

# **WORKPLACE HEALTH, SAFETY AND SECURITY POLICY**



Policy Level: Level 1

Policy Owner: Executive General Manager, the People Team

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# STATEMENT OF POLICY

## PURPOSE

This Policy supports Equity Trustees in its commitment to ensuring the health and safety of its employees, contractors, clients and visitors.

## APPLICATION

This Policy applies to all employees, contractors, clients and visitors of Equity Trustees and its controlled entities, including when acting on Equity Trustees request in an operational position or as directors for other entities.

## REVIEW

This Policy will be reviewed every three (3) years. It is the Policy Owner's responsibility to ensure that, should there be any significant change in the internal or external environment within this time, a review is conducted in a reasonable timeframe.

## POLICY BREACHES

Failure to comply with the Policy, either deliberately or through negligence, could result in disciplinary action up to and including termination of employment.

## REPORTING

Executive Leadership Team, Remuneration, HR and Nominations Committee, Board Risk Committee, EQT Holdings Board and ETSL/HTFS Board as required.



# POLICY PRINCIPLES

## INTRODUCTION

Equity Trustees has a 'primary duty of care' to protect the health and safety of its workers while at work including employees, contractors, subcontractors, trainees, work experience students and volunteers, as well as visitors and clients at our workplace.

In fulfilling this responsibility, management has a duty of care to provide and maintain, so far as is reasonably practicable, a working environment that is safe and without risks to physical and mental health (including any psychosocial hazards).

We want to ensure that health and safety is a priority in our workplace. Underlying this Policy is our commitment to the following safety principles:

- People come first;
- Effective communication and consultation between Equity Trustees and our employees is fundamental;
- Accidents, incidents and injuries can and should be preventable;
- Safety is *everyone's* responsibility; and
- Provision of education, induction and resources is essential to reducing risk.

# CONSULTATION, COMMUNICATION AND REPORTING

Consultation and communication can help prevent injury and illness on the job, increase awareness of health and safety issues among employees and management, and lead to the development of strategies to make the work environment safe and healthy.

## COMMUNICATION PROCESSES

At Equity Trustees, this will involve:

- Formal induction training, and other health and safety training that may be required from time-to-time;
- Distributing information to employees and contractors about relevant hazards, alerts or advice; and
- Providing all Equity Trustees employees and contractors with specific information about the requirements of this Policy and its procedures.

## WHS INSPECTIONS

The People Team will facilitate the completion of WHS inspections as required, using the applicable WHS Inspection Checklist (Appendix 1).

## TRAINING

Employees and contractors will receive relevant training during induction and at other times as required.

Employees are required to complete the training and compliance module that covers workplace health and safety.



## INCIDENT INVESTIGATION, NOTIFICATION AND REPORTING

Equity Trustees is obliged to report all notifiable incidents that occur in our workplace to the relevant state-based WHS Authority, in accordance with the applicable legislation

# ACCIDENTS, INCIDENTS AND EMERGENCIES

Accidents, injuries and emergencies at Equity Trustees will be reported and investigated. If an accident occurs, appropriate first aid treatment will be available for any injured person. All injuries must be documented on the Incident Report Form (Appendix 2).

## WARDENS

Equity Trustees will ensure there are appropriate numbers of Wardens on each level in each workplace that are trained to support the workplace in the event of an emergency, and to assist with any evacuation or building lockdown, pending the arrival of the fire brigade or other emergency services. A list of all Wardens will be placed on Equity Central.

## FIRST AID OFFICERS

Equity Trustees will ensure an adequate number of employees have been trained to administer first aid and hold a current first aid certificate. A list of all trained First Aid Officers will also be placed on Equity Central. First Aid kits are available in each kitchen at an Equity Trustees premises.

## EMERGENCIES

- Should you encounter an emergency at an Equity Trustees workplace you are to contact either a member of the Executive Leadership Team, the People Team or Emergency Services *immediately*;
- If there is a fire, building evacuation or lockdown all employees are to follow the instructions of the Wardens on each floor and/or the emergency evacuation alarm tones;
- If you find a fire, do not attempt to put it out unless it is safe to do so. Immediately contact Emergency Services, or your Floor Warden and give details and location of the fire;
- Do not use the lifts in an emergency;
- For medical emergencies, please contact Emergency Services and/or a First Aid Officer;
- Emergency exit signs and maps to evacuation assembly areas will be clear and visible in all workplaces;
- All employees and contractors must be aware of the available first aid facilities and resources and emergency evacuation assembly points; and
- Workers must provide emergency contact telephone numbers via employee self-service on Aurion, our People Team's Information System.

# MANAGING RISK AND HAZARDS

Managing risks to health and safety is critical to ensuring a workplace is safe.

In order to manage our hazards and risks we will:

- Identify any hazards (refer Hazard/Near Miss Report Form in Appendix 3);
- Assess their potential to cause harm (i.e. conduct a risk assessment);
- Control the risk by eliminating the hazard, or, if elimination is not reasonably practicable, minimise the risk using one or more controls;
- Monitor the hazards and review the controls to ensure that they are minimising the risk effectively; and
- Record hazards on a risk register.

## DANGEROUS GOODS & HAZARDOUS SUBSTANCES

Any hazardous substances in the workplace must be appropriately labelled.



## ELECTRICAL SAFETY

To prevent injuries that may arise from exposure to electrical hazards, Equity Trustees will:

- Ensure all employees or contractors undertaking maintenance or installation work on electrical equipment are qualified and in possession of an appropriate licence;
- Suitably tag and inspect all electrical equipment at intervals referred to in AS3760:2003;
- Document the details of all electrical inspections and maintenance work and keep these records; and
- Dispose of all damaged electrical appliances.

## CLIENT VISITS (OFF-SITE)

Visiting clients outside of Equity Trustees premises is inherent in some roles. It is just as important to be aware of Health, Safety and Security issues during those visits as when working within the Equity Trustees environment.

### HOME VISITS

Completing a home visit can expose employees to a number of hazards that do not exist in normal business workplaces, and therefore the Pre-Home Visit Checklist (Appendix 4) will need to be completed.

