

Employee Handbook

Welcome to Searson Buck! This handbook contains essential information and instructions on being employed by Searson Buck or NURSELine, including general health and safety practices that must be followed by permanent staff, temporary or on-hired staff (employees of Searson Buck) working at a host employer work site.

The contents in this handbook, your induction documentation and any part of Searson Buck or NURSELine's recruitment and placement processes are confidential, and should not be shared or disclosed to anyone.

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Candidate Charter

Welcome

We aim to be the very best Human Resource consulting business and believe you should know from the outset the standards of service to expect from us. We believe that a successful recruitment outcome is best achieved through a genuine partnership with your recruiter.

This Candidate Charter documents our commitment to you and asks for your commitment in return.

From Searson Buck you can expect:

Discreet and confidential service

- We will ensure discretion in all communication during the recruitment process.
- We will not disclose your details to any third party without your express consent.

Honest, objective & constructive advice

- We will advise you on the current climate in the employment market, and the key skills being sought by employers.
- You will receive honest feedback in terms of suitability and the next step.

Regular feedback and updates

- We will let you know if you are unsuccessful for an interview in a timely manner.
- We will always pass on constructive feedback from the client to you.
- We will listen and act on your feedback.

Personal approach/trusted adviser

- We will ascertain your suitability for each job you apply for in terms of character fit, values, passion, drive and energy. We will also aim to match your skills with the job you are applying for.
- We will negotiate on your behalf to provide the best package or hourly rate when offer stage is reached.
- Whilst we handle many positions we will only discuss with you the opportunities or client companies that fit your circumstances, skills and experience.

On Assignment

- If you are temping or contracting through us, we commit to ensuring your safety at work by providing you with the latest WH&S advice and by placing you with organisations that also commit to providing you with a safe work place.
- When you provide your timesheets to us on time with signatures from the appropriate hiring manager/s, we commit to prompt payment according to your scheduled pay dates.
- We commit to providing you with an hourly rate that is in accordance with the relevant award.

We will treat you with respect and as a trusted member of the Searson Buck community.

At Searson Buck, we expect from you:

Full disclosure

- You will advise us of your motivations and your short and long-term career objectives.
- It is important you advise us of pending job opportunities, and other recruiters you have approached.

Your feedback

- If you are enjoying, or if you are not enjoying your new role or feel you may be struggling to deliver, then please discuss this with us.
- When temping or contracting for our organisation, we request that you immediately advise us should you have any concerns regarding WH&S at a client site.
- We value your feedback and would like you to contact us anytime.

Regular Updates

- Please advise us of any changes to your contact details as soon as possible.
- If you are successful in obtaining other employment, please let us know.

Commitment and loyalty

- Please ensure you arrive on time for client interviews. If you are unable to attend the interview telephone us prior to the interview time.
- If we place you in a job and you are happy with our service, please recommend us.
- Please do not contact the client directly – we are the experts at what we do and we ask that you allow us to thoroughly represent you.

Working with Searson Buck

When you work for Searson Buck or any of our associated entities, you represent our company. Our ability to confirm more work / shifts partly depends on you:

- attending work when you have said you will,
- arriving at work on time, and
- giving us enough notice if you are unable to attend so we can arrange a replacement

Pay week

Our pay week runs from Monday to Sunday with pays deposited in your bank on the following Thursday.

You need to supply a Tax File Number within 4 weeks of commencing work or you will be taxed at the maximum tax rate plus the Medicare levy.

NurseLine Placement Slips

NurseLine staff must complete placement slips for all shifts worked. The booklet you will be given contains three different colours per slip – the blue slip is for NurseLine, the white slip for the facility you worked at, and the yellow slip is for you to retain in the book for your records.

Please use biro, not pencil, check the date is correct.

- 'Registration Number' only applies to nurses.
- 'Department / Ward' is the facility name
- Paid Breaks apply for Aged care, most hospital night duties (except St John's). If your break is an unpaid break, please deduct from the total hours worked.
- In Charge – RNs should circle Yes or No, ENs and Carers can leave blank.
- Have the RN in charge or a facility manager sign, and ensure you also sign.

Please scan and email (the white slip is best for this), take a picture and email or drop your slip directly into the Hobart office.

To be paid

- Complete your timesheet or placement slip and have it signed/ authorised by your host employer
- Email, scan or fax to Searson Buck by 3pm on the following Monday.

