

## HEALTH & SAFETY

South Coast Psychology will give each new provider / contractor a Health and Safety briefing during their orientation and confirm they have reviewed this document.

We will also hold mandatory health and safety meetings via Zoom throughout the year. This meeting has been recorded and is available on our [website](#) for new contractors / employees to access. All current providers / contractors have been provided with the password and this is updated from time to time.

## PROVIDERS UNDER AN ACC CONTRACT

### Reporting Health and Safety Incidents – [ACC Last published: 24 January 2023](#)

If you're a provider working under an ACC contract, you need to report Health and Safety incidents to ACC through your supplier. Here is a guide to why, what to report and how to report it.

#### 1. Why your supplier should report Health and Safety incidents to ACC

We all play a part in protecting the health and safety of ourselves and others in the workplace. South Coast Psychology and ACC will use your report to identify areas where we can work together to improve health and safety.

This helps to:

- improve the way we deliver our services
- make sure you have the information you need to help keep people safe.

To meet all of our obligations under the Health and Safety at Work Act 2015, we need to work with ACC to manage health and safety risks. WorkSafe has more information about working with other businesses to improve health and safety: [WorkSafe - Working with other businesses](#).

#### 2. Incidents we need to report

You should report any health and safety incidents that happen while working for under an ACC contract. This can be incidents that affect you, your supplier, administration staff, or our mutual ACC clients.

##### a. Notifiable events

If you're doing work for ACC and South Coast Psychology (as the contract holder), need to know about any notifiable events. This includes death and serious illness or injury.

WorkSafe has more information about what a notifiable event is - [Find out more about notifiable events](#).

##### b. Threats

ACC and South Coast Psychology need to know about any threats relating to your work under an ACC contract. These are:

- Personal threats – against you, your supplier, administration staff, another provider or a member of ACC staff

- Organisational threats – to a place of business such as your practice, other South Coast Psychology offices, or resources, or ACC sites.

**c. Other risks**

Report any other risks that could cause harm or you think ACC and/or South Coast Psychology need to know about.

**3. What to do if there's an incident:**

- a. Keep people safe. Follow your internal incident management process to keep everyone safe. Report serious threats to the police.
- b. Call ACC and South Coast Psychology if there is an immediate risk to ACC, ACC staff or ACC client. Under an ACC contract you need to call the Supplier, the Administrator or the Supplier's PA, who will call the Contract Manager, Kylie Brown, named in the South Coast Psychology ACC ISSC contract. If they cannot be contacted, call ACC on (04) 816 7400 (Mon - Fri 8:30 am –5:00 pm) and ask for Procurement.
- c. Contact WorkSafe if it is a notifiable event. If the incident is a notifiable event, you'll need to keep the site of the event clear and report it to WorkSafe along with the supplier. Follow WorkSafe's instructions about what to do - [Report a notifiable event to WorkSafe](#).
- d. Complete the online form. Even if you've already called ACC and your supplier, you still need to report incidents to ACC (in writing) using the online form - [Online form to report health and safety incidents](#)

**4. After you and your supplier have made a report to ACC**

ACC will contact South Coast Psychology, and South Coast Psychology will contact you, as soon as possible if there's something in the online form that needs ACC's urgent attention.

ACC may also follow up with South Coast Psychology and you if they need more information.

**a. Investigating Health and Safety incidents**

It's South Coast Psychology's responsibility to investigate health and safety incidents. It is your responsibility as a provider to assist as much as possible with this. If South Coast Psychology hasn't investigated at the time of reporting, ACC may follow up with South Coast Psychology and you to see how it went.

South Coast Psychology, its staff, and providers will use the WorkSafe template to investigate health and safety incidents - [WorkSafe accident investigation template](#).

**5. Contact us**

Contact ACC and South Coast Psychology to report an immediate risk, or if you have any questions about the process.

**a. If you're under a Health Contract:**

- Phone 0800 222 070 (Mon - Fri, 7:00 am – 7:00 pm)

- Email providerhelp@acc.co.nz
- Or contact South Coast Psychology's local [Engagement and Performance Manager](#)

**b. Other contacts:**

- Phone (04) 816 7400 (Mon - Fri 8:30 am – 5:00 pm) ask for Procurement)
- Email procurement@acc.co.nz
- Or contact the Contract Manager named in your contract.

## EMPLOYEES

South Coast Psychology will give each new **employee** a Health and Safety briefing during their orientation and provide them with this document.

