



Risk Management & Workplace Health and Safety Policy and Procedures (V 1.0 Policy Document)

Purpose of Policy:

This policy sets out the principles and responsibilities for Rainbow Fun to manage all related workplace risks. Rainbow Fun has a legal and ethical obligation to ensure its workers, customers and visitors are not harmed during the use of Rainbow Fun supports and services, and to conduct activities in such a way as to provide an environment which, so far as practicable, actively encourages safe working practices and protects the health, safety and welfare of all people.

Principles of Policy:

- Rainbow Fun is committed to achieving and maintaining the highest practicable standards of workplace health and safety for its workers, customers and visitors.
- Most work-related risks, including injuries and illnesses are preventable, and that it is achievable to have only low risks.
- While some risks cannot be eliminated, action is taken to identify risks and remove, prevent, minimise or manage them to ensure that our supports should be safe for people to use.
- Rainbow Fun workers are informed and protected to minimise the risk of illness, accident or injury at work by promoting good occupational safety and health practices which are consistent with legislative requirements.
- Should a risk be observed or disclosed, Rainbow Fun workers are trained to respectfully and appropriately respond to ensure the health, safety and wellbeing of all people involved, and if required, involve relevant safety personnel (police or ambulance).
- Rainbow Fun workers are aware that should any risk be observed or disclosed they have a responsibility to ensure that the accurate details of the risk are recorded and report immediately to the owner of Rainbow Fun.
- The owner of Rainbow Fun is responsible for reporting and managing risks in a timely manner, offering appropriate support(s) to any affected parties and analysing the risk to reduce or eliminate the reoccurrence.
- Rainbow Fun is committed to continuous improvement and adapts its services to improve safety on an ongoing basis.
- Resources documenting Work health and safety risks are available to its workers and customers.

Worker: Rainbow Fun owner, employee, contractor, consultants or people otherwise engaged as volunteers.

Potential Risks:

In order to prevent and reduce risks that could impact the health, safety and wellbeing of all people, Rainbow Fun has an effective preventative and mitigative incident management practices in place (Refer to the Rainbow Fun Incident Management Policies and Appendix 1). However, even when Rainbow Fun adhere to preventative and mitigative incident management practices, risk can not be eliminated, and that is why it is imperative that we have a Risk Management System to identify, investigate and manage all risks in the workplace and in connection with providing supports and services to our customers*.

Workers are made aware of risks and potential incidents that could occur in the workplace and as result of supports and services we provide (Table 1 Identification of Potential Risks and Hazards). Our goal is to assess the likelihood of injury or harm occurring as a result of the identified risk. Resources are provided to eliminate, minimise or manage risks to an appropriate level. Please note that remedies and relief are proportionate to level of risk.

*Rainbow Fun workers who deliver supports and services to customers have responsibilities to manage work, health and safety risks relevant to the Provider and to the following low risk registration groups:

- 0124 Communication and Information Equipment
- 0112 Assistive Equipment for Recreation
- 0103 Assistive Products and for Personal Care and Safety

Table 1: Identification of Potential Risks and Hazards (Risk Register).

Risk / Potential Hazard	Primarily affected Party	Primarily responsible Party	Remedies and Relief	Level of risk	Comments
Manual Handling (Lifting or pushing stock/products, unpacking stock/products, packing orders, creating displays).	<ul style="list-style-type: none"> • Workers in store • Customers in store. • Customers at home. 	Owner	<ul style="list-style-type: none"> • Corporate Work Health Australia Resources provided to workers on Manual Handling. • Owner ensures workers utilise best practice Manual Handling skills. • Discussion with workers regarding their health, safety and well being. • Workers in store supervise customers. • Dimensions and weight provided on packaging of products (supports). • Majority of products (supports) are light weight. • Preventative and mitigative steps taken by Rainbow Fun (Refer to Incident Management Policy for details). • Weight displayed on shipped orders. 	Low	Refer to Refer to https://corporateworkhealth.com.au

