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WORK HEALTH & SAFETY POLICY

Jon & Jon Medical is committed to ensuring the health and safety of its locums. We are committed to the continual improvement of health and safety performance and the elimination of workplace injury and illness. As a provider of on-hire services, we understand the importance of working with all stakeholders to achieve our health and safety objectives.

To achieve our commitment, we will provide the highest level of protection as far as is reasonably practicable by:

- Ensuring the health and safety of locums and other persons is not put at risk from work carried out as part of the conduct of the business.
- Effective implementation of the WHSMS driven by senior management.
- Providing the appropriate level of resources to the WHSMS.
- Defining the key WHS management system responsibilities and communicating these to the relevant personnel.
- Provision of adequate information, instruction, training, and supervision to enable locums to carry out their tasks safely.
- Maintaining effective communication and consultation including consultation, cooperation and coordination with key stakeholders on health and safety matters; and
- Ensuring systems are in place to allow for consultation and the identification and resolution of work health and safety issues.

As a provider of locum services, we are committed to effective consultation and engagement with locums on work health and safety matters. We recognise that we share a primary duty of care with Host Organisations in regard to our locums and therefore we will consult, cooperate and coordinate activities with Host Organisations to produce the required health and safety outcomes.

The locum management team is accountable for implementing this policy.

PSYCHOLOGICAL HEALTH AT WORK

Jon & Jon Medical are committed to ensuring all team members feel safe, supported, and valued while at work.

SCOPE

This policy applies to all team members, regardless of their role or location.

OBJECTIVES

The objectives of this policy are to:

- Prevent and manage psychosocial hazards that can impact on employee mental health.
- Promote a positive and supportive workplace culture that is conducive to good mental health.
- Provide support to employees who are experiencing mental health problems.

KEY PRINCIPLES

This policy is based on the following key principles:

- Mental health is an important part of overall health and well-being.
- All employees have the right to a safe and healthy workplace.
- Employers have a duty to manage psychosocial hazards that can impact on employee mental health.
- Employees have a responsibility to take care of their own mental health.

SUPPORT

There are a variety of free support services available to everyone, including key [mental health services](#) offered by the Australian government. Locums can also access support through their host organisation. We encourage team members to report any psychosocial hazards or concerns to Jon & Jon Medical so that we can address them promptly and ensure that everyone has access to the support they need.

MANAGING PSYCHOSOCIAL RISK

PSYCHOSOCIAL HAZARDS IN RECRUITMENT AND PLACEMENT

Jon & Jon will consider reasonably foreseeable psychosocial hazards including:

- High workload or unrealistic placement demands.
- Low role clarity or unclear expectations.
- Poor supervision or inadequate induction at host sites.
- Bullying, harassment, discrimination, or sexual harassment.
- Aggression from patients, clients, or colleagues.
- Fatigue, excessive hours, rotating shifts, or short rest breaks.
- Trauma exposure, distressing incidents, or emotional load.
- Remote, isolated, or unsupported work.
- Poor communication between Jon & Jon, host site, and worker.

RISK ASSESSMENT PROCESS

Jon & Jon will use the following process to manage psychosocial risks:

- Identify psychosocial hazards as per above and consider any other concerns.
- Consider who may be harmed and how.
- Assess the level of risk where needed.
- Identify control measures.
- Implement the most effective reasonably practicable controls.
- Record the process and outcomes.
- Review controls and update them when conditions change.

CONTROL MEASURES

Jon & Jon will apply control measures as per WHS process including

- Assessment of the role and environment considering the foreseeable risks
- Ongoing checks during placement.

DURING PLACEMENT

- Conduct regular check-ins with the worker.
- Ask about workload, supervision, role clarity, safety, and wellbeing.
- Escalate concerns quickly to the client and Jon & Jon management
- Remove or reassign the worker if the placement becomes unsafe.
- Monitor repeated short-notice shifts, excessive overtime, or persistent conflict.

ORGANISATIONAL CONTROLS

- This is run as per the WHS policies and procedures
- All reports must be logged, assessed, and actioned by the manager as per WHS incident and response process.

FATIGUE MANAGEMENT POLICY

Jon & Jon Medical is committed to providing a safe workplace and ensuring the health and safety of all team members by preventing and reducing the harm associated with fatigue in the workplace.

- Fatigue is an acute or ongoing state of tiredness that results in poor judgement, slower reaction times and reduced capacity to safely perform a task.
- Fatigued team members are at an increased risk of exposure to harm through impaired judgement and reduced physical capacity.
- Fatigued team members are particularly at risk when driving vehicles, undertaking critical tasks that require a high level of concentration, or undertaking night or shift work when a person would ordinarily be sleeping.

