
Part C

Wellbeing @ Work Staying Healthy & Safe

Version 2- 24 August 2020

Document Control

Reference No	Version	Status	Sponsor	Author
4571_PC	2	Approved	Chief Executive Officer	Health & Safety Advisor
4571_PC	1	Approved	Chief Executive Officer	Health & Safety Advisor

Amendments	Date	By whom
Version 2- Minor changes to phone numbers and reference to fit testing masks. Change ref of H&S Advisor to H&S Manager	24/08/2020	Health & Safety Advisor
Version 1 – Initial document release	24/08/2018	Health & Safety Advisor
Summary		
Document created to detail Safety Management System Part C for NQA.		

DEFINITION: **Wellbeing at Work** brings together policies, procedures and guidelines, information, instruction and obligations to help ensure the wellbeing of staff.

**PROCEDURES/
GUIDELINES:**

The wellbeing elements covered are

- Bullying and Harassment Prevention
- Drug and Alcohol Management Plan (DAMP)
- Employee Assistance Program (EAP)
- Ergonomics
- Fall prevention
- Hearing Conservation
- Incident & Injury Management
- Personal Protective Equipment (PPE)
- Sun Smart
- Vaccinations
- WorkCover Incident & Injury Management



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INTRODUCTION

You are a valued member of our team and NQA takes a holistic approach in endeavouring to ensure your wellbeing 'at work'. Being 'at work' does not limit you to one particular location. It is not uncommon for people to work from home or remotely from another location such as when travelling.

This document provides an overview of the guidelines and policies in place to support that intent.

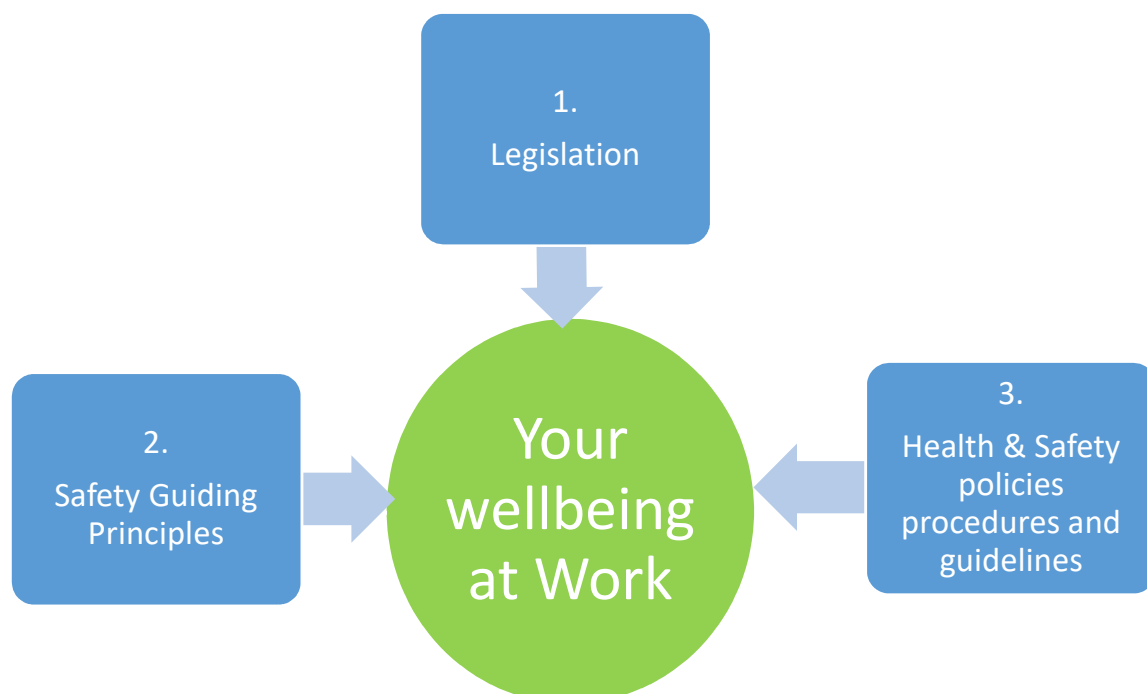
We therefore expect you to take your own wellbeing and that of others around you seriously.

In doing so NQA will actively encourage you to contribute to and enhance the initiatives in place by taking advantage of the opportunity to value add to them.

Workplace Health and Safety Queensland (WHSQ) website states : *Work practices, workplace culture, work-life balance, injury management programs and relationships within workplaces are key determinants, not only of whether people feel valued and supported in their work roles, but also of individual health, wellbeing and productivity.*

To help meet these key determinants NQA has a 3 pronged approach.

1. Legislation
2. Safety Guiding Principles. The Safety Guiding Principles list the overarching expectation of personal responsibility and what you can expect of those in leadership roles that support the Wellbeing initiatives. They are listed in Part B section 3 Responsibility and accountability
3. Health and Safety policies, procedures and guidelines



1. BULLYING AND HARASSMENT PREVENTION

North Queensland Airports (NQA) is committed to ensuring a healthy and safe workplace that is free from workplace bullying and harassment.

We are all different and that difference needs to be understood and appreciated.

Workplace bullying or harassment can often be driven by perceptions of how someone sees or feels about the behaviour of others. This can sometimes be negatively compounded by the Australian sense of humour, egalitarianism and slang terminology.



Workplace bullying and harassment is treated differently to behaviours covered under State and Commonwealth anti-discrimination legislation as these address specific human rights issues.

Human rights are about protecting the values of respect, dignity and equality for every person, irrespective of their race, sex, religion, impairment, political belief, sexuality, age or any other characteristic. Issues seen as discriminatory in this regard are dealt with on a State level by the Queensland Anti-discrimination Commission or on a Commonwealth level by the Human Rights Commission.

Claims of Workplace bullying and harassment, however, are seen as a breach of the *Work Health and Safety Act 2011*. This is because such behaviour leads to a person feeling 'unsafe'. As proven cases are deemed a breach of the WHS Act 2011, any associated medical treatment is covered by WorkCover Queensland

The [*Guide for preventing and responding to Workplace Bullying May 2016*](#) is the guidance document that provides direction to ensure a safe work place in accordance with the *Work Health and Safety Act 2011*.

Managers are required to personally demonstrate appropriate behaviour, promote the workplace free from bullying and harassment, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

If a suspected matter cannot be amicably resolved between the parties involved it must be reported as soon as practicable by the aggrieved person to their immediate Manager/Supervisor.

If this is not deemed appropriate or feasible due to the nature of the breach and identity of the perpetrator it is to be reported to the Human Resources Manager or Health and Safety Manager / Rehabilitation & Return to Work Coordinator.