Pay enquires

If your pay is not in the bank on Thursday when you are expecting it there could be a number of reasons:

- You have not filled out your timesheet correctly, or at all.
- Your timesheet has not been received by Searson Buck by 3pm on the following Monday.
- Your timesheet has not had a name on it that is legible.
- Your timesheet was not authorised by your onsite supervisor.
- Your bank details are incorrect.
- A public holiday falls on the Wednesday or Thursday.

If you notice a problem with your pay it is important that you contact your Searson Buck representative as soon as possible to ensure it can be corrected as soon as practicable.

Pre-employment Induction, Checks and Evidence

WorkPro

All of our Temporary Employees are required to complete an online Induction. We use an external provider, WorkPro, an industry-best provider in web based employment screening, to deliver our Workplace Health and Safety Induction requirements. Your Consultant will send you an email from WorkPro, with a link to the site and instructions on which modules you will need to complete. You may also need to provide Visa information here, and may enter details for a Police Check here if requested by your Consultant.

You can go straight to Workpro.com.au, or to searsonbuck.com.au/tools/induction.

Evidence of Work Rights

Under the Migration Act 1958, Searson Buck is required to ensure candidates have appropriate work rights that permit them to work in Australia. We will ask candidates to provide us with a copy of such evidence of your entitlement to work. Australian citizens and permanent residents will need to provide an Australian birth certificate, passport, citizenship papers or evidence of resident status. New Zealand citizens and permanent residents must provide passport details with photo identification.

All other candidates must provide a passport with a valid visa so we can conduct a check with the Department of Immigration and Citizenship.

Documents which are NOT proof of right to work in Australia and cannot be used as evidence of the right to work in Australia include Tax File Number, Driver's Licence, Bank Account Details, Medicare Card, or referrals from employment agencies, labour suppliers, agencies providing immigration services, references from previous employers.

Medical / Drug and Alcohol tests

Some host employers require us to conduct Medical and / or Drug and Alcohol tests prior to starting work. Please advise us immediately if you feel you may not be able to pass a Medical or Drug and Alcohol test.

White Cards

Any staff who are applying for roles or wish to be considered for roles on building and construction sites must have a valid White Card. You will still be required to complete our online Induction modules which cover WHS as an on-hired employee, and Discrimination, Harassment and Bullying topics.

Working with Vulnerable People

Some host employers can only have Temporary Employees on site who have a Working with Vulnerable People Certificate. If this applies to you, we will provide you with some information on obtaining a Working with Vulnerable People Check. Otherwise, please go directly to www.justice.tas.gov.au / Working with Children to complete an application.

Police Checks

Occasionally our host employers will require you to complete a Police Check (National or Tasmanian). We can do this through our online induction provider WorkPro, or you may be given a form to take to your nearest Police Station. Please note that we cannot provide a copy of your National Criminal Check to you.

NurseLine staff

NURSELine staff may be required to provide evidence of the following: Basic Life Support, Medication Management, Fire & Evacuation, Infection Control and Manual Handling. You will need to complete competency assessments annually and provide us with updated evidence.

Workplace Health and Safety

Searson Buck management is committed to providing a healthy and safe work environment for all its employees (workers) and will comply with relevant legislation to ensure the health, safety and well-being of employees.

Searson Buck's procedures have been designed and implemented to ensure workers (employees) are provided with a healthy and safe working environment, and Searson Buck cooperates with clients and host employers to ensure that all temporary workers entering a work site are provided with appropriate instruction and training in the correct and safe way of performing tasks that they are asked to undertake.

Searson Buck management's primary "Duty of Care" is for the Health and Safety of workers engaged or caused to be engaged and whose activities in carrying out work are influenced or directed by Searson Buck in accordance with Workplace Health and Safety Legislation.

Responsibilities

There are many people responsible for the management of health and safety issues, and before commencing your appointment you should ensure that you know who to report a health and safety issue to;

It could be:

- Your supervisor
- Your host employer manager
- Health and Safety representative
- Site Safety Committee
- Searson Buck representative

If you have not been told, ask.

We have created a Commitment to Health and Safety Document which outlines your commitment to Health and Safety, and your basic Health and Safety obligations. You are required to sign a copy for us, and there is a copy in this Handbook for your reference.

