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1. **WHS Policy and Commitment**

The Loose-Fill Asbestos Taskforce (LFAIT) senior management team are committed to ensuring the health and safety of all; employees, contractors, visitors and customers, who may be impacted by the work undertaken by the Taskforce. This commitment is in line with the Department of Finance Services and Innovations (DFSI) Work Health and Safety (WHS) Policy.

To read the **DFSI WHS Policy** click [here](#).

To read the **WHS Policy Statement** click [here](#).

2. **Work Health and Safety Management System**

The DFSI has a comprehensive Safety Management System (SMS) which forms the basis of the LFAIT safety documentation. The WHSMS is a system of policies, procedures and guidelines designed to assist DFSI and the Taskforce to meet legislative requirements.

The purpose of the SMS is to ensure effective identification of hazards and management of risks; integrate safe work practices into our operations and continually strive to reduce the risk; or where incidents do occur, minimise the effects, of work related incident, injury and/or illness.

To view the DFSI Safety Management System documentation click [here](#).

3. **WHS Legislation**

The DFSI and LFAIT safety documentation is informed by the NSW WHS Act 2011, WHS Regulations 2011 and related Codes of Practice and Australian Standards.

For further information on work health and safety laws and codes see the SafeWork NSW [website](#).

**SafeWork NSW Codes of Practice** relevant to Taskforce operations include:

- [Hazardous Manual Tasks](#)
- [How to manage and control asbestos in the workplace](#)
- [How to safely remove asbestos](#)
- [First aid in the workplace](#)
- [How to manage work health and safety risks](#)
- [Managing the risk of falls at workplaces](#)
- [Managing the work environment and facilities](#)
- [Work health and safety consultation, cooperation and coordination](#)
- [Comcare Guide to remote or isolated work](#)

4. **WHS Responsibilities**

All persons have a responsibility for health and safety under the WHS Act 2011. Health and safety duties are assigned based on the individual’s role in an organisation and a person may have more than one duty, for example duties as an employee and where the person is a senior manager, duties as an officer.
The primary duty of care to ensure the health and safety of workers so far as reasonably practicable is assigned to the person conducting a business or undertaking (PCBU).

Officers of the PCBU have due diligence obligations to ensure the PCBU complies with their duty of care obligations.

Workers have a duty to take reasonable care for their own health and safety; take reasonable care that their acts or omissions do not adversely affect the health and safety of others; comply with reasonable instructions of the PCBU, and; cooperate with any reasonable policy or procedure of the PCBU relating to health and safety which they have been notified of.

To view the *DFSI WHS Responsibilities Procedure* click [here](#).

To view the [WHS legislation](#) click [here](#).

### 5. Communication and Consultation

The LFAIT is committed to communicating and consulting with workers on matters relating to health and safety.

The Taskforce has the following arrangements in place to fulfil its obligations to consult with workers:

- Daily meetings with Operations staff and WHS Wednesday Huddle
- One on one meetings with direct reports
- All Taskforce email communication and circulars
- Ad hoc meetings as required
- Formal and informal verbal and email communication with key stakeholders

These arrangements will be reviewed for effectiveness or at the request of a worker/s.

For further information on health and safety consultation at DFSI, click [here](#).

### 6. WHS Issue Resolution

The Head of Taskforce and senior managers are committed to resolving WHS issues at the workplace level.

Any worker identifying a WHS issue is required to advise their immediate manager in order that we can work collaboratively to resolve the issue in question.

If an issue is not able to be resolved at the local level within a reasonable period of time a worker, supervisor or other stakeholder can escalate the matter to the next level of management for resolution.

If an issue remains unresolved after following the internal procedure it can be escalated to the Employee Safety and Wellbeing unit in People and Culture; or depending on the severity of the risk it may be escalated to SafeWork NSW.

If SafeWork NSW is advised the person making contact must advise their senior manager.

To view the *DFSI Issue Resolution Procedure* click [here](#).

### 7. WHS Hazard Identification

**Hazard Identification**
A hazard is anything in the workplace that has the potential to harm someone. A hazard may include machinery; dangerous chemicals or substances; the way work is done.

