never put yourself at risk e.g. ask that a dog be restrained before entering a yard.
- When you knock on the door stand back and to the side. Someone may come running out through the door, and/or they may have a weapon.
- If there is a screen or security door, check on which side the hinges are, so that when the door is swung open, you don't get trapped behind it.
- If the door is open but you get no answer to the bell or knock, do not enter. You can be charged with trespassing, unless you have specific authority to enter the house. You could also be putting yourself in an unsafe situation. Ring the person and if there is no answer, call management for advice or support
- Have identification ready to show if you have not met the people previously.
- Take a moment to assess the situation – if you do not feel safe, don't go in. Trust your gut feelings.
- Try and have meetings, as close to the front of the house as possible, so it is easier to exit if necessary.
- Place yourself as close to the door as possible, and scan the room for any other possible exits.

- Try and avoid meetings in bedrooms because of the sexual connotations.
- Avoid kitchens as there are items available that could be used as weapons
- Sit in a hard-backed chair so you can get up quickly if necessary. There have been incidents of needle stick injuries from sitting in lounge chairs with soft cushions.
- If you don't have a mobile phone, or are out of range, request to use person's phone to ring back to the office – this alerts the person you are visiting to the fact that someone else knows where you are. Always pay for phone calls made. Do not make calls to your home unless taking care to punch in numbers after you make the call to prevent the use of the "recall" facility.
- Ask who else is in the house. You can request that others leave the environment but have to judge whether this may inflame the situation.
- Do not give any of your personal details to the client such as surname, phone number or address.

Dealing with conflict

If a client or family member is angry:

- Stand up and place your feet slightly apart
- Keep your arms at your sides with your palms up.
- Keep your voice down and do not argue with the person. Speak slowly using simple, precise words and be polite.
- Don't make excessive eye contact.
- Let the person know you are listening. Restate what they are saying in your own words.
- If possible, move away from the person, so there is about 6 feet between you.
- If you think you can divert the person, try and give them something to do in another room e.g. ask for a glass of water.
- At any time, if you think you are at risk, leave the house.

At the conclusion of the visit

- Thank people for their time, even if it has been a difficult visit. Maintain your professionalism at all times.
- If it has been arranged to call the office at the end of the visit, do so as soon as possible.
- Alert your Manager of any issues as soon as appropriate so they can let others know of the situation.