When you start a new position for Searson Buck, you need to ensure that you receive the appropriate induction, and are given the information required to assist you to achieve your work tasks safely. At a minimum, you must be told, or you must find out:

- Relevant Policies & Procedures
- Required Safe Work Methods / practices
- Location of First Aid Kit, Emergency Exits and Evacuation points
- Who the health and safety representative is
- Who to raise any issues or questions with
- Your work requirements

Your Host Employer and Searson Buck Manager's Responsibility

The host employer, in consultation with your nominated Searson Buck consultant / account manager, will provide the required onsite training and supervision for all on-hired / temporary workers (employees) and any additional site specific induction and/or training required to undertake allocated work tasks.

So far as is reasonably practicable, Searson Buck will:

- ensure that all temporary workers entering a work site are provided with appropriate instruction and training in the correct and safe way of performing tasks that they are asked to undertake.
- ensure that the correct items of plant and equipment is provided to carry out allocated work;
- ensure safe systems of work (eg SWMs) are provided and followed;
- monitor and review work environments, work practices, worker behaviour and equipment in consultation with individual workers (employees) and our host-employers (Clients) to ensure good health and safety performance is achieved.

Your Host Employer should provide you with a site specific Induction which includes information on policies and procedures (including SWMs), site safety information, your work requirements, relevant training to complete your tasks, and provides you the opportunity to ask questions and clarify any further information.

Your Role as a Searson Buck Temporary Employee

You have accepted an important challenge to perform your work efficiently and safely. Your safe actions will always set an example for anyone who may be working with you. Since it is impossible to include specific instructions for every situation, it is especially important for you to *use good judgement* at all times and to seek help whenever you are in doubt as to the right way to do your job.

When you start a new position for Searson Buck, you need to ensure that you *receive the appropriate induction*, and are given the information required to assist you to achieve your work tasks safely.

Management will always be available to offer advice, support, assistance and directions to enable you to achieve industry best practice in the job you are doing. If you are not fully aware of the safe and correct procedures that may apply to you on site, **ask** prior to starting any work.

It is the responsibility of every Searson Buck worker to abide by the terms of your On-Hired Staff Agreement, Searson Buck's Policies and Procedures, and the host employer's policies and procedures and:

- to take reasonable care for his or her own health and safety;
- to take reasonable care that unsafe acts or omissions do not adversely affect the health and safety of others;
- to comply with, so far as reasonably practicable, any instructions;
- to cooperate with any reasonable policy or procedure, or safe work instruction issued relating to health and safety;
- to carry out all tasks in a healthy and safe manner;
- follow established safe work procedures and comply with safety rules and instructions at all times;
- comply with Workplace Health and Safety legislation; and
- report all incident, injuries / illness, near misses and hazards immediately to your onsite supervisor.

Issue Resolution Procedures

If you are unsure about something relating to your work or health and safety in the workplace, and you do not want to upset your host employer, contact your Searson Buck representative. A process will be implemented to help resolve any issues, the key is to report issues early.

You have a right to be heard without fear of being treated differently.

Reporting of Incidents, Illnesses and Hazardous Conditions

Reasons for reporting

All workplace incidents (injury, damage and near miss) and hazardous conditions must be reported so that prompt action can be taken to prevent a recurrence or remove the condition. If you are in doubt about the need for reporting, ask the advice of your supervisor.

Incident prevention is a very important duty of care required of everyone, as a means of identifying hazards and areas of potential risk, assessing those risks and taking immediate steps to eliminate the hazard or to provide appropriate controls to prevent an incident occurring.

Incident

An incident is an unplanned event that has the potential to cause an accident or loss.

Hazard identification, risk assessment and control

It is an ongoing part of our safety program to reduce the number and severity of hazards in the workplace. Report any unsafe work or unsafe condition or defective equipment to your supervisor so corrective action can be undertaken.

ALL ACCIDENTS AND INCIDENTS MUST BE REPORTED AS SOON AS POSSIBLE AND PRACTICAL AND NO LATER THAN 12 HOURS FROM THE TIME OF OCCURRENCE.

The form titled "Incident and Hazard Report Form" is available in your Induction pack, on our website or at any time from your Searson Buck representative.