A risk is the likelihood that the hazard will cause harm. The level of risk is defined by how often a worker is exposed to the hazard; how many workers are exposed to the hazard; the severity of the injury or illness.

The Taskforce uses the DFSI WHS Risk Management Strategy and the Hazard Identification, Risk Assessment, Elimination, Control and Evaluation (HIRAECES) Procedure to identify and control hazards associated with the work undertaken by the Taskforce.

To view the DFSI WHS Risk Management Strategy click here.

To view the Hazard Identification, Risk Assessment, Elimination, Control and Evaluation (HIRAECES) Procedure click here.

**Hazard Reporting**

All workers have a responsibility to report hazards. Where a hazard can be resolved at the local level such as cleaning water spilt on the floor the person identifying the hazard has a responsibility to resolve it.

Where the hazard is not able to be resolved, for example the water on the floor from a broken tap, the worker has a responsibility to isolate the hazard with the assistance of managers in order to reduce the risk of injury or illness to others who may be exposed to the hazard and then report the hazard to someone who has the appropriate responsibility.

If a Hazard cannot be resolved it must be recorded on a Hazard Report form and submitted to the manager for submission to the Taskforce WHS Advisor.

A record of the Hazard Report form will be maintained in the Taskforce Incident Register. The Hazard report form will be closed out once control strategies are implemented which reduce the risk of injury or illness to as low as reasonably practicable (ALARP).

To view the DFSI Hazard Report form click here.

For more information on reporting serious hazards such as Bomb Threats, Suspicious Mail, Strangers and Intruders, Faulty Lifts and Chemical Spills or Leaks click here.

To report a workplace hazard such as torn carpets, air conditioning, lighting, plumbing, furniture repairs and other maintenance requirements click SmartFacilities Portal.

**Taskforce Hazard Register**

Taskforce WHS hazards are recorded in the Taskforce WHS Hazard Register. This is a living document. The hazard register is updated as required following notification of new hazards and incidents where controls are not in place or where the existing controls require review.

Hazards are recorded for both organisational and LAA tasks.

To view the Taskforce Hazard Register click here.

**8. WHS Risk Management**

Risk management refers to those strategies the Taskforce has implemented to reduce the risk of injury or illness which may result following exposure to a hazard associated with the business activities of the Taskforce.
The Taskforce follows the hierarchy of controls as required under clause 36 of the WHS Regulations 2011 and summarised below when eliminating or minimising risks to as low as reasonably practicable:

- **Elimination**, where this is not possible;
- **Substitution** with something that has lesser risk, or where this is not available;
- **Isolating** the hazard from any person exposed to it, or where this is not possible;
- Implementing **engineering** controls;
- Remaining risks may be minimised by implementing **administrative** controls, and finally any remaining risk may be managed through the use of;
- **personal protective equipment (PPE)**

Risk management strategies are identified for Taskforce members; and contractors undertaking tasks in relation to the sampling of loose-fill ceiling insulation, technical assessments and property valuation.

In addition to the WHS Act 2011 and WHS Regulations 2011 and the documents noted above the Taskforce uses the following guidance material to inform risk management activities:

- **SafeWork NSW Code of Practice**: How to manage work health and safety risks, December 2011
- **SafeWork NSW guidance material**

### Taskforce Risk Register

The Risk Register is a living document with a record of the hazards that have been identified for the tasks being undertaken by Taskforce employees; and contractors undertaking tasks in relation to the sampling of loose-fill ceiling insulation, technical assessments and property valuation.

The Risk Register identifies the level of risk associated with each hazard, the controls that have been put in place to reduce the level of risk, the residual risk following implementation of controls and the person responsible for implementing the controls.

The risk register will be updated as required throughout the operation of the Taskforce. Information to be used to inform a review includes hazard and incident reports and regular conversations with LAA’s.

Separate risk registers are maintained by Property and Advisory Group following acquisition of a property pending demolition; and Public Works Advisory for the Demolition Project.

To view the **LFAIT Risk Register** click [here](#).

### Taskforce Safety Priorities

The Taskforce has the following Safety Priorities.