RESPONSIBILITIES

- Jon & Jon Medical is responsible for providing a safe place of work and ensuring that team members report for work fit and able to carry out the inherent requirements of their job.
- Jon & Jon Medical will consult with the Host Organisation to ensure that fatigue management guidelines are in place.
- Jon & Jon Medical will regularly consult with locums to ensure their ongoing health and safety throughout their assignment. This includes discussing any concerns they may have about fatigue and making sure they are aware of the fatigue management guidelines.
- Team members must take reasonable care for their own health and safety and must not adversely affect the health and safety of other persons.
- Team members must also comply with any reasonable instructions and cooperate with any reasonable policy or procedure relating to fatigue at the workplace.

WHAT TO DO IF YOU ARE FATIGUED

- If you are fatigued, you should talk to your manager and Jon & Jon Medical representative.
- You should also avoid working additional hours and undertaking safety-critical tasks when you know it is likely you are fatigued.

- If Jon & Jon Medical reasonably believes you have attended work in an excessively fatigued state or become adversely affected by fatigue during your work/assignment, they will:
 - Consult, cooperate and coordinate activities with the host to ensure the health and safety of the fatigued team member.
 - Consider directing you to take leave.
 - Document the observation or discussion with the affected team member.
 - Determine what type of leave will be applied and make sure this is communicated clearly to you.
 - Ensure that you are in a fit condition to safely travel home.
 - Discuss the issue with you the following day.

Jon & Jon Medical reserves the right to send a team member home from work if we form the view that a team member is not fit or well enough to perform their duties.

BULLYING, HARASSMENT AND VIOLENCE POLICY

INTRODUCTION

Jon & Jon Medical is committed to providing a fair, healthy, and safe workplace in which everyone is treated with dignity and respect. Bullying, harassment, and violence are unacceptable behaviours and will not be permitted or condoned.

TYPES OF UNACCEPTABLE BEHAVIOUR

- **Bullying:** Repeated, offensive, abusive, intimidating, insulting, or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated, or vulnerable. Examples: Repeatedly calling someone names or making fun of them; spreading rumors about someone; excluding someone from social events or conversations.
- **Harassment:** Unwanted physical, verbal, or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation, which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating, or offensive environment.
- **Sexual harassment:** Unwelcome behaviour of sexual nature that causes a person to feel offended, humiliated or intimidated, where a reasonable person could have anticipated that reaction in the circumstances. Examples: making sexual advances towards someone who has not given their consent; sending someone sexually explicit messages or images, making sexual comments about someone's body or appearance.
- **Aggression and Violence:** Any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work. Examples: physical assault such as biting, hitting, kicking, pushing; aggressive gestures or expressions such as eye rolling or sneering; verbal abuse such as yelling, swearing and name calling.

WHAT IS NOT BULLYING

Some things that happen at work are generally not considered to be bullying although some experiences can be uncomfortable for those involved. For example, differences of opinion, performance management, and personality clashes can happen in any workplace but do not necessarily result in bullying.

REASONABLE MANAGEMENT ACTION TAKEN IN A REASONABLE WAY

It is reasonable for managers and supervisors to allocate work and to give fair and reasonable feedback on a team member's performance. These actions are not considered to be workplace bullying or harassment if they are carried out lawfully and in a reasonable manner, taking the particular circumstances into account.

INVESTIGATION AND RESOLUTION

All complaints of bullying, harassment, or violence will be investigated promptly and thoroughly. The investigation will be conducted in a fair and confidential manner. If the investigation finds that the complaint is substantiated, appropriate action will be taken, up to and including disciplinary action or termination of employment.

COMPLAINT PROCEDURES

If you believe that you have been the victim of bullying, harassment, or violence, you have the following options:

- **Informal complaint:** You can raise the issue with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.
- **Formal complaint:** You can submit a formal written complaint to management. If possible, you should keep notes of the bullying, harassment, or violence so that the written complaint can include as much detail as possible.

INVESTIGATION AND RESOLUTION

All complaints of bullying, harassment, or violence will be investigated promptly and thoroughly. The investigation will be conducted in a fair and confidential manner. If the investigation finds that the complaint is substantiated, appropriate action will be taken, up to and including disciplinary action or termination of employment.

SUPPORT

If you have been the victim of bullying, harassment, or violence, you may be eligible for support services, such as counselling or mediation. These services will be provided free of charge.

REPORTING

If you see or know about any bullying, harassment, or violence, please report it to Jon & Jon Medical and follow the host organisation's grievance reporting process. You can also report it to a confidential support person or an external agency like the Fair Work Ombudsman or the State/Territory Work Health and Safety Regulator. Your prompt action can help address the issue effectively.

DRUGS AND ALCOHOL POLICY

INTRODUCTION

Jon & Jon Medical has a zero-tolerance policy on drugs and alcohol in the workplace. This policy applies to all team members, including employees and locums.

- Team members are not permitted to work while under the influence of alcohol or drugs.
- Team members are not permitted to possess or use illicit drugs in the workplace.
- Team members who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible.
- Smoking is not permitted on Jon & Jon Medical's premises. You are only permitted to smoke in designated areas and during your breaks.
- Team members who are suspected of being under the influence of drugs or alcohol may be directed away from the work area and asked to see a medical practitioner.
- Team members who breach this policy may be subject to disciplinary action, up to and including termination of employment.