Below is the procedure for reporting incidents or dealing with emergencies:

1. All incidents / injuries / illnesses are to be reported to the onsite supervisor immediately occurring or identified.
2. Host employer to inform Searson Buck representative immediately or at least within 12 hours of becoming aware of the reported incident.
3. Failure to notify any injury, no matter how serious, could cause difficulty in establishing a workers compensation claim.
4. The injured person is either treated onsite or referred to a Doctor or medical center via ambulance.
5. Where treatment is required by a Doctor, Searson Buck must be notified as soon as possible so that we can attend if required.
6. The injured person must complete an Incident Report Form within 12 hours of the incident occurring and send to your Searson Buck representative.
7. Should medical treatment or rehabilitation be required, the injured employee (worker) must follow the process outlined by the post injury management guidelines (copy available if required).

Manual Handling - Steps to Safe Lifting

Where possible use mechanical assistance for manual handling tasks, e.g. trolleys, hoists, hand trucks. This will reduce the stress on your body over time. If it is not possible or practicable to use mechanical aids, use the correct technique to help prevent injury.

Preparation	Position	Proper hold	Lift	Putting the load down
<ul style="list-style-type: none"> •Get help if you can - if it's a heavy load, can you divide it into two smaller loads? •Clear area of hazards, oils, objects on the floor, obstructions in the pathway. •Know where you'll put the load down •Check load for any protrusions or sharp edges. •Wear protective clothing (gloves), if necessary. 	<ul style="list-style-type: none"> •Place your front foot beside the object, pointing in the direction of travel with back foot slightly behind, hip width from the front foot. •Ensure you have a stable base and even level of distribution of weight. •Bend knees and hips to get down to load level and use legs to lift (semi squat) •Brace your core muscles and bring your head up. 	<ul style="list-style-type: none"> •Hands should be diagonally opposite for security and comfort. •Use full length of fingers and palms. •Keep back in a natural curve during lift – bend at your knees. •During lift, keep arms straight and elbows in to the side. •Directly face the spot in which the load will travel. •D 	<ul style="list-style-type: none"> •Use a smooth action to straighten your legs •Avoid sudden weight shifts and movements •Keep the load close to your body •Keep your eyes and feet pointing in the same direction •Don't change your grip while carrying the load - place load carefully down and start again. •Don't twist! 	<ul style="list-style-type: none"> •To put the load down, take as much care as with lifting it up. •Get as close as possible to where the load will be placed. •Bend your knees and maintain spinal curve. •Ensure load is secure before you release your grip.

Team lifting

- ✓ Communicate before and during the lift, and when lowering the load
- ✓ Have members who are similar in height and physique,
- ✓ Share the load equally, and
- ✓ Have one person who takes responsibility for the operation and who acts as a coordinator.

Pushing and Pulling

- As a general guide, push where possible and pull an object where it is not possible to push.
- Don't bend over at your waist - keep your back straight.
- Keep elbows close to the body
- Brace abdominals to protect lower back
- Keep palms facing upwards for pulling.

Hand trolley

- Same lifting principles/rules of safe lifting apply.
- Arms should be extended and by your side with your back straight.

Abdominal bracing

Activation of core postural muscles provides internal bracing for the back and helps reduce strain on the back and injury. Abdominal bracing is recommended when lifting, pushing or pulling and for any tasks that require the application of force. Muscle groups to activate are the pelvic floor muscle group and deep lower abdominals. This is done by drawing up pelvic floor muscles and drawing your navel back towards your spine (effectively narrowing the waist) while maintaining normal breathing.

Safe working loads

It is not possible to define a 'safe working load' for a person. The risk of injury when handling a load relates not only to the weight of the load but also the:

- location of the load
- characteristics of the item
- frequency and duration of manual handling tasks and
- cumulative tissue load over a working shift.

For example:

- there is greater body strain when moving an item from a high shelf compared to an item of the same weight from a shelf at waist height
- objects that are an awkward size and hard to grip will require more muscle force to hold
- a heavy load may be safe to move between a shelf and a trolley but it may be less safe if the same load has to be carried over a distance where the body is exerting continued force, and muscles liable to fatigue.

Suggested guidelines for load capacity

Note: Never lift an object beyond your capacity. For loads over 16 kg (or above your capacity), a team lift or mechanical device is recommended.

- Standing - do not attempt to move, lift, lower or carry loads that are more than 1/3 of your body weight. Limit loads to 16 to 25kg.
- Sitting - loads above 4.5kg should not be handled.

Warning: lifting above shoulder height should be avoided to avoid back and shoulder injury. Store item at lower heights or use steps rather than lift above shoulder height.

Tip: Check the weight of the object by looking at the label on the box, or by moving the object sideways / forwards.