BE AWARE

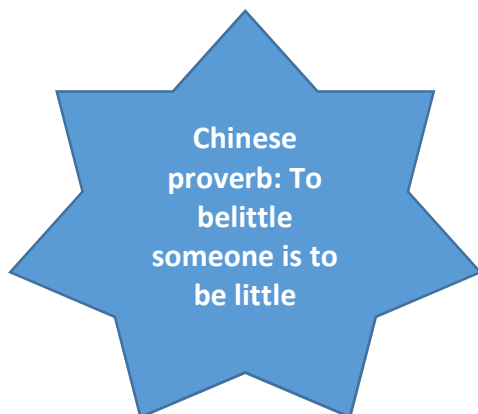
Such actions are deemed as being breaches of the *Work Health and Safety Act 2011* for not providing a 'safe workplace'

What is Workplace Bullying or Harassment?

Actions and behaviours that may be regarded as workplace harassment, if the behaviour is **repeated** or **occurs as part of a pattern of behaviour**

Typical examples of workplace bullying and harassment behaviour include:-

- ✗ Abusing a person loudly when others are present
- ✗ Repeated threats of dismissal or other severe punishment for no reason
- ✗ Ridicule and being put down
- ✗ Leaving offensive messages on email or telephone
- ✗ Sabotaging a person's work, for example by deliberately withholding or supplying
 - ✗ incorrect information, hiding documents or equipment, not passing on messages
 - ✗ getting a person into trouble in other ways
- ✗ Maliciously excluding and isolating a person from workplace activities
- ✗ Persistent and unjustified criticisms, often petty, irrelevant or insignificant matters
- ✗ Humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers
- ✗ Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.



What is NOT Bullying or Harassment

- Single incidents – but **should not be** ignored;
- Managerial actions taken in a legitimate and reasonable way, including performance management, disciplinary/grievance process, redeployment, transfer, retrenchment, dismissal, not obtaining a promotion, injury illness management;
- Disability discrimination, racial discrimination and sexual harassment may occur at the workplace but are not classified as being workplace harassment. Such issues are covered by specific legislation under specific governance namely:

- Behaviour and acts covered under specific legislation such as
 - **State** : *Anti-Discrimination Commission Queensland under the Anti-Discrimination Act 1991;*
www.adcq.qld.gov.au
 - **Commonwealth**: *Federal Human Rights and Equal Opportunity Commission under the Commonwealth Disability Discrimination Act 1992, Racial Discrimination Act 1975 or Sex Discrimination Act.*
www.humanrights.gov.au

Frequently asked questions

Q. Is it considered bullying or harassment if someone doesn't say anything but I feel uncomfortable about how they act towards me?

For example:

- I say 'hello' he/she ignores me
- He/she often seems to turn their back on me and walk away when I want to ask them something yet they will then engage in friendly banter with others near me
- Often gives me unrealistic deadlines
- Perceived snide looks and gestures I don't like

A. *Yes. All examples fall into the category of bullying/harassment. However, more often than not the person involved does not realise how their behaviour is impacting on you so you need to speak up. If it persists then you need to escalate the matter to a more senior manager for action. Do not allow it to continue*

Q. Others in my work area seem to always be playing practical jokes on me but I don't think they are funny. I have asked them to stop but they won't. They don't seem to understand I really do find it hurtful.

Am I being oversensitive and should I just relax and 'go with the flow' or even, as has been said to me, 'take a teaspoon of cement and harden up'?

A. *No, you are not being over sensitive. Practical jokes are often done in 'good faith' but the targeted person(s) may feel victimised or picked on. Your feelings need to be respected and the 'jokes' need to stop if they are hurting you in any way.*

It is important to understand we all have a differing perception of the same thing. This difference in perception can be influenced by many things including our culture, belief system, our friends, social media, our nature, our physical stature, our sex, how we are brought up and previous workplaces. It does not mean one person's perception is more valid than another it is just different and we need to respect that perception. Consequently your feelings need to be respected.

Q. I heard someone talk about being 'mobbed' by others at work. What does that mean?

A. *Being mobbed or mobbing is a form of bullying or harassment where multiple people target a person. If you witness this or are the victim you must speak up. More than any other form of workplace bullying it has led to suicide. If speaking up does not stop the behaviour then escalate the matter to a more senior manager and advise the Human Resources Manager.*

- Q.** I have spoken to my supervisor and manager about a bullying issue but I feel no one is listening to me and the situation is not improving, in fact I think it is worse. What should I do?
- A.** *The Rehabilitation and Return to Work Coordinator can often assist with advice. There are 3 additional options they may help you explore. Firstly the Employee Assistance Program (EAP) provider can provide you with information on how to tackle the situation. Being external to the organisation they can often help you confidentially develop strategies to address the issue.*
- Secondly you can discuss with your doctor and explain how the situation is impacting on your mental and physical health. Once bullying and or harassment has been identified as causing physical or psychological health problems it will become a rehabilitation and return to work (WorkCover) case.*
- Thirdly if you are upset with everyone you can always lodge a complaint with Workplace Health and Safety Queensland and request a formal investigation. Just bear in mind if you elect this option the inspector will want to know what steps you have taken and will also ask for medical evidence to demonstrate an ‘unsafe workplace’.*
- Q.** One of my co-workers keeps putting stuff on Facebook and I just know it is about me. What should I do?
- A.** *Putting appropriate posts on Facebook about your co-workers is cyber bullying and must be dealt with in the same way as any other workplace bullying or harassment.*
- It is also critical to note that if you also see something on social media about another colleague that is hurtful, unkind, cruel, unfair or just inappropriate you too need to speak up for them. Condoning such posts is in a sense the same as direct ‘mobbing’.*
- We have a duty of care to ourselves and each other. Ignoring such posts means you too are guilty.*
- Q.** I have just started work at a new company and I feel the person who had been acting in the position before I started is sabotaging me. Does that fall into being workplace bullying or harassment?
- A.** *Yes definitely. It is called ‘upward bullying’ and has been identified in other countries as a catalyst for suicide. You need to talk to the person and if necessary escalate the problem. The Human Resources Manager can generally assist with advice.*
- Q.** I’m an aboriginal and as much as I love my job I get the sense people think I am not as smart as them and talk down to me.
- A.** *Feeling bullied or harassed on the grounds of race generally does not fall under ‘workplace bullying or harassment, but falls under discrimination even though it is occurring in the workplace. Racial discrimination of any sort is specifically unlawful on its own. You must advise your manager who in turn will take appropriate action as soon as practicable. If that does not occur it can become a matter for the Queensland Anti-Discrimination Commission or the Human Rights Commission to investigate and prosecute.*

- Q.** I keep applying for other jobs with my employer and never get them. I have asked why I am always unsuccessful but keep getting told the only reason is because I am too old and they want to train up a younger person. I am beginning to feel worthless as I feel I could do so much more if given the chance. Is it ok for me to be overlooked like this?
- A.** *No it is not ok if age is said to be the only reason. There are specific laws against discrimination on the basis of age. Queensland Anti-Discrimination Commission or the Human Rights Commission can investigate for you and prosecute.*
- Q.** I had a vehicle accident and am now confined to a wheelchair. My employer has said I have to resign because they have no toilets to accommodate my disability. My job is data entry. The workplace can accommodate me in every other regard except for the toilet. If I resign I know it will be hard to get another job.
- A.** *Having a disability is also covered by a specific legislation and your employer must demonstrate they have done everything reasonably practicable to accommodate your change in circumstances. This may even include 'working from home'. It is worth noting that there does exist Commonwealth funding to assist employers to modify workplaces for disabled employees. This is a matter for the Queensland Anti-discrimination Commission or the Human Rights Commission to investigate and prosecute.*

2. DRUG AND ALCOHOL MANAGEMENT PLAN (DAMP)



NQA actively promotes the concept of being an alcohol and other drug (AOD) free workplace.

