

– PsyAx Work Health & Safety Policy –

### **Purpose of this Policy**

PsyAx prioritises the health and safety of all staff whilst in the workplace. We also believe that clients should feel comfortable and safe within our working environment. This policy outlines the responsibilities and procedures that PsyAx staff implement to prevent risk to health and safety for all staff and clients.

PsyAx adheres to the values and regulations of the Victorian [Occupational Health and Safety Act 2004 \(OHS Act\)](#). These include:

- *Achieve, through the active involvement of all workplace parties, a safe and healthy workplace for all Victorians, whereby risks to the health, safety and welfare of employees, other persons at work and the public are eliminated.*
- *The importance of health and safety requires that employees, other persons at work and members of the public be given the highest level of protection against risks to their health and safety that is reasonably practicable.*
- *Persons who control or manage matters that give rise or may give rise to risks to health or safety are responsible for eliminating or reducing those risks so far as is reasonably practicable.*
- *Employers and self-employed persons should be proactive and take all reasonable measures, to ensure health and safety at workplaces and in the conduct of undertakings.*
- *Employers and employees should exchange information and ideas about risks to health and safety and measures that can be taken to eliminate or reduce those risks.*
- *Employees are entitled and should be encouraged to be represented in relation to health and safety issues.*

At PsyAx, We have spent time thinking through preparing for a range of situations to ensure that we can take care of our clients and staff to the best of our abilities and minimise the risk of any harm. It is the responsibility of all PsyAx staff to take reasonable care for the health and safety of themselves and others. This includes both physical and mental health. PsyAx staff should comply with all health and safety procedures to support and promote good health and wellbeing at PsyAx.

In addition to the current policy, please refer to the following policies which also touch upon health and safety:

- PsyAx Record Keeping & Privacy Policy, [psyax.com.au/privacy](http://psyax.com.au/privacy)
- PsyAx Feedback, Compliments & Complaints Policy, [psyax.com.au/feedback](http://psyax.com.au/feedback)
- PsyAx Incident Management Policy, [psyax.com.au/policies](http://psyax.com.au/policies)

### **Mental Wellbeing**

PsyAx is dedicated to supporting the mental wellbeing of all clients and staff. PsyAx psychologists aim to reduce suffering and avoid harm to clients by adhering to the APS Code of Ethics (2007).

All PsyAx staff promote mental wellbeing by:

- treating clients, other staff, and visitors with fairness and respect at all times
- demonstrating a zero-tolerance towards bullying and discrimination
- communicating clearly and openly with others
- providing constructive feedback when appropriate
- ensuring staff have manageable workloads
- clarifying expectations
- providing rewards and recognition for good work
- providing staff with appropriate control and flexibility over how they do their work
- minimising isolated work and ensuring adequate support and communication where isolated work is necessary

At PsyAx, we aim to prevent traumatic serious incidents. These are emotionally distressing events or series of events that cause marked distress, helplessness, or threat of serious injury or death. We aim to prevent traumatic events in the workplace by conducting regular risk assessments and providing staff with supervision and training on incident management.

### **Equal Opportunity**

PsyAx is an equal opportunity employer. We follow the principles set by the Victorian Equal Opportunity and Human Rights Commission ([www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)). At PsyAx, we will not tolerate discrimination on the basis of an individual's sex, gender, race, age, sexual orientation, political beliefs, or other such attributes. PsyAx staff must adhere to guidelines and principles set out in the Victorian Equal Opportunity Act (2010). If a PsyAx staff member identifies a potential incident of discrimination or other equal opportunity concern, PsyAx staff must follow the PsyAx Incident Management Policy and report this incident or concern to PsyAx management and, if necessary, other governing bodies.

