Charles Sturt Campus Services Limited

Work Health & Safety Risk Management Program

Charles Sturt Campus Services (CSCS) is a company owned by Charles Sturt University. The company provides services to Charles Sturt University campuses, including Wagga Wagga, Bathurst, Thurgoona, Dubbo, Orange, Canberra and Port Macquarie as well as external clients. CSCS is contracted to provide a range of services to the university community. These include cleaning of the campus teaching facilities, and residential accommodation, a laundry, a courier service between campuses, and maintenance services.

Table of Contents

1. INTRODUCTION

Charles Sturt Campus Services Limited (CSCS) is governed by NSW WHS Act 2011 and AS/NZS 4801:2001 – Occupational health and safety management systems – specifications with guidance for use. An inherent part of all WHS legislation is the requirement for workplaces to control the hazards its activities may pose to the health and safety of employees, students, visitors and contractors.

The Risk Management process in this document is designed to assist in the appropriate actions for identified hazards.

Major hazards at CSCS include but are not limited to:

1. Manual Handling

2. Physical
   a) Equipment and process
   b) Noise
   c) Personal interactions

3. Chemical exposure
   The likelihood of injury, illness and incidents associated with hazards must be identified and where possible, eliminated or controlled so far as is practicable. Reduction of risk is best done using the Hierarchy of Controls.

2. HIERARCHY OF CONTROLS

The Hierarchy of Controls is described below.

Elimination - don't use the equipment. Don't use the process. Remove the hazard or discontinue the hazardous work activity. Regulations supporting the WHS Act require the elimination of risks as the first step in risk control

Substitution – find a safer piece of equipment or better way to perform the process. Substitute the hazardous part of the work activity with a safer option.

Isolation – keep hazard away from people. Isolate the people from the equipment or work activity.

Engineering – modify the process or equipment. This involves changing the equipment or the environment in which the work activity is undertaken e.g. machinery guards, ventilation, mechanical aids

If a risk to workplace health and safety remains after the above methods have been used, administrative controls should be applied or, if these are still not adequate, personal protective clothing and equipment worn. These methods of risk control should be used in conjunction with other controls and are not preferred in isolation as the potential of the risk is not eliminated or reduced.

Administration – procedures, signage and warnings. Safe work instructions can often help to reduce risk associated with equipment and processes. All employees must be trained in safe work practices. Other controls could include job rotation or limiting access.
Personal Protective Equipment (PPE) – this is the last layer of protection for employees. PPE needs to be used in combination with other risk controls. Employees must be provided with relevant PPE and

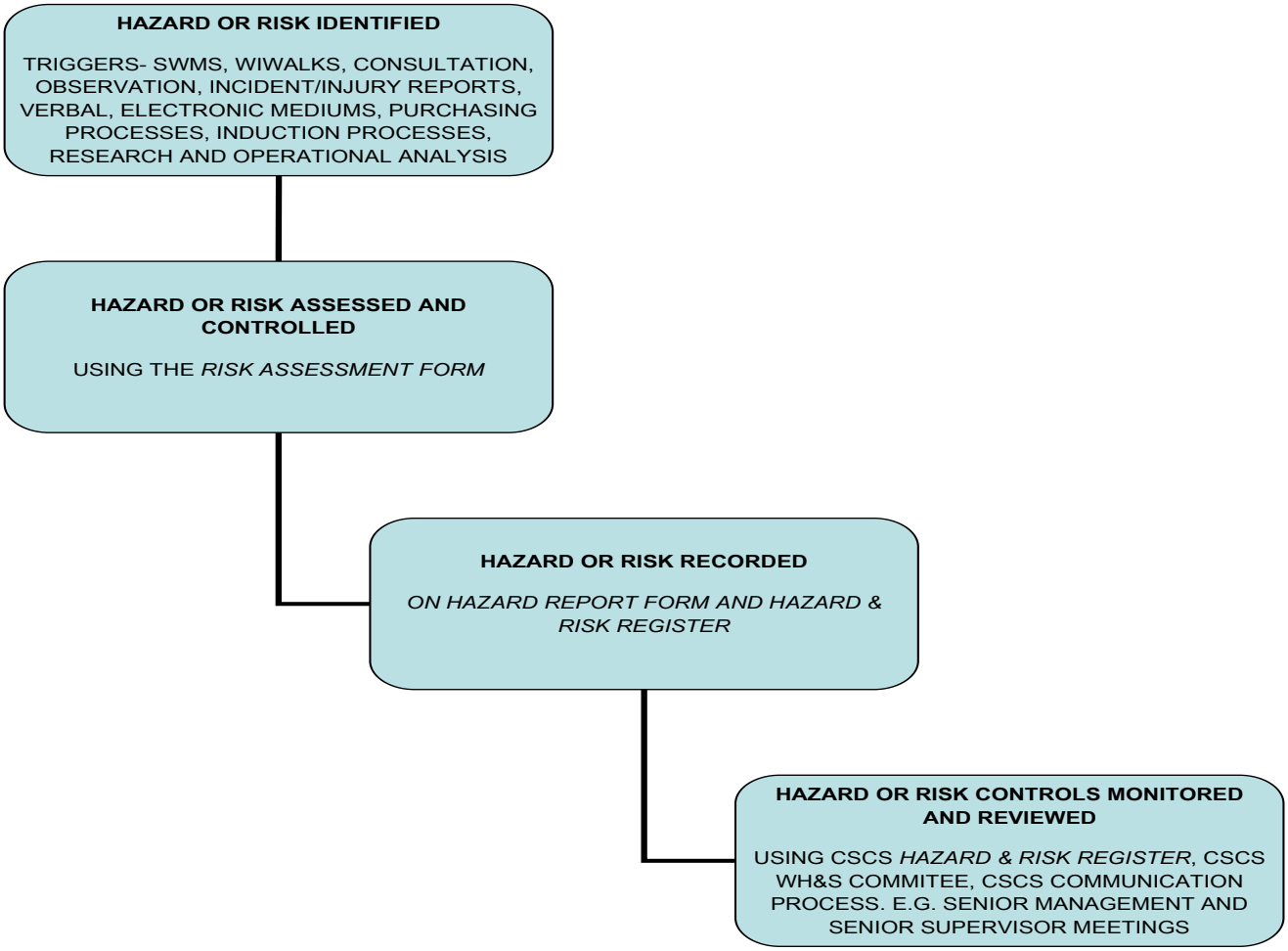
be trained in its use and maintenance. It should be readily available and includes such things as eye protection, gloves, footwear, dust masks, high visibility garments, and sunscreen.