The overarching document that deals specifically with AOD is the NQA [Drug and Alcohol Plan \(DAMP\)](#).

It is well documented that Alcohol and other drug consumption can be problematic in the workplace and the focus on this is done with your safety and health at heart.

The NQA DAMP includes elements relating to:

- Education
- Self testing and the location of calibrated breathalysers on site
- Random testing
- Illegal activity
- Work functions guidelines
- Procedures for reasonable cause and incident testing
- Warnings regarding dangers associated with prescription and over the counter medication
- The Employee Assistance Program (EAP) for substance abuse issues
- Disciplinary action

The DAMP is also compliant with requirements under Civil Aviation Safety Authority (CASA) regulation (CASR) Part 99



3. EMPLOYEE ASSISTANCE PROGRAM (EAP)

NQA management recognises that it is not easy keeping your life in balance.

For this reason an Employee Assistance Program (EAP) is available for all employees and their immediate families.

It is a confidential counselling service, offering professional help on a wide range of both personal and work related issues.

The EAP is there to help employees achieve maximum life job satisfaction. In other words have a life in balance.

Typically the EAP can assist with:

- Depression and Anxiety
- Work related stress
- Relationship difficulties
- Substance abuse issues
- Financial coaching
- Mental illness
- Dietary advice
- Sleep disorders
- Grief and loss
- Family and parenting issues



All employees and their immediate families are entitled to 5 sessions per annum but additional visits can be approved on request.

Service Provider

Acacia Connection 1300 364 273 or 0401 337 711

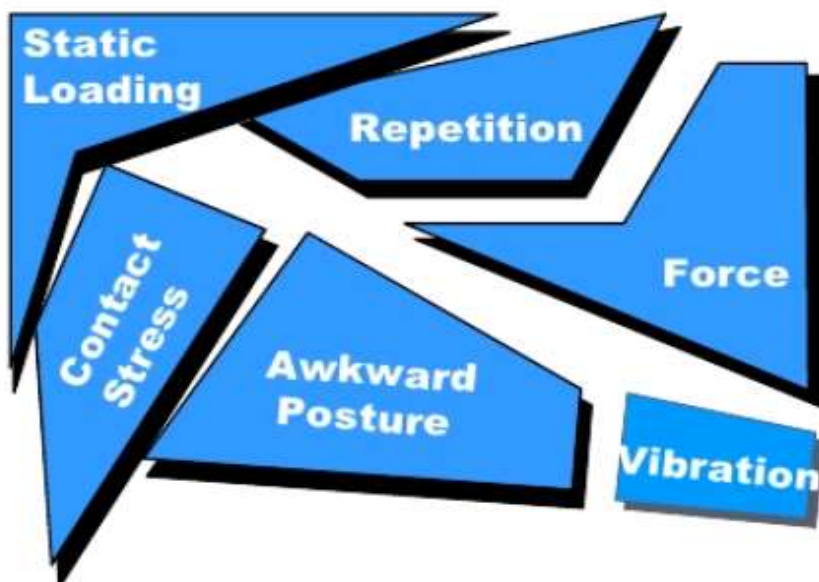
Website: www.acaciaconnection.com



4. ERGONOMICS

The underlying principle of ergonomics is ‘making *the task fit the person and not the person to fit the task*’. This includes manual handling and any other activity that can impact on your musculoskeletal system.

ERGONOMIC RISK FACTORS

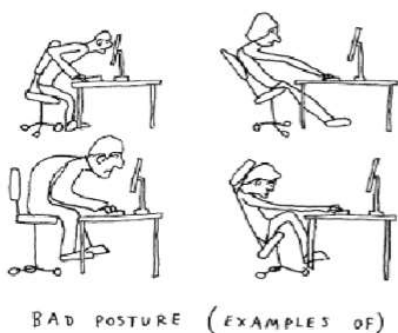


Risk of Injury increases with:

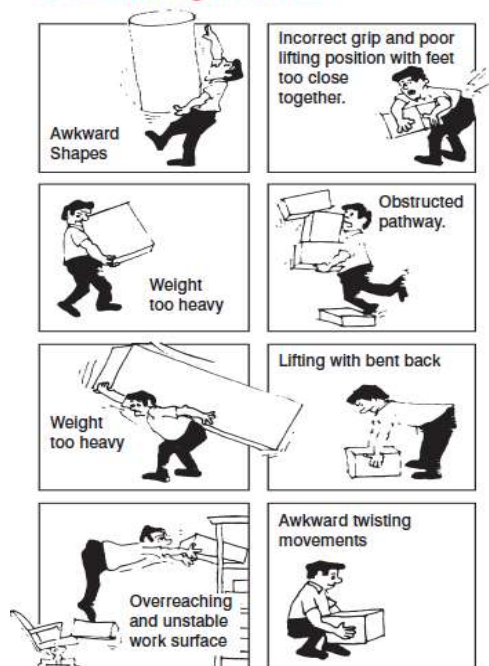
- Prolonged exposure to any of these ergonomic risk factors
- Presence of multiple risk factors within a single job task

You need to take responsibility to guard against risk. Two typical examples are:

Poor Posture



Unsafe Lifting Practices



As plant and equipment design continues to become more ‘ergonomically friendly’ and jobs change NQA actively monitors the workplace to identify where there is scope to take advantage of those improvements.

Consequently ergonomics are factored into the purchasing process, standard work procedure development and review program.

Adjustable Office Chair



Curved Tool Handle design for better grip



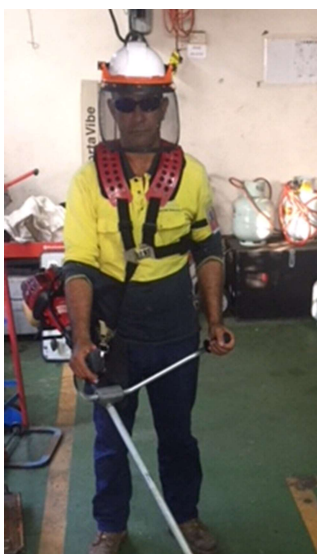
Using a flatbed trolley means you can maintain good line of sight while moving multiple items at once



Correct technique to pick up items like boxes from the ground



Hiab vehicle mounted crane enables heavy items to be lifted without musculoskeletal strain to the back and shoulders



Load bearing harnesses for use with brush cutters and whipper snippers reduces twist turn strain in the torso and pressure on shoulders and arms



Three wheel stair trolley ‘fridge trolley’ causes less back strain moving heavy items up and down stairs

The following references provide guidance

- [National Code of Practice for The prevention of Musculoskeletal Disorders from Performing Manual Tasks at Work 2007](#)
- [Code of Practice Hazardous Manual Tasks 2011](#)
- *Work Health and Safety Act 2011*

Other valuable tools available to identify possible concerns can be found under the Participative Ergonomics for Manual Tasks PERforM program.

