CatholicCare
DIOCESE OF BROKEN BAY

Agency
Work Health Safety
Policy

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Policy statement

In line with the *Bishop of the Diocese of Broken Bay's Statement of Commitment* CatholicCare Diocese of Broken Bay (CatholicCare) acknowledges its social, moral and legal obligations to ensure the health, safety and wellbeing of its employees, volunteers, visitors, contractors, carers and clients.



WORK HEALTH SAFETY & WELLBEING POLICY
STATEMENT OF COMMITMENT

CatholicCare Diocese of Broken Bay is committed to the health, safety and wellbeing of people connected with our work - employees, volunteers, students, contractors (workers), along with visitors, carers and clients (others). Our mission, vision and values recognise and support workers as key contributors to the positive outcomes for our clients and the communities we support.

The Board of Directors and Senior Leadership Team will achieve this commitment by:

- Complying with work health and safety (WHS) legislation and obligations
- Identifying and responding effectively to risk and incidents
- Providing consultative opportunities for people to contribute both individually and collectively
- Identifying targets and metrics to monitor health and safety performance, reflecting and using information for continuous improvement
- Providing accessible systems, tools, resources and training to ensure quality and seamless integration of health, safety and wellbeing initiatives
- Ensuring respectful relationships, professional and therapeutic boundaries are understood and always practiced.

We all play a role in achieving this commitment, we are responsible for our health and safety, that of our colleagues and others. Together, we achieve this by:

- Valuing our contribution to health and safety and that of our colleagues
- Supporting each other to contribute to our success
- Being responsive to reporting incidents and hazards and contributing to work, health and safety improvements
- Considering health and safety in everything we do
- Proactively raising concerns about health and safety
- Always being respectful and taking care for our own health and safety, and the health and safety of others.

The Board of Directors and CatholicCare's Senior Leadership Team support open, honest and solution focused communication and encourage work health, safety and wellbeing contributions from staff to support and mature our health and safety systems.

CatholicCare
DIOCESE OF BROKEN BAY

A full version of CatholicCare's WHS Policy is available on IsidoreNet.

NB: This is to be displayed or to be readily available in workplaces

Purpose

Identify and document CatholicCare's duty of care in relation to the health, safety and wellbeing of employees, volunteers, students, contractors (workers), visitors, carers and clients (others) is understood, documented and communicated, along with clear responsibilities across the Agency.

Work Health & Safety procedures will be developed and implemented to ensure risk management strategies eliminate or reduce risk and to place consultation central to work health, safety and wellbeing initiatives.

Principles

In order to achieve our work health, safety and wellbeing commitments.

- Procedures will be developed ensuring we identify compliance requirements and best practice, and responsibilities will be communicated, accordingly.
- Decisions will be informed and underpinned by risk management initiatives, performance measures, incident data, metrics and investigation outcomes.
- Information and training will be provided to strengthen knowledge and performance, both individual and collectively.
- Consultation will be central to engagement, participation and worker ‘buy-in’.

Scope

This policy applies to all staff (employees), contractors, foster carers, trainees, volunteers, work placement students of CatholicCare and all visitors to CatholicCare.

Foster carers, contractors, work placement students, trainees and volunteers are not employees and undertake work for CatholicCare via a contract or other work agreement, such as a memorandum of understanding.

Responsibilities

The Diocesan Work Health & Safety Policy sets out the responsibilities of the Person Conducting a Business or Undertaking (PCBU) and extends these responsibilities to the CatholicCare Executive Director and Senior Leadership Team members.

Executive Director

- Acquire and keep up to date with work health and safety due diligence requirements.
- Monitor WHS performance data and information to ensure the ongoing success of CatholicCare’s Work Health & Safety Management system.
- Ensure that CatholicCare complies with the requirements of the *Work Health & Safety Act 2011*, *Work Health & Safety Regulation 2025*, applicable Australian Standards and all relevant Codes of Practice.

- Ensure resources are available to effectively implement CatholicCare's WHS Policy, procedures and performance requirements.
- Actively promote work health, safety and wellbeing initiatives across the Senior Leadership Team and CatholicCare.