The employer and employee will meet their obligations under the Health and Safety at Work Act.

The **employer** will complete the following:

1. Providing and maintaining a safe working environment for employees and others in the workplace
2. Providing and maintaining facilities for the welfare of the employee while at work
3. Providing all necessary training and instructions to employees
4. Making sure machinery and equipment is safe
5. Making sure working arrangements are not hazardous
6. Making sure health and safety employee engagement and participation processes are in place
7. Consulting and cooperating with other businesses operating in the same workplace(s) to keep everyone safe and healthy.

As an employer, this will be achieved by:

1. This Health & Safety Policy
2. During orientation
3. Watching the South Coast Psychology Health & Safety video on our website
4. A Hazard Identification Register (for appropriate areas)
  - Ensuring the action points and mitigation notes are being followed
  - Reviewing the register regularly
  - Adding any new hazard to the register
5. Online resources on our website

The **employee** will follow the **employer's** health and safety rules and procedures. The employee will take reasonable care to look after their own health and safety at work, their fitness for work, and the health and safety of others.

The **employee** can take reasonable care include:

- following all reasonable health and safety rules and instructions
- participating in health and safety discussions
- exercising their right to refuse to do unsafe work
- taking reasonable care that their actions (or inactions) do not cause harm, or risk of harm, to themselves or others
- not reporting for duty under the influence of alcohol or drugs that impair their performance or fitness for work
- wearing all necessary personal protective equipment and clothing.

The **employee** must report any potential risks, incidents and near misses so the **employer** can investigate, and eliminate or minimise harm or risk of harm.

Failure to follow reasonable health and safety rules may be considered serious misconduct.

## MENTAL HEALTH RISK ASSESSMENT

Mental Health providers and suppliers have a responsibility to identify risks and assist the Client in maintaining their safety. Providers should ensure that the Client has a risk management plan where risks have been identified and that appropriate referrals have been made (e.g. to Police, acute mental health services, Oranga Tamariki). If the client is under an ACC contract, ACC should also be notified.

### Stopping a client session

Any session with the client should be terminated if the client, or their representatives, cause you to feel threatened or unsafe.

If you would like to stop seeing a client due to safety concerns, please notify your supplier as soon as possible and fully document the reasons for the termination of the treatment or assessment in your report.

If this is an client under one of the ACC contracts, make the contact your supplier and use [ACC's online form](#) for reporting health & safety incidents.

### Telehealth Sessions

Services can be delivered by Telehealth, where clinically appropriate, and where this is considered to best meet the client's needs and circumstances. However, services delivered by Telehealth must be preceded by an initial suitability assessment and safety plan performed by the mental health provider.

## Client's Care Indicators under ACC Contracts

ACC may not always have access to detailed information concerning a client's history, but if a client has been identified to ACC as posing a risk, they will provide relevant information to help you mitigate health and safety risks to service providers and others.

An ACC team member supporting a client with a care indicator will advise you in writing or via the telephone, either:

- Prior to your initial contact with the Client, or
- If you are already providing services to the Client, as soon as possible when ACC becomes aware of you seeing the Client; or receives new information about the Client and this risk.

Please report any threatening behaviour to the police immediately if you feel that it is warranted in the circumstances and advise ACC and any other parties that are at risk as soon as possible.

ACC Clients who meet two or more of the following criteria are considered to pose a potential risk to safety, and will have a Care Indicator activated by ACC:

- Have continued to demonstrate intimidating and/or offensive behaviour (e.g. body language and verbal dialogue has made employees feel unsafe)
- Been abusive, verbally or in writing
- Made racist or sexist comments
- The current actions being undertaken on their claim by ACC are known to have caused or are expected to cause a significantly negative response from the Client. For example, Prosecution, Fraud Investigation, cessation of Weekly Compensation, etc.

ACC clients who meet any one of the following more serious criteria are also considered a health and safety risk and will also have a Care Indicator activated:

- Have been or are physically violent (this unacceptable behaviour may not have occurred directly towards ACC employees)
- Have a history of violence or aggressive behaviour, have known convictions for violence
- Made threats previously against ACC, ACC employees or agents acting on ACC's behalf
- Intimidated an employee through written abuse or verbal abuse (face-to-face or over the telephone) to the extent they felt unsafe
- Exhibited homicidal ideation.