### PRE-VISIT HOME WHS ASSESSMENT CHECKLIST

This is a *compulsory* tool to be used by all Equity Trustees employees conducting any visit where they will be alone with a client or other unknown individual (i.e. visit to a home or a deceased estate). The Checklist acts as a risk assessment prior to conducting the visit/meeting.

*Under no circumstance should an employee proceed with the visit/meeting if the Checklist has indicated a potential high-risk situation. Where relevant, management should be contacted immediately to discuss the risks, prior to any visit, or where an elevated risk has been identified.*

### WORKING IN ISOLATED LOCATION OR OTHER PREMISES CHECKLIST

Employees must refer and adhere to the Pre-Remote/Isolated Travel Checklist (Appendix 6) before working in isolation or visiting premises other than client's homes.

## VEHICLE MANAGEMENT

Employees must ensure that private vehicles for approved Equity Trustees business are used without a risk to health and safety. An Equity Trustees employee, when using a motor vehicle for official Equity Trustees business, must:

- Hold a current driver's license, appropriately endorsed for the category of vehicle being driven;
- Take care of their safety and that of others and comply with all road rules, including use of mobile phones; and
- Ensure so far as they are able, that the vehicle they are using is roadworthy.

In the event of a road accident an Incident Report Form (Appendix 2) must be completed as soon as possible afterwards. If a driver cannot complete the Form, the manager must complete it as an interim measure.



# ALCOHOL, OTHER DRUGS AND SMOKING

Equity Trustees is committed to providing a workplace free of illicit drugs or excessive alcohol usage. Any employee who is adversely affected by alcohol or another drug will not be allowed to work until they are fit to do so. If an employee, contractor or visitor affected by alcohol or drugs does not immediately leave the worksite, or if they become violent, the People Team must be notified so that appropriate steps can be taken (up to, and including, contacting the Police).

## ILLICIT DRUGS

Illicit drugs must not be consumed, exchanged or brought into our workplace or a work-related function.

## ALCOHOL

Alcohol must not be consumed, exchanged or brought into the workplace except where approved by management for special and/or specific social occasions.

## PRESCRIPTION MEDICATION

Any person using or under the influence of prescribed drugs while in the workplace and whose judgement is likely to be impaired must inform their manager so that appropriate work assignments can be arranged.

## SMOKING

Smoking is prohibited in all Equity Trustees buildings and within four (4) metres of a pedestrian entrance to, or exit from, an Equity Trustees building.

# WORKERS' COMPENSATION

If a workplace injury occurs that will result in a Workers' Compensation claim, EQT will:

- Notify the relevant workers' compensation insurer within 48 hours of incident;
- Request a workers' compensation medical certificate from the injured employee;
- Request the employee to complete a workers' compensation form;
- Confirm in writing to the employee that form has been received; and
- Complete and submit the relevant forms to our insurer.

## RETURN TO WORK (RTW) POLICY

The objectives of our RTW Policy are:

- That all the actions to assist workers to stay at or return to work are commenced as soon as possible in a manner consistent with medical advice;
- That any worker injured or made ill because of their work is returned to work in the shortest possible time, provided it is safe and practical to do so;
- Where practicable, the worker will be returned to suitable alternative work, which does not jeopardise their well-being; and
- All employees are expected to assist and co-operate in ensuring this Policy is followed.

Our commitment to this Policy means:

- Return to work will commence as soon as possible after illness or injury and a return to work plan will be established for any worker who is unable to work for 20 or more days. This plan will be established as soon as it is indicated that an absence of 20 or more days is likely;





- That remaining at or returning to work as soon as safely possible after injury is a normal workplace practice and expectation;
- Suitable duties, which do not jeopardise the well-being of the worker, will be provided, where possible;
- There will be full involvement of workers in their own return to work program;
- Confidentiality will be maintained to the extent possible;
- Participation in a return to work program will not, of itself, prejudice any worker; and
- Return to work activities will be reviewed on a regular basis in consultation with the worker to ensure that progress is continuing towards a complete recovery.

## WORKPLACE

### VISITORS/SECURITY

All visitors must be directed to Reception and collected by the employee they are visiting (from Reception). All visitors must be accompanied by the employee(s) that they are visiting for the duration of their stay.

- All visitors must report to the Reception area and complete the visitor's log-book;
- Before entry to any designated area, the visitor must be issued with a visitor's identification tag, which must be worn at all times;
- A visitor must be informed of Equity Trustees' emergency evacuation procedures; and
- All visitors leaving the workplace must return any identification tag and any other equipment that belongs to Equity Trustees, and must sign-off (or be signed-off) on the visitor's log-book.

### WORKING FROM HOME

Where employees are approved to work from home on a regular basis under an approved Flexible Working Arrangement, they must complete a Home-Based WHS and Ergonomic Checklist (Appendix 5) to ensure that the home-based work site is a safe area to work.

## WORKPLACE BULLYING AND VIOLENCE

Equity Trustees aims to create a workplace where all employees are able to work fairly, positively and productively. We have a responsibility for providing a work environment that is free from unacceptable behaviour.

Any incidents of unacceptable behaviour including workplace bullying, harassment, violence, the use of foul language, any form of unlawful discrimination or sexual harassment will not be tolerated at the workplace and any perpetrator will be held to account. See the Equity Trustees Unacceptable Behaviour (Bullying, Harassment and Discrimination) Policy.

## ACCOUNTABILITIES

### EMPLOYEES AND CONTRACTORS (INCLUDING AGENCY TEMPS, INTERNS & VOLUNTEERS)

- Have a duty to take care of their own health and safety and of others;
- Must adhere to Equity Trustees Workplace Health, Safety and Security Policy and related policies;
- Must comply with safety procedures and directions;
- Must not wilfully interfere with or misuse items or facilities provided in the interest of the health, safety and welfare of employees;



- In accordance with agreed procedures for accident and incident reporting, must report potential and actual hazards to management or the People Team; and
- Should fix hazards if it is safe to do so.