Senior Leadership Team

- Acquire and keep up to date with work health and safety due diligence requirements.
- Ensure WHS roles and responsibilities are clearly articulated, through targeted WHS training initiatives and ongoing support, as well as monitoring progress, within area of responsibility
- Support ongoing review of WHS procedures for currency and continuous improvement.
- Ensure the workplace and equipment is regularly assessed to identify areas for improvement and effective implementation of controls.
- Ensure health and safety issues are resolved, in a timely manner and the outcomes are communicated to workers.
- Ensure there are processes in place to consult with workers regarding matters affecting their health and safety at work and responding to their concerns and enquiries regarding WHS.
- Ensure WHS procedures are implemented.
- Consult with WHS team for assistance and guidance in resolving WHS issues.
- Ensure the injury/incident notification system is understood and followed in the event of a workplace injury/ illness.
- Ensure CatholicCare's *Workplace Injury Management Policy* and *Workplace Injury Management Practice Guidelines* are followed to ensure staff are supported in returning to work.
- Provide information and training to ensure workers understand their roles and responsibilities so that work is continually performed safely.
- Ensure supervision targets wellbeing for staff as well as the management aspects of service delivery, including work health & safety.
- Ensure workers participate in relevant WHS education and preventative programs.
- Ensure recommended maintenance is carried out on the working environment, emergency systems and related equipment.
- Ensure a preventative maintenance schedule for all equipment is in place and monitored (i.e. Hoists, electrical equipment, vehicles).
- Ensure that people other than workers (including, but not limited to - volunteers, clients, visitors, contractors) are not exposed to risks to their health or safety arising from the conduct of the employer while they are at the workplace.

Executive Manager People & Culture

- In addition to Senior Leadership Team responsibilities, ensure subject matter expert advice is available, as required
- Seek and implement information services to provide updates on evolving WHS legislation and regulatory requirements
- Provide strategic leadership, including WHS performance to ensure WHS is continually improving
- Facilitate WHS reporting to ensure continuous improvement

Managers/Coordinators/Team Leaders

- Participate in and contribute to the ongoing review of WHS procedures to ensure currency and continuous improvement.

- Conduct regular assessment of the workplace and equipment to identify areas for improvement and effective implementation of controls.
- Ensure health and safety issues are resolved in a timely manner and the outcomes are communicated to workers.
- Consult with workers regarding matters affecting their health and safety at work and responding to their concerns and enquiries regarding WHS.
- Provide advice and make recommendations in all matters related to WHS.
- Implement WHS procedures.
- Consult with the WHS Team for assistance and guidance in resolving WHS issues.
- Ensure the injury/incident notification system is understood and followed in the event of a workplace injury/ illness.
- Ensure the *Workplace Injury Management Policy* and *Workplace Injury Management Practice Guidelines* is understood and followed
- Provide information, training, and supervision for all workers within their sphere of operations so that work is continually performed safely and that this is documented and recorded appropriately.
- Ensure workers participate in compulsory and relevant WHS education, training and received information to ensure work in undertaken safely
- Ensure recommended maintenance is carried out on the working environment and related equipment.
- Ensure that people other than workers (including, but not limited to - volunteers, clients, visitors, contractors) are not exposed to risks to their health or safety arising from the conduct of the employer while they are at the workplace.

Work Health Safety Team

- Develop, implement, monitor and review the WHS Management system, that is legislatively compliant, meets organisational needs and supports staff to meet their WHS requirements.
- Advise and make recommendations to the Executive Director, and Senior Leadership Team and staff on all matters related to workplace WHS.
- Consult with, and provide assistance and technical guidance to WHS Committees.
- Ensure WHS risk management initiatives align with CatholicCare Risk Management Policy and Frameworks, contextualises risk, and supports and promotes health & safety for staff.
- Assist with the resolution of WHS issues and disputes.
- Identify performance standards to inform and support the Senior Leadership Team in WHS decision making and ongoing initiatives for the growth and development of the WHS Management System.
- Support staff following serious or critical incidents to ensure psychological and physical recovery is timely, individualised and promotes an effective and sustained outcome for each person,
- Ensure risk management initiatives, both psychological and physical, are targeted, achievable, promote and support staff in effective service delivery.
- Investigate incidents, hazards and staff WHS contributions as appropriate, to ensure best practice initiatives continue to support staff in the work they do.
- Actively monitoring for changes to WHS legislative, regulatory and compliance requirements and update the Senior Leadership Team as required. Advise the Senior Leadership Team of consultation opportunities as changes evolve and facilitate feedback opportunity.