Remember:

- Many objects due to their shape and size invite use of incorrect lifting.
- Regardless of the object, follow the right procedure and techniques to reduce risk of injury.
- The more you bend your knees, the less you'll use your back
- Some occupations have a "No Lift Policy" i.e. nursing.

NOTE: NURSELine personnel operate under a NO LIFT policy which must be followed.

All Placements

Safety signs

Obey all worded and pictorial safety signs, labels and tags located inside and outside buildings throughout the site, on machinery and plant, and on other equipment.

Food and drink

You may be unable to purchase food and drink nearby, therefore it is important to plan your day and make sure you bring sufficient food and drink supplies. Remember becoming dehydrated can have serious health and safety outcomes, ensure you regularly drink water.

Alcohol and other drugs

Bringing alcohol onto the worksite or being at work while under the influence of alcohol or other drugs is forbidden, and will lead to instant dismissal. You must inform your Searson Buck representative and onsite supervisor if you are taking any medication that may make you unfit to work safely.

Appropriate footwear

All work environments require appropriate footwear to be worn. Some require close toed, steel-capped or flat soled footwear, regardless of whether they're in an industrial, office, hospitality or clinical environment. Safety approved footwear as well as good quality, close toed, sturdy footwear must be worn as determined by the work tasks being undertaken.

Labour Hire Placements

Personal protective equipment (PPE)

Appropriate PPE, which complies with Australian standards, shall be made available and must be used when undertaking work tasks requiring PPE.

PPE is provided for your protection but keep in mind that PPE is NOT a substitute for safe working practices. Part of your responsibility to take 'reasonable care' includes wearing and looking after PPE; it is also a condition of your employment. Ensure that you understand how to safely use all PPE and ask if unsure. PPE may be required for:

- **Hearing protection**
 - Permanent hearing loss can result from not wearing earmuffs or earplugs in high noise level areas. Ask your supervisor if in doubt about such protection.
- **Respiratory protection**
 - When working in a dusty environment or where fumes, gases and chemical sprays may be present, you must wear the appropriate respiratory protection. Ask your supervisor for the correct level of protection required.
- **Eye protection**
 - Approved safety glasses will be worn if risk of personal injury has been identified. Ask your supervisor if in doubt as to whether you need to use them.
- **Sun protection**

- In accordance with best practice, when you are exposed to heat and UV radiation from the sun, long sleeves with collar, long trousers, and wide brimmed hats must be worn. Any exposed body parts must be protected with SPF sunscreen, reapplied regularly.
- **Hand protection**
 - There are many different types of gloves, depending on the hazard present e.g. chemicals, sunburn, straining wire etc. Ask your supervisor for the best gloves for the task.
- **General body protection**
 - When working around rotating machinery, you must have no loose clothing/jewellery or un-netted long hair that may get caught within the equipment.
 - In cold conditions, wear wet-weather gear and suitable dress. As a high proportion of heat loss is through your head, make sure you always wear an appropriate hat or beanie.

Working above floor/ground level

Do not work from any improvised platform, ladder, scaffold, or roof until the correct control measures are put in place and your supervisor has arranged for a hazard risk assessment.

Electricity

Only appropriately qualified electricians are allowed to open switchboards or make any electrical repairs or adjustments, including any broken switch, damaged leads.

Isolating procedures must be followed every time to prevent injuries from electrocution. Authorised people place danger tags on switchboards, machines etc. while maintenance work is being done. If you see a danger tag on any switch or piece of equipment, **it must not be removed**.

Remain aware of overhead power lines. Do not work in their vicinity with any long materials or equipment e.g. length of pipe, water hose, ladder or crane that can contact the lines and cause electrocution.

Chemicals

Do not use any chemicals, including chemicals labeled as hazardous or dangerous goods; they must only be used by people appropriately trained and approved by Searson Buck management.

Authority to operate machinery

Searson Buck on-hired employees must not operate any machinery including tractors, fork trucks, transport trucks, company vehicles or motorised ancillary equipment until they have been appropriately trained, certified/licensed and approved by a Searson Buck representative. Ask your supervisor if you are unsure.

You must comply with all speed limits, you must wear a seatbelt at times, and you must not use a mobile phone while driving.

Passengers

Passengers are not allowed to ride on any equipment unless authorised, and provided with an approved passenger seat and appropriate safety equipment (e.g. helmet).

