

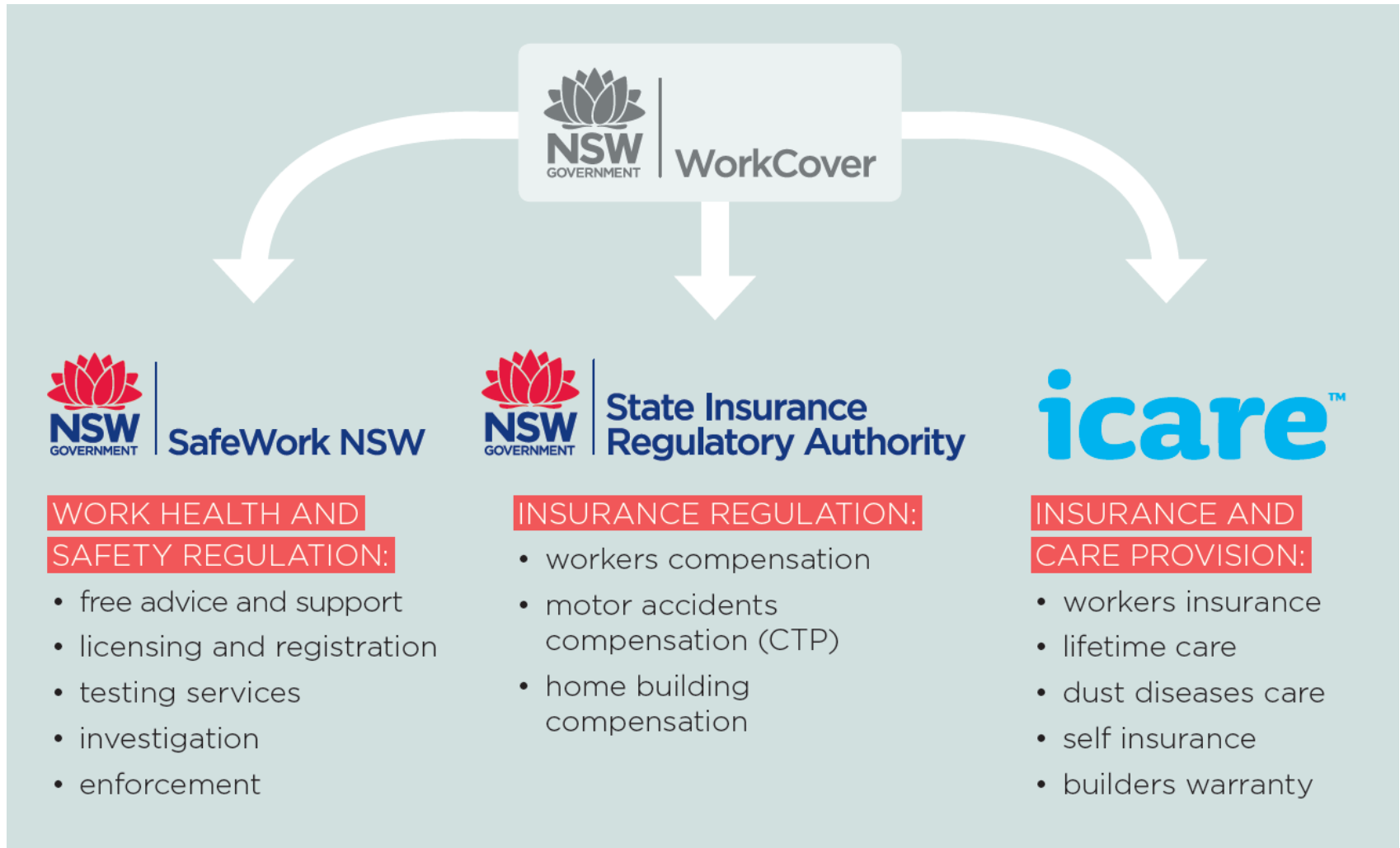


SafeWork NSW

# Aged Care Nursing Home Pilot Project

Inspectors: Steve Charles, Kate Geddes and Michelle Hartin

# SafeWork NSW - recent changes



# Aged Care Nursing Home Pilot Project



- Workers compensation data and experience premiums
- Pilot project
- Key issues:
  - Hazardous Manual Tasks ( Manual Handling)
  - Slips trips and falls
  - Violence in the workplace
  - Bullying and harassment
  - Emergency management
  - Safety Data Sheets
  - Return to work

# Aged Care Nursing Home Pilot Project



## Key Objectives:

1. PCBU's and workers are aware of their legal obligations, and know how to identify and control risks.
2. PCBU's and workers know why and how injured workers recover at work.
3. PCBU's have the knowledge to develop and implement safe systems of work for identified issues.
4. Inspectors have increased skills knowledge in identified high risk areas.