### **Aggression**

PsyAx is committed to the provision of services in a safe environment. This is applicable to all clients, visitors, and PsyAx staff. PsyAx staff are aware that aggressive behaviour can arise for several reasons. PsyAx staff must proactively respond to such behaviours in a way to minimise the likelihood of such incidents recurring. Although aggressive behaviour is not always readily identifiable, treatable, or preventable, PsyAx staff understand that responses to such behaviour can be managed so that the risk of harm is minimised. When responding to episodes of aggression, PsyAx staff must prioritise their own safety and that of clients and other parties in the immediate environment. When containing and managing aggressive behaviour, PsyAx staff must work within their professional capacity. If the PsyAx staff member deems the situation too risky to intervene, they should remove themselves from the situation and escalate to their manager. If a client or their support person demonstrates aggressive behaviour, PsyAx staff should aim to de-escalate the situation. One way to do this may be to identify the client / support person's immediate needs and to aim to address

these if appropriate to do so. Other responses may be appropriate. In circumstances where PsyAx staff cannot manage a client / support person's aggressive behaviour, PsyAx staff should contact emergency services and other appropriate third parties and escalate the incident to PsyAx management.

### **Client Screening & Risk Assessment**

Under the direction of PsyAx clinical staff, PsyAx admin staff routinely obtain background information on new clients. Where appropriate, PsyAx clinical staff may direct PsyAx admin staff to complete a PsyAx Behaviours of Concern Risk Assessment Form. The backgrounding done by PsyAx admin staff helps to determine whether PsyAx clinical staff can address the client's needs or whether to refer on to another service. It also helps to determine the appropriate for the provision of services. PsyAx clinical staff use this information and other information received (e.g. documentation from referrers, responses to the PsyAx Behaviours of Concern Risk Assessment Form etc) to assess the level of risk. In cases where we cannot provide a client with a service, PsyAx staff will refer the client on. This is in accordance with the APS Code of Ethics (2007). The following steps may occur with client screening.

1. PsyAx admin staff gather background information on the client during initial contact
2. PsyAx admin share this information with PsyAx clinical staff
3. PsyAx clinical staff may direct PsyAx admin staff to source further information
4. PsyAx clinical staff may direct PsyAx admin staff to complete the PsyAx Behaviours of Concern Risk Assessment Form
5. PsyAx clinical staff may also choose to respond to the referral / client directly
6. PsyAx clinical staff will decide on whether services will be provided, how (e.g. on-site, at client's home, telehealth etc), and any precautions to be taken

### **Working from Home**

PsyAx staff are able to work from home. Staff work arrangements may also take into account public health incidents, government directives, staff health and wellbeing, personal preferences, recovery from personal injury, and so on. PsyAx staff must discuss working from home arrangements with management prior to commencement. PsyAx management may also direct PsyAx staff to work from home depending on wider circumstances (e.g. COVID-19 pandemic etc). PsyAx staff must complete a working from home check with PsyAx management prior to commencing working from home. This is to ensure an appropriate set up taking into account ergonomics, lighting, equipment set up, and other relevant factors. PsyAx will pay PsyAx staff reasonable costs for any working-from-home set up requirements and ongoing expenses.

### **Ergonomics**

PsyAx aims to prevent workplace injuries arising from poor or uncomfortable working conditions. PsyAx staff must be provided with ergonomic equipment to promote good posture and prevent musculoskeletal injuries that may arise from poor posture. Ergonomic equipment is also important to improve the productivity and performance of PsyAx staff. PsyAx staff must contact their manager if they wish to make a change to their work equipment. PsyAx management will routinely audit PsyAx staff working conditions to ensure compliance with occupational health and safety standards.

## Telehealth

As PsyAx, we provide services face-to-face and via telehealth. Telehealth sessions are video meetings over web-conferencing programs including Zoom, FaceTime, Teams, or Skype. At PsyAx, we offer clients counselling, neuropsychological assessments, and medicolegal assessments via telehealth. When providing telehealth, PsyAx staff:

1. Assess client suitability for telehealth
2. Educate patients on how we conduct telehealth
3. Provide clients with factsheets outlining the telehealth process and requirements
4. Make use of dual screen set up to increase client-clinician interactivity
5. Use modern hardware including HD cameras and noise cancelling headphones
6. Use business-grade internet connections for clinical assessments

PsyAx management provides training to PsyAx staff in telehealth. PsyAx clinicians who work from home can use telehealth to continue providing services to clients. PsyAx clinicians should familiarise themselves with telehealth protocols and procedures to maintain high quality services.

