# 1.0 INTRODUCTION, VISION STATEMENT AND GOALS

## 1.1 Collision Repair Association Health and Safety Manual - Central Control System

The Collision Repair Association Health and Safety manual is centrally controlled by the Association.

This manual will be reviewed **annually** or when there are any significant events, changes to legislation or relevant policies or relevant research findings from WorkSafe or other research establishments.

## 1.2 Change of Ownership

The new ownership must also be notified to Collision Repair Association.

Any new owners of the Health and Safety Manual must be suitably trained in the use and application of the documented programme.

**The new owner(s) must be a member of the Collision Repair Association before they can own and carry on the implementation of the Health and Safety Programme.**

## 1.3 Health and Safety Vision Statement

To provide a healthy and safe working environment for all staff and visitors

We believe that:

* Safety of all our staff and visitors is paramount
* Accidents are largely preventable
* We are all responsible for ensuring our workplace is safe
* All staff have a responsibility to stop any job they believe is unsafe
* We will look out for safety of our colleagues and others

We will achieve this by:

* Proactive identification of hazards and unsafe behaviour
* Taking corrective action to reduce or eliminate any identified hazards or unsafe behaviour
* Accurate reporting of any incidents
* Providing the necessary equipment and training to enable employees to do their job in a safe manner
* Complying with current health and safety legislation, regulation and relevant codes of practice
* Encouraging employee participation in all aspects of health and safety management
* Learning from our mistakes
* Continuous improvement of our health and safety management system

Signed: Date:

Responsible Person

***Action:*** *Print off and sign this statement.*

***Action:*** *Display a signed copy of this statement on the staff noticeboard.*

## 1.4 Health and Safety Documentation

A complete health & safety manual is available (Your Location). A soft copy of the manual is available on the company computer system. This manual describes policies and procedures relating to incident and accident reporting, recording and investigation, hazard identification, assessment management, health and safety training, Contractors working on-site and emergency response procedures.

Copies of relevant health and safety legislation and regulations are available online from WorkSafe.

***Action:***  *Advise the location of your complete health and safety manual.*

## 1.5 Health and Safety Programme Objectives

* To comply with health and safety legislation
* To ensure all staff are trained in hazard identification
* To train a select employee in hazard management
* To develop health and safety procedures that meet the WSMP requirements
* To have bi-monthly health and safety meetings
* To comply with all elements of the health and safety programme

## 1.6 Specific Health and Safety Objectives

We will set annual health and safety objectives to keep us on track and develop an environment of continual improvement. Risk assessments, training needs and incident reporting will provide opportunities to focus on what we can do better.

Objectives are written in the SMART format:

* Specific - Clear and direct rather than vague and general
* Measurable - It should be easy to establish whether the objective has been met
* Achievable - The objective must be reasonably able to be achieved
* Realistic - Similar to achievable, at the time of setting the objective
* Time bound - There must be a clear date for completion, if the objective will take longer than 12 months then set stages for completion

These are to be reviewed at quarterly intervals to monitor progress.

An example of an objective would be:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Specific objective** | **Management plan to achieve** | **Measure** | **Responsibility** | **Time frame specify** |
| Establish safety inspection and testing of electrical equipment. Standard AS/NZS 3760:2010 | Engage a competent Contractor to undertake this work on a regular basis | Establish of process by due date | Workshop Foreman | 3 months  (specify date) |

Further examples regarding ‘Planning and goal setting’ can be found on the H&S website under ‘Guidance Documents’.

***Action:*** *You should set health and safety objectives annually.*

## 1.7 Annual Management Review

The **Responsible Person** shall undertake a management review of the entire Health and Safety System on an **annual** basis.

**Purpose**: Establish what’s working and what’s not?

* What parts of the Health and Safety system are working and what parts of the Health and Safety system are not? By asking some general and specific questionsyou will be able to highlight opportunities to do better
* What do we need to do to make the process more effective?
* Do we need specific training?
* Are we using the CRA Health and Safety website effectively?

The Responsible Person shall involve employee representatives in the annual review. Elements included in the review are listed below:

* Review of the health and safety manual including health and safety vision statement
* Review of health and safety programme objectives
* Review of accurate accident data
* Where appointed review of performance of Health and Safety Representative with regard to health and safety responsibilities.
* Review results of previous year’s self-assessment
* Review of hazard management register
* Review conformance with the Health and Safety at Work Act 2015 and any relevant legislation

***Action:*** *Use the ‘Annual Management Review form’ to record this process*. *Additional information may be added to the form. The Responsible Person shall ensure that records of the annual review are retained.*

## 1.8 Document Control

The Responsible Person shall be responsible for this Health and Safety document and shall ensure that **current** documents are available for employees and may be displayed on the walls.