- Reporting of notifiable incidents immediately
- Reporting of all other hazards and incidents within 24 hours
- Investigation of incidents within 3 days

Progress on the Safety priorities will be reported to the Head of Taskforce and Senior Managers monthly.

### Safety Management Plans

The WHS Regulations 2011 require the Principal to develop a Safety Management Plan for high risk construction work (clause 309). The LFAIT program involves a number of activities which are classed as high risk construction work.
The Safety Management Plan provides detail on persons with WHS responsibilities under the project; consultation arrangements between parties to ensure compliance with WHS duties; arrangements for managing WHS incidents; site specific health and safety rules and arrangements for communicating those rules to persons at the workplace; arrangements for collection, assessment and monitoring of safe work method statements at the workplace.

The requirements for the LAA sampling project; GPNSW property maintenance project and PAW demolition project are outlined in the respective WHS (Safety) Management Plans:

1. LFAIT WHS Management Plan
2. GPNSW WHS Plan
3. PWA WHS Plan (pending)

Safe Work Method Statements

The WHS Regulations (clause 299) require that a safe work method statement (SWMS) is prepared for the proposed high risk construction work before it can commence.

The SWMS identifies the high risk work; specifies hazards and describes measures taken to control the risks; describes how control measures are implemented; is developed in consultation with workers carrying out the tasks.

Under the contract LAA contractors are required to submit their SWMS to LFAIT. The Taskforce will assess the SWMS against a checklist and communicate any amendments to the contractor.

The Taskforce requires the SWMS as evidence that contractors are managing risks associated with the project for continued participation in the project.

To view the SWMS Checklist template click here
To view Taskforce specific SWMS click here
To view the contractor SWMS click here

Safe Operating Procedures

The Taskforce has developed a number of Safe Operating Procedures (SOP) to help address the risks associated with the roles of operational and case management roles.

To view the Register of Taskforce Safe Operating Procedures and link to SOP’s click here.

Hazard and Safety Alerts

A hazard alert is issued where the Taskforce is notified of or is aware of a situation which may lead to a significant safety risk.

A safety alert is issued if the Taskforce is advised by an LAA of an incident which resulted in or had the potential to result in an injury or illness to an LAA contractor.

The purpose of hazard and safety alerts is to advise LAA’s of new hazards and control options. LAA’s are advised to amend the SWMS as appropriate on receipt of this information.

The LFAIT send out either a Hazard Alert or a Safety Alert to LAA contractors to support the risk Management process.

To view the Register of Safety and Hazard Alerts issued to LAA’s and link to alerts click here.

WHS Induction and Training (including New Starters)

All LFAIT members including contractors and DFSI employees on secondment are required to be inducted to DFSI WHS policies and procedures. New starters (including contractors and workers on
secondment who have not yet completed this) are required to complete the mandatory online e-learning WHS modules on commencing work. These include:

- Code of Ethics and Conduct-DFSI
- Introduction to Health and Safety at Work -DFSI
- DFSI Flexible work hours agreement- employees
- WHS Due Diligence- Managers
- DFSI Orientation day- all employees (book in myCareer)

Managers for new starters are required to complete the induction checklist to ensure the process is completed according to DFSI requirements.

The Taskforce also has role specific orientation and training programs and workers will be allocated to the relevant orientation program on starting with the Taskforce.

New starters are also required to book in to attend a DFSI Orientation day. Bookings are made in myCareer.

To view the process for on-boarding new starters click [here](#)
To view the LFAIT WHS Induction Powerpoint presentation click [here](#)
To view the Managers Induction Checklist click [here](#)
To access DFSI Mandatory Learning modules go to myCareer on FASTRAC and click on ‘All other Divisions’. Links to your Mandatory Learning modules will be in your Inbox.

For instructions on how to access mandatory training modules click [here](#)

**Office Safety**

The Taskforce has the following procedures in place to support office safety.

All workers are required to report hazards and initiate controls within their level of responsibility. If the hazard cannot be resolved immediately it must be escalated to the appropriate person for management and a hazard report completed and submitted to the supervisor/manager and WHS Advisor.