## Meetings

PsyAx staff meetings usually occur via video-conferencing to increase interactivity between colleagues. This gives staff greatest access to resource sharing and task collaboration. Video-conferencing also reduces feelings of isolation and provides opportunities for staff to check in with one another.

## Community & Home Visits

PsyAx clinical staff may be required to provide services to clients at head office, via telehealth, at the client's home, or at another location. On the basis of the client screening and risk assessment, PsyAx clinical staff may decide that it is not appropriate to see a client at PsyAx head office. Reasons for this may include:

- public health precautions (e.g. COVID-19 infection precautions etc)
- client presents with significant behaviours of concern (verbal or physical threats and aggression towards objects, people, and self, inappropriate sexual behaviours etc)
- client is unable to leave their residence
- travelling into the city is beyond the client's physical or mental capacity

When providing support off site, PsyAx staff should communicate with the client, support staff, or family members to assess the environment that a PsyAx clinician may need to attend. PsyAx management should be notified of any risks, concerns, or problems that are anticipated or which arise during the session. PsyAx clinical staff are responsible for determining if the home visit location is safe.

Before doing a home visit, PsyAx clinicians must ensure that they have a fully charged mobile phone. The mobile should contain the numbers of emergency response teams, including local police stations, and contact numbers for other PsyAx staff. Under no

circumstances should a PsyAx clinician enter premises where they feel unsafe or their safety may be jeopardised whilst providing services. If a location that appeared safe in the first instance becomes unsafe, the PsyAx clinician should immediately leave and later record and manage any incidents in accordance with the PsyAx Incident Management Policy.

### **Transport**

PsyAx staff may travel to home visits by car, public transport, taxi, or ride-sharing (Uber etc). PsyAx staff should take all reasonable precautions to minimise harm whilst travelling. PsyAx staff should abide by all rules and regulations including road laws and rules set out by transport organisations such as Metro Victoria and Uber. When travelling by car, PsyAx staff must carry a current driver's licence, should avoid distractions, remain vigilant, and obey local traffic rules.

If a PsyAx staff member encounters an incident / accident on their travels, they should seek appropriate help and treatment. PsyAx staff should notify management of the incident as soon as possible and, later, complete a PsyAx Incident Form. PsyAx management is responsible for notifying WorkCover as appropriate. Depending upon the severity of the incident, PsyAx staff are encouraged to prioritise their own wellbeing and may choose to cancel their appointments following an incident.

### **Accessibility**

PsyAx places a high priority on making PsyAx services as accessible as possible. PsyAx staff should be aware of all accessibility facilities at PsyAx head office and surrounds. All PsyAx clients / support people should be informed of the following:

- Accessible bathrooms are located on the ground floor of 101 Collins Street
- A wheelchair accessible tram stop is located at 101 Collins Street
- Free disabled parking with a 2 hour limit is located at 75 Collins Street
- PsyAx staff should provide clients with a copy of the [Melbourne CBD Mobility Map](#) where appropriate.

### **Qualifications & Registration**

All PsyAx psychologists are registered with the Australian Health Practitioner Regulation Agency (AHPRA) and the Australian Psychological Society (APS). All PsyAx staff have completed a proof of identity check, national police check, and disability worker exclusion scheme check.

### **Supervision & Performance Management**

PsyAx clinicians should obtain appropriate supervision to maintain good standards of clinical practice and encourage professional development. Supervision allows PsyAx clinicians to debrief with other health professionals (in most cases, a registered psychologist) and reflect on their own practice. It provides an opportunity for open discussion about issues PsyAx clinicians may be experiencing and allows other health professionals to share their expertise and provide advice on sensitive situations. Evaluation of practice is essential to ensure clients are receiving appropriate services for their individual needs.

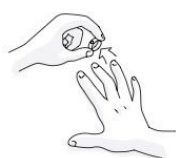
PsyAx management provides supervision and feedback to staff as required. Informal verbal and written feedback may be provided to support staff when requested or to assist staff to complete tasks adequately. Formal performance reviews are completed annually to reflect on accomplishments, areas for improvement, and to assist with goal setting. Where persistent issues arise, PsyAx management may manage the performance of PsyAx staff in accordance with [principles set out by Fair Work Australia](#).

