



# WORKPLACE HEALTH AND SAFETY POLICY

## November 2024

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Policy #	Adoption Date	Effective Date
1	8 November 2024	8 November 2024

#### Revision History

Version	Adoption Date	Authorised by	Approved by	Revision Date
1	8 November 2024	Executive Officer	Board	November 2025

# Workplace Health and Safety Policy

## 1 Purpose

The purpose of the Riverina and Murray Joint Organisation (RAMJO) Workplace Health and Safety (WHS) Policy is to:

- Create and maintain a safety culture whereby all workers are aware of, enact and champion the principles of workplace health and safety
- Ensure as far as reasonably practicable that the workplace is safe and hazard free
- Ensure early reporting of accidents, incidents and hazards
- Act proactively in relation to investigating, managing and controlling risks
- Enable access for all workers to relevant workplace health and safety training/education
- Encourage reporting of behaviours which breach RAMJO's Workplace Health and Safety Policy
- Ensure there are processes in place as far as reasonably practicable to consult, co-operate and coordinate activities in regard to workplace health and safety
- Ensure all individuals described in the scope of this policy where reasonably practicable demonstrate a health and safety duty in respect to workplace health and safety including RAMJO's policies, practices and procedures.

## 2 Scope

This policy applies to all personnel deemed as *workers* as indicated in section 7 of the *Work Health and Safety Act 2011*. This includes RAMJO's permanent, temporary and casual employees and extends to cover all other people such as contractors or subcontractors, an employee of a labour hire company, an outworker, an apprentice or trainee, a work experience student and a volunteer.

This policy also extends to cover visitors.

## 3 Statement

RAMJO is committed to providing a safe and healthy workplace through the management of and/or elimination of conditions/hazards that could result in personal injury or ill health. RAMJO will do all that is reasonably practicable to ensure safe and healthy work practices. RAMJO considers that workplace health and safety is a joint responsibility between RAMJO, its employees and all other people deemed as workers as indicated in section 7 of the *Work Health and Safety Act 2011*.

Our organisation is committed to creating a safe, healthy, and supportive work environment where all employees feel valued and respected. We recognise that psychosocial factors—such as stress, anxiety, workload and interpersonal relationships play a crucial role in the overall health and safety of our workforce. As part of our WHS policy, we aim to address and mitigate these factors through proactive and continuous support.

### Commitments:

1. **Mental Health and Wellbeing:** We are dedicated to promoting mental health awareness and providing access to mental health resources, including confidential counselling services, stress management programs, and regular wellness initiatives.
2. **Supportive Work Environment:** We foster an inclusive and respectful workplace culture that encourages open communication, peer support, and collaboration. Discrimination, bullying, harassment and any behaviour that negatively affects employees' mental well-being will not be tolerated.
3. **Workload Management:** We ensure fair and manageable workloads, allowing employees to perform their tasks efficiently without unnecessary pressure. We will review work practices to prevent burnout and undue stress.

4. **Clear Communication and Feedback:** We maintain open lines of communication to provide clear expectations, constructive feedback, and guidance on balancing personal and professional responsibilities. Employees are encouraged to raise concerns about their psychological safety without fear of repercussions.
5. **Crisis Support:** In the event of a workplace incident that could lead to emotional distress, immediate psychological support services will be provided to affected employees.

Through these measures, we commit to continuously improving the psychosocial safety and well-being of our employees, ensuring a healthy and productive workplace for all.

## 4 Responsibility

RAMJO has a health and safety duty, where reasonably practicable, to ensure the health, safety, and welfare of all its workers, including visitors. In meeting this obligation, the following responsibilities have been identified.

### The Executive Officer

The Executive Officer will:

- Ensure the policy framework promotes a safe, healthy, and supportive place to work, for all persons described in the scope of this policy, addressing both physical and psychosocial factors.
- Take action to ensure due diligence in providing and maintaining a safe, healthy, and mentally supportive working environment, free from psychosocial hazards such as workplace stress, bullying, or harassment.
- Ensure appropriate mechanisms for consultation with workers who carry out work for RAMJO and who are likely to be directly affected by any matter related to workplace health and safety, including psychosocial concerns.
- Ensure the implementation and support of RAMJO's safety management system, which includes processes for identifying and mitigating psychosocial risks.
- Ensure compliance with incident notification requirements, as set out in this policy and relevant legislation, including the Work Health and Safety Act 2011, with special attention to reporting psychosocial incidents or hazards.
- Ensure staff are aware of and understand RAMJO's Workplace Health and Safety Policy, including provisions for mental health and psychosocial support, and associated plans, protocols, and procedures.
- Ensure Safe Work Method Statements and related documentation relevant to the Division's operations are prepared, approved, and implemented through staff education, feedback, monitoring, and review, incorporating psychosocial risk factors where relevant.

### All Staff

All staff, including the Executive Officer, Managers, Project Officers, Office Staff, Casual Employees, and Contractors will:

- Model appropriate workplace safety behaviours and monitor the work environment to ensure acceptable standards of behaviour are observed at all times, with a particular emphasis on fostering a culture of mutual respect and psychological safety.
- Participate in workplace inspections to ensure workers are working in a safe environment, including identifying potential psychosocial risks such as stress, workload, or interpersonal conflict, and ensure they work in accordance with RAMJO's safety management plans, procedures, and practices.
- Ensure prompt notification of accidents, incidents, or hazards, including those that relate to psychosocial risks, such as workplace bullying or psychological distress.
- Where identified, take corrective or preventative action to eliminate or mitigate physical and psychosocial hazards/risks.
- Ensure the appropriate use of all safety and personal protective equipment, as well as participation in mental health programs or stress management resources provided by RAMJO.
- Ensure they are aware of and understand RAMJO's Workplace Health and Safety Policy, including psychosocial risk management, and associated plans, protocols, and procedures.