<https://www.worksafe.qld.gov.au/injury-prevention-safety/hazardous-manual-tasks/participative-ergonomics-for-manual-tasks-perform/perform-resources>

Training

The basic concepts and expectations regarding ergonomics are covered in the induction training program. Instruction material is also widely disseminated via noticeboards, the Health, Safety and Environment Handbook and SharePoint Safety Site. Refreshers are undertaken as required based on risk and hazard identification.

Preferred Service providers:

Kinnect <http://www.kinnect.com.au/>

Cairns - Kinnect

Phone 0407 695 551
Fax 07 3391 3489
PO Box 1588 Cairns Q 4870
info@kinnect.com.au

Mackay – Kinnect

Phone 0408 118 840
Fax 07 3391 3489
PO Box 3252 Mackay Q 4870

5. FALL PREVENTION



More detailed information on reducing the chances of injury from falls can be found in the Code of Practice called *Managing the Risk of falls in the workplace*. Link [Managing the Risk of Falls](#)

Falls loosely fit into two groups.

- **Group 1** Falls at the same level and
- **Group 2** Falls from one level to another

Group 1

These falls can cause major injury and sometimes death in falling you hit your head. Such hazards therefore must be taken seriously.

The most common causes relate to substances on the floor or aspects of the level causing a loss of balance.



If you spill something or see something has been spilt or dropped on the floor that could cause a fall get it cleaned up as quickly as possible.



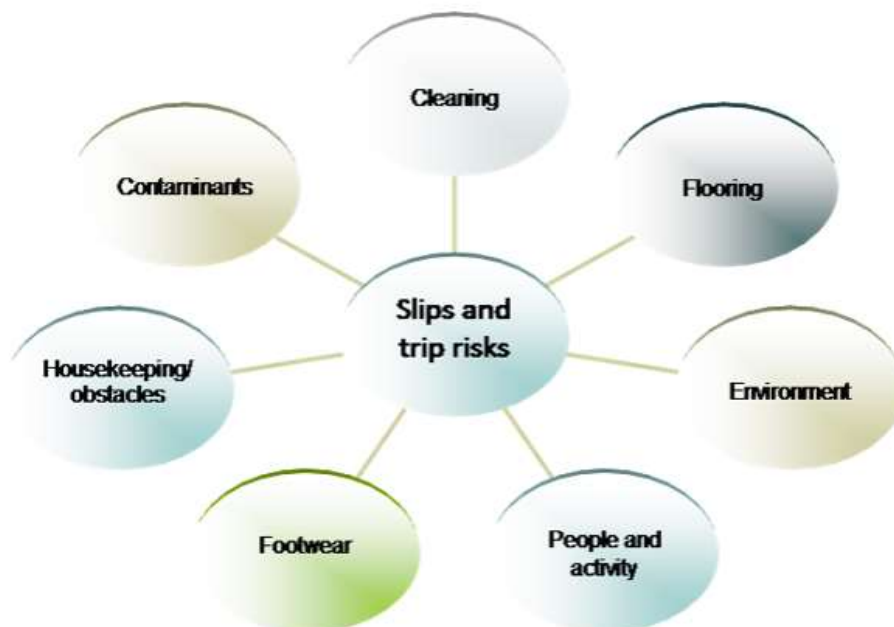
If you see algae building up on a footpath put in a cleaning request for it to be scrubbed and monitor the area until it is done. You may elect to barricade off particularly bad areas.



If you see broken or uneven ground where foot traffic is common get it fixed. – Log a fault.



It is therefore essential that thought is always given to footwear, floor surfaces, housekeeping, cleaning, contaminants on the floor, people and activity in the area and the environment such as the nature of the ground and gradient.



© WHSQ

Group 2

Such a fall can be from ground level to a lower level such as through a mine shaft or it can be from a level above ground level to ground level or another floor.

Under the Work Health and Safety Regulation 2011 when the risk of falling is 2m or greater it is referred to as **high risk work**.

High risk work triggers the need for specific fall reduction controls to be deployed.

These include

- Edge protection e.g. scaffolding
- Mobile Plant e.g. Elevated work platform
- Platform ladders
- Fall arrest Systems and Devices. These primarily are travel restraint and fall arrest harnesses. Such harnesses are categorised as personal protection equipment (PPE). Such items need to be regularly re-certified and attached to a certified anchor point. Anyone needing to wear such a harness needs to hold a current certificate in **Working Safely at heights**.

Note: Harnesses have a limited life span of up to 10 years depending on style, use and manufacturer specifications.



Our Electricians routinely use harnesses



Harness components



Automatic rope grab with 10m anchorage

Vertical 8mm wire rope grab

Rope grab

2m Double lanyard with 56 mm hooks

Full body harness

For more information consider the following Standard Work Procedures (SWP)

8042AST Elevated work platform (Cherry Picker)

8067AST Portable Ladder and Platform access

8071AST Structural Building Observations

8085AST Elevated work platform (Scissor Lift)

8095AST Mobile Scaffold Set Up and Use

8098AST Accessing and light Items onto Airport Building Roofs

8005AST Roadside signs Placement maintenance and removal

8108AST Street lighting Illuminated signage

8132AST Working at Heights

6. HEARING CONSERVATION

Hearing conservation in the workplace focuses on eliminating **excessive noise** exposure and reducing the risk of **noise induced hearing loss (NIHL)** or what is sometimes called industrial deafness.



NIHL is painless and happens over a long period of time. In addition to noise in the workplace care must be taken when listening to amplified music and other recreational noises.

Excessive noise is defined in the *WHS Regulation 2011* noise above:

- an 8 hour equivalent continuous A-weighted sound pressure level of 85dB(A); or
- C-weighted peak sound pressure level of 140dB(C).

Understanding Noise

A-Weighted

Sensitivity of the human ear. It predicts the damage risk of the ear. Sound level meters set to the A-weighting scale will filter out much of the low-frequency noise they measure, similar to the response of the human ear. Noise measurements made using A-weighted scale are designated dB(A).

<http://www.hearforever.org/tools-to-learn/sound-source-a-and-c-weighted-noise-measurements>

A-weighted sound is calculated on a logarithmic scale. Noise exposure at 85dB(A) for 8 hours is equivalent to 88dB(A) for 4 hours because an increase of 3 dB(A) doubles the noise level therefore the safe exposure time is halved.

C-Weighted

Sensitivity of the human ear at very high noise levels. The C-weighting scale is quite flat, and therefore includes much more of the low-frequency range of sounds than the A.

<http://www.hearforever.org/tools-to-learn/sound-source-a-and-c-weighted-noise-measurements>

Reducing Exposure to Excessive Noise – What does NQA do?