## Training

PsyAx recognises the importance of training and educating staff about all PsyAx policy, procedures, and clinical protocols. Training should be done on commencement of employment and regular intervals thereafter. All PsyAx staff are made aware of any changes or updates to PsyAx policies and procedures when they occur and given extra training as required. Biannual meetings are scheduled to ensure all PsyAx staff remain informed about health and safety procedures.

## Hand Hygiene

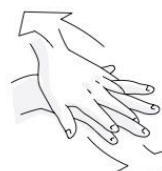
PsyAx staff should practice hygienic hand cleaning practices. This can be done by applying hand sanitiser or washing hands with soap and water for 20 seconds. PsyAx staff follow Australian Department of Health “How to wash and dry hands with soap and water” policies as shown below



- Remove jewellery and cover abrasions



- Wet hands with warm water, then apply soap or liquid soap



- Lather for 15–20 seconds



- Rinse hands under running water



- Dry hands with clean towel

**Substance Use**

All PsyAx staff have a duty to take reasonable care for their own health and safety and ensure they don't adversely affect that of others. PsyAx staff must be fit and well enough to do their job. They must not be under the influence of alcohol or drugs, or use alcohol or illegal drugs while at work.

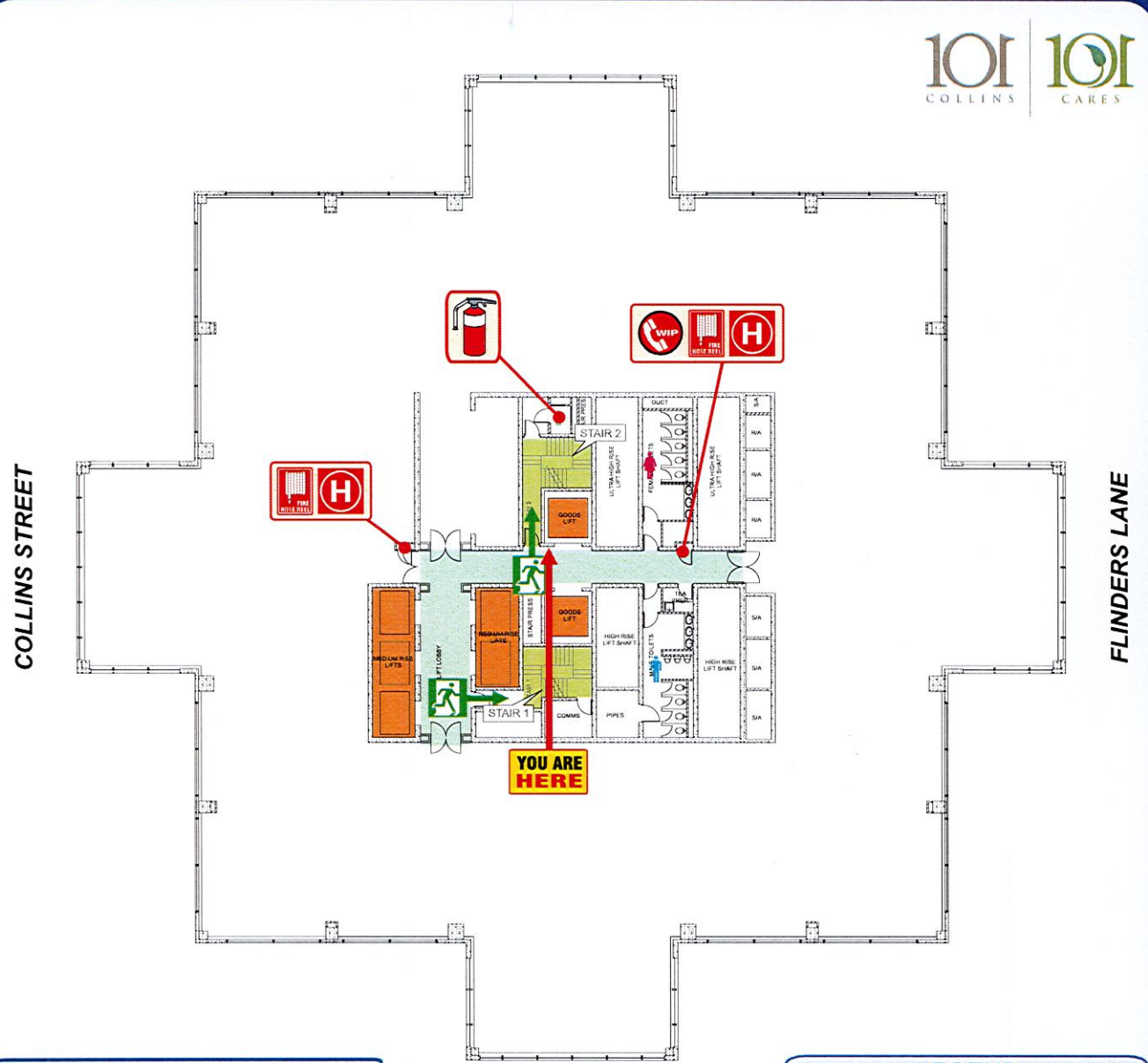
**Reporting Unsafe Workplace Practices or Procedures**