The primary aim of the risk assessment in general is to identify all associated hazards within a process or a piece of equipment and then estimate the consequence and likelihood of an adverse incident or injury occurring. From there we calculate the risk score and apply control methods where necessary.

- Mandatory controls must be in place before the process is undertaken.
- Implementable controls can be implemented while the process continues but must be implemented within a reasonable time frame.
- Desirable controls should be put in place but are not required.

CSCS has in place policies and procedures across all aspects of risk management within work, health and safety of the workplace.

3. HAZARD AND RISK MANAGEMENT PROCESS



Refer to WHS Risk Management Procedure for further information.

4. WORK HEALTH AND SAFETY TRAINING

CSCS provide all new employees with WHS training. Our Induction System provides a guideline to identifying workplace hazards, what to do in relation to emergencies, Injuries and Incidents, safe work practices and where to find information on safety procedures and policies.

All new and existing CSCS employees have completed or are enrolled in the CSCS Online Induction Series. Below is a list of the core modules included in the training package which include information on safety.

The training package has been developed by CSCS and is delivered online through the CSCS Web page.

Code	Unit title
Module 1	About Us
Module 2	Employment conditions
Module 3	Culture & Behaviour
Module 4	On the Job
Module 5	WHS

5. MANUAL HANDLING

Manual handling is the use of the human body to exert force to handle, support or restrain any object. It is not defined as just lifting or carrying heavy objects; it includes pushing, pulling, holding, lowering, throwing, packing, typing, assembling, cleaning, sorting and the use of tools.

Not all manual handling tasks will cause injury however some can cause injuries such as:

- muscle sprains and strains
- back injuries
- soft-tissue injuries to the wrists, arms, shoulders, neck or legs
- abdominal hernias
- chronic pain

The most effective way to prevent injury is to have a process or system of work in order to reduce or eliminate them. All prospective CSCS staff undergo a Pre-Employment Physical Functional test in order to ensure they are physically capable of performing the duties applicable to their role.

CSCS provides ongoing training for all staff and lists the following training material:

- CSCS Online Induction
- Safe Manual Handling assessment
- CSU E-learning
- Manual handling training workshops
- Manual Handling Policy WHS105

6. PHYSICAL HAZARDS

Physical hazards are not limited to laboratories or workshops. They exist in most workplaces and can be categorised as follows:

Machinery – which may cause entanglement, crushing, trapping, cutting, stabbing, shearing, abrasion or tearing

Gravitational – such as slip, trip, fall from a height, being hit by a falling object

Kinetic Energy – being hit by the activities of another person, a moving vehicle or object

Environmental stressors – exposure to noise, vibration, extreme heat or cold

Thermal burn – exposure to hot/cold surfaces or components, cryogenic gases, fire, explosion

Electrical – contact with an electrical conductor resulting in current flow through the body

Physio-chemical – includes reactions from corrosive or flammable chemicals, asphyxiates, explosive properties, dusts and particles

Human Interaction – includes potential interactions with people

7. CHEMICAL HAZARDS

Chemicals are not limited to laboratories, workshops or studios. They exist in most workplaces and are categorised as either hazardous or non-hazardous substances. Hazardous substances are those defined according to the toxic nature of the ingredients and the direct health effects on people.