- Provide assistance and support to RAMJO’s health and safety consultative processes, including raising awareness of psychosocial factors and contributing to initiatives that improve mental health and well-being in the workplace.
- Comply with incident notification requirements as set out in this policy and in relevant legislation, including the *Work Health and Safety Act 2011*, with regard to both physical and psychosocial incidents.
- Ensure individual behaviour complies with RAMJO’s Workplace Health and Safety Policy, and established safe work practices, promoting not only physical safety but also psychological well-being.
- Ensure that their actions do not endanger or put at risk the health, safety, or well-being of the individual or any other person, including in terms of emotional or psychological harm.
- Ensure that individual actions or behaviours do not interfere with or result in the misuse of RAMJO’s property or equipment, including situations that could lead to psychosocial risks for colleagues or visitors.

## 5 Procedure

### Work Health and Safety Consultation

Work health and safety consultation requirements are clearly defined under Part 5, Division 2 Consultation with workers of the Work Health and Safety Act 2011.

Section 48 (Nature of Consultation) requires that:

- Relevant information is shared with workers
- Workers are given reasonable opportunity to:
  - Express their views and to raise work health or safety issues
  - Contribute to the decision making process
  - The views of workers are taken into account by RAMJO, and
  - If the workers or group of workers are represented by a Health and Safety Representative, consultation must involve that representative.

To ensure the objectives of this policy are achieved, RAMJO through the safety management system will support ongoing work health and safety consultation. Consultation in relation to work health and safety may be undertaken by one or a combination of the following:

- Toolbox talks
- Staff meetings

### Incident notification

Any serious injury or illness, a death or a dangerous incident must be reported to the CEO and to SafeWork NSW on 13 10 50 as an urgent investigation may be needed.

Staff must take care not to disturb the incident scene until SafeWork NSW inspector arrives at the site or until direction is given by an inspector. Staff may help an injured person and ensure safety of the site.

Incidents can be notified 24 hours a day, 7 days a week by calling 13 10 50. Staff must also:

- provide first aid and make sure the worker gets the right care
- record it in the Safework NSW [register of injuries](#)
- notify your insurer within 48 hours.

Please note that your responsibility to not disturb the incident scene does not prevent any action to:

- assist an injured person
- remove a deceased person

- make the site safe
- assist with a police investigation, if directed
- comply with an inspector request.

### What incidents need to be notified?

A “notifiable incident” under [the legislation](#) relates to:

- the death of a person
- a serious injury or illness of a person
- a potentially dangerous incident.

Examples of these incidents are available in Safe Work Australia's [Incident notification information sheet](#).

If you're still unsure, make contact with the EO and / or call SafeWork NSW on 13 10 50.

### How SafeWork NSW will respond

SafeWork NSW's [Customer service standard - Notifying a WHS incident \(PDF 1.5MB\)](#) is about the notification process. It outlines the process they follow when responding to incidents, what we can expect from them and how they can help.

### Penalties for failure to conform with requirements in regard to Incident Notification

Penalties apply for not notifying incidents. The [maximum penalty](#) for failing to notify is \$50,000 for a body corporate and \$10,000 for an individual.

## 6 More information

- For **24/7 mental health support** If you, or someone you know, is feeling mentally distressed and needs to contact someone urgently, call **Accessline 1800 800 944** or call **Lifeline** on **13 11 14**.
- [SafeWork NSW incident response and investigations - what to expect - Customer Service Standard \(PDF 1.5MB\)](#) - outlines the investigation process and what we can expect from them if an investigation is undertaken following an incident. It outlines what happens after the initial notification process.
- [When to notify blood, body substance and needlestick injuries](#)
- Use the [Have you been injured at work?](#) web app to find out what you need to do next. The app contains information on weekly payments and entitlements and help in planning recovery and return to work.
- Download and display the If you get injured at work [poster](#) (*refer 7. Related Documents*)
- Contact icare for information on [notifying a workplace injury and the claims process](#).
- For recovery at work information visit the [State Insurance Regulatory Authority, Injury Advice Centre](#).

## 7 Related Documents

SIRA

# If you get injured at work

## 1 Tell your employer

Tell your employer as soon as you can. Your employer must notify the insurer within 48 hours. If your injury is serious, your employer must notify SafeWork NSW immediately on 13 10 50.

## 2 See your doctor

See your doctor and get a certificate of capacity for your employer to send to the insurer.

## 3 Recover at work

If you are able, stay at work or plan how to return to work to help you get better sooner. Your employer is required to provide suitable work to help you recover.



You can make a workers compensation claim which may cover medical expenses, and weekly payments if you need time off work. Talk to your employer's insurer for more information.

### State Cover

Your employer's workers compensation insurer

[jane.hunt@statecover.net.au](mailto:jane.hunt@statecover.net.au)  
Phone: (02) 8235 2843

Contact

### Yvonne Lingua

Your employer or return to work coordinator

0408 498 534

Contact

All employers must ensure information regarding notifying injuries and making claims is available to workers at all times under NSW legislation. Visit [sira.nsw.gov.au/there-has-been-an-injury](http://sira.nsw.gov.au/there-has-been-an-injury) for more information or email [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au) or call 13 SIRA (13 74 72).

State Insurance  
Regulatory Authority



END OF POLICY