## NOTIFIABLE EVENT (INJURY & INCIDENT)

If you are witness to a [notifiable event](#) occurring in your South Coast Psychology workplace, South Coast Psychology expects its contracted providers and employees to complete the following steps:

You must notify the PCBU "*Person Conducting a Business or Undertaking*", your supplier, ACC case manager (if relevant), and the supplier manager (if relevant) immediately.

## What is a Notifiable Injury?

These are specified serious work-related illnesses or injuries.

All injuries or illnesses that require (or would usually require) a person to be **admitted to hospital** for immediate treatment are notifiable.

Admitted to a hospital means being admitted to hospital as an inpatient for any length of time – it **doesn't include** being taken to the hospital for out-patient treatment by a **hospital's Emergency Department**, or for corrective surgery at a later time, such as straightening a broken nose.

## What is a Notifiable Incident?

A notifiable incident is an unplanned or uncontrolled incident in relation to a workplace that exposes the health and safety of workers or others to a serious risk arising from **immediate or imminent exposure** to:

- a substance escaping, spilling, or leaking
- an implosion, explosion or fire
- gas or steam escaping
- a pressurised substance escaping
- electric shock (from anything that could cause a lethal shock, for example it would not include shocks due to static electricity, from extra low voltage equipment or from defibrillators used for medical reasons)
- the fall or release from height of any plant, substance, or thing
- damage to or collapse, overturning, failing or malfunctioning of any plant that is required to be authorised for use under regulations
- the collapse or partial collapse of a structure

## What must a PCBU do if a Notifiable Event occurs?

### 1. PRESERVE the site

The PCBU who manages or controls the workplace (and the providers/employees undertaking the tasks) must take all reasonable steps to ensure the site of a notifiable event is not disturbed until authorised by an Inspector (i.e. an Inspector gives permission for normal work to resume at the site of a notifiable event).

## What are the exceptions to this requirement?

Exceptions are if the disturbance is:

- to help an injured person
- to remove a deceased person
- essential to make the site safe or to minimise the risks of a further notifiable event
- by or under direction of a police officer

- permitted by the regulator or an Inspector

Regulations can also exclude particular sites from the requirement to preserve sites in particular circumstances (i.e. there are none at present).

### **What should the PCBU (and the providers/employees undertaking the tasks) do?**

To ensure that the site is not disturbed:

- the work set-up should not be changed
- any plant, substances or other things involved in the event should stay where they are
- work that could interfere with the scene of the event should stop
- no alterations should be made to the plant, vehicles, or structures involved

### **Can work continue?**

- Work can continue in other parts of the workplace

## **2. A PCBU must NOTIFY THE REGULATOR as soon as possible**

### **When must notification occur?**

- A PCBU must ensure the regulator is notified as soon as possible after it becomes aware of a notifiable event arising from the conduct of the business or undertaking. This notification must be done even if emergency services attend. Only one notification is required for each notifiable event.

### **If there are multiple PCBUS, who is responsible for notifying?**

- If multiple PCBUs are involved in the work, one PCBU should be nominated to notify the regulator. However, all PCBUs are responsible for ensuring a notification is made. As such contractors are responsible for notifying SCP and we will determine who notifies the regulator, employees notify SCP and the PCBU will notify the regulator.

### **How do PCBUS notify?**

- The regulator must be notified by the fastest means possible given the circumstances.
- The person giving the notification must provide details about the notifiable event as requested by the regulator.
- For phone notifications, the regulator will send an acknowledgement that the notification has been received.

## REGULATOR

## CONTACT

WorkSafe

If someone has been killed as a result of work, notify us immediately by phone: 0800 030 040 (24/7).

In the case of emergency, phone 111.

For all other notifications, go to the WorkSafe website: [www.worksafe.govt.nz](http://www.worksafe.govt.nz) and select 'Notify WorkSafe'.

If under an ACC contract, complete the Health & Safety report form and contact your supervisor & supplier  
[Online form to report health and safety incidents](#)

## EQUINE SERVICES

### Hazard Identification Register

The Hazard Identification Register aims to either eliminate, isolate or minimise hazards at the Equine Services facility, along with providing mitigation notes so that controls can be put in place.

During the employee/contractor orientation, all equine service providers will be taken through the Hazard Identification Register by the Equine Manager (or whoever the Equine Manager appoints to complete the orientation).

As new hazards are identified, they will be added to the register. The entire document will be reviewed annually.

