

skillset.



SKILLSET
Work, Health & Safety Policies

Version: October 2014

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Skillset Forums site: <http://forums@skillset.com.au>

Websites: www.skillset.com.au

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Our Workers Compensation Policy for Apprentices, Trainees and staff is with Allianz.
Allianz can be contacted on 1800 240 338.

Workers Compensation for Apprentices and Trainees in the coal mining industry is with Coal Mine Insurance (CMI). CMI can be contacted on 02 8270 3200.

There are a few basic things you must know about Work Health and Safety (WHS) before starting your working career. This handbook is intended to make it easy to understand and make you aware of Skillset and your Host Employer's obligations as an employer. It also states your responsibilities as an employee and obligations under the WHS Act.

Topics that will be covered include:

- WHS Policy
- Employers Responsibilities
- Employees (Workers) Responsibilities
- Drugs and Alcohol Policy
- Health and Safety Rules
- Personal Protective Equipment (PPE)
- Material Safety Data Sheets
- Manual Handling
- Workers Compensation

EVERYONE HERE AT SKILLSET WISHES YOU WELL IN YOUR CHOSEN VOCATION AND WELCOMES YOU TO THE SKILLSET TEAM.

Work Health & Safety Policy

Skillset is committed to providing a safe and healthy environment for all people who come into contact with our work operations. We believe that everyone has a right to feel safe at work and in interacting with our business.

Skillset's Duty of Care – A Summary

Under the Work Health and Safety Act 2011 (WHS Act), Skillset has a duty of care to provide the following, as far as reasonably practicable:

1. Safe Work Environment
2. Safe plant (fixtures and equipment) and structures
3. Safe systems of work
4. Facilities for workers welfare
5. Information, training, instruction and supervision
6. Workplace Monitoring
7. Up to date safety knowledge
8. An understanding of business WHS risks
9. Resources to identify and control risks
10. Consideration of risks and incidents
11. WHS legal compliance
12. Auditing and review of WHS processes and use of resources

For our apprentices and trainees, Skillset shares a duty of care with our host companies, as set out in the WHS Act 2011.

The following pages outline how Skillset will fulfil its duty of care and how Skillset will work with host companies under a shared duty of care.

Skillset's Duty of Care – The Detail

1. Safe work environment

Skillset has a range of policies and procedures in place to meet our obligations to provide a safe working environment. These policies and procedures are:

- a. WHS Induction Procedures for staff, host companies, and apprentices/trainees
- b. Consultation Procedures
- c. Issue Resolution Procedures
- d. Incident Notification Procedures
- e. Bullying and Harassment Policy
- f. Emergency Procedures
- g. Fatigue Policy

To ensure that our apprentices/trainees have a safe work environment, host companies must have these in place prior to starting an apprentice or trainee. Skillset will check this as part of the Host Company Safety Induction assessment.

2. Safe plant and structures

Part of the provision of a safe working environment is the provision of safe plant (fixtures and equipment) and structures (the building). To fulfil these obligations, Skillset provides the following within Skillset workplaces:

- a. Safe buildings, with safe entry and exist to the buildings, and fire fighting equipment fit for purpose
- b. Safe and ergonomic furniture
- c. Safe transport, ideally with 5 star safety ratings
- d. Safe tools and equipment suitable for the job

To ensure that our apprentices/trainees have a safe work environment, host companies must have these in place prior to starting an apprentice or trainee. Skillset will check this as part of the Host Company Safety Induction.

3. Safe systems of work

Skillset will provide safe systems of work for complex, hazardous tasks undertaken by workers within Skillset workplaces.

Given the range of industries and roles that Skillset's apprentices and trainees are employed in, Skillset relies on the host companies to provide systems and procedures for complex and hazardous tasks. Skillset will check that these systems are in place during the Host Company Safety Induction.

4. Safe use handling and storage of plant structures and substances

Skillset will provide safe systems for workers to use plant structures and substances. These include:

- a. Equipment, training, instruction, and
- b. Safety Data Sheets (SDS) on the safe use and handling of any hazardous plant, structures and substances.

To ensure that our apprentices/trainees have a safe work environment, host companies must have these in place prior to starting an apprentice or trainee. Skillset will check this as part of the Host Company Safety Induction.

5. Facilities for workers' welfare

To ensure that workers have facilities for their physical and mental welfare, Skillset provides the following within Skillset workplaces:

- a. Adequate room to work, lighting, air, toilets, and meal rooms.
- b. Adequate First Aiders, and First Aid Kits in all buildings and company cars.
- c. Personal Protective Equipment required to complete tasks safely.

To ensure that our apprentices/trainees have a safe work environment, host companies must have these in place prior to starting an apprentice or trainee. Skillset will check this as part of the Host Company WHS Induction.