The reduction of risk includes:

- Use the Code of practice for guidance
https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0009/58176/Noise-preventing-hearing-loss-COP-2011.pdf
- Demonstrate a commitment to buy quiet when purchasing plant
- Modifying work areas and equipment to reduce noise levels
- Hearing assessment program for those employees at risk of exposure to excessive noise
- Appropriate hearing equipment and training of staff in correct wearing and care
 - all personnel to comply with the correct wearing of mandatory hearing protection equipment where and when designated
- Areas and equipment requiring the mandatory use of hearing protection carry the appropriate signage in accordance with AS1319.

- Five yearly noise assessment audit program in accordance with AS1269. This involves the placement of static monitors in selected high risk locations and nominated personnel wearing personal dosimeters. Information obtained is used to review and modify the existing hearing conservation program.

Frequency of Hearing tests

If you fall into one of the groups in the table below you will undertake a baseline audiometric (hearing) test after your first 3 months of employment.

1 year Annual	2 years (Bi annual)	5 Years
IF exposure routinely in excess of 85dBA over 8 hrs - time weighted testing	IF exposure could occasionally be in excess of 85dBA over 8 hrs - time weighted testing Typically this includes infrastructure and maintenance staff, airside operational staff	IF exposure in excess of 85dBA may occur for short periods but not 85dBA over 8 - time weighted testing
When an audiologist has specifically requested		

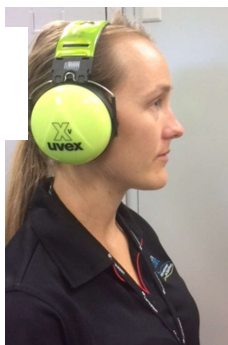
Choosing hearing protection. In choosing hearing protection NQA selects Class 3, Class 4 or 5 depending on potential noise exposure levels.

https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0005/82994/perhearpro_selection.pdf

Hearing protection must comply with AS NZS 1269.3. Many products look the same but items must be checked to confirm their class.

AS/NZS Class	Class 1	Class 2	Class 3	Class 4	Class 5
Exposure Levels (L _A eq 8hr)	85 < 90dB	90 < 95dB	95 < 100dB	100 < 105dB	105 < 110dB

Example of Class 5 ear muffs. These UVEX muffs are also reflective in the dark



Typical Examples of Hearing Protection			
<p>Class 3</p> <p>95<100dB</p>			
<p>Class 4</p> <p>100<105dB</p>			
<p>Class 5</p> <p>105<10dB</p>			

Can anything else cause hearing loss?

Yes.

These include:

- Age
- Infections
- Acoustic trauma (sudden unexpected load noise such as explosive detonation)
- Ototoxins (substances capable of causing damage to the cochlea in the inner ear and/or the auditory neurological pathways. This includes some medications, solvents, tobacco and alcohol.

Other Health risks associated with Noise

Technically noise is defined as ‘unwanted sound’. Consequently low level noise or ‘annoyance noise’ can impact on the health of people with different tolerances. While some people enjoy a noisy office others do not.

This lower tolerance can result in heightened stress related illnesses.

Conditions that have been documented include mood swings, gastrointestinal disorders, increased blood pressure and coronary issues.

Issues that are identified need to be addressed on a case by case basis.

Preferred Service Providers for Hearing Tests

Cairns – Connect Hearing
 Unit 4, 15-17 Pease St, Manunda
 Phone 4930 0050 (cnr of Murray St)

Mackay – Rasbri Medical Pty Ltd
 Harbour Road Medical
 47-49 Harbour Road, Mackay

7. PERSONAL PROTECTIVE EQUIPMENT (PPE)



This section is to be read in conjunction with Section 6 Hearing Conservation and Section 9 Sun Smart

Overview

Personal protective equipment (PPE) is clothing or equipment designed to be worn to protect from the risk of injury or illness. PPE is generally manufactured to meet Australian Standards (AS).

The need for PPE is generally based on previous knowledge, reference to relevant operational manuals or work instructions, risk assessments and a review of application of the hierarchy of controls. Refer **Part B Section 5 Risk Management 5.1 General Principles and Tools** of this manual.

PPE is the 'lowest' level or a 'soft' control under the hierarchy of controls as it relies on an individual correctly wearing the appropriate item. In other words a reliance on human behaviour. The reliance on human behaviour, where a hazard cannot be eliminated, is less reliable than higher level or 'hard' controls such as a physical barriers creating an engineered separation from the hazard.



Typical examples of engineered controls are baffling to reduce noise, or edge protection to remove the need for fall arrest systems and harnesses.

Consequently the reliance on PPE can sometimes be reduced where higher level controls are put in place.

Where it is not possible to remove the need for PPE there are specific legislative requirements under the Work Health and Safety Act and Regulation.

PPE must be carefully chosen as a wrong or ill-fitting item can introduce other risks, such as oversize safety footwear, gloves that restrict grip, low rated hearing protection in a high rated area, eyewear that fogs up restricting vision, respiratory protection that has not been correctly assessed to the identified risks.

Required PPE must be provided by the relevant Person conducting a business or undertaking (PCBU) /employer. The PCBU/employer is also responsible for training in the correct wearing of PPE and replacement as required.

Where items require personal fitting that will be arranged. Items that are intended to be personal issue should not be shared as there is a risk of infection, damage and accidental contamination.

Items that are disposable such as ear plugs must be responsibly discarded after use and **not** reused.

The person to whom any PPE is issued, is expected to ensure it is maintained, kept clean and correctly worn. They are also responsible for advising their Supervisor/Manager when replacement or additional items are required.

Non-compliance with the correct wearing and care of issued PPE is a breach of the Safety Guiding Principles and may result in disciplinary action.

Typical examples of PPE subject to meeting an Australian Standard are listed below

Eye Protection – Glasses	AS 1337
Eye Protection - Welding	AS 1338
Fall Arrest system& devices	AS 1891
Gloves (chemical/cut resistant)	AS 2161
Gloves (rubber disposable)	AS 4011
Hard Hat	AS 1801
Hearing Protection	AS 1270
High Visibility Garments	AS 4602
Respiratory Protection	AS 1716
Safety Footwear	AS 2210.3

Common items of PPE in our workplace at the airport are

- ❖ Eye/face protection
- ❖ Fall arrest systems and devices
- ❖ Hand protection (gloves)
- ❖ Hearing protection equipment (HPE)
- ❖ High visibility garments
- ❖ Respiratory protection equipment and (RPE)
- ❖ Safety footwear

❖ **Eye and Face Protection**

Eye and face protection is normally in the form of safety glasses, goggles, face shields and visors. All items are marked with the relevant Australian standard(s).



Note Australian Standard marking on inside of glasses arm

Safety eyewear is generally designed to provide protection in the event of **medium impact** but may meet additional standards based on application.

Relying on standard prescription glasses or non-rated eyewear is not recommended where eye protection is required due to the risk of them shattering under impact.

Safety goggles are designed to fit tightly around your eyes or as ‘over glasses’ when wearing prescription glasses.

Safety glasses may be tinted or clear depending on application and personal preference.

Also safety eye/face protection is often task specific. For example, where hot work is required such as welding, the item of eye protection equipment will be designed to factor in heat and UV radiation. Face shields/visors are used for activities such as chain sawing to protect from flying wood chips

Example of full face protection when using a chainsaw



Over glasses or goggles tend to be popular for people with prescription glasses as it is not always possible to obtain compliant prescription safety glasses.