### Personal Protective Equipment (PPE)

The work being done by the employee **may** involve risks to their health and safety from time to time for which **personal protective equipment (PPE) must be used or worn**.

Employer and Employee Responsibilities: The **employer** will provide suitable PPE, as well as training and information about how it must be used or worn, where it is stored, and how it is maintained.

This PPE may include:

- Riding Helmet
- Suitable Footwear
- Gloves
- Sunscreen
- Vest
- Riding pants
- First aid equipment

If the **employer** agrees in advance, the **employee** can choose to provide their own PPE at the **employer's** cost for genuine reasons of comfort and convenience. The **employer** must be satisfied that this PPE is suitable and:

- The **employee** must follow any conditions about its use laid down by the **employer**.
- The **employer** will provide training and information about how and when PPE must be used or worn, where it is stored and how it is maintained.
- The **employee** may, at any time, tell the **employer** they no longer wish to provide their own PPE — and the **employer** will provide it instead.

The **employee** must take all reasonable care at all times when dealing with risks. They must use or wear PPE when appropriate. At all times, the **employee** must follow the **employer's** health and safety policies and use safe and appropriate practices.

Failure to use or wear PPE as instructed may be considered serious misconduct.

### First Aid Certification

During equine sessions, there must be **one** employee/contractor onsite who holds a current first aid certificate.

### Client Safety During Sessions

Before a client begins Equine Therapy, they must be given the following forms:

- Informed Consent
- Release and Waiver of Liability Form

These forms can be emailed to the client in advance; however, the client must be taken through these documents in person, explained to ensure the client understands them, and signed before any Equine Therapy begins.

If the client is a child, these forms will be completed by the child's caregiver.

When clients are in a session working directly with the horses, there must always be at least **two** people present. Mobile phones must always be available.

### Incident / Accident Report

If an accident/incident occurs during Equine Services, the Accident/Incident Register must be completed.

This document is only for accidents or incidents of a minor nature. If there is "Serious Harm" WorkSafe must be notified, and an official form must be completed. See section on [Notifiable Events](#).

### Earthquake

We follow the [Civil Defence Guidelines](#) of Drop, Cover and Hold.

Drop, Cover and Hold is the right action to take during an earthquake. It stops you being knocked over, makes you a smaller target for falling and flying objects, and protects your head, neck and vital organs.

If you feel an earthquake:

- DROP down on your hands and knees. This protects you from falling over but lets you move if you need to.
- COVER your head and your neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby, cover your head and neck with your arms and hands.
- HOLD on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it.

Inside an Office: Drop, Cover & Hold. Stay indoors until the shaking stops and you are sure it is safe to exit. In most buildings in New Zealand, you are safer if you stay where you are until the shaking stops. Do not run outside after an earthquake.

Outside: If you are outside, find a clear area away from buildings, trees, power lines as these may fall and cause injuries during an earthquake. Drop, Cover & Hold.

**Horses: if you're with the horses, what do you do in case of earthquake?**

After the Earthquake:

- Check yourself for injuries and get first aid if necessary. Help others if you can.
- Look quickly for damage around you, particularly in buildings where furniture and fittings may have become hazardous.
- Look for small fires and, if safe to do so, extinguish them.

## Fire

Get yourself and your client/s out of the building immediately (don't try and save possessions)