### **VISITORS (INCLUDING CLIENTS & SUB-CONTRACTORS)**

- Have a duty to take care of their own health and safety and of others; and
- Must comply with all health and safety instructions, advice and directives given to them by an Equity Trustees' employee.

### **MANAGERS**

- Have a duty to take care of their own health and safety and of others;
- Must adhere to Equity Trustees' Workplace Health, Safety and Security Policy and related policies;
- Must set a good example of behaving in a safe way, ensuring health and safety is a priority;
- Must ensure employees are fit for work;
- Should understand the services provided by EAP, and support employees to access them if needed;
- Must ensure the work environment is kept clean and clear of hazards;
- Must follow appropriate processes should a workplace accident or incident occur; and
- Must work with the People Team to manage any workers compensation claims and return to work.

### **PEOPLE TEAM**

- Is responsible for the effective implementation of the Workplace Health, Safety and Security Policy and other related policies;
- Must advise the Executive Leadership Team and Board as required;
- Should facilitate cooperation between Equity Trustees and its employees and contractors and assist to implement any safety measures needed;
- Must ensure Work, Health and Safety (WHS) inspections are conducted for each workplace, as required, and that appropriate numbers of First Aid Officers and Fire Wardens are available on each floor/location;
- Must conduct risk assessments on major hazards, as required;
- Must keep a record of incidents and near misses, participate in any corresponding investigations and report WHS performance to the Executive Leadership Team and Board. Manage any workers compensation claims and return to work;
- Must organise ergonomic assessments when required; and
- Must communicate the acceptable standards of behaviour in the workplace and at work-related functions.

### **DIRECTORS (OFFICERS)**

- Under WHS legislation, our Directors and the Executive Leadership Team are considered 'Officers'. Officers have a duty to exercise due diligence to ensure that Equity Trustees complies with its primary WHS duties and obligations.



## DEFINITIONS

Alcohol	Beer, wines or spirits or any substance that may contain alcohol.
Employee Assistance Program (EAP)	The EAP is a free, confidential counselling service available to all employees.
First Aid	First aid is the provision of initial health care and basic life support to someone who suffers an injury or illness.
Hazard	Any situation, substance, activity, event, or environment that could potentially cause injury or ill health.
Illicit drugs	Drugs which are considered illegal and are not prescribed by a medical practitioner. Examples of these drugs may include marijuana, cocaine, cannabis, psychedelic drugs (LSD) or amphetamines.
Hazard	Any situation, substance, activity, event, or environment that could potentially cause injury or ill health.
Prescribed or pharmaceutical drugs	Medications prescribed by a medical practitioner or available through a pharmacy. These are not classified as illicit drugs.
Private Vehicles	A vehicle owned or borrowed and used by an Equity Trustees' employee in the course of their employment.
Psychosocial Hazards	As defined in applicable legislation but, generally, psychosocial hazards are factors in the workplace or working arrangements that could cause psychological harm (e.g. harm someone's mental health).
Records and Document Management	Records and Document Management refers to a system for storing, indexing and retrieving records and documents.
Risk Assessment	Risk assessment is the process of evaluating both the likelihood that a hazardous event will occur and the severity of injury, ill health or damage that could be caused by the event.
Security	Security in this instance, relates to the physical security of all EQT employees and clients, all EQT buildings and office space, as well as EQT assets and hard copy information.
Warden	Wardens are trained to support the workplace in the event of an Emergency, such as fires or bomb threats.
Workplace	Any place where work is carried out for Equity Trustees including any place a worker goes, or is likely to be, while at work. This includes the offices of Equity Trustees but also off-site locations.



## WHERE TO GET HELP?

If you would like further information about this Policy, please contact the People Team, or visit the WorkSafe website in your location: [www.fairwork.gov.au](http://www.fairwork.gov.au), [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au), [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au), [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au), [www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au), [www.commerce.wa.gov.au/worksafe](http://www.commerce.wa.gov.au/worksafe).

## POLICY ADMINISTRATION

Document Title	Workplace Health, Safety & Security Policy
Policy Level	Level 2 (Refer to <a href="#">EQT Group Policy Framework</a> )
Version No.	V.4 /2023
Policy Owner	Executive General Manager, People
Policy Administrator	The People Team
Related Policies (These must be read in conjunction with policy)	Unacceptable Behaviour (Bullying, Discrimination and Harassment) Policy Workplace Flexibility Policy Whistleblowing Policy
Supporting procedures or guidelines (These must be read in conjunction with policy)	Flexible Working Arrangements Form
Approval Date	8 May 2023
Effective Date	8 May 2023
Next scheduled review	9 May 2026
Regulation (if applicable) and relevant legislation	<u>Commonwealth:</u> <ul style="list-style-type: none"><li>• Safe Work Australia</li><li>• <a href="#">Fair Work Act 2009</a></li><li>• <a href="#">Work Health and Safety Act 2011</a></li><li>• <a href="#">Work Health and Safety Regulations 2011</a></li><li>• <a href="#">Banking, Finance and Insurance Award 2020</a></li></ul> <u>VIC:</u> <ul style="list-style-type: none"><li>• WorkSafe Victoria</li></ul>



- [Occupational Health and Safety Act 2004 \(Vic\) and Regulations](#)

NSW:

- SafeWork NSW
- [Work Health and Safety Act 2011 and Regulation](#)

QLD:

- Workplace Health and Safety Queensland
- [Work Health and Safety Act 2011 and Regulation](#)

WA:

- WorkSafe WA
- [Work Health and Safety Act 2020 and Regulations](#)

SA:

- SafeWork SA
- [Work Health and Safety Act 2012](#)
- [Work Health and Safety Regulations 2012](#)

NT:

- NT WorkSafe
- [Work Health and Safety \(National Uniform Legislation\) Act 2011 and Regulations](#)

TAS:

- WorkSafe Tasmania
- [Work Health and Safety Act 2012 and Regulations](#)

ACT:

- WorkSafe ACT
- [Work Health and Safety Act 2011 and Regulation](#)