WHS Committees

- The CatholicCare WHS Committees form an integral part of the CatholicCare WHS Consultation framework and will provide recommendations on safety issues to the Executive Director as per *WHS Committee Terms of Reference*.
- Keep under review the measures taken to ensure the health and safety of persons at the place of work.
- Investigate any issue that a committee member or worker identifies as a risk but only after the matter has been brought to the attention of the relevant manager.
- Assist in the development and maintenance of appropriate recording systems.
- Assist in the development of a safe working environment, safe systems of work and review of the WHS policy.
- Monitor the measures taken to ensure proper use, maintenance, training, and replacement of equipment when required.

All Staff

- Take reasonable care of the health and safety of themselves and others.
- Co-operate with CatholicCare and other persons to ensure compliance with the *Work Health & Safety Act 2011*, and the *Work Health & Safety Regulation 2025* such as following policies, procedures and participating in hazard identification and reporting.
- Ensure any hazards identified are reported as soon as possible to their supervisor/manager and participate in risk management initiatives to eliminate or reduce the risk to others
- Ensure CatholicCare is informed of all matters that may impact on WHS.
- Report incidents and any injuries, to supervisors/managers as soon as possible after the event and before the end of the work day/shift and complete the appropriate incident/injury notification either on the online platform or form. Refer to CatholicCare *Workplace Injury Management Policy* and *Workplace Injury Management Practice Guidelines* if applicable.
- Report incidents of concern such as staff misconduct or inadequate safety processes. If employees do not wish to report these to their supervisor/manager through internal processes, they can report through our Whistleblower Officers or Whistleblowing provider, “WBS”. Refer to *Resolving Workplace Issues (Staff Grievance) Practice Guidelines* / *WHS Issue Resolution Chart*.

Foster Carers and Volunteers

- Engage with CatholicCare to ensure service provision and arrangements, remain within agreement/s and do not increase risk of injury to themselves or CatholicCare staff.
- Advise and review contract or arrangements should changes occur to initial arrangement/s.
- Engage in risk management initiatives to ensure work or activities are undertaken safely.
- Report incidents to their CatholicCare contact as soon as possible.
- Report hazards to their CatholicCare contact as soon as possible.

Contractors

- Engage with CatholicCare to ensure service provision or work arrangements, remain within contract agreements and do not increase risk of injury to themselves or CatholicCare staff.
- Participate in contract review should changes occur to initial agreement.
- Engage in risk management initiatives to ensure work or activities are undertaken safely and is reconsidered as the contract evolves.
- Report incidents to their CatholicCare contact as soon as they occur or before leaving site.

- Report hazards to their CatholicCare contact as soon as they are noticed or before leaving site.
- Provide training and information to their workers and sub-contractor to ensure WHS arrangements are understood and implemented in line with contract agreement.
- Actively participate in reviews to ensure contract performance is monitored and can be adjusted by agreement, if required.
- Undertake external reporting requirements, in consultation with CatholicCare to ensure an informed and seamless process

Clients and Visitors

- Engage with CatholicCare staff respectfully.
- Report to their CatholicCare contact any incident or injury impacting their health and safety
- Follow reasonable direction from CatholicCare in relation to health & safety

Resources

Given the importance attached to Work Health and Safety and in accordance with *CatholicCare WHS Statement of Commitment*, CatholicCare will ensure the necessary resources are available to comply with the *Work Health & Safety Act 2011 and Work Health & Safety Regulation 2025* and relevant Australian Standards and Codes of Practice to ensure that the workplaces are safe and minimise risk.

Related documents

Policies and practice guidelines

This policy is to be read in conjunction with the following:

- *Care & Respect at Work: Preventing Bullying, Harassment & Discrimination Policy*
- *No Smoking Policy*
- *WHS Management System Framework*
- *WHS Legal Requirements Practice Guidelines*
- *WHS Audit Practice Guidelines*
- *WHS Consultation and Communication Practice Guidelines*
- *WHS Manual Handling Practice Guidelines*
- *Work Health Safety Practice Guidelines*
- *Workplace Injury Management Policy*
- *Workplace Injury Management Practice Guidelines*
- *Workplace Investigation Practice Guidelines*

Forms and resources

- *CatholicCare WHS Policy - Statement of Commitment*
- *Diocese of Broken Bay Statement of Commitment*
- *WHS Committee - Terms of Reference*
- *SDS Black and Yellow Folder (on site Safety Data Sheets)*
- *WHS Red Folder (Available on site where computer access not available or limited)*

Links and references

- *Work Health and Safety Act (2011)*
- *Work Health and Safety Regulation (2025)*
- *Safe Work Australia: How to Manage WHS Risks Code of Practice August 2019*

Glossary

Australian standards

Detailed technical documents developed for Standards Australia by expert working parties drawn from industry and government agencies. There are over 400 Australian Standards relevant to Work Health Safety (WHS). Some of these have been adopted as codes of practice by individual governments. Increasingly, standards are being developed in partnership with Standards New Zealand and ISO, the International Organisation for Standardisation.

