

# WORK HEALTH & SAFETY GUIDEBOOK & INDUCTION

30/07/2024



# Table of Contents

	1
<b>Introduction</b>	2
<b>Working as a Locum</b>	3
<b>Your Rights &amp; Responsibilities</b>	4
Your Rights	4
Your Health & Safety Responsibilities	5
<b>Your Health &amp; Safety at Work</b>	5
<b>Consultation</b>	6
<b>Issue Resolution</b>	6
<b>Change of Duties</b>	6
<b>Reporting Hazards &amp; Incidents</b>	7
<b>A Healthy &amp; Safe Work Environment</b>	7
<b>Hazard Awareness</b>	7
<b>Common Workplace Hazards</b>	8
Work-related Stress	8
Workplace Behaviour	8
Occupational Violence and Aggression (OVA)	9
Sexual Harassment	10
Bullying	10
Trauma and Vicarious Trauma	10
Fitness for Work	10
Fatigue and the Challenges of Shift Work	11
Biological and Chemical Hazards	11
Medical Equipment	11
Remote and Isolated Work	11
Ergonomics and manual tasks	11
Emergencies	12
<b>What to do if you are Injured</b>	12
<b>Where to access support</b>	12

## Introduction

---

Welcome to Jon & Jon Medical Work Health & Safety Guidebook & Induction.

At Jon & Jon Medical, we prioritise your health and safety. Our goal is to ensure that you are well-informed and trained in matters of health and safety in the workplace. We have established a clear and secure pathway for you to address any health and safety concerns you may have.

This Induction module has been prepared to provide you with essential information regarding health and safety in the workplace. It covers topics such as your rights and responsibilities, common hazards in a healthcare work environment, Jon & Jon Medical's health and safety standards, as well as the standards expected of your Host Organisation.

By the end of this Induction, you will have knowledge of the following:

- Your rights and responsibilities in the workplace.
- The individuals responsible for ensuring your health and safety at work.
- How to access Jon & Jon Medical's Work Health & Safety (WHS) policies and procedures.
- Common hazards found in an office or hybrid work environment.
- Reporting procedures for health and safety issues, hazards, incidents, including near misses.
- The appropriate steps to take if you sustain an injury at work.
- Please note that when we refer to "health," we encompass both physical and psychological well-being.

Thank you for taking the time to complete this Induction module. We value your commitment to maintaining a safe and healthy work environment.



Please note that when we refer to "health," we encompass both physical and psychological wellbeing.

### Jon & Jon Medical WHS Policies & Procedures

To prioritise your health and safety during your assignment, Jon & Jon Medical has established comprehensive work health and safety (WHS) policies and procedures. This module will provide you with an overview of these standards and processes, and it will include direct links to some of the relevant documents.

Once you have completed the Induction, you can access our health and safety policies at any time via the Jon & Jon Medical website.

We encourage you to familiarise yourself with these policies and procedures to ensure you have the necessary information to maintain a safe and healthy work environment. If you have any questions or require further assistance, please don't hesitate to reach out to our team.



## Working as a Locum

---

In the form of work you are preparing for or have already started, Jon & Jon Medical engages and on-hires you to work for one of its clients, known as the Host Organisation. Under this arrangement, the Host Organisation provides general guidance and instruction to you.

Understanding who is responsible for your health and safety in on-hire work is crucial due to the involvement of multiple parties, which can lead to confusion and uncertainty.

As a Locum working in an on-hire arrangement, you are engaged by two primary businesses:

- Jon & Jon Medical (the Recruitment Agency)
- The Host Organisation (Jon & Jon Medical's Client)

Both Jon & Jon Medical and the Host Organisation share the responsibility for your health and safety. This is referred to as a shared duty of care.

To fulfill this shared duty of care, Jon & Jon Medical and the Host Organisation must work together, to the extent reasonably practicable, by engaging in consultation, cooperation, and coordination of health and safety activities. The goal is to ensure your well-being and safety while you are on assignment.

By collaborating and coordinating their efforts, Jon & Jon Medical and the Host Organisation can create a safe and healthy work environment for you. Your safety is our priority, and we are committed to working closely with the Host Organisation to achieve this goal.