## DOCUMENT VERSION CONTROL HISTORY

VERSION NO.	UPDATED/PREPARED BY	DATE	APPROVED BY
2	Human Resources	June 2020	EGM, Human Resources
3	Human Resources	March 2022	EGM, Human Resources
4	People Team	May 2023	EGM, People

## APPENDICES

- APPENDIX 1 – WHS INSPECTION CHECKLIST**
- APPENDIX 2 – INCIDENT REPORT FORM**
- APPENDIX 3 – HAZARD/NEAR MISS REPORT FORM**
- APPENDIX 4 – PRE-HOME VISIT CHECKLIST**
- APPENDIX 5 – HOME-BASED WHS & ERGONOMIC CHECKLIST**
- APPENDIX 6 – PRE-REMOTE/ISOLATED TRAVEL CHECKLIST**



# APPENDIX

## APPENDIX 1 – WHS INSPECTION CHECKLIST

CRITERIA	RATING			NON CONFORMANCE (Details)	RECOMMENDED CORRECTIVE ACTION	Individual Responsible	Date Completed
	Y	N	N/A				
<b>General</b>							
- Safety inductions are provided for all <u>Employee's</u> and Contractors?							
- Contractors meet WHS requirements?							
- All Hazard/Incident reports have been tracked through to completion?							
<b>- Emergency Management</b>							
- Are all access and exit points readily accessible and free from obstructions (including fire stairs)?							
- Access and exit points are well lit?							
- Exit signs are working?							
- Adequate portable fire extinguishers are in place and not obstructed?							
1. Fire extinguishers are clearly marked?							
2. Fire extinguishers are inspected and tagged (once in last 6 months)?							

CRITERIA	RATING			NON CONFORMANCE (Details)	RECOMMENDED CORRECTIVE ACTION	Individual Responsible	Date Completed
	Y	N	N/A				
3. Evacuation procedures and diagram (showing emergency exits and location of fire equipment) are prominently displayed and up to date?							
Has there been an emergency/fire drill in the past 6 months?							
4. Are all Employees' aware of emergency procedures?							
5. Has a fire warden been appointed and are they trained?							
6. Is there an up to date list of fire wardens displayed?							
7. Are there security measures in place for front reception staff/employees working remotely?							
<b>8. First Aid</b>							
9. An adequate number of Employees have been trained in first aid							
10. List of nominated first aid officers is available in the workplace?							
11. First aid kit notice is displayed?							
12. Access to a first aid kit is readily available?							
13. First aid kit contains all required items (list of required items is							



CRITERIA	RATING			NON CONFORMANCE (Details)	RECOMMENDED CORRECTIVE ACTION	Individual Responsible	Date Completed
	Y	N	N/A				
located inside the kit) and is regularly checked?							
14. First aid kit items are within date?							
<b>15. Electrical</b>							
16. Is the wiring of electrical appliances in good order? (e.g. no damaged cords / exposed wires)							
17. Are power boards being used (if so, additional power sockets should be installed)?							
18. Are plugs and switches in good working condition?							
19. Is electrical equipment regularly inspected and tagged in accordance with AS3760:2010?							
20. Electrical work is organised for the safety of workers and other at the workplace (i.e. contractor management arrangements)?							
<b>21. Hazardous Chemicals</b> (e.g. cleaning chemicals, printer cartridges etc)							
22. Practical control measures are in place to reduce the risks relating to hazardous chemicals (i.e. use chemicals within SDS, ensure adequate PPE etc).							

CRITERIA	RATING			NON CONFORMANCE (Details)	RECOMMENDED CORRECTIVE ACTION	Individual Responsible	Date Completed
	Y	N	N/A				
23. PPE for use with hazardous chemicals is maintained and in good operational order?							
24. Training provided to persons working with hazardous chemicals?							
<b>25. Slips, Trips and Falls</b>							
26. Are walkways free of electrical, telephone and computer cables?							
27. Outside floor surfaces are free from uneven surfaces, potholes and other trip hazards?							
28. Small changes in floor levels at edge of tiles, at doorways etc do not create a slip or trip hazard and are readily visible?							
29. Floors, stairs and ramps are free from obstructions that may cause a person to trip or fall?							
30. Frequency and standard of cleaning is adequate to eliminate slip hazards in the work areas?							
31. Hand rails and guard rails are provided in stairs and ramps?							
<b>32. Manual Tasks</b>							
33. Placement of items in storage areas/cupboards are adequate to							





CRITERIA	RATING			NON CONFORMANCE (Details)	RECOMMENDED CORRECTIVE ACTION	Individual Responsible	Date Completed
	Y	N	N/A				
reduce manual handling risk (i.e. heavier items located between hip and arm pit level)?							
34. Is a suitable trolley available for transporting heavy/ bulky items?							
<b>35. Ergonomics</b>							
36. Have all employees completed a Workstation Assessment?							
37. Where jobs are repetitive, are posture changes and pause stretches encouraged?							
<b>Storage Areas</b>							
38. Is there sufficient storage space in the work area?							
39. Are items stored securely and not in danger of falling?							
40. Are storage areas kept clean and tidy?							
41. Are filing cabinets stable when more than one drawer is open?							
Is there sufficient space around storage areas for easy and safe access?							
42. Are drawers and cupboards closed when not in use?							
<b>43. Environment</b>							

CRITERIA	RATING			NON CONFORMANCE (Details)	RECOMMENDED CORRECTIVE ACTION	Individual Responsible	Date Completed
	Y	N	N/A				
44. Is lighting adequate for the work being performed (i.e. not too dull, no flickering or shadows)?							
Are light fittings, light bulbs and fluorescent tubes clean and in good working order?							
45. Are distracting or disruptive noises in the work area minimised e.g. photocopiers not too close to workstations?							
46. Is there sufficient space for tasks to be safely carried out?							
47. Workplace facilities e.g. toilets, amenities are safe, clean and in good condition?							
48. Are sufficient rubbish bins provided and emptied regularly?							
<b>49. Disability Audit</b>							
50. Is there appropriate disability access to the building (i.e. ramps, railings)?							
51. Do meeting rooms have appropriate disability access (i.e. accessible for wheelchairs; people with limited walking abilities etc.)?							
52. Is seating in the meeting rooms appropriate considering the disabilities our clients experience (i.e. appropriate back support, arm							