When an amendment is required the Responsible Person shall update the document and change the version number and date of amendment. The Responsible Person shall then remove the obsolete document, file in the obsolete file and shall ensure that only **current** health and safety information is displayed.

Currently the following documents are displayed in (Your Location) room:

* Health and Safety Vision Statement
* Emergency Procedures

***Action:*** *Advise the location of your Health and Safety Vision Statement and Emergency Procedures.*

## 1.9 No Smoking Policy

The Company has a no smoking policy in place which is to be observed at all times by staff and management alike. The policy stipulates the following:

* Smoking is only permitted in the designated smoking areas
* Smoking is only permitted during breaks
* Cigarette / cigar butts must be fully extinguished after use and disposed of in the designated ash bin
* Ash bin must be cleaned regularly to prevent build-up of ash and potential fire risk
* No smoking is permitted in company vehicles

## 1.10 Health and Safety Legislation

The Company is required to meet the requirements of various laws including:

* Health and Safety at Work Act 2015 - *effective date 4/4/2016*
* Privacy Act 1993
* Human Rights Act 1993
* Accident Compensation (AC) Act 2001
* Specific risk assessments are required by certain regulations. These Regulations may contain a specific reference to the requirement for risk assessment or may refer to the Management of Health and Safety at Work Regulations for this requirement

***Action:*** *To ensure these regulations and legislation are being met the Responsible Person visits the WorkSafe Regulations website* ***quarterly*** *to ensure that changes to Acts and Regulations are obtained as soon as they are issued.*

## 1.11 Early Return to Work Policy

The Company has a policy on rehabilitation of injured employees and will take all practicable steps to assist an injured worker to return to work in the same job, according to an agreed rehabilitation plan.

The Responsible Person shall endeavour to make every effort to keep in contact with injured employees and provide alternative duties where possible to support their early return to work. Records of this process in action will be retained.

The General Practitioner (GP) will provide information on the medical certificate that may indicate whether the injured worker is safe to return to work. The treating doctor needs to know what sort of work the person does and the level of rehabilitation support that is available in the workplace.

The medical certificate can indicate whether the injured worker may be fit for:

* Alternative duties
* Modified working conditions (eg. no lifting)
* Shorter hours of work

The GP can also request further assistance for the injured worker, such as:

* Treatment eg. physiotherapy, counselling, pharmaceuticals
* A workplace assessment
* Pain management
* Home help
* A specialist assessment
* Surgery

## 1.12 Work Injury Claim Process

Work related, personal injuries are covered by ACC. To qualify an employee must immediately notify the Responsible Person or a member of the management team of the accident. If further treatment is required the employee must provide a copy of the ACC form to the Responsible Person or a member of the management team within 24hrs. If required, employees must participate in the company’s rehabilitation plan.

### 1.12.1 Work Related Personal Injury Claims Process Flow Chart

Injured person seeks treatment with a Registered treatment provider (preferably a Doctor or GP)

Is the injury work related?

Responsible Person processes accident report form as per company’s Health and Safety Vision Statement and procedures

Injured person provides a copy of the incapacity certificate to the employer (ACC 45 OR ACC 18 for subsequent visits)

Employer pays weekly entitlement and works with employee to achieve a safe return to work

In case of injuries requiring compensation, payroll will calculate the weekly compensation

The Responsible Person will:

* Lodge the claim
* Determine cover
* Inform injured person of their entitlements
* Provide claims and case management including a proactive return to work programme

Doctor / GP sends all original documentation to the Responsible Person

Claim referred to ACC for all entitlements

Injured person

Treatment Provider

Employer

Injured Person

Treatment provider

Employer

Injured person seeks treatment with registered medical practitioner

NO

NO

NO

YES

Responsible Person checks accident report form, verifies this is a work related injury and registers claim within 48 hours (report sent within 7 days)

Does injury require treatment or time off work?

Does injury require treatment or time off work?

YES

YES

Injured person seeks medical treatment

Inform Responsible Person. Complete accident report form

### 1.12.2 Rehabilitation Flow Chart

Injury / Illness occurs

Medical diagnosis

Normal duties

Alternative duties

Return to work

YES

NO

External resources

Treating Doctor

Physio/Occupational Therapist

Specialist

Work Injury Claims Manager

Initial rehabilitation meeting

Internal resources

Responsible Person

Regularly review rehabilitation progress

Unable to return to former position

Alternative duties

Gradual return to work

NO

YES

Is there suitable alternative employment within the company?

Able to return to former position

All options explored. Termination of employment a possibility with referral to external services and/or support

Return to workplace with or without retraining based on medical and other professional recommendation and in liaison with receiving work group