All hazardous substances as well as dangerous goods must have a Safety Data Sheet (SDS).

It is important to identify any chemical exposure hazards associated with our work activities and how they are purchased, stored, used and disposed of.

Each hazard should be listed separately but assessed as part of an overall process.

CSCS has in place the following:

- Hazardous Substances Policy WHS101
- Hazards & Risk Register
- Health Surveillance Procedure CSCS074
- Dangerous Goods Policy CSCS079
- CSCS Chemical Safety Data Sheets Register
- Colour Coded Cleaning Equipment Policy HR001
- Chemical Safety Data Sheets – stored with the actual chemicals, a computerised register and in cleaning storerooms as well as online listing.

8. BIOSAFETY HAZARDS

Bio-safety is the prevention of inadvertent exposure to and contamination with biological material which may be harmful to the person exposed to it. Bio-safety hazards for the purpose of CSCS could be such things as:

- blood and bodily fluids,
- spills and splashes of liquids in the University laboratories,
- aerosols
- sharps that are brought into direct contact with micro-organisms from a lab or from blood and bodily fluids

Cleaners have to be inducted into the PC2 and PC3 labs by CSU Faculty of Science staff. CSCS arranges the induction with the Faculty of Science who keep records of all inducted employees, CSCS also registers the training in our Contacts/HR System.

9. WORK HEALTH AND SAFETY REPORTING

CSCS report on all WHS incidents in accordance with legislation and audit requirements. We have a form for reporting and investigating workplace hazards and a form for reporting and investigating injuries, accidents and near misses.

Hazards are recorded in the Hazards & Risk Register.

All injuries and incidents reports are recorded in the Incident and Injury Register. Injury statistics are electronically collated for company reporting below is a list of statistics recorded for analysis.

The Injury Register also contains incident review and corrective action tables utilizing the Hierarchy of Controls. Here is an example of the typical information captured for injuries.

INJURY STATISTICS
- Lost time injuries - work cover claims - injuries

INJURY CATEGORIES
- Major (operation) - ntermediate (doctor) – minor (first aid) – hazard (report only) - near miss (report only)

INJURY LOCATIONS
- Residential injuries - facilities injuries

INJURY TYPES
- Laceration / puncture / graze / scratch
- Slip / fall (e.g. fracture, bruise)
- Lift / pull / push / twist / bend (e.g. tear, strain)
- Impact / bump / collision (e.g. pain / bruise)
- Burn / irritation (e.g. hot / cold / chemical)
- Electric shock
- Bite & sting (e.g insect / snake)
- Reaction (e.g. allergy / rash / medication)
- Psychological (e.g. stress / tension / seizure)
- Internal (e.g.respiratory, organs)

- Undetermined (e.g. ache / pain / soreness)
- Hazard report (e.g.near miss)
- Journey (e.g. travelling to and from work)

INJURY AGE RANGE

- 15 -75

INJURIES PER MONTH

- January – December

TIMES INJURIES ARE OCCURING

- 12AM –AM

For further information on the reporting procedures, please refer to the Risk Management Procedure WHS026, the Injury & Incident Management Policy WHS080 and Injury & Incident Management Procedure WHS027.

10. WORK HEALTH AND SAFETY COMMUNICATION

CSCS recognises that good communication and keeping employees informed in everything WHS related is an important part of the strategy to keep our workplace safe.

Employees require accurate health and safety information to perform their duties and CSCS have many tools to ensure regular and accurate communication with employees.

Forms of communication are:

- CSCS website
- WHS meeting minutes / WHS representatives
- Internal and external WHS training programs such as inductions
- Safety Data Sheets
- Weekly, fortnightly, monthly, annual communication meetings
- Workplace noticeboards
- Email
- Newsletters
- Safety signage
- Interactive TV broadcast
- Workplace Improvement Quiz
- Focus Packs

11. EMERGENCY CONTACTS AND RESPONSE

All CSCS staff have access to or carry with them, a list of site emergency contact numbers on a key ring card.

CSCS emergency response details and site safety rules are documented on the CSCS Website and on- site evacuation plan signage