6. Information, training, instruction, supervision

To ensure that all workers have the knowledge and support to understand and fulfil their work health and safety obligations, Skillset will provide the following:

- a. Details of the WHS responsibilities of each employee (these are outlined at the end of this policy).
- b. Information, training and instruction on WHS Procedures, WHS Consultation, WHS Issue Resolution Procedures.
- c. Skillset shall ensure that every worker understands who their direct supervisor is, how to report WHS issues and when to report issues.
- d. Desktop audits of emergency procedure knowledge for each staff member.

To ensure that our apprentices/trainees have a safe work environment, Skillset will periodically check that host companies have the same provisions in place, being:

- a. Details of the WHS responsibilities of each employee. These are provided in the apprentice/trainee induction.
- b. Information, training and instruction on WHS Procedures, WHS Consultation, WHS Issue Resolution Procedures.
- c. Ensure that every worker understands who their direct supervisor is, how to report WHS issues and when to report issues.
- d. Ensure that every worker understands emergency procedures.

7. Workplace monitoring

To ensure that all workers are fulfilling their work health and safety obligations, Skillset will undertake the following:

- a. Monthly WHS agenda item at branch office meetings.
- b. Annual branch safety monitoring checks by the Skillset Safety Officer.

To ensure that our host companies are providing safe work environments for our apprentices/trainees, Skillset will undertake the following:

- a. An initial Host Company Safety Induction assessment by the responsible Field Officer. This is regarded as a primary level check.
- b. Quarterly "Workplace Safety Monitoring Checks" by Skillset Field Staff when on a periodic Host visit. This is also regarded as a primary level check.
- c. For medium or high risk host companies, the Skillset Safety Officer (or delegate) will undertake additional assessments on commencement and annually thereafter, unless a risk is identified, in which case an extra safety check would be undertaken. These are regarded as secondary level checks. (Serious issues where WorkCover NSW is engaged, would be regarded as tertiary level checks.)
- d. Skillset will maintain an "Accident and Near Miss Register", maintained by the Workers Compensation team, which is sent monthly to Branch Managers and Senior Management Team meetings, so that trends and emerging WHS issues can be managed effectively.

8. Acquire safety knowledge and keep up to date

To ensure that workers are provided with a safe workplace and our Duty of Care is fulfilled, Skillset undertakes the following:

- a. A Safety Officer is employed and resourced to keep up to date with the latest information through, WorkCover NSW, Safe Work Australia, WHS Legislation, Australian Standards and Professional Associations.
- b. WHS information and updates are circulated to all staff, and host companies on a half-yearly basis, at a minimum.

9. Understand business WHS risks

To ensure a thorough understanding of its WHS risks, Skillset will undertake the following:

- a. Create a risk register of host hazardous industries, medium-risk industries and low-risk industries. This will be achieved through WIC codes and host company WHS checks undertaken at induction and on a quarterly basis thereafter.

10. Provide resources to identify and control risks

The resources and procedures Skillset has implemented for identifying and controlling risks are outlined in items 1 and 2 above.

11. Receive and consider business incidents, hazards and risks

Skillset will regularly and proactively seek to identify risks and hazards and business incidents within Skillset workplaces and the host company workplaces of our apprentices and trainees. We will achieve this by:

- a. Ensuring that host companies and workers are aware of their reporting responsibilities via the Host Company WHS Induction and Quarterly Safety Checks. This is undertaken by the Field Officer responsible for the Host liaison.
- b. Regularly consulting with workers and host companies on WHS issues and giving timely responses to their requests. Within Skillset workplaces this is undertaken by Branch Managers and the Senior Management Team. For apprentices or trainees, this is undertaken by the responsible Field Officer.
- c. Maintaining an Accident & Near Miss Register which is reviewed monthly by Branch Managers and the Senior Management Team. The Return to Work Coordinator administers this.
- d. Reporting Notifiable Incidents to WorkCover NSW as soon as Skillset becomes aware of them. This is undertaken by the Return to Work Coordinator. (A list of Notifiable Incidents is available on the [WorkCover website](#)).

12. Ensure WHS legal compliance

The Safety Officer is employed to keep up to date on the latest legislative requirements and pass relevant information to Branch Managers and the Senior Management Team, on a regular and timely basis.

13. Audit and review WHS processes and use of resources

All Skillset WHS policies and procedures are to be reviewed:

- every two years or
- when changes are required by legislation or
- when changes in processes have occurred after consultation with the workers.

WHS Responsibilities under the WHS Act 2012

Skillset Officers

Skillset has identified the Officers (as described in the Corporations Act 2001 Section 9) of the business as:

1. The Skillset Board of Directors,
2. The Chief Executive Officer, and
3. The Senior Management Team.

Their responsibilities are to:

- a. Acquire safety knowledge and keep up to date
- b. Understand Skillset's WHS risks
- c. Provide resources to identify and control risks
- d. Receive and consider information on business incidents, hazards and risks
- e. Ensure compliance with WHS laws.
- f. Audit and review WHS processes and use of resources

These tasks may be delegated but the due diligence remains with the Officers.