## Your Rights & Responsibilities

---

To ensure your health and safety at work, there are important aspects you need to be aware of. Let's explore your rights and responsibilities regarding health and safety.

### Your Rights

First and foremost, it is crucial to understand that you have the right to:

- Speak up about work conditions.
- Say no to unsafe work

As a Locum, you have rights and responsibilities under workplace health and safety laws. You have the right to a safe and healthy work environment, and therefore you can expect from Jon & Jon Medical and the Host Organisation:

- Safe work conditions.
- Provision of appropriate safety equipment.
- Instruction, training and supervision.
- Consultation about safety in the workplace.
- A fair and just workplace.
- Workers compensation if you are injured at work.

\*Independent Contractors operating under a Pty Ltd company may be required under relevant State or Territory WHS laws to take out their own workers compensation insurance.



You also have a right to refuse to do unsafe work that you reasonably believe is dangerous and/or puts you or others in immediate risk of serious injury or harm. You must inform your supervisor at the Host Organisation workplace, and the health and safety representative where applicable of your concerns. You must also notify Jon & Jon Medical as soon as possible.

If you refuse to do work on reasonable grounds, you are entitled to the same pay and benefits (if any) as usual. If you refuse to do reasonable alternative work or leave the workplace without authorisation of the Host Organisation and Jon & Jon Medical, you are not entitled to regular pay.

## Your Health & Safety Responsibilities

When on assignment at the Host Organisation workplace you must take reasonable care of yourself and not do anything that would affect the health and safety of others at work.

You must follow any reasonable health and safety instructions from Jon & Jon Medical and the Host Organisation. It is important that you:

- Follow instructions and work safely.
- Ask if you're not sure how to safely perform your work.
- Use equipment in the way you were trained and instructed to use it.
- Stop any unsafe work immediately.
- Report unsafe, unhealthy situations and injuries to your supervisor at the Host Organisation and notify Jon & Jon Medical.
- Notify Jon & Jon Medical as soon as possible if you have been instructed to perform any tasks or duties that are outside the original scope of your assignment.

## Your Health & Safety at Work

---

To ensure a smooth transition into your new role or assignment, it is crucial to have a clear understanding of various aspects related to your work. Prior to your start, Jon & Jon Medical will provide you with a confirmation of assignment that covers the following key information:

- A clear understanding of your role.
- Hours and location of work.
- Health and safety risks associated with the work.
- Information on the necessary knowledge, qualifications, licences, skills and training required to safely perform the work.
- Organisational and work health and safety arrangements.

When commencing a new role/assignment with the Host Organisation, you should be provided with:

- A work health and safety Induction.
- Safe work practices.
- Any on-the-job training necessary to safely perform the work.
- Adequate supervision.


## Consultation

---

Throughout your placement, we will engage in consultation with you to address work health and safety matters. This consultation process involves collaboration between Jon & Jon Medical, the Host Organisation, and yourself as the Locum, with the goal of prioritising your wellbeing.

You can expect consultation regarding your role through your confirmation of the assignment, as well as during check-ins at the beginning of your placement and regularly thereafter if your placement extends beyond one month. These check-ins provide an opportunity for us to discuss any work health and safety concerns or updates.

Additionally, we want to emphasise that you can contact us at any time between our scheduled check-ins if you have any questions or need to discuss work health and safety matters. We value your input, and your point of view and concerns are important to us.

 Jon & Jon Medical employs multiple communication methods to consult with Locums, including emails, calls, meetings, and SMS alerts.

You are encouraged to maintain contact with Jon & Jon Medical throughout your assignment with the Host Organisation and provide feedback on health and safety matters at the Host Organisation.

## Issue Resolution

---

If you encounter a health and safety concern in your workplace, it is important to report it to both the Host Organisation and Jon & Jon Medical. The Host Organisation will have a procedure in place for resolving such issues, which you will be informed about during the Host Organisation Induction.