Prescription safety glasses however can sometimes be provided on a case by case basis if the lens prescription does not conflict with the Australian Standard for safety lenses.

The conflict can be compounded by the manufacturing process where safety lenses are produced *en masse* compared to prescription lenses are tailored individually.

Consequently the use of over glasses or goggles are a practical solution that generally works in place of prescription safety glasses.

❖ **Hand Protection (Gloves)**

Gloves must be specific to the task. Unless disposable, gloves tend to be personal issue. Typical examples where gloves may be required are fencing, handling dead birds and bats, gardening, landscaping, and cleaning up contaminated spills, providing first aid and electrical work

❖ **Hearing Protection**

Refer to Section 6 Hearing Conservation.

❖ **High Visibility clothing (Often just called Hi Viz)**

As high visibility clothing is an airport mandated requirement airside there is a specific policy 4530_PC_Wearing of High Visibility Clothing Policy that applies to all operators and entities working airside.

High visibility clothing are items of clothing manufactured to meet the recognised Australian/New Zealand Standard AS/NZS 4602.1:2011 *High Visibility Safety Garments* and AS/NZS 1906.4:2010, *Retro reflective materials and devices for road traffic control purposes - High visibility materials*.

For specific aviation applications, clothing should also be consistent with recommendations in the Australasian Aviation Ground Safety Council (AAGSC) Recommended Industry Practice (RIP) – Aviation High Visibility Safety Garment RIP No. 1 Issue 2 dated August 2009.

While yellow compliant garments are preferred under AAGSC RIP for aviation specific activities, orange garments which are compliant with the required standards are also acceptable.

High visibility clothing falls into 3 main categories:

- 'D' Day compliant
- 'N' Night compliant
- 'D/N' Day/Night compliant.

Persons working at night or in poorly lit areas must wear night compliant garments. These garments are fitted with retro reflective strips according to AS/NZS 4602.1:2011 and are labelled either 'N' or 'D/N'. Items labelled 'D' will not have retro reflective strips on them and are not to be worn for night work.

This includes pilots, airline staff and technical crew during their walk around the aircraft prior to flight, as well as all contractors and other persons under escort who require airside access.

Note: When a high visibility clothing item is required it must cover your torso to be deemed as being correctly worn.

In addition, airside drivers and passengers in **open top vehicles** are required to comply with this standard.

If working landside high visibility clothing is required when working on roadways, in carparks, where there is interaction with mobile plant or where it is mandated by a contractor such as on a construction site. Although recommended it is not mandated to crossing landside roadways.



Remember *Hi Viz* is **Mandatory airside when outside a vehicle or building unless exempt. (see below)**

Exemptions

Staff walking to and from airside work areas via designated walkways

Passengers moving between the aircraft and the terminal, (who are being supervised and marshalled by the handling agent)

Drivers and passengers in **enclosed vehicles** that are not required to get out of the vehicle while airside

❖ Respiratory Protection Equipment (RPE)

The health risks associated with inhalation of airborne contaminants is varied and can be short term to fatal.

Some contaminants inhaled can have an immediate effect such as fainting and asphyxia while others such as asbestos, silica and hydrocarbons can take years to manifest themselves in terminal conditions such as cancer.

The size of particulates or airborne particles will influence how far through your body airborne contaminants may travel and the harm they could potentially cause. Large particulates such as sawdust tends to get trapped in your nose and throat. Such substances are generally more of a nuisance or annoyance. However some substances can be fatal. Both Silica dust and Asbestos fibres have the ability to travel through your trachea and down into your lung tissue where it can lodge and cause the tissue to breakdown.

The smaller the particulate the greater its ability to embed itself into lung tissue or migrate into your blood stream.

Due to diverse requirements RPE can vary from surgical masks to self-contained breathing apparatus and forced air units.

RPE used for gases rely on an alternative oxygen supply such as self-contained breathing apparatus used by fire fighters.

However, in our workplace RPE is designed primarily to provide protection against atomised small solid particles such as found in dust, smoke and mist.

It is important to read the Safety data sheet (SDS) for any chemicals you may be in contact with as it will advise what level of respiratory protection is recommended. In most cases 'dust masks' with filters rated at P1, P2 or P3 will be adequate with P2 being better than P1.

Workers required to carry out activities that require RPE to be worn undergo mask fit testing provided by an external provider in order to ensure adequate protection is achieved.

Fitment testing providers can be sourced through the company approved PPE/Uniform provider.

Class of filtration	Filtration efficiency	Kind of aerosol	Purpose
P1	80%	dust, smoke, mist	agricultural and food industry, application in building sector, quarries, cement works, in the wood industry for soft woodworking; protects against dusts such as calcium carbonate, natural and synthetic graphite, gypsum, chalk, cement, plaster, marble, zinc oxide, plant pollens, cellulose, sulphur, cotton, ferrous metal filings, coal dust containing less than 10% of free silica
P2	94%	dust, smoke, mist	asbestos, copper, barium, titanium, vanadium, chromium, manganese, hardwood, coal dust with free silica content exceeding 10%, mining industry, chemical industry, metallurgic industry (version with exhalation valve), for hard woodworking
P3	97%	dust, smoke, mist	high concentration of respirable dusts, use when welding and soldering, protects against dusts containing: beryllium, antimony, arsenic, cadmium, cobalt, nickel, radium, strychnine, radioactive particles

Examples of Respiratory Protection equipment



Surgical Mask



P1 Disposable mask



P2 Disposable mask



Half faced Respirator with removable filter canisters

Full face Respirator with removable filter canisters

Firefighter wearing self contained breathing respirator

© Hogert Technnik

At the airport the both disposable P2 and half face canister type masks are utilised as RPE.



Wearing a P2 dust Masks are also required when undertaking dusty jobs such as mixing cement



Wearing a P2 dust Masks are also required when undertaking dusty jobs such as sanding



Canister type masks are preferred where an adequate fit can not be achieved with a disposable mask.

Safety Footwear

The need to wear safety footwear is driven primarily by your role and the activities you do. If you are undertaking manual or trade related work such as working in the infrastructure team or as an Airside Safety Officer, safety footwear is a mandated requirement.

If you sometimes ‘toss bags’ or other items and work around the baggage conveyor belts then you too need safety footwear.

Should you periodically visit rather than work in an area where safety footwear is normally mandated you will need to ask whoever is in control of the work area if it is ok to wear other closed footwear.

You may also need to risk assess the need to wear safety footwear. If your risk assessment does not deem safety footwear as required due to the nature of your activity then other **fully closed footwear with appropriate soles must be worn**. – Never open toed shoes in this situation.

Sole composition may need specific consideration if you are doing electrical work or line marking activities.

The toe caps are either composite plastic or steel. Composite (Non-metallic) cap footwear tends to be lighter than Steel toe caps. Composite caps will also often negate the need to remove footwear at security screening points.