Maintenance

Maintenance must only be performed by trained, competent personnel and in compliance with engineering safety rules. Ask your supervisor if in doubt.

Compressed air and other gases

You shall not use air power tools or equipment until you have been trained. Inappropriate use of compressed air by blowing onto a person can cause serious injury and potential death.

Other process gases (acetylene, oxygen, sulphur dioxide, carbon dioxide etc.) must only be used by trained and authorised persons.

Office Placements

Offices can be dangerous; therefore, it is just as important to maintain awareness of the situations that can contribute to injury while undertaking work activities in an office situation.

Some of the more common situations that may contribute to poor health and safety awareness;

- Poor or non-existing emergency response procedures;
- Poor housekeeping – untidy desks – files located on floors – trip hazards;
- A disregard for general safety around the office;
- Work stations incorrectly set up;
- Incorrect bending, lifting, twisting, - correct manual handling techniques not being practiced;
- Incorrect handling of customer abuse and aggression.

Some of the fundamental hazards for office health and safety that you should be aware of and act if they are found to be unsafe conditions or practices are listed below.

Housekeeping

- Maintain a clean and tidy work area.
- Do not have leads across walkways and pedestrian traffic areas.
- Always walk cautiously when approaching blind corners, especially when carrying objects.
- Make sure emergency exits and fire equipment are not blocked by storage items or by waste and rubbish.
- Check that power boards are not overloaded.

Equipment

- Includes everything from cutting implements to photocopiers, fax machines, shredders, and office furniture and workstation equipment.
- Equipment which is used incorrectly or not maintained can lead to a workplace injury, so ensure you receive instructions on how to use each piece of equipment or check on any safe work procedures and make sure you understand instructions.

Electrical devices and attachments

- Electricity can kill and non-fatal incidents can cause permanent injury. Make sure you switch off and disconnect appliances that seem faulty, report them to your supervisor and have them checked by a suitably qualified person.
- Keep electrical equipment away from water.

Slips, trips and falls

- Slips are typically caused by uncleaned spillages, greasy or wet floors and grip-less shoes. Spilled liquid should be cleaned up immediately.
- Trips occur because of poorly maintained floor surfaces or objects lying around or jutting out, so keep traffic ways clear of materials, equipment, rubbish and electrical leads.
- Falls generally occur from standing on chairs, tables, desks or ladders to reach an object. There should not be any reason for you to use the incorrect procedures by climbing without using a ladder.

Chemical and other hazardous substances

- Chemicals and other substances are more common in an office than generally realised, i.e. cleaning products in liquid or gas form.
- Keep them locked away in appropriate storage and maintain a register along with material safety data information and follow manufacturers instruction on use and storage.

Storage

- Written material and other items and the way they are stored is very important, as this can lead to injuries because of unnatural bending, lifting and twisting.

- Store bulky and heavy items in readily accessible areas between knee and shoulder height on shelving.
- Do not store heavy items up high or down too low.

Occupational overuse

- Occupational overuse occurs where there is repetitive movement or sustained unnatural or forceful movement during the performance of your work.
- It is essential that you do not undertake repetitive tasks for too long without taking a break.
- Make sure you organise and vary your work tasks, and report any discomfort early to your supervisor.

Work stations

- Chair height should be set so your feet are comfortably flat on the floor, your thighs are horizontal and your lower back vertical – low heeled shoes will improve comfort of the legs.
- Chair back rest should fit to your lower back, make small adjustments by raising and lowering the back rest until you have this set in a comfortable and correct position
- Desk heights, if they can be adjusted, make sure the top of the surface is just below elbow height.
- If you do not have an adjustable desk, other things can be done to ensure you have the correct posture, talk to your supervisor, but importantly make sure it is right.
- Under desks should not be cluttered with storage items, hand bags etc as they all can contribute to limiting your ability to work naturally and avoid adopting a twisting or awkward posture, or interfere with your work space.
- Storage on the desk top should also be controlled and not cluttered or increase risk to your health and safety, by placing items used frequently within a close reach.
- Keyboard should be tilted to suit a level of comfort, a gel pad might be of assistance, with both keyboard and mouse close to the edge of the desk and in front of you to avoid twisting or sitting in an awkward position.
- Computer screen should be positioned so the top of the screen is level with or slightly below that your eye when sitting in an upright position and approximately at arm's length away.