When you raise a health and safety matter, you should be consulted, and appropriate risk controls will be determined and implemented in consultation with you. A timeframe for resolving the issue should be agreed upon, and the effectiveness of the solution will be monitored. If the matter remains unresolved, the Host Organisation and Jon & Jon Medical will make reasonable efforts, including seeking assistance from the relevant Work Health and Safety Authority, to achieve a timely and effective resolution. However, requesting the involvement of an inspector from the Work Health and Safety Authority should only be done after reasonable efforts have been made to resolve the issue internally.

## Change of Duties

---

You should only perform work in accordance with the assignment description provided by Jon & Jon Medical.

If the Host Organisation requires you to do work that differs from the original description or role, the work may present a risk to your health and safety, and therefore, you should first notify and obtain authorisation from Jon & Jon Medical.

Jon & Jon Medical has a duty to ensure the workplace and the work in which you perform is safe and without risk to your health. If Jon & Jon Medical is unaware of the change of duties or location of work, they are unable to carry out the appropriate health and safety checks to confirm that the work is suitable for you and without risk.



The Candidate Confirmation details the scope of your role and the assignment.



Contact your Jon & Jon Medical Consultant immediately if the Host Organisation asks you to perform tasks that are different from the initial assignment scope, even if it involves work at a different location.

## Reporting Hazards & Incidents

---

Hazards in the workplace can pose risks to both physical and psychological wellbeing, including work-related violence, stress, fatigue, bullying, slips, trips, and falls, as well as high job demands. Incidents, which can result in near misses, injuries, illnesses, or damage, should be promptly identified and reported by everyone in the workplace.

If you come across a hazard or incident, take immediate action by isolating yourself and notifying your supervisor at the Host Organisation. Follow their instructions unless it jeopardises your health and safety. Once the risk is managed inform your contact at Jon & Jon Medical.

Completing incident forms from both the Host Organisation and Jon & Jon Medical is essential. Certain incidents must be immediately reported to the relevant State/Territory Regulator. It is crucial to notify all incidents to your supervisor at the Host Organisation and Jon & Jon Medical without delay, as they have a duty to report serious incidents within the required timeframe.

## A Healthy & Safe Work Environment

---

Your place of work must be safe and without risk to health, including:

- A positive workplace culture and work environment.
- Effective communication and feedback processes.
- How to access support structures.
- The workplace is suitably designed and maintained for the work to be carried out safely.
- Adequate lighting and ventilation.
- Emergency equipment and first aid facilities are in place and maintained.
- Adequate facilities including toilets, drinking water, washing and eating facilities. These should be maintained in good working order, and clean, safe and accessible.

## Hazard Awareness

---

Working in the healthcare industry, you may encounter a variety of hazards that can impact your health, safety and wellbeing. These hazards can vary depending on the specific services you provide, the location of the workplace, and the individuals you care for.

Common hazards and risks in the healthcare industry include, but are not limited to:

- Biological and chemical hazards.
- Hazards associated with medical equipment, such as lasers and x-rays.





- Occupational violence and aggression.
- Bullying, and sexual harassment.
- Work-related stress, including high job demands, exposure to trauma and vicarious trauma.
- Remote and isolated work environments.
- Fatigue and the challenges of shift work.
- Ergonomic and manual hazards from sustained awkward postures and manoeuvring people.
- Slips, trips, and falls.



If you have any concerns about the work environment and your health and safety, report it to the Host Organisation and contact your Jon & Jon Medical Consultant.

Please note that this induction does not provide an exhaustive list of all the hazards that locums may encounter in their work environment. Instead, it focuses on the most common ones.

## Common Workplace Hazards

---

### Work-related Stress

Work-related stress can occur when the demands of your role exceed your abilities or resources. Factors contributing to stress include work demands, exposure to trauma or inappropriate behaviours, fatigue, and lack of support.

Excessive or prolonged stress can increase the risk of mental health conditions. It's crucial to recognise the physical, mental, emotional, and behavioural effects of stress, such as tiredness, difficulty in decision-making, excessive worrying, and impulsive behaviour.

Long-term stress can lead to serious health issues like cardiovascular disease and psychological illness. If you experience work-related stress or believe you may be at risk, report it to the Host Organisation and Jon & Jon Medical for support and appropriate action.