Risk / Potential Hazard	Primarily affected Party	Primarily responsible Party	Remedies and Relief	Level of risk	Comments
COVID 19 and other illnesses	<ul style="list-style-type: none"> Workers in store Workers in home office. Customers in store. Visitors entering store. Customers at home (via delivery of orders). 	Owner	<ul style="list-style-type: none"> Posters provided from Public Health Agency on Safer Shopping during COVID-19. Workers stay at home if unwell. Hand gel provided. Frequently cleaning of surfaces. Limited number of people in store to maintain 1.5m social distancing. No touching policy. Masks when required. Contactless payment in store and online. Contactless deliveries for online orders. 	Low	Refer to https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19?gclid=EAlaIQobChMI7M7ylefd7wIVia-WCh1KqgZE EAAYASAAEgJtJfD_BwE for updates and information.
Ergonomic issues (i.e. poor workstation set up, long periods of standing, poor posture).	<ul style="list-style-type: none"> Workers in store. Workers in home office. 	Owner	<ul style="list-style-type: none"> Corporate Work Health Australia resources provided to staff on Office Workspace Ergonomics, Ergonomic Workstation Setup, Home Office Workspace Ergonomics and Office Stretches. 	Low	Refer to https://corporateworkhealth.com.au
Slips, trips, falls	<ul style="list-style-type: none"> Workers in store. Workers in home office. Customers in store. Visitors entering store. 	Owner	<ul style="list-style-type: none"> No loose carpets. No exposed cords or wires. No packaging materials on floor. Clear and wide aisles. Spills cleaned up promptly. Mat at door for removing excess water from shoes. First aid kit on premises. Retail insurance policies for customers while on the premises. 	Low	
Occupational violence (i.e. abusive customers, robbers)	<ul style="list-style-type: none"> Workers in store. 	Owner	<ul style="list-style-type: none"> Premises located in retail hub/ shopping precinct and business district with many people nearby. Retail shops on either side of premises. Store hours are such that no worker is there early or late. Worker training on preventing and mitigation customer aggravation. Discussion with Workers regarding their health, safety and wellbeing. Worker training on how to seek help if required from emergency services. 	Low	

Risk / Potential Hazard	Primarily affected Party	Primarily responsible Party	Remedies and Relief	Level of risk	Comments
Risks associated with our products (supports): Choking, inhaling, swallowing, crushing/pinching fingers or other parts of the body, cuts from sharp objects, damaging eyes from sharp objects, strangulation from loose cords, wires or plastics	<ul style="list-style-type: none"> Workers in store Customers in store. Visitors entering store. Customers at home. 	<ul style="list-style-type: none"> Owner Workers in store. Customers in store. Parents/guardians/support coordinators/family members. 	<ul style="list-style-type: none"> Numerous preventative and mitigative steps taken by Rainbow Fun (Refer to Incident Management Policy for details) to limit such risks. Online information about products (supports) to educate and inform all customers on safety. Information on product (support) packaging to educate and inform all customers on safety. All products (supports) are tested to international toy safety standards and/or Australian standards for toys. We stay up to date with product (supports), recalls and product safety laws working closely with our suppliers. We undertake worker training on products (supports) to provide the best information to all customers regarding the products (supports) they select to reduce and prevent risks to all people. Workers in store supervise customers. No touching policy. Adult/parent/carer/guardian supervision at home supervise children and maintain their safety. Retail insurance policies for customers while on the premises. 	Low	Refer to Incident Management Policy and Appendix 1 for further details.

Responsibilities:

It is the responsibility of the owner of Rainbow Fun to:

- Identify, respond to and manage risks that occur in connection with providing supports and services to all customers and to workers in the workplace.
- Develop, implement and keep under review, in consultation with its workers and any customer feedback, any risks and risk Management Policies.
- Ensure that workers are supervised and trained.
- Ensure that product descriptions, warnings and safety information on our web pages and product packaging is detailed, relevant and accurate.
- Consult with workers on issues which could affect their health and safety and respond to any concerns they may have in a timely manner.
- Report any risks resulting in an incident according to the procedures in the Rainbow Fun Incident Management Policy.

It is the responsibility of all workers to:

- Cooperate with the Risk Management Policy and any reasonable instructions from the owner to ensure their own health and safety and the health and safety of others in the workplace.
- Ensure they receive induction training and task specific training where appropriate.

- Look after their own health and safety, and that of others affected by their actions at work, and in the supports and services we provide.
- Ensure the immediate health, safety and wellbeing of all persons and to contact emergency services support if deemed necessary (Refer to the Rainbow Fun Policy on Incident Management).
- Follow the steps in Incident Management flow chart (Refer to the Rainbow Fun Policy on Incident Management).
- Immediately contact and report to the owner of Rainbow Fun should they become aware of any risks of potential harm to themselves or other people, for further support and management.
- Be aware of accessible additional resources on how to respond to risks and relating to incident management.

It is the responsibility of all customers and visitors in and out of our workplace to:

- Ensure that their actions, or failure to act, does not put themselves or our workers at risk.
- Follow any reasonable instructions that we may give including providing all relevant information and allowing for relevant risk assessments to be undertaken.
- Ensure that children are responsibly and carefully supervised when using our supports at all times.
- Ensure that they familiarise themselves with the product descriptions, warnings and safety information on our web pages and product packaging.

Risk Assessment:

The owner of Rainbow Fun conducts risk assessments yearly (or more frequently if required) in order to identify, minimise or eliminate any potential risks for workers and customers. Feedback from people accessing our service and supports, and complaints about risks from workers or people accessing our service and supports results in formal evaluations and are used to update the risk register and improve practice, highlighting if,

- any products need to be removed from stock,
- wholesale suppliers or manufacturers need to be advised,
- increased safety warnings need to be made available to customers,
- workers require additional training.