Skillset Workers

Skillset Workers can be identified by the fact that they are directly employed by Skillset or are engaged by Skillset as a Contractors, Sub-Contractors, and Consultants where Skillset has influence over their Health and Safety.

Workers' responsibilities are:

- a. To take reasonable care of own health and safety
- b. To take reasonable care that conduct does not adversely affect others
- c. To comply, as far as reasonably able, with instructions
- d. With workers having the additional duty to cooperate with reasonable notified policies and procedures
- e. To take care of others in the workplace, such as visitors, students, clients by:
 - providing safe buildings, emergency procedures which account for them,
 - providing signage and systems to make it easy to navigate the building, and
 - restricting visitors from high risk areas. Visitors must be accompanied by Skillset staff in restricted areas.

Others in the workplace

Other people in the workplace, such as visitors, students, or clients have these responsibilities:

- a. To take reasonable care of own health and safety
- b. To take reasonable care that conduct does not adversely affect others
- c. To comply, so far as he/she is reasonably able, with instructions.

PENALTIES OF BOTH FINES AND GAOL TERMS CAN BE IMPOSED FOR NON-COMPLIANCE WITH THE WHS ACT ON CORPORATIONS, SUPERVISORS/MANAGERS & EMPLOYEES.

As an employee we want you to make sure you follow the requirements of the WHS Act, and work with us and your host employer to ensure that there are no workplace accidents.

REMEMBER THAT ACCIDENTS AT WORK CAN BE PREVENTED!



There are a number of things that you can do in your own workplace to help ensure that you do not suffer a work place injury. The Skillset Health and Safety Rules are an integral part of the Skillset Safety Plan.

These rules are to be adhered to at all times:

- You are required as a condition of employment to know, understand and abide by all safety rules. This includes Skillset, your training provider and your Host employer's.
- Horseplay, practical jokes, rowdiness and violence will not be tolerated at work as these often lead to personal injury.
- Consumption, buying or selling of alcohol or illegal drugs or excessive consumption of legal drugs during work hours, or commencing work under the influence of alcohol or drugs, is not permitted.
- You are required to observe the warning and safety signs that are displayed throughout all your work areas.
- All injuries no matter how minor must be reported to your supervisor.
- Report all near misses (hits) immediately so that corrective action can be taken.
- Where suitable clothing is provided it must be worn.
- Personal Protective Equipment (PPE) must be worn when working in designated areas and when operating designated tools and equipment (i.e. eye, hand and hearing protectors).
- Follow emergency procedures. Learn the evacuation plan for your area.
- Use chemicals in accordance with packaging labels, Material Safety Data Sheet and training.
- Keep your immediate work area clean, tidy and free of trip hazards at all times.
- Do not obstruct any emergency equipment or exits.
- Notify your supervisor of any hazard or unsafe condition you believe poses a risk to the health and safety of persons.
- Contact your local branch or Field Officer immediately if you are unable to resolve an OH&S issue with your Host.

Do not under any circumstances, use any substance or perform any tasks that you have not been trained in. Inform your supervisor immediately of this. You are within your rights under legislation to refuse to carry out unsafe acts or to work in unsafe conditions.



WORK METHOD, HAZARDOUS SUBSTANCES & MATERIAL SAFETY

Safe Work Method Statements (SWMS)

Safe Work Method Statements (SWMS) are written guidelines of the procedures for carrying out a particular work activity or operating a piece of equipment. These statements outline the steps involved, the associated hazards and the preventative actions or controls that are required in order to avoid risks to health and safety. They may also list training required for the job, codes of practice, engineer's certificates or WorkCover approvals, plant-equipment required, maintenance, supervisor and PPE.

When carrying out work which has a written Safe Work Method Statement, all Skillset apprentices and trainees must read, understand and sign the documents. Your Host Employer will develop and implement SWMS as required.

Hazardous Substances

Hazardous Substances are defined as substances in which a potential hazard exists or arises when the substance is stored, handled, used, spilled or disposed. Safe Work Australia have a list of Designated Hazardous Substances.

Substances, which harm the body, take effect by entering the body in various ways:

- Inhaling
- Skin Absorption
- Swallowing
- Ears
- Eyes

When protecting against hazardous substances all these routes of entry must be remembered. Hence safety equipment such as dust masks, long sleeves, safety goggles and earplugs are important.

Material Safety Data Sheets

Material Safety Data Sheets (MSDS) are documents prepared by the manufacturer of a product (usually a hazardous substance). They are available from the manufacturer or through the supplier of the product. A MSDS will clearly state the ingredients of the product, the health effects of the product, first aid instructions, precautions that need to be followed when using the product, safe handling and storage information and emergency procedures.

Do not use any substance you are unsure of or have not been trained in its use. Ask for an MSDS and training in its correct usage.

Whenever you are unsure – ASK!