Workers are required to complete an ergonomic self-assessment of their workstation on commencement and again if they move or experience discomfort.

Workers should take regular breaks away from their workstation to pause and stretch, particularly when performing hazardous manual tasks such as repetitive activities, activities requiring lifting or working in constrained/awkward postures.

All workers are required to follow DFSI policies and procedures and Taskforce Safe Operating Procedures and Operational Procedures.

Workers are required to report all work health and safety incidents, however minor, at the time of the event or if that is not possible as soon as practical within 24 hours of the event occurring.

**Working from home**

The organisation has the same level of responsibility for the health and safety of workers who have been approved to work from home. Workers require management approval to commence a working from home arrangement and before work commences they must complete and submit the Working from home/Telecommuting-WHS Checklist and have all required office and safety equipment in place.

The following resources are to be accessed by all workers:

- Ergonomic self-assessment checklist
Safety in the Field

Taskforce workers who undertake field work are to work to the Safe Operating Procedures developed to manage risks specific to these tasks.

Taskforce workers are also required to complete a hazard assessment checklist before proceeding into the field to ensure all safety precautions specific to the task they are undertaking have been considered and implemented.

To view the Case manager site visit - Risk Assessment click here.

To view the SOP Safe Driving click here.

Contractor Safety

The Taskforce takes contractor safety seriously and is committed to ensuring appropriate consultation with contract agencies to ensure effective implementation of shared PCBU responsibilities.

Taskforce contractors include operations workers and field workers engaged through a contract agency to undertake duties for the Taskforce.

Our commitment to contractor safety extends to areas for which we have a shared obligation to health and safety where DFSI is the Principal under the related projects including; sampling of ceiling insulation, property maintenance for option 1 and 2 properties and the demolition project.

Contractors working for the Taskforce are to comply with DFSI policies, procedures and Taskforce Safe Operating Procedures and Operational Procedures.

Where DFSI is the Principal contract organisations are to comply with legislative requirements; specific contractual safety obligations; Safety Management Plans; contractor Safe Work Method Statements and the organisations own health and safety policies and procedures.

All contractors are to comply with reporting requirements for hazards, incidents and injuries. The Taskforce is to be notified as soon as possible within 24 hours of an event occurring.

Contract organisations are responsible for ensuring the immediate first aid and medical treatment requirements are made available for any injured worker. They are also responsible for any ongoing injury management requirements.

To see DFSI procedures for engagement of contractors click here.

Asbestos

Under the NSW Work Health and Safety Act 2011, the following Codes of Practice and guide apply to the management and safe removal of asbestos-containing materials.

- How to Manage and Control Asbestos in the Workplace
- How to Safely Remove Asbestos
Managing asbestos in or on soil

Clause 435 of the WHS Regulations 2011 also require PCBU’s to undertake health monitoring for persons who are working with or likely to be exposed to asbestos containing materials.

The Taskforce has the following arrangements in place for contractors undertaking sampling work on behalf of DFSI:

- WHS Management Plan
- Risk Register
- Provision and review of contractor SWMS
- Provision of evidence of compliance with health monitoring requirements

Safety in design and purchasing

The most effective way to manage safety is to minimise risks at the design, planning and purchase stage.

Risk management should be considered at every stage of proposed change and controls implemented prior to the introduction of new work practices, materials and/or equipment to minimise the risk of injury or illness to as low as reasonably practicable.

See Element five of the DFSI WHSMS for guidance materials and WHS checklists for safety in purchasing.

The Taskforce will use providers approved under the NSW Procurement Pre-Qualification scheme (Government procurement arrangements) wherever possible.

9. Incident and Injury Reporting and Investigation

Incident and Injury Reporting

A work related incident is an event which did or had the potential to lead to injury or illness of an employee, contractor or visitor; or damage to property.

All incidents are to be reported to the immediate manager/supervisor and the Head of Taskforce on the day of the event or as soon as possible within 24 hours of the incident occurring using the DFSI Incident and Injury Report form.