Code of practice

Technical document on health and safety issue approved by a government minister. It provides practical guidance on ways to achieve compliance with WHS legislation.

Duty of care

A principle of common law that requires each person or organisation to take care not to cause harm to other persons.

Duty of Due Diligence

The positive duty of due diligence imposed on officers of PCBU's requires the officers to have a clear understanding of what the key hazards are, what the risks are and what controls should be used on those risks within the business.

Hazard

A situation or something that has the potential to harm a person.

Hazard identification

The process used to identify all possible situations where people may be exposed to injury, illness or disease.

Hierarchy of control

The descending order of effectiveness of different types of control measures that may be applied following an assessment of possible risk control. The hierarchy includes elimination, substitution, engineering control, isolation, administrative control and personal protective equipment.

Incident

Any event or circumstance occurring at, or in relation to, a place of work that presents a risk to health, safety and wellbeing.

Injury

Immediate damage to the body caused by exposure to a hazard.

Near miss

An incident/accident that does not produce an injury or disease but has the potential to cause injury.

Officer (under the WHS Act) is defined as:

- A director or secretary of a business;
- A person who makes or participates in making decisions that affect the whole, or substantial part, of the business; or
- A person who has the capacity to significantly affect the company's financial standing, in accordance with whose instructions or wishes the directors of the company are accustomed to act.

Person Conducting Business or Undertaking / PCBU (under the WHS Act) can be:

- A person;
- A corporation;
- A partnership; or
- An unincorporated association

that conducts a business or undertaking, whether the business or undertaking is conducted for profit or gain.

The PCBU has the duty to ensure, so far as reasonably practicable, the health and safety of:

- Workers engaged by the PCBU;
- Workers whose activities in carrying out their work are influenced or directed by a PCBU; and
- Other persons while they are at work in the business of the PCBU

Reasonably Practicable

In relation to a duty to ensure health & safety, means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety taking into account and weighing up all relevant matters.

Risk (WHS Context)

The chance of the hazard causing an injury or disease. It can be measured in terms of consequences and likelihood. For more information, refer to *SafeWork Australia Code of Practice: How to manage work health and safety risks* and *AS 436 0 Risk Management*.

Risk assessment

Judgment as to the likelihood of an agent producing harm to persons under the circumstances of its use.

Risk control

Process used after conducting a risk assessment to identify all practicable measures for removing or reducing the likelihood of injury, to implement these measures and review them to ensure their effectiveness.

Risk management

The process of recognising situations that have the potential to cause harm to people or property, and the act of doing something to prevent the hazardous situation occurring or the person is being harmed. For more information, refer to *SafeWork Australia Code of Practice: How to manage work health and safety risks* and the *WHS Regulation 2025.*

WHS

Work Health Safety

WHS audit

Systematic search for hazards in the workplace, problems in work procedures, and deficiencies in the WHS management system.

WHS management

The design, implementation and maintenance of work activities to minimise, as far as it is reasonably practicable, the occurrence of injury and disease.

Worker (under the WHS Act) includes:

- An employee of the PCBU;
- A contractor or sub-contractor;
- An employee of the contractor or sub-contractor;
- An employee of a labour hire company who has been assigned to work in the PCBU;
- An out-worker;
- An apprentice or trainee;
- A student gaining work experience; or
- A volunteer.

Sign off and review

This document remains valid until it is either superseded by a new version or officially revoked.

CatholicCare values your input and welcomes feedback on this document. Your suggestions help us improve and better support your work. Please send any feedback to policy.updates@catholiccaredbb.org.au.

Version	Authorised by	Approved date	Review cycle	Review due
9.0	Executive Manager People & Culture	24 August 2023	Review date adjusted to align with new review schedule	1 July 2025
10.0	Executive Manager People & Culture	29 August 2025	3 years	August 2028

Revision history

Version	Description	Author	Amendment date
9.0	Policy	WHS & Wellbeing Manager	24 August 2023
10.0	Minor updates	WHS Specialist/Policy Specialist	29 August 2025
10.1	Replaced updated WHS Statement of Commitment	Policy Specialist	28 July 2026