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is provided for your benefit. Equipment you may need or have been provided with includes safety glasses/goggles, hats, welding masks, gloves, sun screen, work boots, overalls, and ear muffs. Of course the equipment that you need will be directly related to the field that you are working in.

It is your responsibility to ensure that you wear the equipment as it is intended. You also need to ensure that the equipment is functioning correctly and you have been trained in how to use it correctly. If there is a problem with your equipment you need to inform your supervisor of the problem, so damaged equipment may be replaced. If you do not inform your boss that there is a problem – how will they know?

Manual Handling

Manual Handling is any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any objects.

In simple terms both the employer and employee need to communicate to ensure that correct methods are used when doing any of the listed activities. One of the main things that you should observe is a correct lifting technique.

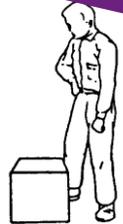
Things to keep in mind for Correct Lifting Technique:

- Determine whether the object to be lifted can be lifted alone or whether you will require assistance
- Maintain your balance, and ensure your feet are shoulder width apart
- Bend at the knees
- Keep your back straight, and elbows bent
- Avoid unnecessary bending, twisting and reaching
- Avoid lifting and twisting your body at the same time: If side shift is necessary, remember to move your feet with your body.



Size up load first

- Consider the shape and size of the load, as well as the weight. To test the weight gently and with care rock the load.
- Consider the location of the load, the distance to be carried, and the frequency of lifting the load.
- Seek assistance from others if required or use mechanical aids.



Position the feet correctly

- Place your feet as close as possible to the object to be lifted.
- Check that your footing is secure.
- Adopt a balanced position with your knees bent.



Obtain a proper hold

- Get a safe, secure grip, diagonally opposite on the object with the palms of your hands, not with your fingertips.



Maintain a straight back

- Keep the upper part of your body erect and as straight as possible.



Keep the head erect, chin in

- Take a deep breath and begin to raise the load by straightening your legs.
- Complete the lift with your back held straight.

Keep the arms in

- Keep your elbows and knees slightly bent.
- Hold the load in close to your body.
- Maintain flexible control over the load with arm and leg muscles.

When putting the load back down, it is essential to keep the back straight while lowering the load.

A risk assessment should be conducted if you are unsure how to move a load.

NEVER DO ANYTHING YOU REGARD AS UNSAFE – CHECK FIRST & SEEK HELP!

Statement of Intent

To ensure the Skillset employee's are drug and alcohol free whilst at work and to implement duty of care to ensure the health, safety and welfare of employees and visitors to Skillset.

Policy Statement

Drugs and Alcohol in the workplace creates a range of problems. Employees under the influence of drugs and alcohol can cause injury to themselves and others resulting in poor work performance, inefficiency and damage to plant, equipment and property.

It is every employee's responsibility to take reasonable care of the health and safety of others in the workplace and ensure that their performance and actions are not impeded by the use of drugs, (legal or illegal) or alcohol.

The employers and employees duty of care is covered by the Work Health and Safety Act 2011.

An employee while in the workplace is prohibited from:

- Possessing, selling or using illegal drugs
- Being under the influence of drugs
- Having consumed alcohol within 8 hours of commencing work and being above the legal limit
- Consuming alcohol or smelling of having consumed alcohol whilst at work or on meal breaks

Employees of the Skillset will:

- Take responsibility for reporting to their Manager any incidents where it is suspected that an employee is under the influence of drugs or alcohol
- Advise Skillset of any medication that they may be taking that may impede their on the job performance

Where a staff function is organised, where the consumption of alcohol is likely, Skillset will ensure appropriate designated driver arrangements are in place.

Where there are informal drinks in the workplace at the end of a working day, the most senior employee at the event will ensure that all employees remain below the legal driving limit.

It is the responsibility of each employee to know the legal limit that applies to their current driving status.

Breaches of this policy

A breach of this policy is a serious offence and may lead to disciplinary action and dismissal.

PROCEDURES FOR WORK RELATED INJURIES

Procedures for Work Related Injuries

If you are injured at work and have received medical attention please contact:

Your local Business Consultant or Delivery Site

Orange Office:	6362 0277
Parkes Office:	6362 5935
Dubbo Office:	6884 8100
Lithgow Office:	6353 1627
Cowra Office:	6341 1044
Bathurst Office:	6331 6211
Mudgee Office:	6372 9460
Tamworth Office:	6766 7041

OR

Skillset Workers Compensation Team
02 6330 1400

Skillset Work Place Injury Procedures

1. Inform your Supervisor of the injury.
2. Go to the doctor/Hospital.
3. Inform the treating doctor that it is a work related injury and that you are employed by Skillset.
4. Collect a WorkCover Certificate of Capacity. NOTE: If this says Unfit for Work, OR fit for suitable duties, you must notify your Skillset Business Consultant PRIOR to returning to your host employer.
5. Notify your local Skillset office or the Workers Compensation Team.
6. Make an appointment to fill out claim forms.
7. Bring all documentation including WorkCover Certificate of Capacity, medical bills etc to the appointment.
8. Complete claim forms.