A ‘Notifiable/Serious Incident’ must also be reported to SafeWork NSW on 13 10 50 immediately. For incidents involving Taskforce workers this will be undertaken by the Taskforce WHS Advisor.

Contractors undertaking work for DFSI are required to notify SafeWork of any incident involving their workers. They must then advise the Taskforce contact immediately. These arrangements are detailed in the respective WHS Management Plans.

For further information on reporting an incident or injury click here

For a copy of the Incident Injury Report form click here

Serious (Notifiable) Incident Reporting

Serious or notifiable incidents are defined by the WHS legislation as those incidents involving a fatality, serious injury or illness or a dangerous incident.

Notifiable Incidents must be reported to SafeWork NSW immediately or as soon as possible following the event by calling 13 10 50.
The Taskforce will notify SafeWork NSW of any incidents involving workers or contractors working with the DFSI.

LAA, technical assessors, valuers and demolition contractors are responsible for reporting serious incidents which occur whilst they are undertaking their duties to SafeWork NSW and to the Taskforce LAA contact as outlined in the WHS Management Plan.

To view the SafeWork NSW, Notifiable Incident Fact Sheet click here

**Incident and Injury Investigation**

Managers / Supervisors are required to complete an Incident Investigation Report within 3 days of an Incident/Injury being reported.

The purpose of the investigation is to determine the cause of the incident/injury and to identify and implement strategies to reduce the risk of a similar event occurring in the future.

For further information on investigating an incident click here.

To view the *Incident Investigation Procedure* click here.

For an *Incident Investigation Report Level 1* click here.

For a Serious/ Notifiable *Incident Investigation Report Level 2* click here.

**Incident Register**

All WHS incidents are recorded on an incident register which is maintained by the Taskforce. Incident report forms and the incident register are maintained in a confidential location to meet privacy legislation requirements.

The incident register is accessed by senior managers including the Head of Taskforce, Director Policy and Strategy and the WHS Advisor.

Incidents are recorded to support hazard identification, risk management, trend analysis and executive reporting.

**10. First Aid and Injury Management**

**First aid arrangements**

Qualified First Aid Officers are located on Level 8 and 9 of Macquarie Tower. Contact numbers for first aid officers are displayed in the kitchen on each level.

There is also first aid boxes located in the kitchen on both levels and a first aid room with Automated External Defibrillator located on Level 9.

In the event of an injury seek the assistance of a first aid officer.

Contact numbers Level 8 First Aid Officers MQT
Contact numbers Level 9 First Aid Officers MQT

For more information on DFSI first aid arrangements click here.

**Injury Management**

Where the incident results in an injury requiring treatment the following steps apply:

1. Seek first aid
2. Seek medical attention – if appropriate contact ‘000’ and request an ambulance
3. If the injury does not require urgent attention see a doctor.

Discuss with your doctor whether further medical investigations or ongoing treatment is required or if you are not able to return to your usual duties.

If so you may wish to lodge a claim for workers compensation.

**Workers Compensation**

The following legislation applies to workers compensation in NSW:

- The Workers Compensation Act 1987
- The Workplace Injury Management and Workers Compensation Act 1998
- The Workers Compensation Regulation 2010

To see the Workers Compensation legislation on SafeWork NSW click [here](#).

To lodge a claim for workers compensation you require a SafeWork NSW approved *WorkCover Certificate of Capacity* from your treating doctor.

**DFSI employees**

- Provide a copy of your certificate to your immediate manager as soon as possible
- If you are not able to return to pre-injury duties contact your supervisor to discuss suitable duties
- Provide a copy of your medical certificate to your Advisor Safety and Wellbeing who will contact the insurer and support you with your rehabilitation and return to work.

**Taskforce contract workers**

- Provide a copy of your certificate to your agency contact who will speak with you about making a claim for workers compensation; and your LFAIT supervisor
- If you are not able to return to pre-injury duties contact your supervisor to discuss suitable duties
- Provide a copy of your medical certificate to the DFSI Advisor Safety and Wellbeing who will support you with your rehabilitation and return to work.

For DFSI injury management, and workers compensation information click [here](#).

**11. Emergency Management**

Emergencies may include first aid, fire, bomb threat, evacuation and serious incidents.