TEAM MEMBER ASSISTANCE

If a team member thinks they have an alcohol or drug problem that is affecting their ability to perform their job, they should talk to their manager or management team. Jon & Jon Medical will provide confidential support to team members who need help.

HOST COMPANY POLICIES

When working for a client of Jon & Jon Medical, team members must comply with the client's drug and alcohol policies. These policies may be more restrictive than Jon & Jon Medical's policy.

REMOTE AND ISOLATED WORK POLICY

Jon & Jon Medical is committed to the health and safety of team members working remotely or in isolation. This policy outlines the risks associated with remote and isolated work, and the measures that will be taken to control these risks.

REMOTE & ISOLATED WORK

Remote and isolated work is work that is isolated from the assistance of other persons because of location, time, or the nature of the work. This can include work in an isolated area, on or off site, either during or outside normal working hours. It can also include work at a location removed from an office environment where there are few people and where communications and travel are difficult.

RISKS OF REMOTE AND ISOLATED WORK

The risks associated with remote and isolated work include:

- Limited access to medical resources and equipment
- Reduced support and supervision
- Communication challenges
- Security concerns
- Travel risks

RISK MANAGEMENT

Consultation with Host Organisation

Jon & Jon Medical will consult with the host organisation to identify the systems in place by the host to ensure the health and safety of the locum when performing remote and isolated work.

- Communication procedures or systems that the locum can use in an emergency
- Any additional training that has been identified as a control

Monitoring of Locums

Jon & Jon Medical will monitor the health and safety of locums who are working remotely or in isolation through regular consultation. This consultation will include:

- Checking in with the locum to see how they are doing and if they have any concerns.
- Ensuring the locum is aware of the communication and emergency response process.
- Providing the locum with any additional support or resources they may need.

By consulting with the host organisation and monitoring locums, Jon & Jon Medical can help to ensure that remote and isolated work is conducted safely and that locums are protected from harm.

TRAUMA & VICARIOUS TRAUMA POLICY

INTRODUCTION

Locums may be exposed to trauma and vicarious trauma in the course of their work. Trauma is a deeply distressing or disturbing experience that can have a lasting negative impact on a person's physical and mental health. Vicarious trauma is a form of secondary trauma that can occur when a person is exposed to the trauma of others.

PURPOSE

The purpose of this policy is to:

- Define trauma and vicarious trauma
- Identify the signs and symptoms of trauma and vicarious trauma
- Provide resources for locums who are experiencing trauma or vicarious trauma
- Establish a process for reporting and responding to incidents of trauma and vicarious trauma
- Promote the prevention of trauma and vicarious trauma

DEFINITIONS

- **Trauma:** In the context of this policy, trauma refers to any distressing or harmful event or experience that may have a profound emotional impact on an individual, such as witnessing or being directly involved in critical incidents, medical emergencies, or adverse patient outcomes.
- **Vicarious trauma:** Occurs when an individual is indirectly exposed to the traumatic experiences of others, such as patients and colleagues, leading to the development of emotional or psychological distress.

SIGNS AND SYMPTOMS OF TRAUMA AND VICARIOUS TRAUMA

Locum medical professionals may experience signs and symptoms of vicarious trauma, which can include but are not limited to:

- Persistent feelings of sadness, helplessness, or hopelessness
- Increased irritability or emotional reactivity
- Intrusive thoughts or images related to traumatic events
- Avoidance of certain medical procedures or patient situations
- Withdrawal from social interactions and professional activities
- Difficulty sleeping or experiencing nightmares
- Decreased empathy and compassion towards patients and colleagues
- Feelings of guilt or self-blame

REGULAR CHECK-INS

Jon & Jon Medical will conduct regular check-ins with locums to monitor their ongoing health and safety. These check-ins will provide an opportunity for locums to discuss any challenges they may be facing and to seek support if needed. This process will help identify signs of vicarious trauma and facilitate early intervention to ensure the wellbeing of locums.

LOCUMS' RESPONSIBILITY

Locums' also have a responsibility to look after their own health and safety. If a locum experiences signs and symptoms of vicarious trauma, it should promptly report this to both the host organisation and Jon & Jon Medical. This proactive approach will allow for appropriate support and intervention to be provided.

SUPPORT SYSTEMS FOR LOCUMS

Jon & Jon Medical acknowledges the potential impact of trauma and vicarious trauma on locum medical practitioners and is committed to providing support. To ensure effective support, Jon & Jon Medical will consult with the host medical facility to understand the available support systems and resources for locums. This may include access to counselling services, peer support networks, and educational programs on managing stress and trauma.

ADDITIONAL RESOURCES

- **1800RESPECT:** [1800RESPECT](#) is a telephone and online counselling service that is available for workers and professionals who are experiencing work-induced stress or trauma.
- **DVConnect:** [DVConnect](#) offers support and resources for people who have experienced domestic and family violence.

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