CRITERIA	RATING			NON CONFORMANCE (Details)	RECOMMENDED CORRECTIVE ACTION	Individual Responsible	Date Completed
	Y	N	N/A				
rests, wheelchair space, etc.)?							
Are there disabled toilets on the premises?							
53. Is there access to appropriate car parking, either disabled car park, car parks within easy walking distance, access to public transport etc.?							
54. If lift access is required, do the lifts have appropriate access for wheelchair bound clients?							
<b>55. Additional Hazards</b>							
56. During the inspection you may identify hazards, which are not covered in this checklist. Please provide further details here:							



## APPENDIX 2 – INCIDENT REPORT FORM

Name	Family Name		Given Names			
Address	No. and Street					
	Town/ Suburb		State		P/Code	
Age		Occupation				
DOB	___/___/___					

### DETAILS OF ACCIDENTS

Department in which Worker is located:			
Operation in which worker was engaged at Time of Injury:			
Date of Injury	___/___/___	Time of Injury	am / pm
Nature of Injury			
Cause of Injury			
Remarks			
First Aid Treatment			
Details of Any Referral			
First Aid Attendant			
Completed By		Date	___/___/___
Signed		Date	___/___/___
Address of the Signatory:			

HR USE ONLY			
Workers Compensation Claim Form lodged?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If so, when? ___/___/___



### APPENDIX 3 – HAZARD/NEAR MISS REPORT FORM

Name of Person Reporting Hazard:	
Hazard/Near Miss:	
Location/Area:	
<b>Description of Risk (What could happen?)</b>	
<b>Has the identified hazard previously resulted in an incident?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	
If yes, provide details:	
<b>How was the hazard identified?</b>	
<b>Initial WHS Risk Management (What action have you taken to make it safer?)</b>	
<b>Corrective Action completed by Immediate Manager:</b>	
Date Hazard Rectified:	
Planned Review Date:	Review Date:
Name of Reviewer:	
<b>Are further actions required?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	



## APPENDIX 4 – PRE-HOME VISIT CHECKLIST

**COMPLETED BY:**

**DATE:**

**TEAM:**

**TEAM MEMBER NAMES:**

**TEAM MEMBER MOBILE TELEPHONE NUMBERS:**

Client ID:

Client Name:

Client Telephone Numbers:

Start Time:

Expected Return Time:

Client Address:

### STEP 1: INITIAL ASSESSMENT

**YES NO**

Consider Client history including mental and physical wellbeing and if other Teams may have existing knowledge of this client. Are there any references to aggression/assault or other health and safety concerns? \*

Property location - Is the property or surrounds in a known "unsafe" area? \*

Phone call to referrer or other relevant information source(s):

1. Is there any history of aggression or assault? \*

2. Are there any other circumstances about the individual or their home that I need to be aware, of (e.g. high medical risks, seizures, diabetes, infectious, conditions etc)?  
Provide details (if applicable): \*



## STEP 2: ARRANGE VISIT OR MEETING

When making the phone call be aware of any signs (i.e. influence of alcohol or, drug use), that may present as a potential safety risk.

### ASK THE FOLLOWING WHEN ARRANGING THE ASSESSMENT:

- |   |       |      |      |       |   |
|---|-------|------|------|-------|---|
| 1. Confirm address  |       |      |      |       | * |
| 2. Is your house/property number clearly visible from the street?   |       |      |      |       | * |
| 3. Parking - adequate on street?  |       |      |      |       | * |
| 4. Entrance to the House  | Front | Back | Side | Other |   |
| 5. Are the internal areas and doorways of the house easy to walk around/ clear of trips/slips?  |       |      |      |       |   |
| 6. Pets/Animals? Requested to be restrained and separated during the assessment?  |       |      |      |       | * |
| 7. Will there be anyone else at the home/property during the assessment?<br>If yes, please list and gain details:   |       |      |      |       | * |
| 8. Are you currently suffering from an infectious illness (e.g. Severe Flu)?  |       |      |      |       | * |
| 9. Are there any religious issues we need to be sensitive to? (e.g. Women need to wear Hajib, need to take off shoes, avoid times of prayer etc.)                         |       |      |      |       | * |
| <b>Regional/remote (consider bushfire/extreme weather alerts. Delay travel is necessary)</b>  |       |      |      |       |   |
| 10. Are there any unsealed roads or roads prone to crossing wildlife?   |       |      |      |       | * |
| 11. Do you have adequate mobile reception at your home?   |       |      |      |       | * |
| 12. Farm gates – can they be left open?   |       |      |      |       | * |
| <b>NB: Were there any signs during the phone call of the client being aggressive or under the influence of drugs or alcohol (i.e raised voices, slurred speech etc.)?</b> |       |      |      |       | * |



**ADDITIONAL COMMENTS:**

**STEP 3: THE VISIT OR MEETING**

**ENSURE THE FOLLOWING:**

- Office Contact - Provide addition all copy of this completed checklist to Office Contact (e.g. Manager, Team).
- Member or Reception who will be in the Office during your home, or property visit/meeting.
- Call Office Contact upon arrival and upon completion of the visit.
- Car - Check fuel level and keep car keys on you at all times.
- Parking- ensure easily accessible, preferably on the street and well-lit area.
- Mobile Phone - fully charged and switched on (ensure emergency/office numbers are on speed dial).
- Clothing/Footwear - ensure sturdy/ appropriate footwear. Avoid loose accessories {scarfs/ties/jewellery).
- Inside the home/property- be closest to the door.
- Ask for doors/gates to remain unlocked.
- If any visible items of potential risk (e.g. guns, weapons)- leave immediately.