Close doors behind you as it slows down the spread of the fire

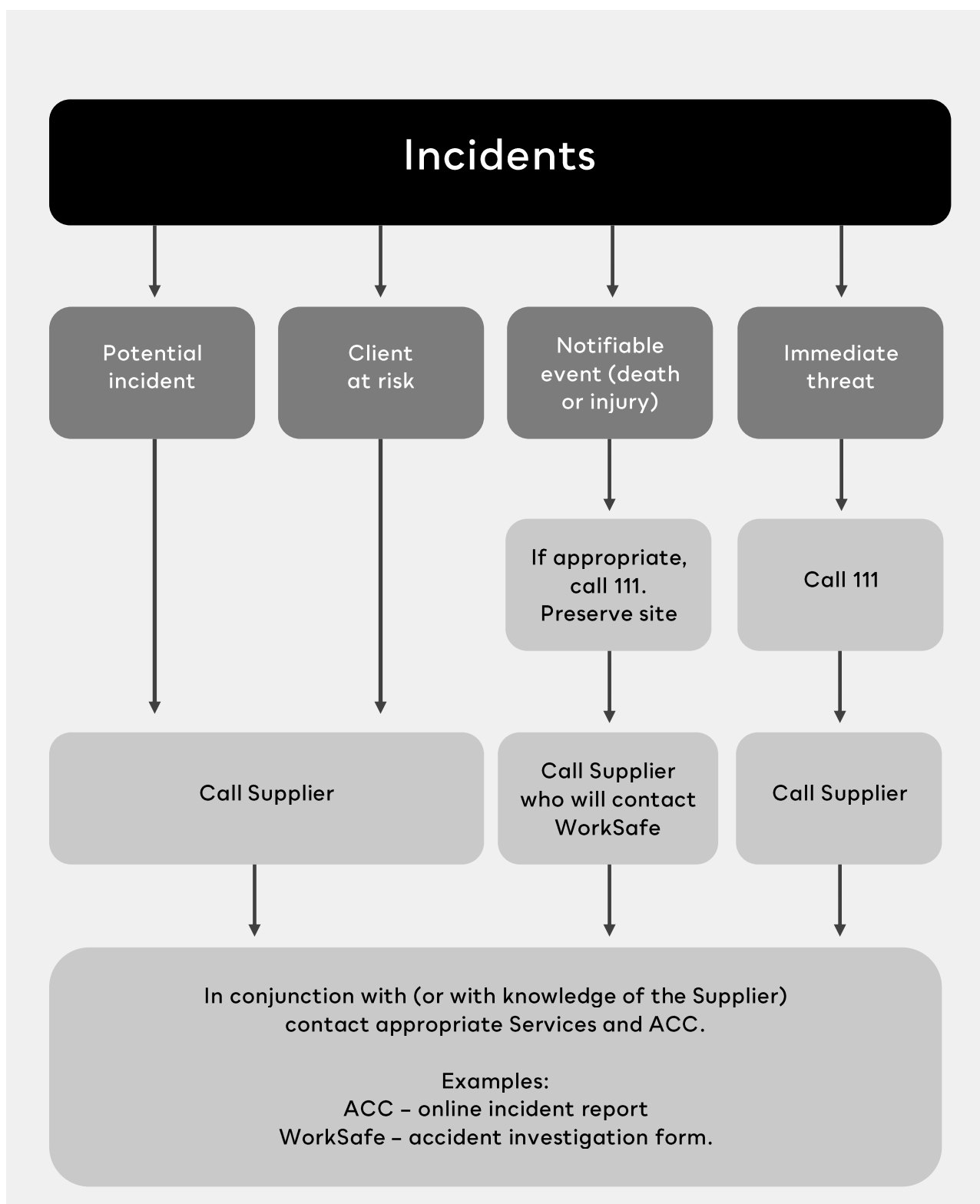
Alert others **how?**

If it's a small fire and it's safe to do so, use your fire extinguisher – if it's a large fire, don't try to extinguish it – go to the evacuation point and call 111 and ask for Fire

Meet at the evacuation point

Don't go back into the building

## INCIDENT MANAGEMENT PROCESS



## HOME OFFICE – HAZARD CHECKLIST

This applies only to your designated workspace area (not all will be applicable).

<b>Address being Assessed</b>	
<b>Date of Hazard Check</b>	
<b>Inspected by</b>	
<b>Please complete the following checklist with Yes, No or N/A</b>	
<b>SEISMIC SAFETY</b>	
All furniture used in the workspace is stable and in good repair	
<b>PHYSICAL CONSIDERATIONS: SLIPS, TRIPS, FALLS</b>	
Adequate lighting is present in dedicated workspace	
Your workspace is able to be kept at a comfortable temperature	
Electric cords, telephone and computer cables are secured to prevent tripping hazards	
<b>FIRE AND ELECTRICAL SAFETY</b>	
All electrical machinery is in good condition and properly grounded	
Electrical multi plugs are not overloaded	
Storage areas are clean and orderly	
All electric appliances are properly wired and turned off when not in use	
Employees are able to exit their home office safely in the event of a fire or emergency	
Working smoke detector installed in room or nearby	

**ACCIDENT INVESTIGATION FORM**

<b>Date</b>		<b>Time</b>	
<b>Name</b>			
<b>Where did the accident / incident occur</b>			
<b>Type of accident / incident</b>			
<b>Type of injury</b>			
<b>Action taken / treatment given</b>			
<b>SCP member name</b>		<b>Signature</b>	
<b>Outcomes / instructions given / new procedures required</b>			