### Workplace Behaviour

Inappropriate workplace behaviour can have significant short and long term impacts on a person's psychological and physical health. There are many forms of inappropriate behaviour that can occur within a workplace, such as acts of discrimination, sexual harassment, bullying, occupational aggression and violence and victimisation. Inappropriate behaviour can infringe upon an individual's human rights as well as their legal rights.

### Workplace behaviour responsibilities

Jon & Jon Medical and the Host Organisation have a shared duty of care to ensure Locum are treated fairly. This responsibility extends to preventing and responding to bullying, sexual harassment, occupational violence and aggression, discrimination, and victimisation in the workplace.

Jon & Jon Medical has specific workplace behaviour standards and procedures in place to prevent, report and respond to inappropriate behaviour in the workplace.

The Host Organisation also has specific workplace behaviour standards and procedures. You will be informed of these when you complete the Host Organisation Induction.





If you experience or witness inappropriate workplace behaviour, you are encouraged to report it to the Host Organisation and to your Jon & Jon Medical Consultant as soon as possible.

Under work health and safety laws, you have a duty to take reasonable care to ensure that your behaviour does not adversely affect the health and safety of others in the workplace. This duty extends beyond physical wellbeing and includes considering the emotional and mental health of your colleagues, and patients.

Behaving in an undermining or unreasonable manner can have negative impacts on their overall wellbeing. It is also important to comply with reasonable instructions and cooperate with policies and procedures related to workplace bullying, occupational aggression and violence, sexual harassment, discrimination, and victimisation. By doing so, you contribute to creating a safe and healthy work environment for everyone involved.



Reasonable management action taken by the Host Organisation or Jon & Jon Medical in a reasonable way is not workplace bullying.

If you believe you have been subjected to inappropriate behaviour, there are several options you can consider to address the matter:

- Report the inappropriate behaviour to both the Host Organisation and Jon & Jon Medical.
- Reach out to someone you trust and confide in them about the situation.
- If necessary, contact emergency services for immediate assistance.
- Familiarise yourself with the Host Organisation's workplace policies and procedures concerning workplace behaviour.
- Seek support by accessing the Employee Assistance Program (EAP), or schedule an appointment to discuss the issue with your doctor or a counselor. You can also contact a national emergency helpline (refer to **Where to access support**).
- Maintain records of the events, including the names of individuals involved, details of what you have experienced or witnessed, and the dates of occurrence.

By taking these steps, you can address and document the inappropriate behaviour while seeking the necessary support and guidance to handle the situation effectively.

## Occupational Violence and Aggression (OVA)

Exposure to occupational violence and aggression is a significant risk faced by locums working in healthcare environments. These risks can manifest through verbal abuse, physical assaults, or threatening behaviour from patients, their families, or even colleagues.

The Host Organisation may have implemented various risk controls to address these risks. These controls may include providing comprehensive training on conflict management, de-escalation techniques, and personal safety strategies, ensuring the availability and proper use of panic buttons or alarm systems, implementing security measures such as CCTV cameras and controlled access to sensitive areas, fostering a culture of zero tolerance for violence and aggression, establishing clear reporting procedures for incidents, and providing support and debriefing sessions for affected staff.

It is crucial for locums to be instructed on the Occupational Violence and Aggression (OVA) program specific to the workplace during their induction. You must be made aware of the protocols and procedures in place to address



incidents of violence and aggression. This includes understanding how to report such incidents, the steps to be taken to ensure personal safety and the safety of others, and any specific guidelines for managing challenging situations. By following these protocols, you can actively contribute to maintaining a safe and secure healthcare work environment, minimising the risks associated with occupational violence and aggression.

## Sexual Harassment

Sexual harassment is unwelcome conduct of a sexual nature that can make a person feel offended, humiliated, or intimidated. It can occur at the workplace or during work-related activities. This can include physical contact, unwanted invitations for dates or sex, suggestive comments or jokes, sexually explicit communications, and sharing sexually offensive pictures.