**\*\*IF AT ANY POINT YOU FEEL YOU ARE IN ANY RISK - WITHDRAW FROM THE VISIT IMMEDIATELY\*\***

Have you have ticked a box marked with an asterisk (\*)?  
If YES, this flags a potential risk. DO NOT PROCEED WITH THE VISIT until you have discussed with your Manager and, completed the below section.  
Ensure the referrer is contacted regarding any concerns, and/or possible delays.

**MANAGER TO COMPLETE (IF APPLICABLE)**

Discuss the risks identified above and implement appropriate measures to control the risk (e.g. second employee to attend, hire appropriate vehicle for terrain, cancel assessment if deemed unsafe etc).

Controls. identified and deemed appropriate to mitigate risk - assessment to proceed?

Manager Name:

Date



## APPENDIX 5 – HOME-BASED WHS & ERGONOMIC CHECKLIST

# HOME BASED WHS & ERGONOMIC CHECKLIST

This checklist must be completed before commencing a working from home arrangement and on an annual basis.

The annual checklist is to be sent to HR.

Employee			
Location		Date	Click or tap to enter a date.

### PART 1: WORKSTATION SET-UP

- ✓
- Lumbar support is adequate and positioned in lower back curve.
- Chair adjusted to optimise posture. Shoulders are positioned slightly behind hips and knees level with hips.
- Armrests not stopping chair from accessing desk.
- Desk height adjusted to ensure shoulders are relaxed, elbows bent and forearms supported on desk.
- Feet supported (i.e. feet flat on floor or consider footrest to ensure knees are level with hips).
- Monitor height and angle appropriate to maintain a neutral neck position.
- Monitor at suitable distance to view easily (i.e. positioned approximately arm’s length away from body).
- Shoulders relaxed when key boarding, keyboard legs on lowest setting to avoid extension of the wrists.
- Mouse is used without stretching/overreaching (i.e. positioned close to the keyboard).
- If regularly transcribing from documents, documents positioned between the monitor and keyboard to avoid repetitive neck rotation.
- Frequency of telephone use determined. If computing required when on telephone, consider provision of a headset or using phone on speaker.
- Commonly used items (i.e. phone, documents) are within easy reach on desk.
- Removal of desk clutter, set-up desk to allow position for computing and position for writing/reading.





✓

Work is organised to enable varying work posture and activity at least once every hour.

Follow-up required?  No  Yes, provide details:

## PART 2: WORKPLACE HEALTH AND SAFETY

### 1. FLOORS, WALKWAYS, STAIRS AND CEILINGS

Are floor surfaces even, free of slips/trips/falls hazards and in good condition?  Yes  No  N/A

Are office floors, walkways, storerooms and stairways clear of obstacles?  Yes  No  N/A

Are stairs fitted with a handrail?  Yes  No  N/A

Are walkways kept clear of open drawers and cupboard doors?  Yes  No  N/A

Are walkways free of electrical, telephone and computer cables?  Yes  No  N/A

Follow-up required?  No  Yes, provide details:

### 2. ENVIRONMENT

Is the ventilation adequate? (i.e. no draughts, or extremes of temperature)  Yes  No  N/A

Is lighting adequate for the work being performed? (i.e. not too dull, no flickering or shadows)  Yes  No  N/A

Are light fittings, light bulbs and fluorescent tubes clean and in good working order?  Yes  No  N/A

Are distracting or disruptive noises in the work area minimised eg. Photocopiers not too close to workstations?  Yes  No  N/A

Is there sufficient space for tasks to be safely carried out?  Yes  No  N/A

Are the kitchen and bathroom amenities clean and tidy?  Yes  No  N/A

Follow-up required?  No  Yes, provide details:



*Note: If you are experiencing Domestic/Family Violence or in a situation where you are impacted by this, you can contact a member of the People Team to request a proactive phone-call at a time of your choosing, and on a phone number of your preference.*

### 3. STORAGE AREAS

Are storage areas kept clean and tidy?  Yes  No  N/A

Are any items stored higher than 1800mm?  Yes  No  N/A

Are items stored securely and not in danger of falling?  Yes  No  N/A

Are heavy or regularly used items stored between mid-thigh & shoulder height?  Yes  No  N/A

Is there sufficient storage space in the work area?  Yes  No  N/A

Are filing cabinets stable when more than one drawer is open?  Yes  No  N/A

Is there sufficient space around storage areas for easy and safe access?  Yes  No  N/A

Are drawers and cupboards closed when not in use?  Yes  No  N/A

Are you aware of safe manual handling techniques?  Yes  No  N/A

Follow-up required?  No  Yes, provide details:

### 4. ELECTRICAL

Is the wiring of electrical appliances in good order? (e.g. no damaged, discoloured cords or exposed wires)  Yes  No  N/A

Are plugs and switches in good working condition?  Yes  No  N/A

Are power sockets and computer connections easily accessible and being used in safe manner?  Yes  No  N/A

Are power boards (with surge protector for computer) being used?  Yes  No  N/A

Follow-up required?  No  Yes, provide details:

### 5. EMERGENCY MANAGEMENT

Is there a functional and appropriately stocked first aid kit in the home?  Yes  No  N/A



Does the home have a functioning smoke detector in place?  Yes  No  N/A

Does the home have a fire blanket or fire extinguisher?  Yes  No  N/A

Are all access and exit points readily accessible and free from obstructions?  Yes  No  N/A

Follow-up required?  No  Yes, provide details:

### 6. GENERAL

Follow-up required?  No  Yes, provide details:

### PART 3: PHOTO EVIDENCE

Workstation Set-up

(Please copy in photo of home office set up).