Handling aggression

Unfortunately, office staff are increasingly exposed to aggressive behavior from others, therefore if you are confronted with an aggressive client or customer over the telephone or face to face, remember the following principals:

- Remain calm and respectful
- Use a low, calm tone of voice
- Listen – do not intervene too quickly and allow the person to let off steam
- Acknowledge the person's feelings without diagnosis, encouragement or criticism
- Paraphrase and summarise what the person is saying by picking out key points and repeating them out loud
- Do not debate the facts while the person is still angry, and
- Once you have handled this situation let the appropriate supervisor know, politely and constructively.

Take a proactive approach to work place health and safety and do not wait for others to control office risk, by remembering the following essentials:

- Offices are not always safe – help make them safe
- Complacency in offices contribute to injury and illness
- Do not wait for someone else to fix the problem, be proactive
- Do not undertake work that you have not been trained to do safely.

NURSELine Placements

Manual handling

- Reminder of our no lift policy, use mechanical lifting equipment as appropriate or team lift as procedures apply with the relevant host employer.
- As part of your orientation program with the host employer, make sure you understand the manual handling policy and procedures for moving and transferring patients
- Refer to this hand book general section covering manual handling techniques.
- It is mandatory that NurseLine employees undertake Manual Handling training annually, and provide confirmation of such training to NurseLine.

Immunisation, infection control & personal hygiene

- NurseLine highly recommends that workers (employees) be up to date with their immunisation status. It is the employee's responsibility to check and maintain their immunisation status.
- Infection control in the workplace begins by assuming that everyone is potentially infectious. Basic techniques include regular hand washing and keeping the workplace clean. Equipment such as gloves, gowns, eye goggles and face shields should be provided and used.
- As our nurses regularly move between facilities, it is imperative that we be advised if you are suffering from any contagious illness in order to prevent potential cross-contamination. If you are aware of staff or patients at a facility who are suffering from an infectious disease (such as gastroenteritis), you must immediately advise the Placement Coordinator. We endeavor to notify you as soon as we become aware of a contagious outbreak at a facility so you can make an informed decision as whether to continue with your shift placement.
- Infection control procedures relating to good personal hygiene include:
 - **Hand washing** - the spread of many pathogens can be prevented with regular hand washing. You should thoroughly wash your hands with water and soap for at least 15 seconds after visiting the toilet, before preparing food, and after touching clients or equipment. Dry your hands with disposable paper towels.
 - **Unbroken skin** - intact and healthy skin is a major barrier to pathogens. Any cuts or abrasions should be covered with a waterproof dressing.
 - **Gloves** - wear gloves if you are handling body fluids or equipment containing body fluids, if you are touching someone else's broken skin or mucus membrane, or performing any other invasive procedure. Wash your hands between each client and use fresh gloves for each client where necessary.
 - **Personal items** - don't share towels, clothing, razors, toothbrushes, shavers or other personal items.

Needle stick injuries

- A needle stick injury means the skin is accidentally punctured by a used needle. Blood-borne diseases that could be transmitted by such an injury include human immunodeficiency virus (HIV), hepatitis B (HBV) and hepatitis C (HCV).
- Immediately after the injury – suggestions include:
 - i. Wash the wound with soap and water.
 - ii. If soap and water is not available, use alcohol-based hand rubs or solutions.
 - iii. If you are at work, notify your supervisor or occupational health and safety officer - you will need to fill out an incident report form.
 - iv. Seek medical assistance immediately.

Ways to reduce the risk

- Health workers who may come in contact with blood or body fluids should receive hepatitis B vaccinations.
- Follow all safety procedures in the workplace.

- Regularly undertake safety refresher courses.
- Minimize your use of needles.
- Remember that latex gloves don't protect you against needle stick injuries.
- Don't bend or snap used needles.
- **Never** re-cap a used needle.
- Place used needles into a clearly labeled and puncture-proof sharps approved container.

NURSELine uniform

- You are responsible for the supply of your own uniform (with the exception of items issued by NurseLine), uniform must be maintained and worn clean, neat and tidy. Badges / Identification must be worn at all times whilst in the workplace.
- Good quality, closed toed, sturdy footwear **must** be worn at all times.
- Jewellery should be discrete and professional in appearance, such as studs and sleepers, in order to maintain a safe workplace.
- Hair should be worn in a neat and tidy fashion; long hair should be worn tied back.