IMPORTANT POINTS TO REMEMBER

- Remember to tell the medical practitioner that it is a work related injury and that **Skillset** is your employer.
- Obtain from your medical practitioner a **WORKCOVER CERTIFICATE OF CAPACITY**. Your claim will be delayed without this form. All practitioners have WorkCover certificates.
- Make sure that you understand any instructions that are given to you by the medical practitioner. Ask for clarification if you do not understand or are unsure of what is required.
- Inform Skillset of the injury - or have your supervisor inform Skillset that an injury has occurred immediately.
- Attend your local Skillset office to complete the claim forms. Bring with you the WorkCover Certificate of Capacity that you obtained from your medical practitioner.
- If you are unable to attend Skillset's office to complete the claim forms, let us know and we will arrange for one of our personnel to see you, or mail the forms to you. If forms are mailed to you, you will need to complete them and then return them to your local Skillset office within three days.
- Keep Skillset informed on the progress of your injury.
- If you find that specialist attention is required, inform the Return to Work Coordinator at Skillset in Bathurst. Approval needs to be obtained from our insurers for specialist attention.
- If your Doctor deems you fit for Suitable Duties inform Skillset immediately. Special attention needs to be given to these claims by our staff.
- Co-operate with any instructions that are given to you, and make a follow-up appointment, until you are certified "fit for pre-injury duties".

If you have an injury and do not need to see a medical practitioner, follow these procedures.

- Fill out an accident/incident report. Your Host should have one of these forms for their own employees. If you are unable to locate one of these forms, contact Skillset and we will arrange for one to be sent to you. When you have completed the form, please send a copy to Skillset.



WHAT HAPPENS TO YOUR CLAIM

After we receive your claim in our office, we check that all of the information and forms that we need are with your claim. If something is missing we will contact you and chase the missing documents or information. We may contact you to discuss the claim and to talk about ways of preventing the same injury from happening again. We may also speak to your host employer about the injury. After all the forms are completed, copies are taken and the originals sent to the insurer.

The insurer has 7 days to determine initial liability your claim. If you are not fit for any work, payments for wages will commence as soon as the claim has been assessed for provisional liability.

You are able to take sick or annual leave until this occurs (this will be reversed as part of the process once your claim is approved. Please note that the wage you get while on Workers Compensation payments will likely be different to your normal wage. Please contact the Workers Compensation team for details.

If you have any questions relating to the progress of the claim contact our Return to Work Coordinator or your Business Consultant and we will obtain the information you need.

Ensuring that you have given Skillset all the information that is required when first lodging the claim will help to ensure that all the paperwork is completed as quickly as possible.

Remember that it is an offence to make a false workers compensation claim. Criminal charges with fines and gaol term can be laid against you for making a false claim.

Confidentiality

All details relating to Workers Compensation and rehabilitation are confidential and only the people directly involved in the rehabilitation process discuss, are shown, or have access to the file. All documents relating to workers compensation claims are stored in secure filing cabinets, which limited people have access to. In some cases we may need your consent to release information to another party if they request information from us (including your family members).

SUITABLE DUTIES & REHABILITATION

Suitable duties are duties that your doctor may approve for you to complete while you are not yet able to complete the full duties associated with your job. Skillset will always do all they can to return you to work as soon as you are able, and work towards finding duties that your doctor believes are appropriate for your condition.

There are a few things that we need you to do when you are approved as “fit for suitable duties”.

- We need you to inform our office as soon as you are approved fit for suitable duties. This is to allow us to work towards finding duties that are appropriate and that the doctor feels suit your condition. This is part of the rehabilitation process and is nothing to be concerned about as it is the process of ensuring you are returned to your pre-injury duties as soon as you are able.
- If we are unable to find suitable work with your Host we may place you with another Host who can accommodate the suitable duties. This will only be for the period of suitable duties or when your restrictions have been lifted enough for your Host to take you back.
- Additional paperwork will need to be completed by Skillset when you return to work on suitable duties. We will need your assistance and the assistance of the host employer when completing this paperwork.
- In serious cases we may ask a Rehabilitation Provider to be involved with your recovery. Rehabilitation Providers have professional medical people working for them, like physiotherapist's, who can do a complete assessment of your injury and your workplace to determine what suitable duties you may be able to do. These people are there to assist in your recovery and need your cooperation in this process.
- You may also be required to attend specialists to assist in your recovery. This could include physiotherapists, orthopedic surgeons etc.
- If you have any queries on rehabilitation do not hesitate to call Skillset's Return to Work Coordinator or the Rehabilitation Provider if we are using one.
- At all times employ your best efforts to return to work as soon as possible. Remember that rehabilitation is there to help you return to your job as soon as you are able.