You should be aware of the risks and the Host Organisation's commitment to preventing and addressing sexual harassment. Risk controls may include policies against harassment, reporting channels, training, and support systems. It is important to promote respect, maintain professional boundaries, and report any incidents to ensure a safe and inclusive work environment.

## Bullying

Workplace bullying refers to the repeated and unreasonable behaviour directed at a worker or group of workers, which can harm their well-being and the overall work environment.

It is important for you to be familiar with the risk controls implemented by the Host Organisation to address this issue. These controls may include policies and procedures that explicitly prohibit bullying, conducting regular training sessions to raise awareness and educate employees about bullying prevention, fostering a positive work culture that promotes respect and inclusivity, providing channels for confidential reporting of bullying incidents, conducting thorough investigations into complaints, implementing appropriate disciplinary actions against perpetrators, and offering support services such as counselling or mediation.

## Trauma and Vicarious Trauma

Exposure to trauma and vicarious trauma is a potential risk faced by locums working in healthcare environments. These risks can arise from witnessing or being involved in distressing or traumatic situations.

The Host Organisation may have implemented several risk controls to mitigate these risks. These controls may include providing comprehensive training on psychological first aid and trauma-informed care, ensuring access to appropriate personal protective equipment (PPE) such as gloves and masks, establishing clear protocols for reporting and managing traumatic incidents, offering debriefing sessions or counselling support for affected staff, and promoting a culture of self-care and work-life balance. These measures aim to minimise the impact of trauma and foster a supportive environment for locums and other healthcare workers.

## Fitness for Work

As per Jon & Jon Medical policy, it is essential for all locums, to be able to perform their duties without being affected by fitness-for-work risks that could compromise their capability. It is your responsibility to ensure that you do not attend work in a condition that renders you unfit or poses risks to yourself or others. This includes refraining from attending work while fatigued or intoxicated, reporting infectious illnesses, and performing treatment under the influence.

Drug/alcohol/infectious disease testing may be conducted in the event of a workplace incident, as per the Host Organisation's policies and procedures (where applicable).



## Fatigue and the Challenges of Shift Work

A crucial aspect of managing fatigue and the challenges of shift work is ensuring reasonable shift allocation and providing adequate breaks between shifts. Allocating shifts in a manner that allows for sufficient rest periods is vital to prevent excessive fatigue and maintain alertness. Locums should have access to allocated break times and prioritize taking these breaks to rest and recharge. Adhering to designated break times helps in managing fatigue levels and promoting overall well-being. It is important to communicate any concerns about shift allocation or breaks to the Host Organisation to ensure a safe and sustainable work schedule.

## Biological and Chemical Hazards

Biological and chemical hazards are important considerations for locums in terms of workplace health and safety. These hazards can arise from exposure to harmful substances, pathogens, or toxic chemicals. It is essential to follow proper infection control practices, use personal protective equipment (PPE) when necessary, and adhere to safe handling and storage protocols for hazardous substances. Understanding and mitigating these risks are vital to ensure a safe working environment for both you and your patients.

## Medical Equipment

Medical equipment, including lasers, X-rays, and electrical devices, poses potential hazards that locums need to be aware of for work health and safety. These devices can emit radiation, have electrical components, and require specific handling and operation procedures. It is crucial to receive proper training on using and maintaining medical equipment, following safety protocols, and utilising appropriate protective measures. Understanding the potential risks associated with these devices and adhering to safety guidelines are essential to prevent incidents and ensure the wellbeing of both you and your patients.

## Remote and Isolated Work

Remote and isolated work presents specific risks that locums need to be aware of to ensure work health and safety. These risks may include limited access to immediate assistance, communication challenges, and potential delays in emergency response. To mitigate these risks, it is important to have appropriate risk controls in place. This includes having a communication plan that provides clear lines of communication and emergency contact details. Locums should also be familiar with the emergency response procedures specific to remote and isolated work environments. It is crucial to follow established protocols, maintain regular check-ins, and have contingency plans in case of emergencies. You will receive detailed information about these processes during your Host Organisation induction.