You must abide by clients' and Searson Buck's policies and procedures and work only within the boundaries of your job specification. All qualifications, skills, memberships and registrations required to provide the services must be maintained and held current. It is the employee's responsibility to ensure this happens.

Worker Rehabilitation and Compensation – a copy of the Workers Compensation Summary, which outlines your rights under the Workers Rehab Act is available in the office.

Discrimination, Harassment and Bullying

Searson Buck and its associated entities are Equal Opportunity employers who support awareness of and compliance with Equal Opportunity and Anti-Discrimination Laws. We will not tolerate workplace harassment or bullying, and provides support to anyone being intimidated by such actions of other within a workplace.

It is important for all employees to know they have a responsibility to:

- Report any incidents of harassment, bullying or discrimination;
- Not participate in discriminatory or harassing behavior in the workplace or in connection with employment;
- Take all steps possible to prevent discrimination and harassment in the workplace or work-related environment;

What is Discrimination

Discrimination is the unjust or prejudicial treatment of different categories of people or things, especially on the grounds of race, age, or sex. Discrimination may also involve offensive comments but is not confined to the following: 'jokes' or comments about another worker's racial or ethnic background, gender, sexual preference, age, disability of physical appearance.

What is Harassment

Harassment is any type of recurring behaviour that:

- The other person does not want and does not return;
- Targets people because of their differences;
- Consists of verbal or physical forms of bullying;
- May be sexual or non-sexual in nature.

What is Bullying

Bullying is unreasonable behavior against an individual or group by another individual or group. It is the misuse of power over the person being bullied. This may include:

- Verbal abuse, swearing, shouting;
- Excluding or isolation behaviour;
- Deliberately withholding information vital for effective work performance;
- Giving employees impossible tasks;
- Physical abuse.

If you have witnessed or experienced harassment, bullying or discrimination:

- You are encouraged to not delay in responding to any discrimination, the earlier it is dealt with the better for all concerned. Please contact your Account Manager / Consultant as soon as possible.
- Ensure you accurately document details of the alleged discrimination. There will not be any unfair treatment of persons who complain about discrimination.

A copy of our Discrimination and Harassment Policy and Procedure is available at any time upon request.

If a Searson Buck employee is found to be in violation of Equal Opportunity and Anti-Discrimination Laws, or relevant Searson Buck policies, their placement will be terminated.

Copy of Declaration

Health and safety at work are shared responsibilities of management and all employees and the success of any working relationship ultimately relies on the willingness of everyone to work co-operatively and with a team spirit.

On this basis, we ask that you make the following commitments to us, our clients and your co-workers.

At work I will:

- Perform work only in my areas of competence, qualifications & training;
- Participate in induction and training programs at each place of work I may attend to improve my technical and safety skills and knowledge as required;
- Apply my technical and safety skills in the interest of the organisation and my co-workers at all times, whether working alone or in a team;
- Be responsible for maintaining a high level of safety awareness in all tasks without causing injury to myself or the people around me;
- Understand and adhere to all relevant policies and procedures and accepted work practices; failure to do so may result in disciplinary actions being applied;
- Be responsible for constantly examining my work environment for hazards, which could lead to an injury or disability, and promptly report to my onsite supervisor and Searson Buck, and initiate corrective action where appropriate;
- Maintain a clean and orderly work area at all times;
- Report to work fit for duty without impairment from alcohol or other drugs, medications, fatigue or other influences, and remain fit for duty while onsite;
- Be involved in health and safety improvement activities;
- Address and report improper safety practices observed in my co-workers, contractors and visitors;
- Not participate in any behaviour which could be interpreted as discriminatory, harassing, bullying, inappropriate or which could damage the reputation of the host employer or Searson Buck
- Immediately report all injuries and other safety incidents to my onsite supervisor and to Searson Buck;
- If injured, seek immediate treatment and co-operate with the Searson Buck Injury Management Coordinator to achieve an effective and speedy rehabilitation and return to work.
- Be aware of and responsible for, the impact of my actions in my workplace on the environment.

I Acknowledge:

- I acknowledge I must complete an online "WorkPro" induction session, and have received a copy of the Employee Handbook for my use.
- I further acknowledge my obligations and responsibilities detailed in this booklet and in the On-Hired Employee agreement, and agree to abide by all policies and procedures implemented, accept direction of my host employer, and other officers in the pursuit of a commitment to a healthy and safe working environment.