Remember we are here to help in your recovery

RETURN TO WORK PROGRAM

This program should be read in conjunction with our Injury Management Policy and Workers Compensation Procedures.

Commitments of this Workplace

Skillset has a commitment to the prevention of occupational injury or illness by providing a safe and healthy working environment for its employees. We also take a pro-active attitude in providing both our employees and host employer's information about the prevention of injury.

Within this commitment we have a work based Rehabilitation Program available for all employees. Rehabilitation should commence as soon as possible after an injury or illness in a manner consistent with competent medical judgment.

Skillset is committed to ensuring that return to work as soon as practicable by an injured worker is a normal practice and expectation.

Skillset is committed to providing suitable duties for an injured worker as an integral part of the rehabilitation process wherever reasonably possible. Rehabilitation programs are to be individually developed for the injured or ill employee by the Return to Work Coordinator in consultation with the employee, supervisor, provider if required, and any other relevant parties.

Skillset will also consult with workers and any Industrial Union representing the workers to ensure our rehabilitation program is operating effectively.

Skillset is committed to ensuring that participation in the rehabilitation program will not of itself, prejudice an injured worker.

The Return to Work Coordinator for Skillset can be contacted on (02) 6330 1400.

Procedures for action when injury occurs

When an injury occurs:

It is the employee's responsibility to notify their supervisor of any injury as soon as is practicable.

Once an injury is notified, the Host Company will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible. Skillset must also be notified of the injury as soon as practicable.

The company will notify their insurer of any incident where Workers Compensation is payable within 48 hours of the above and all paperwork will be forwarded within 5 days. For serious incidents (fatalities or serious injury or illness), WorkCover and our insurer will be notified within 48hrs.

Follow-up after injury

The designated Return to Work Coordinator will arrange for the development of, and compliance with, an injury management plan for an injured worker and will also maintain a case file and protect the confidentiality of the information in this file.

Where possible treatment should be obtained outside working hours recognising that treatment is to facilitate the return-to-work, not impede it.

Finding Suitable Duties

When the injured employee is, according to medical judgement, capable of returning to work, an individual Return-to-work Plan will be developed offering suitable duties which will be identified after consultation with the relevant parties and will be specified in writing. Appropriate assistance will be given to workers from a non-English speaking background and to those permanently unable to return to pre-injury duties.

Involving a Rehabilitation Provider

The following accredited rehabilitation providers are available to assist when required in the rehabilitation of those employees who suffer a workplace injury or illness:

Insight

PO Box 75
ORANGE NSW 2800
Phone: 02 63602275

Interact Injury Management

205 Summer Street
ORANGE NSW 2800
Phone: 02 6361 8868

Skillset will only use Rehabilitation Providers when the case is complicated, beyond the RTW Coordinators capabilities, skills and experience or are directed to use one by an appropriate Authority.

Injured workers, will, however, retain the right to nominate an accredited provider of their own choice.

Consultation

Employees will be informed of their rights and responsibilities and of Skillset policies on rehabilitation. Such consultation will be effected through the induction process and reinforced before rehabilitation commences.

Disputes

The company accepts the need to consult with employees and any organisation representing them on disputes and to contact the insurer, WorkCover, or an Injury Management Consultant if a dispute occurs that can not be resolved.

Statement of Intent

The intent of this policy is to provide all employees of Skillset with access to injury management where they have sustained a work related injury or illness and are eligible to submit a Workers Compensation Claim.

Policy Statement

Skillset is committed to:

- Preventing workplace injury and illness by providing a safe and healthy working environment.
- Informing employees and managers of their responsibilities under the Workers Compensation Act 1987 (as amended) and the Workplace Injury Management and Workers Compensation Act 1998.
- Developing and implementing a Return to Work program that complies with Skillset's insurers Injury Management Program.
- Ensuring that Return to Work occurs as soon as practically possible after injury.
- Providing suitable duties, where practicable, as a key part of the injury management process.
- Consulting with staff, unions, employees, insurers and Host Companies to ensure injury management is managed well to ensure a successful outcome for all parties concerned.
- Ensuring that participation in a Return to Work program will not disadvantage, or further injure the employee in any way.
- Maintaining the confidentiality of rehabilitation and workers compensation claim information relating to employees.

Skillset is also committed to supporting employees with non compensable or non work related injury or illness.

Skillset will have a WorkCover accredited Return to Work Coordinator available, or where this is not available, will engage a WorkCover authorized Rehabilitation provider.

Statement of Intent

It is an objective of Skillset to ensure that all employees enjoy a work environment free from all forms of discrimination and harassment.

Discrimination and harassment are illegal and will not be tolerated by Skillset and its management.

Any person covered by this policy who is found to have breached the policy will be subject to disciplinary action.

This policy is intended to help set proper standards of behaviour at the workplace.

Scope

This policy applies to all employees of Skillset and relates to any employment related grievances.