### PART 4: SUMMARY

ITEM #	RECOMMENDED CORRECTIVE ACTION	BY WHOM	BY WHEN	DATE ACTION COMPLETED /MANAGER SIGNATURE
--------	-------------------------------	---------	---------	--

Empty row for summary entry

Empty row for summary entry



### PART 5: APPROVAL

Checklist Completed By:  Employee

Name		Signature	
Manager		Signature	
HR		Signature	

**IF YOU FEEL UNSAFE AT ANYTIME, OR ARE IN AN EMERGENCY SITUATION, CONTACT TRIPLE ZERO (000).**



## APPENDIX 6 – PRE-REMOTE/ISOLATED TRAVEL CHECKLIST

**MUST be completed prior to undertaking any remote and / or isolated location (*Remote or isolated work, in relation to a worker, means work that is isolated from the assistance of other persons because of location, time or the nature of the work*).**

**Place completed copy on the client file.**

<b>COMPLETED BY:</b>	<b>DATE OF VISIT/TRAVEL:</b>
----------------------	------------------------------

**TEAM:**

<b>CLIENT ID:</b>	<b>CLIENT NAME:</b>
-------------------	---------------------

<b>CLIENT TELEPHONE NO'S:</b>	<b>START TIME:</b>	<b>EXPECTED RETURN TIME:</b>
-------------------------------	--------------------	------------------------------

**LOCATION ADDRESS:**

**MODE/S OF TRAVEL:**

<b>SCREENING QUESTIONS TO ASK CLIENT BEFORE VISIT</b>	<b>Y</b>	<b>N</b>
<ul style="list-style-type: none"> <li>• Is there anything in particular I need to be aware of in terms of safety during my visit, i.e. remote location, terrain, risk of violence, animals, weather? (note: employees should not work alone if there is an increased risk of violence or aggression highlighted in the screening call)</li> <li>• Is there a risk of being exposed to people that are drug and/or alcohol affected during my visit?</li> <li>• Will I have access to telecommunications / power source during my visit?</li> <li>• Are there any specific protocols I need follow while visiting the community? (where relevant)</li> </ul>		
<b>1: LOCATION</b>	<b>Y</b>	<b>N</b>
<ul style="list-style-type: none"> <li>• Is the work in a remote location that makes immediate rescue or attendance of emergency services difficult?</li> </ul>		
<ul style="list-style-type: none"> <li>• Will the work be conducted outdoors?</li> </ul>		
<ul style="list-style-type: none"> <li>• Is the terrain difficult/dangerous?</li> </ul>		
<ul style="list-style-type: none"> <li>• Is back-up power likely to be needed?</li> </ul>		
<b>POSSIBLE MITIGATION APPROACHES:</b>		
<ul style="list-style-type: none"> <li>• Don't do the work.</li> <li>• Can the work be relocated?</li> <li>• Consult with emergency services about possible rescue scenarios.</li> <li>• Provide vehicles, equipment, tools and communications equipment suitable for use in the terrain.</li> <li>• Source suitable back-up power sources for the location where relevant.</li> <li>• Travel with another employee.</li> </ul>		
<b>2: NATURE OF THE WORK</b>	<b>Y</b>	<b>N</b>



<ul style="list-style-type: none"> <li>• Will the employee be isolated?</li> </ul>		
<ul style="list-style-type: none"> <li>• Is there adequate information and instruction for the person to be able to work alone safely?</li> </ul>		
<ul style="list-style-type: none"> <li>• Is there an increased risk at certain times of day?</li> </ul>		
<ul style="list-style-type: none"> <li>• Is fatigue likely to increase risk? For example, long hours driving a vehicle and long working day.</li> </ul>		
<ul style="list-style-type: none"> <li>• Is there an increased risk of violence or aggression when employees have to deal with clients?</li> </ul>		
<ul style="list-style-type: none"> <li>• Is there an emergency plan in case a violent or aggressive situation escalates?</li> </ul>		
<p><b>POSSIBLE MITIGATION APPROACHES:</b></p> <ul style="list-style-type: none"> <li>• Establish what a reasonable time is for the person to be alone given the circumstances.</li> <li>• Is it reasonable for the person to be alone at all?</li> <li>• Avoid work or driving at risky times of day (such as when the circadian rhythm wants the body to sleep).</li> <li>• Risk at certain times of day may be related to climatic conditions (such as heat, cold, storms). Where possible avoid these conditions.</li> <li>• Overnight accommodation before embarking on a long journey.</li> <li>• Adequate onsite building security for out of hours work.</li> <li>• Liaise with local police and emergency services personnel.</li> <li>• Establish if there are safe rooms or panic alarms onsite.</li> <li>• Ensure emergency plan in place for violent or aggressive client situations.</li> <li>• Travel with another employee.</li> <li>• Don't do the work.</li> </ul>		
<p><b>3: WORKPLACE LAYOUT AND DESIGN</b></p>		
	<b>Y</b>	<b>N</b>
<ul style="list-style-type: none"> <li>• Can environmental factors affect the safety of the employee? (e.g., exposure to extreme hot or cold environments - Be aware of heat stress and dehydration in hot climates and the risk of hypothermia in cold climates).</li> </ul>		
<ul style="list-style-type: none"> <li>• Can employees safely evacuate buildings? (emergency exits aren't blocked, including for people with mobility issues).</li> </ul>		
<p><b>POSSIBLE MITIGATION APPROACHES:</b></p> <ul style="list-style-type: none"> <li>• Consider scheduling outdoor work for early morning and late afternoons in tropical environments, where appropriate.</li> <li>• Take frequent breaks when working in extreme temperatures.</li> <li>• Dress appropriately for the conditions.</li> <li>• Ensure employee aware of evacuation procedures on site.</li> <li>• Don't do the work.</li> <li>• Obtain weather forecasts to see what the chances are of irregular weather.</li> </ul>		
<p><b>4: PLANT AND ANIMAL ACTIVITY</b></p>		
	<b>Y</b>	<b>N</b>
<ul style="list-style-type: none"> <li>• Is there a risk of attack by an animal, including reptiles and insects?</li> </ul>		