Notifying the NDIS Quality and Safe Guards Commission of all reportable incidents:

The Owner of Rainbow Fun will notify the NDIS Commission of all risks that results in reportable incidents (including alleged reportable incidents) that occur in connection with the NDIS supports or services that we deliver (Refer to the Rainbow Fun Policy on Incident Management). Rainbow Fun will follow the set processes and provide the required information as set out on the 'My Reportable Incidents' page on the NDIS Commission Portal, within the specified timeframes.

If NDIS participants, their support coordinators, caretakers, guardians, plan managers or families do not what to discuss a risk or incident directly with Rainbow Fun, or if they are not satisfied with the management of the risk/incident, Rainbow Fun suggests, they are directed to contact the NDIS Quality Safeguards and Commission on 1800 035 544 Monday - Friday 9am to 5pm or to visit www.ndiscommission.gov.au to fill out a Complaint Contact Form.



NDIS Code of Conduct:

As an NDIS provider we have taken every step to ensure that we are delivering safe and quality supports and services to people with a disability. Rainbow Fun complies with the NDIS Code of Conduct <https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Commission%20-%20Conduct.pdf> Registered NDIS providers are also subject to the NDIS Practice Standards. We have developed our Risk Management system based on guidelines produced by the NDIS Quality and Safeguards Commission and the National Disability Insurance Scheme Rules 2018.

Privacy Policy regarding complaints:

As a NDIS provider, we are bound by privacy legislation and must manage all risks in a way that respects the confidentiality rights and privacy of the person(s) affected by the risk. The owner of Rainbow Fun informs all workers about their responsibilities. Further details about the Rainbow Fun Privacy Policy can be found at https://www.rainbowfun.com.au/privacy_policy

Access to the Rainbow Fun Risk Management System:

The Rainbow Fun Risk Management system is accessible by all Rainbow Fun workers and NDIS customers via our NDIS web page.

Related Policy and Procedures:

Related policies and procedures (Incident Management & Feedback, Complaints Management and Pathways to Resolution) can also be accessed via our NDIS web page.

Appendix 1: Preventative and mitigative incident management practices

Rainbow Fun has effective preventative and mitigative incident management practices which include:

- All products (supports) are described on the Rainbow Fun website with information about age appropriateness;
- When a customer receives the product (supports), the packaging is correctly labelled for age appropriateness;
- All products (supports) are described on our website with specific information about the product, including images allowing parents, care takers, support coordinators, guardians, plan managers or families to quantify any potential hazards (i.e. loud sounds, sharp points, small pieces);
- When a customer receives a product (supports) the packaging is correctly labelled for any potential hazards (i.e. choking, strangulation, poisoning);
- All products (supports) sold are fully product tested to international toy safety standards and/or Australian standards for toys;
- Rainbow Fun works closely with suppliers in relation to product (supports) recalls and should a product be recalled it would immediately be removed from stock and all customers who purchased said product would be contacted;
- If any products are deemed defective in store/warehouse, Rainbow Fun contacts the supplier and reports said defect to the manufacturer;
- Rainbow Fun customers are reminded to view the Kidsafe Child Accident Prevention Foundation of Australia Toy Safety information sheet <https://www.kidsafensw.org/imagesDB/wysiwyg/ToySafety2013.pdf> which is linked to the Rainbow Fun webpage;
- Rainbow Fun workers continually review updates placed on the Australian Competition and Consumer Commission Product Safety Australia website <https://www.productsafety.gov.au> to stay up to date with product (supports), recalls and product safety laws;
- Rainbow Fun workers continually review updates and information from the Australian Toy Association <https://austoy.com.au/toy-safety/international-toy-safety> related to Australian toy safety, International toy safety and labelling of toys;
- Rainbow Fun undertakes worker training on products (supports) to provide the best information to customers regarding the products (supports) they select, to reduce and prevent risks to all people; and
- Rainbow Fun workers have completed the interactive online NDIS Quality and Safeguards Commission 'Worker Orientation Module Quality, Safety and You' assisting them to identify, reduce and prevent risks. If said workers are unsure how to identify a risk and/or incidents they seek advice from the owner of Rainbow Fun.



Appendix 2: Additional resources accessible to Rainbow Fun workers:

- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.
- National Disability Insurance Scheme Act 2013 (the Act).
- Effective Complaint Handling Guidelines for NDIS Providers.
- NDIS Code on Conduct.
- NDIS (Incident Management and Reportable Incidents) Rules 2018.
- Materials from Public Health Agencies and Queensland Government.
- Materials from Corporate Work Health Australia (CWAH).