For the purposes of this policy “employee” means members of staff of Skillset including full time, part time, casual and fixed term staff members, as well as apprentices and trainees.

It is the responsibility of ALL employees to comply with this policy; to report incidents to their supervisor; and to NOT participate in discriminatory or harassing behavior.

What is discrimination?

Discrimination occurs when someone is treated unfairly because they belong, or don't belong, to a particular group of people. Anti-discrimination laws are in force at both the federal and state level, and prohibit discrimination because of:

- sex (including pregnancy and breastfeeding);
- race, colour, ethnic or ethno-religious background, descent or nationality;
- marital or domestic status;
- disability (including physical, intellectual, psychiatric, learning or cognitive disabilities, and any virus or bacteria that can cause disease, such as HIV. It also includes any disability a person had in the past, has now, or may have in the future);
- homosexuality (male or female, actual or presumed);
- age (including not forcing people to retire at any particular age);
- transgender (transsexual) status; and
- carers' responsibilities.
- religious beliefs and affiliations

DISCRIMINATION & HARASSMENT POLICY

Discrimination occurs if:

- A person is treated unfairly or unequally because they belong to a particular group or category of people listed above; or
- A person is required to comply with a rule or condition that:
 - a. Is the same for everyone, but which has an unequal or disproportionate effect on a group of people listed above of which the person is a member; and
 - b. Is unreasonable in the circumstances.

Direct Discrimination

Direct discrimination occurs when a person (or a group of people) is singled out for worse treatment, compared to others in similar circumstances, because of one or more of the attributes listed above.

Direct discrimination may involve:

- making offensive 'jokes' about another worker's racial or ethnic background, sex, sexuality, age or impairment;
- expressing negative stereotypes about particular groups or using stereotypes as a basis for decisions about work e.g. 'Women with young children shouldn't work' or 'Older workers can't learn new skills'
- using selection processes based on irrelevant attributes such as age, race or impairment rather than on skills really needed for the job.

Indirect discrimination

Indirect discrimination occurs when one rule applies to all, but in fact disadvantages a person (or group of people) because they are unable, or less able to comply with the rule because they have an attribute listed above. The fact that the disadvantage was not intended is not an excuse. For example:

- Requiring everyone to be available for all shifts might be unfair to a person with responsibilities to care for children or an elderly parent.
- Only hiring people who have never had a back injury or a workers compensation claim might rule out an employee whose health has returned and can do the job well.
- Not considering the provision of some reasonable adjustments would disadvantage a person with an impairment, who may be able to perform the essential parts of the job in a different way.

What is Harassment?

In general, harassment is any form of behaviour that is not wanted and not asked for and that humiliates someone (puts them down), offends them, or intimidates them, on the basis of

- a person's sex (including pregnancy), race, disability, marital status, age, homosexuality, transgender or carer's responsibilities;
- a person's presumed or perceived disability, homosexuality, transgender or carer's responsibilities;
- the sex (including pregnancy), race, disability, marital status, age, homosexuality or transgender of their associate or relative; and
- the perceived or presumed disability, homosexuality or transgender of their associate or relative
- A person's beliefs, habits, attitudes, general demeanour or religion.

If unwelcomed or unreciprocated, the following behaviours could be examples of harassment:

- physical contact (and assault)
- persistent following (stalking);
- persistent verbal abuse or threats; or
- persistently disrupting an individual's work, work space, equipment or interfering with their personal property.

Other forms of harassment whether directed at a person or a group can include:

- jokes, derogatory or dismissive comments;
- gestures that are insulting or belittling;
- circulating, displaying written or pictorial material that is offensive or belittling.

Harassment is a form of unlawful discrimination and will not be tolerated at Skillset.

What is Sexual Harassment?

Sexual harassment is any form of unwelcome sexual attention that might offend, humiliate or intimidate the other person, and may be experienced by women or men, from women or men.

It includes (but is not limited to):

- Uninvited touching or physical contact;
- Leering at a person or at parts of their body;
- Inappropriate or sexually suggestive body language;
- Talking about your sex life or asking about another person's sex life;
- Sexual jokes or propositions;
- Sexually offensive communications (phone, email, SMS or other social media);
- Smutty jokes or comments;
- Making promises or threats in return for sexual favours;

DISCRIMINATION & HARASSMENT POLICY

- Displays of sexually graphic material including posters, pinups, cartoons, graffiti or messages left on notice boards, desks, E-mails or common areas;
- Insults, taunts, teasing or name-calling.

Sexual harassment is against the law and Skillset will not tolerate sexual harassment in the workplace or in any work-related context such as conferences, work functions and business trips.

Sexual harassment does not have to be repeated or continuous to be against the law. Some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents, such as an unwanted invitation or compliment, may not be sexual harassment. Some forms of sexual harassment, such as assault, physical molestation, stalking, sexual assault and indecent exposure, are also criminal offences, and any accusation of such will be reported to the police for full investigation.