**Emergency numbers**

- Fire/Ambulance/ Police call 000
- Notifiable Incidents SafeWork NSW call 13 10 50

To view the DFSI procedures for emergency management click [here](#).

Click here to view the Taskforce Operational Procedure for managing medical emergencies. (to be developed)

**Evacuation**

In the event of an evacuation workers are to follow the building instructions issued over the loudspeakers.

Fire Wardens are at each location and are in charge in the event of an emergency evacuation situation. All workers are to follow their instructions and where instructed to do so evacuate via the fire stairs and proceed to the meeting point.
For Macquarie Tower the meeting point is at the corner of Valentine Avenue and Parkes Street.

Workers with a permanent or temporary condition which will make evacuation using the fire stairs difficult must speak with their manager and the floor Fire Warden and a Personal Emergency Evacuation Plan (PEEP) will be developed identifying the strategies in place for your safe evacuation in the event of an emergency.

To access a copy of the Personal Emergency Evacuation Plan click here

12. Employee Health and Wellbeing

The Taskforce encourages all workers to take an active approach to leading a healthy lifestyle. DFSI has a number of programs to support health and wellbeing.

Information is available on the intranet for workstation set-up, flu vaccination, smoke-free workplace, mental health, health and wellbeing and fitness passport.

To see the DFSI health and wellbeing program information click here

Health and Wellbeing Apps and Programs

These free apps are another great way of helping you manage your everyday health and fitness:

Freeletics – workout and diet advice app
Quit Now: My QuitBuddy – quit smoking app
Get Some Headspace – meditation app
Smiling Mind – meditation and mindfulness app
Water Balance : hydration tracker – fluid tracking app
Runtastic Running / Push Ups – fitness app

NSW Health-Get Healthy is a free six month telephone health coaching service. The program includes offers expert advice and motivation and is available to anyone who wants to make life changes to improve their health and fitness.

Employee assistance program (EAP)

The employee assistance program is available to assist employees and their immediate families with work related and personal issues.

For a confidential face to face or phone consultation call 1300 687 327.

To see information on the EAP program click here

Contractor Assist Program

The Taskforce has identified the potential for psychological impacts on LAA contractors who are working away from family and support networks on the program.

To support LAA contractor mental health and wellbeing the Taskforce has implemented a Contractor Assist Program offering two free emergency counselling and referral sessions for LAA contractors requiring psychological support whilst they are working on the LFAIT program.

To see the Contractor Assist Program proposal click here

Fitness Passport

Fitness passport is a low cost, flexible corporate gym and pool membership available to ongoing DFSI employees and temporary employees with more than 12 months on their contract.

To see more information on Fitness Passport click here
To see Fitness Passport FAQ’s click [here](#).

**Taskforce calendar of events**

The Taskforce has a calendar of health and wellbeing activities developed from the NSW Health Calendar 2016.

To see the 2016 calendar of events click [here](#).

**13. WHS Reporting**

WHS incident and injury data is reported to the Executive by Corporate HR monthly and quarterly.

Data recorded includes:

- The number of workers compensation claims
- Mechanism of injury
- Percentage of incidents reported within 24 hours
- Percentage of investigations undertaken within 3 days

Additional reports specific to the Taskforce will be developed as required.

**14. WHS Contacts**

If you require additional information or role specific training please speak with one of the following people:

- Your immediate manager or supervisor
- Taskforce WHS Advisor: Suzanne Reid, Mob 0434 609 795
- LFAIT Director Strategy and Performance
- DFSI Employee Assistance Program (EAP) 1300 687 327
- People and Culture WHS Advisor: Atefeh Soltani, Mob 0466 346 053
- People and Culture Injury Management Advisor: Lisa Corbett, Tel 4321 4198
- People and Culture HR Advisor: Cathy Cassar, Mob 0466 428 171
- People and Culture HR Advisor: Catherine Barrett, Mob 0467 818 391
- Macquarie Tower Facilities Management: Wayne Land, Mob 0412 477 652
- SafeWork NSW 13 10 50
- Emergency Services 000