At PsyAx, we believe that it is crucial that all hazards, incidents, accidents, or injuries must be reported to management in a timely manner. Any concerns about unsafe workplace practices should be reported immediately using the PsyAx Incident Form. PsyAx management is responsible for reporting and resolving these issues. Under some circumstances, management may also need to report incidents to WorkCover. PsyAx obtains WorkCover Insurance through CGU Workers Compensation (Vic) Limited.

**Evacuation Procedures**

PsyAx head office is located within a [Servcorp Workspace Solutions](#) co-working space. During the event of an evacuation, PsyAx staff should follow the directions of the Servcorp safety warden. If safe to do so, PsyAx staff should take action to ensure clients are safe and to help clients follow the instructions of the safety warden. Please see the evacuation diagram below.

# EVACUATION DIAGRAM



For All Emergency Services Dial 000  
 Police  
 Fire  
 Ambulance

**LEGEND**

- Fire Extinguisher (DCP)
- Fire Hose Reel
- Fire Hydrant
- Warden Intercom Phone
- Exit Sign
- Exit Route

# 101 COLLINS STREET MELBOURNE, VIC

## LEVEL 27

**SITE PLAN**

AT THE ASSEMBLY AREA

- Report any person missing to the Fire Brigade/ Responding authorities.
- DO NOT re-enter the building until the "All Clear" is given by the responding Emergency Services.

CROSS AT THE PEDESTRIAN CROSSINGS IN THE LEGALLY PRESCRIBED MANNER

**EMERGENCY PROCEDURES**

These procedures are to be followed by all occupants on the order to evacuate or on operation of the Emergency Warning & Intercommunication System (EWIS).

**ON HEARING ALERT SIGNAL BEEP...BEEP...BEEP**

- Secure confidential and valuable items if time permits, shut down electrical equipment.
- Proceed to Floor Assembly Area. Wardens need to search the floor to ensure no staff are left on the floor.

**DO NOT USE LIFTS**

Your Floor Assembly Area is the lift lobby.

Unless advised otherwise you are to use as your first preference the stair listed below:

**Odd Numbered Floors 5-53: Entrance to Stair 1**  
**Even Numbered Floors 6-52: Entrance to Stair 2**

- Follow the instructions of the Floor Warden.

If you are away from your floor, **DO NOT RETURN TO YOUR FLOOR.**

- Mobility Impaired people proceed to the Goods Lift.

The Floor Warden will arrange for your evacuation. If the floor is unattended contact: The Chief Warden on WIP Phone or FIRE BRIGADE on 000 and provide particulars of your location, i.e.: Building, Address, Floor, etc.

**ON HEARING EVACUATION SIGNAL WHOOP...WHOOP...WHOOP**

- Immediately leave building via designated exit or nearest safe exit.
- Proceed to nominated Assembly Area and remain there until otherwise directed by Floor Warden or by Emergency Services.

The Building Evacuation Area is the **Treasury Gardens** or where directed by emergency services personnel.