Sexual harassment is not behaviour that is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not harassment.

How to Deal with Discrimination or Harassment

Any person who is being discriminated against or harassed has the right to complain and take action. Discrimination or harassment shouldn't be ignored, hoping that the behavior will go away.

Harassment or discrimination may come from any source including another employee, a host employer, or even a third party such as a fellow student or teacher at a training provider. This policy may be used to deal with a complaint against a person who is not a Skillset employee but who is involved in a Skillset-related activity.

It is unlawful to victimise a person who has lodged a complaint of unlawful discrimination or harassment.

If you feel that you have been discriminated against or harassed, you should attempt to resolve issues at the local level by:

- Raising the issue directly with the person you believe is responsible. Often, an informal approach can quickly resolve an instance of workplace discrimination or harassment, as often the person doesn't realize that their behavior is upsetting you.
- If you feel you cannot speak with the person (s) yourself, involve your immediate supervisor. Apprentices and trainees must also raise the issue with their Business Consultant. Your complaint will be attended to in a confidential way, but will likely involve your supervisor speaking to the other party involved.

DISCRIMINATION & HARASSMENT POLICY

- If the issue is not resolved in this way an employee may:
 - Raise the matter with another relevant manager.
 - Lodge a formal complaint in accordance with Skillset's Grievance Policy. Seek advice from a member of the Senior Management Team or the Chief Executive Officer. A member of the Senior Management Team must be advised immediately if a party to the harassment or discrimination involves a third party. In this instance, the Senior Management Team member will drive the investigation process.

Where the complaint is unable to be resolved, and this process has been followed, you may lodge a complaint with external bodies, for example the Anti-Discrimination Commission of New South Wales.

Statement of Intent

Entry level apprentice and trainee qualifications require students to have basic literacy and numeracy skills. Applicants are deemed to possess these skills when they apply for employment with Skillset. To help assist candidates succeed in their chosen vocation, the following procedures will be used to assist and support literacy and numeracy needs.

Procedures

All applicants will complete the Skillset Entrance Exam and have an interview with one of our Field staff. A determination of the applicant's level of literacy and numeracy will be determined by the Field Officer from the Exam and the Interview. School reports will also be viewed to support the procedure.

Candidates who have gained employment with us and have been assessed as having either a literacy or numeracy problem will be referred to the appropriate specialist or vocational provider to assist them to reach the required standard for Entry level training.

If an Apprentice or Trainee is assessed as having a literacy or numeracy problem by the training provider, the same process as listed above will commence.

All successful candidates are also required to attend an Occupational Health and Safety Induction and a Skillset General Induction. These courses require basic literacy skills. The facilitator who is typically a Field Officer, will have determined the candidate's literacy level, ideally before the course, as a result of the testing and interviewing involved in the recruitment process. If a successful candidate needs assistance, the facilitator will make suitable arrangements to ensure the candidate comprehends the written material. This could include, but is not limited to, having a reader and writer attend the induction with the candidate and conducting a one on one induction.



Statement of Intent

To ensure the programs and services provided by Skillset are relevant and accessible to all groups within the communities in which the organisation operates.

Policy Statement

Access and Equity means the policies and approaches that ensure Skillset is responsible to the diverse needs of all host employers, apprentices and trainees. Through the implementation of these policies and approaches the benefits of participating in group training are available to everyone on an equitable basis including women where under-represented; people with disabilities; people from a non-English speaking background, indigenous Australians and rural and remote learners. This is consistent with the National Standards for Group Training organisations.

As such, this Access and Equity Policy is based on the following principles:

- That Skillset will apply access and equity principles to its operations
- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and employees, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Equality of outcomes within vocational education and training for all people, without discrimination.
- Access for all people to appropriate quality training programs and services.
- Increased opportunity for people to participate in training and in relevant decision making processes within the vocational education and training system.
- Ensuring employees are trained in and comply with Skillset's Access and Equity Policy

This policy targets the following groups:

- Aboriginal and Torres Strait Islanders;
- People with a disability;
- People from non-English speaking backgrounds;
- People in transition and other special groups (i.e. people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalised);
- Women; and
- People from regionally isolated communities.

The following rules apply in support of access and equity. All employees are to be given fair and reasonable:

- Opportunities to participate in relevant decision making processes; and allocation of resources and services.
- Opportunity to attend and complete training.
- Employment opportunities. Where two or more applicants are assessed equal by order of merit, greater weight is to be given to people from the access and equity target groups. Priority between target group members should be determined on an individual basis and should be given to those members who have suffered the greatest disadvantage.

Skillset will ensure that access and equity is achieved with the following State and Federal legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Occupational Health and Safety Act 2000
- Anti Discrimination Act 1977

Additionally, this policy is consistent with the National Standards for Group Training Organisations.

This policy will be reviewed at least annually to reflect contemporary legislation and practice in respect to equity groups.





skillset.