Personal considerations also include choices influenced by suitability of arch support, style and sizing. If you are unable to find commercially made safety footwear that fits you may need to consult a Doctor and Podiatrist for advice.



Safety footwear comes in all shapes and sizes

Refer <https://www.worksafe.qld.gov.au/injury-prevention-safety/managing-risks/personal-protective-equipment-ppe>

8. SUN SMART (WORKING OUTDOORS)

Risks including functional collapse from dehydration, eye degeneration and various skin cancers have all been attributed to excessive ultra violet (UV) exposure to heat and in particular the sun.

To reduce the likelihood of dehydration and functional collapse cool drinking water sources throughout the airport complex. Where it is identified that workers may need to work away from a drinking water source they are provided with 1.5lt personal insulated water bottles.

Educational material such as 'urine posters' are strategically placed in toilet to help workers gauge adequacy of their own hydration

To ensure workers are **sun smart** NQA provides appropriate clothing, hats, sunglasses and resources such as sunscreen and portable UV rated shades based on contemporary scientifically validated information regarding the associated UV risks.

In conjunction with the scientifically validated information the Queensland Cancer Council runs a campaign referred to as *slip, slop, slap, seek, slide*.

This concept has been adopted by Cairns and Mackay Airports as follows:

Slip on protective clothing that:

- Covers as much skin as possible, for example, shirts with long sleeves and high necks/collars
- Is made from close weave materials such as cotton, polyester/cotton and linen
- Is dark in colour to absorb UV radiation (white and lighter colours reflect UV radiation onto skin)

Slop on SPF30 or higher sunscreen that is:

- Broad spectrum and water resistant
- Applied liberally to clean, dry skin at least 20 minutes before going outside
- Reapplied every two hours
- Used with other forms of protection such as hats and shade

Slap on a hat that is:

- Broad-brimmed and provides good protection for the face, nose, neck and ears, which are common sites for skin cancers (caps and visors do not provide adequate protection)
- Made with closely woven fabric – if you can see through it, UV radiation will get through
- Worn with sunglasses and sunscreen to increase your level of protection

Typical Sun Smart Hats



Not Sun Smart Hats



BASEBALL CAPS DO NOT KEEP SUN OFF EARS OR NECK

Seek shade by:

- Making use of trees or built shade structures, or bring your own pop-up tent or umbrellas
- Making sure your shade structure casts a dark shadow and using other protection (such as clothing, hats, sunglasses and sunscreen) to avoid reflected UV radiation from nearby surfaces

Slide on sunglasses:

- With a broad-brimmed hat to reduce UV radiation exposure to the eyes by up to 98 per cent
- That are close-fitting wrap-around style that meet the Australian Standard AS 1067 and provide an Eye Protection Factor (EPF) of 9 or above

Specific Items issued to “outdoor workers”

- Issued clothing rated at Ultraviolet protection factor UPF 50+.
- Long trousers and sleeves rolled down to afford additional sun protection.
- Sunscreen with a minimum Sun protection factor SPF30+ rating
- Sun smart hats and sunglasses also provided
- Electrolyte replacement drinks



Sunsmart hat, trousers and long sleeves for our outdoor workers.

Hats may be straw or Material but must have a wide brim



Items for “other workers” (non- mandatory uniform staff)

- Hats, sunscreen and UPF 50+ rated clothing is available on request to non-uniform staff

In addition, while encouraging individuals to take responsibility for their own health NQA actively encourages staff to take advantage of annual skin cancer checks during normal work hours.

Wellbeing @ Work



Staff electing to take advantage of skin cancer checks during normal work hours are free to select their preferred provider. Examination fees and any ongoing treatment or time away from the workplace is at the expense of the worker.

In addition the Cancer Council has released a free sun smart mobile app available on Apple and Android to help people control risk through their own action.

Apple iTunes <https://itunes.apple.com/au/app/sunsmart/id402707467?mt=8>

Android Google Play

<https://play.google.com/store/apps/details?id=au.org.cancervic.sunsmart&hl=en>

References

- Work Health & Safety Act 2011 www.worksafe.qld.gov.au
- Queensland Cancer Council www.cancerqld.org.au
- Cancer Council Australia www.cancer.org.au

9. VACCINATIONS

Vaccinations available to all staff

Influenza

- Annual program.
- Voluntary participation
- Staff advised via *On the Radar* and email when vaccine becomes available and the process to obtain the vaccination
- Vaccine composition changes each year to accommodate mutation of the influenza virus
- In Cairns staff generally arrange to attend the nominated medical clinic at a time convenient for them
- In Mackay staff arrangements may include the option for vaccinations to be given 'on airport'
- Paid for as a corporate expense

Vaccinations available dependent on work activities/possible exposure

Provided based on the level of risk assessed by the relevant manager and all costs covered by relevant department. These include but are not limited to;

Hepatitis A and B

- Doctor to interview worker prior to vaccination course (3 injections) and may request blood test to check for residual immunity (residual immunity may negate the need to be vaccinated)
- If suspected exposure to Hepatitis A or B has occurred prior to vaccination course a blood test is required to determine if hepatitis has been contracted

Tetanus

- One injection - valid for up to 10 years

Australian Bat Lyssavirus (ABLV)

- Seek medical advice prior to vaccination as blood tests may be required
- Recommended for those who could come into contact with dead or injured bats. Pre-exposure vaccination 3 vaccinations over 28 days
- Post exposure vaccination. If vaccinated already 2 vaccinations required over 3 days
- Post exposure vaccination. If **not** vaccinated 5 vaccinations required over 28 days. Human Rabies Immunoglobulin (HRIG) may also be required
- Post Exposure vaccination must start on the day of exposure
- Booster for individuals who could occasionally come into contact with bats every 2 years

Malaria

- Malarial prophylactics (oral) are recommended for staff travelling to known malarial areas and must be taken exactly as directed

Service Providers

Cairns

Barrier Reef Medical Centre
356 McLeod Street
Cairns North Qld 4870

Mackay

CQ Nurse Pty Ltd
239 Nebo Road, West Mackay 4704
☎ 07 4998 5550 fax 07 4998 5545
Occupational Health Mackay
Grendon & Palmer St, North Mackay
☎ 07 4957 4724

References

Work Health and Safety Act 2011

Australian Immunisation Handbook 10th edition update 2016 <http://www.immunise.health.gov.au/>

10. WORKCOVER INCIDENT & INJURY MANAGEMENT

10.1 Incidents (see Part B for more detail)

ALL incidents must be reported as soon as possible. Reporting in the first instance is to your Supervisor/Manager.