<ul style="list-style-type: none"> <li>• Does the worker have an allergy to animals?</li> </ul>			
<ul style="list-style-type: none"> <li>• Will the worker be in an area where irritating or toxic plants grow?</li> </ul>			
<p><b>POSSIBLE MITIGATION APPROACHES:</b></p> <ul style="list-style-type: none"> <li>• Provide appropriate repellent (a stronger type is needed in the tropics).</li> <li>• Employee include question about risk of animals in pre-travel phone screen.</li> <li>• Employees that conduct remote/isolated travel should have access to an appropriate first aid kit.</li> <li>• Check that employees with allergies have an appropriate self-management plan (they may need to carry and know how to administer an EpiPen).</li> <li>• Where possible, establish if any toxic plants are likely to be in the location of the planned work. Provide PPE (i.e. gloves, face masks), and have appropriate medical treatment available.</li> <li>• Don't do the work.</li> </ul>			
<b>5: COMMUNICATION SYSTEMS</b>		<b>Y</b>	<b>N</b>
<ul style="list-style-type: none"> <li>• The employee has access to communication sources appropriate for the area? Note: Mobile phones cannot be relied upon as an effective means of communication in many locations. Coverage in the area where the worker will work should be confirmed before work commences.</li> </ul>	•	•	
<ul style="list-style-type: none"> <li>• Is there a back-up system?</li> </ul>	•	•	
<ul style="list-style-type: none"> <li>• Is the employee aware of communication procedures?</li> </ul>	•	•	
<p><b>POSSIBLE MITIGATION APPROACHES:</b></p> <ul style="list-style-type: none"> <li>• Mobile phones—consult the provider if there is any doubt about the capability of a particular phone to sustain a signal for the entire period the worker is alone. If any gaps in coverage are likely, other methods of communication should be considered.</li> <li>• Ensure mobile phone is fully charged before leaving and at all other times as much as possible.</li> <li>• Provision of distress beacons should be provided where life-threatening emergencies may occur, to pinpoint location and to indicate by activation of the beacon that an emergency exists.</li> <li>• Procedures need to clarify what needs to be done in the course of normal work to communicate with the employer (such as hourly phone calls, a check in/out system).</li> <li>• In the case of emergency, procedures need to clearly identify the steps to follow (such as alerting relevant authorities and family members).</li> <li>• Don't do the work.</li> </ul>			
<b>6: PHYSICAL AND PSYCHOLOGICAL RISKS</b>		<b>Y</b>	<b>N</b>
<ul style="list-style-type: none"> <li>• If a road vehicle is used, is the employee competent to drive on country roads and in off-road situations?</li> </ul>			
<ul style="list-style-type: none"> <li>• Is the employee physically capable of completing all work activities (including travel) alone?</li> </ul>			
<ul style="list-style-type: none"> <li>• Are you aware of a pre-existing medical condition that may increase risk?</li> </ul>			
<ul style="list-style-type: none"> <li>• Is the employee travelling to a different time zone and/or climate.</li> </ul>			
<ul style="list-style-type: none"> <li>• Is the employee traveling long distances.</li> </ul>			
<ul style="list-style-type: none"> <li>• Has the employee consumed alcohol or drugs before driving?</li> </ul>			



**POSSIBLE MITIGATION APPROACHES:**

- Provide additional training on safety protocols in remote locations, for example, first aid training, relevant administrative procedures, vehicle breakdowns, communication systems and bush survival.
- Check competency levels before allowing staff to drive off-road vehicles (check they have a valid driver's licence, and note any previous experience).
- Ensure employees have a prescribed break to allow adequate down time and sleep.
- Avoid night shift work into the early hours of the morning.
- Allow adequate time for the body clock to adjust to different time zones before commencing work.
- Ensure good supply of drinking water.
- Do not consume alcohol or drugs before driving.
- Don't do the work.

7: VEHICLE AND TRAVEL	Y	N
• Is the form of transport available appropriate for the nature of the task?		
• Is the vehicle fitted with emergency supplies, such as adequate drinking water, phone charger?		
• Is there an appropriate plan in the event of a vehicle breakdown?		
• What first aid equipment is available for immediate treatment? (for example, a first aid kit in the vehicle).		
• Does the employee have an appropriate, valid driver's licence?		
<p><b>POSSIBLE MITIGATION APPROACHES:</b></p> <ul style="list-style-type: none"> <li>• Ensure vehicles are properly serviced.</li> <li>• Ensure breakdown plan in place and employee aware.</li> <li>• First aid kit in vehicles.</li> <li>• Don't do the work.</li> </ul>		
FINAL ASSESSMENT	Y	N
Have you have ticked yes in a box marked with an asterisk (*)? If YES, this flags a potential risk. DO NOT PROCEED WITH THE VISIT until you have discussed with your Manager and completed the below section.		
Ensure the client is contacted regarding any concerns and/or possible delays.		





MANAGER TO COMPLETE (IF RELEVANT)	Y	N
Discuss the risks identified above and implement appropriate measures to control the risk (e.g. second employee to attend, hire appropriate vehicle for terrain, cancel meeting if deemed unsafe etc).		

**CONTROLS IDENTIFIED AND DEEMED APPROPRIATE TO MITIGATE RISK – MEETING TO PROCEED?**  Yes  No

Manager Name:

Date:

THE VISIT OR MEETING	Y	N
<p><b>ENSURE THE FOLLOWING:</b></p> <ul style="list-style-type: none"> <li>• Office Contact – Provide additional copy of this completed checklist to Office Contact (e.g. Manager or Reception who will be in the Office during your home or property visit/meeting.</li> <li>• Call Office Contact upon arrival and upon completion of the visit.</li> <li>• Car – Check fuel level and keep car keys on you at all times.</li> <li>• Parking – ensure easily accessible, preferably on the street and well-lit area.</li> <li>• Mobile Phone – fully charged and switched on (ensure emergency/office numbers are on speed dial).</li> <li>• Clothing/Footwear – ensure sturdy/appropriate footwear. Avoid loose accessories (scarfs/ties/jewellery).</li> <li>• Inside the site building – be closest to the door.</li> <li>• Ask for doors/gates to remain unlocked.</li> <li>• If any visible items of potential risk (e.g. guns, weapons) – leave immediately.</li> </ul>		
<b>**IF AT ANY POINT YOU FEEL YOU ARE IN ANY RISK WITHDRAW FROM THE VISIT IMMEDIATELY**</b>		