## Ergonomics and manual tasks

Ergonomic and manual hazards resulting from sustained awkward postures and manoeuvring people are significant risks that locums may encounter in healthcare settings. These hazards can lead to musculoskeletal injuries and long-term health issues. It is important for you to be aware of the risks and the Host Organisation's risk controls in place. These controls may include providing ergonomic equipment and tools to support proper posture and reduce strain, implementing safe patient handling protocols and training to minimise the risk of injury during manoeuvring, encouraging regular breaks and rotation of tasks to reduce prolonged exposure to awkward postures, and promoting awareness.

## Slips, Trips and Falls

Slips, trips, and falls are common risks in any work environment, including healthcare settings where locums may work. These incidents can result in injuries, causing disruptions and potential harm to individuals. It is important for you to be familiar with the various controls the Host Organisation has in place to manage these risks. These controls may include maintaining clean and well-organised work areas, conducting regular inspections to identify and repair hazards such as uneven surfaces or loose cables, providing appropriate signage and warnings for slippery or obstructed areas, ensuring proper lighting and visibility, promoting the use of suitable footwear, and providing training on safe working practices.

## Emergencies

For locums working in a hospital environment, it is essential to be familiar with the emergency codes and their appropriate responses, which should be provided during the Host Organisation Induction. In addition, if you are working remotely or in isolation, it is crucial to be provided with emergency response information, including a communication plan and emergency contact details.

During the Host Organisation Induction, you should also become acquainted with the emergency plan and warning systems at the Host Organisation site. This includes knowing the locations of exits, identifying fire wardens, understanding how to access emergency equipment such as fire extinguishers, and being aware of the designated assembly point for evacuations.

All of these important details should be covered before you commence your work or services. If any of this information is not provided, it is crucial to promptly notify both the Host Organisation and your Jon & Jon Medical Consultant.

## What to do if you are Injured

---

It is essential that you understand what to do if you are injured at work. You must:

- Access first aid or seek medical attention.
- Notify Jon & Jon Medical as soon as reasonably practicable, even if you have already notified the Host Organisation.
- Keep Jon & Jon Medical and the Host Organisation informed of your condition and progress at all times.
- If you are unable to attend work because of the injury or you incur related medical costs, contact Jon & Jon Medical about the completion and lodgement of a worker's compensation claim form (where applicable). This should be done as soon as possible after the injury occurs.

As a Locum of Jon & Jon Medical, you have the right to:

- Choose your own treating medical practitioner.
- Have representation at any meeting relating to your work-related injury or return to work program
- confidentiality of all information received in the course of an injury management process.
- Have your medical condition assessed for a second opinion from a practitioner of your choice.
- Have any decision reviewed by the Workers Compensation Tribunal.

## Where to access support

---

Prioritising your mental health is important.

If you need support while on placement for anything personal, including any mental health related issues, then as a Jon & Jon Medical locum you have access to various mental health support services.



These National and community support services include talking to a counsellor or other mental health professional, that are easily accessible. Below are helplines, website links and contact phone numbers for free mental health wellbeing resources and services.

National Emergency Help Lines	
Head to Health	<a href="https://headtohealth.gov.au/">https://headtohealth.gov.au/</a>
Lifeline 24-hour counselling	13 11 14 <a href="https://www.lifeline.org.au">https://www.lifeline.org.au</a>
Beyondblue	1300 224 636 <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a> <a href="https://coronavirus.beyondblue.org.au/">https://coronavirus.beyondblue.org.au/</a>
Suicide Call Back Service	1300 659 467
Sane Australia	1800 18 7263 <a href="https://www.sane.org/">https://www.sane.org/</a>
1800 Respect	1800 737 732 <a href="https://www.1800respect.org.au">https://www.1800respect.org.au</a>
MensLine Australia	1300 789 978 <a href="http://mensline.org.au/Home.html">http://mensline.org.au/Home.html</a>
QLife	1800 184 527 <a href="https://qlife.org.au">https://qlife.org.au</a>
Kids Helpline	1800 551 800 <a href="http://www.kidshelp.com.au/">http://www.kidshelp.com.au/</a>
In an emergency, always call	Triple Zero (000)

END OF DOCUMENT