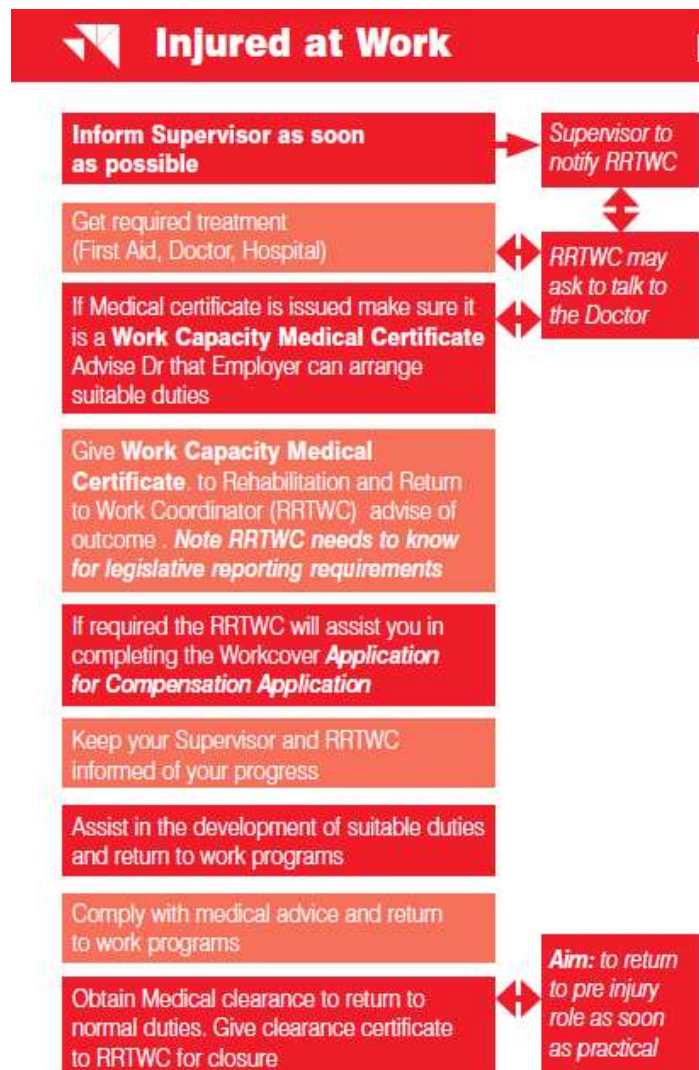
There is then a requirement to log the event in INForm, our Incident Notification database.

It is important to include as much information as possible but details can be amended at a later date as more information comes to hand. Photographs, witness statement, etc, can be added electronically as attachments.

INForm has provision to identify an incident as injury, near miss, unsafe act and unsafe condition.

It is important to check if the incident requires notification to Workplace Health and Safety Queensland (WHSQ). This must be done as soon as possible and may require the scene of the incident to be preserved pending WHSQ investigation.

10.2 Injury Management



10.3 Rehabilitation and Return to Work

All staff must comply with the NQA Workers Compensation Policy and Procedures. These policies and procedures have been developed in accordance with the *Workers Compensation Act 2003* and administered by WorkCover Queensland <https://www.worksafe.qld.gov.au/>

WorkCover Queensland oversees the rehabilitation process and liaises between the NQA appointed Rehabilitation and Return to Work Coordinator (RRTWC), injured worker, treating medical practitioner (**TMP**) and any relevant allied health providers. It is a managed process involving early provision of necessary and reasonable services, including suitable duties plans when practicable, which aims to:

- maintain injured or ill workers at work; or
- ensure the injured worker's earliest possible return to work; or
- maximise the worker's independent functioning.

Rights and Responsibilities

i. Injured Worker's Responsibilities

1. attend medical appointment as directed
2. provide TMP with suitable duties information provided by NQA
3. participate in development and implementation of the suitable duties plan
4. not undertake any activities that knowingly will impact negatively on rehabilitation efforts
5. keep the RRTWC informed regarding progress
6. actively and positively assist the RRTWC in identifying suitable duties and developing a return to work plan,

ii. Injured Workers Rights

1. to workers compensation
2. to choose their own TMP
3. to authorise the NQA appointed RRTWC to contact their TMP for advice on suitable duties
4. to have personal medical information stored confidentially
5. to be provided with suitable duties, if practicable
6. to have medical information stored confidentially
7. to be consulted in the development of a rehabilitation and/or suitable duties plan
8. to union representation if so desired
9. to ask for a review by the Regulator of any decision with which they do not agree (Act s540)
10. to have access to an impartial grievance mechanism, which is assessed in the first instance by raising the grievance with the RRTWC for resolution or escalation
11. to receive information from WorkCover advising of claim acceptance and claim number issued. This is done in the first instance by SMS and followed up by email and/or mail if details provided.

iii. Manager/Supervisor's Responsibilities

1. to adjust workplace procedures, rosters, workflows to enable successful implementation of the plan
2. to monitor the injured worker's progress in relation to suitable duties
3. to generally provide support and encouragement to the injured worker and to ensure co-workers also support the injured worker

- iv. **Rehabilitation and Return to Work Coordinator's (RRTWC) : Responsibilities as per *Workers Compensation and Rehabilitation Regulation 114***
- (a) *initiate early communication with an injured worker in order to clarify the nature and severity of the worker's injury;*
 - (b) *provide overall coordination of the worker's return to work;*
 - (c) *if a rehabilitation and return to work plan is required—*
 - (i) *consult with the worker and the worker's employer to develop the suitable duties program component of the plan; and*
 - (ii) *ensure the program is consistent with the current medical certificate or report for the worker's injury;*
 - (d) *liaise with—*
 - (i) *any person engaged by the employer to help in the worker's rehabilitation and return to work; and*
 - (ii) *the insurer about the worker's progress and indicate, as early as possible, if there is a need for the insurer to assist or intervene.*

Also to promote NQA's Workplace Rehabilitation processes internally and build good external relationships with associated service providers and WorkCover:

- oversee the collection of wages data and the payment of the annual Premium to WorkCover
- provide CFO with overview of annual claims history
- advise management of any legislative changes and amend relevant documentation as required.

Supporting Forms

Located under HR on the NQA Forms site

[Introduction letter to Treating Medical Practitioner \(TMP\)](#)

[Injured Workers Authorisation](#)

[Suitable Duties Plan](#)

REHABILITATION AND RETURN TO WORK CHECKLIST

Employee Name: _____

Occupation: _____

Claim Start Date: _____ **Finalisation Date:** _____

Claim No: _____

Process Checklist / Progressive

YES NO

- 1. Has the injured employee
 - obtained a **Workers' Capabilities certificate**
 - signed the **Injured Worker Authorisation** to obtain medical data
 - completed **Application for Workers' Compensation**
- 2. Have the following been sent to the Treating Medical Practitioner (TMP):
 - Letter of Introduction**
 - Workers Duty Statement**
- 4. Has the **Work Capabilities Checklist** been received k from TMP
- 5. **Suitable Duties Plan/Rehabilitation Plan** completed
 - Supervisor assisted in compiling plan
 - Short Term Objectives of plan clearly stated
 - Work tasks clearly stated
 - Long Term Goal determined
 - Employee has signed the plan
 - Supervisor/Manager has signed the plan
 - Doctor has approved and signed the plan
 - Copy given to injured worker and WorkCover
- 6. Rehabilitation Plan is regularly monitored by RRTWC for progress
- 7. Rehabilitation completed and case notes finalised
- 8. Documentation
 - All records filed and stored confidentially

Signed: _____ Date: _____