# Aged Care Nursing Home Pilot Project



## Methodology:

- Checklists and surveys were developed to assist in data collation and analysis.
- 30 Aged Care Nursing Homes were randomly selected, with 6 in regional NSW and 24 in metropolitan Sydney.
- The intention of the project was to measure and advise. There was no focus on issuing inspector notices however, formal advice was provided through inspection reports. No Inspector notices were issued.
- It was a three phase approach.

# Phase one visits



## Slips trips and falls

### Anecdotal findings:

- Generally overall good well maintained floors. Though there were evidence of buckled carpet or vinyl in some workplaces.
- Footwear policy - a few did not have a policy.
- Review controls on slips trips and falls.

# Aged Care Nursing Home Pilot Project



## Aged Care Nursing Home Pilot project Visit (1) Checklists / PCBU:

PART A:- Slips, Trips & Falls		Y/N	Comments	Action required	
1. Do you have any Slips, Trips & Falls (S, T & F) hazards in the workplace?					
2. Are these S, T & F hazards reported? If so, how are they reported?					
3. Are the S, T & F hazards assessed after they have been reported? If so, who undertakes this assessment?					
4. Were the S, T & F hazards eliminated / controlled (CI 35-36) after they were assessed? If so, how?					
5. Are the control/s implemented reviewed (CI 38) to ensure their effectiveness? If so, how?					
6. Is consultation undertaken (S 47) with workers re: S,T & F hazards? If so, how?					
7. Does the workplace use any of the following tools to eliminate / control S, T & F risks:		<i>Please tick</i> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<b>Inspector rating, please circle (must be completed)</b>	
a) Footwear policy					
b) Non-slip flooring surface / Carpet					
c) Adequate Ramps (slope) / Stairs (treads)					
d) Appropriate Housekeeping / Cleaning					
e) Adequate lighting (CI 40)					
f) Spill containment / Signage					
g) Internal environments – even surfaces					
h) External environments – even surfaces					
i) Train staff on S,T & F					
0	1	2	3	4	5
No policy/ procedure/system	Poor	Working towards compliance	Compliant	Working towards good practice	Good practice



## Emergency Response Plans

Anecdotal findings:

- The industry treats this issue very seriously.
- Signage missing in emergency assembly areas.
- List of fire wardens not displayed
- Double checking 000 has been called and is in the incident controller checklist.
- Some fire exit lights were not illuminated when required.
- Emergency flip charts not accessible close to where workers are.
- Awareness that NSW Fire and Rescue can assist in identification and analysis of potential emergencies



# Phase one visits



## Hazardous Manual Tasks:

### Anecdotal findings:

- It is imperative that higher end controls (hierarchy of control) is considered where reasonably practicable.
- Hazardous manual tasks policy not developed.
- Identification of hazardous manual tasks risk factors. For example, (repetitive or sustained force, high or sudden force).
- Consultation on Hazardous manual handling generally, such as policies procedures, procurement.
- Safe operating procedures reviewed.
- Pictorial diagrams indicating good practices and procedures.

# Phase one visits



## Safety Data Sheets

Anecdotal findings:

- Generally chemicals are well controlled.
- Training needs to be provided on the use and interpretation of safety data sheets.
- Ensure the hazardous chemicals register is current.
- Some out of date safety data sheets were found.
- Some chemicals provided without safety data sheets.

# Phase two visits



## Return to work

Anecdotal findings:

- Return to work program need to be displayed.
- Return to work program to be established for rehabilitation of injured workers.

# Phase two visits



## Violence in the workplace

### Anecdotal findings:

- Workers to be made aware of current policies and procedures for violence prevention and management.
- Workers are encouraged to report incidents and are aware of reporting procedures.
- Regularly review procedures.

*Note this data from the surveys is currently being collated and analysed.*

# Phase two visits



## Bullying and harassment

Anecdotal findings:

- Staff to be aware of anti bullying and harassment policies.
- Review the bullying and harassment policy.
- Developing a procedure to investigate allegations of bullying in consultation with workers.



**Steve Charles**

Assistant State Inspector

Metro Operations South

**SafeWork NSW**

**p: 02 8882 4249 | m:0411404325**

**e: [steve.charles@safework.nsw.gov.au](mailto:steve.charles@safework.nsw.gov.au)**

**[safework.nsw.gov.au](http://safework.nsw.gov.au)**