

# TEMPORARY EMPLOYEE HANDBOOK AND OCCUPATIONAL HEALTH AND SAFETY GUIDELINES



## Employment Relationship

As an outsourced temporary employee, your situation is unique. Your employer is Bradman Office Support Staff Pty Ltd (B.O.S.S.) with which you have an employment relationship. Your loyalty and responsibility is therefore to B.O.S.S..

As a temporary employee, you are paid under the NSW Clerical and Administrative Employees in Temporary Employment Services (State) Award, unless otherwise advised. A copy of this award can be found on the NSW Department of Industrial Relations website at <http://www.industrialrelations.nsw.gov.au>.

However, you also have a responsibility to your Host Company.

While on a Host Company's premises you represent your employer's company (B.O.S.S.). We expect you to represent us professionally at all times and to comply with the Host Company's performance and behaviour codes.

Please also refer to our safety guidelines in this handbook.

**Punctuality** - Please ensure you're on time to start work at the allotted time. It is a good idea to plan to arrive 15 minutes early to allow delays for transport. If you are running late, you must inform your B.O.S.S. Consultant as soon as you know you are likely to be late.

**Sickness** - As a casual employee, you will not receive sick leave pay. If you cannot attend work due to illness, you must inform your B.O.S.S. Consultant as soon as you know you will not be attending. If you cannot contact your B.O.S.S. Consultant phone the B.O.S.S. office on 02 8272 7070.

**Other Types of Leave** - Casual employees receive a casual allowance of approximately 20% above the equivalent full-time rate of pay. This allowance covers bereavement leave, annual leave, long-service leave and public holiday payments. You will therefore not receive pay for these types of leave, nor will you accumulate leave for payment at termination of your assignment.

**Length of employment** - As a casual/temporary employee your employment is for the length of time required by your Host Company.

**Termination of Your Employment Contract** - This means your employment will be terminated as soon as your Host Company notifies B.O.S.S. that your services are no longer required. While B.O.S.S. will provide you with as much notice as possible, as a temporary employee, you will receive payment only for those hours you have worked for your Host Company. You will not receive severance pay, redundancy payments or pay in lieu of notice upon termination of your employment.

**Pay** – B.O.S.S. transfers your pay directly to your bank account to arrive no later than Wednesday afternoon each week. Your pay will include the previous week's pay ending midnight on Sunday

*If you haven't received payment by Thursday morning please contact your B.O.S.S. Consultant*

**Timesheets** - You must submit a correctly completed timesheet, signed by your supervisor of your Host Company, by 6pm on Friday. Timesheets received after this time may not be able to be processed until the following week. You may submit your timesheet by fax on 02 8272 7099. Please contact B.O.S.S. Reception on 02 8272 7070 to confirm that your timesheet has been received.

### **Occupational Health and Safety:**

Casual Employees are at a greater risk of workplace injury than employees who remain in a single location working for a single employer. Therefore, you must be especially sure to determine the potential safety and health risks when you begin at any new workplace.

If you feel you are exposed to risks to your health or safety, either because of a workplace hazard or your lack of qualifications, skills or training, you must not begin work until informing your employer.

B.O.S.S. is available to assist with any OH&S issue.

As a casual employee, you have a legal responsibility to your Host Employer and B.O.S.S. to:-

- ensure your own safety and that of your co-workers in the workplace
- cooperate with B.O.S.S. and your host employer and follow health and safety procedures and to attend and participate in any training sessions provided

- report any workplace injuries, incidents, hazards or other health and safety concerns if a work-related injury or illness occurs, participate in rehabilitation and return to work programs.
- keeping your own workplace clean and tidy

### **Bradman Office Support Staff's (B.O.S.S.'s) Commitment to Health & Safety**

B.O.S.S. has a legal duty to ensure that you are protected from injury and illness whilst at work. Therefore, the environment in which you are placed must be safe. This includes the work you are doing, how you are doing that work and where you are doing it.

It is B.O.S.S.'s legal responsibility to ensure that we do not place you in positions where you are faced with the risk of injury or illness. Even though we do not have direct control over your day-to-day functions, B.O.S.S. is required to abide by the law - which means that we have a legal obligation to ensure your health and safety.

### **Nature of Work**

To ensure your health and safety in the temporary workforce, you should be aware that the job roles for which you are applying may include:

- Using a keyboard for input and retrieval of information
- Telephone work (may be with or without earphones)
- Photocopying and use of office machinery
- Dicta typing
- Shorthand
- Reading documents, computer screens
- Writing
- Communication with a broad and diverse range of people
- Housekeeping of work area
- Working under pressure
- Decision making
- Sitting for large percentage of work period or standing for long periods of time
- Use of motor vehicle for company errands
- Walking up and down stairs
- Using lifts - great heights

### **What to do if your Host Employer wants to change your job**

Positions we have or will place you in are based on a specific job description which has been discussed and agreed upon between yourself and B.O.S.S. Should your Host Employer wish to change your role and details of the change have not previously been discussed with you by B.O.S.S., you need to notify us as soon as possible. "

### **Hazards & Unsafe Work Practices**

You have a right to work in a healthy and safe environment, should you see any unsafe work practices or hazards immediately inform your Supervisor, on-site Health and Safety Representative and B.O.S.S. Consultant.

It is important that you keep your workstation clean and that the work environment is free of fall/slip/trip impact hazards.

### **Incident Management**

Incidents must be reported to your Supervisor and B.O.S.S. Consultant as soon as possible. This will ensure that action is taken to rectify the situation if required and allow for greater accuracy of information within the report.

### **Workplace Layout and Design**

There are a number of factors that need to be considered when assessing workplace design and layout to ensure your health and safety:

- Desks, benches and chairs must be suitable for the people using them and for the tasks they are performing;
- Passages and exits must be kept clear at all times;
- Equipment with dangerous moving parts must be properly guarded;
- Electrical cords must be kept clear of walkways and other areas where people could trip over them
- Items which must be manually lifted and carried must be stored and worked on at a suitable height;
- The workplace must be kept at a suitable temperature;
- Noisy equipment must be enclosed or located away from where people are working;
- Chemicals must be stored safely and only used in areas where there is adequate ventilation and safety equipment;
- Lighting levels must be suitable for the tasks being performed.

*Examples of how to safely use your workstation are shown at Appendix 'A'.*

### **Manual Handling**

Manual Handling is "any activity requiring the use of force exerted by a person to lift, push, pull, carry or otherwise move or restrain any animate or inanimate object".

*Further information on manual handling and instructions on how to safely move objects are detailed at Appendix 'B'.*

### **Use of Office Equipment**

It is both the responsibility of your Host Employer and B.O.S.S. to ensure that the office equipment you are provided with is in working order. It is your responsibility to ensure that all damage and breakages are reported to your immediate Supervisor.

### **Electrical Safety**

When using any electrical equipment you must follow all instructions for safe use. If you are not sure how to operate electrical equipment advise your Supervisor and ask for clarification.

### **Chemical Management**

If you are required to use chemicals, including toner refills etc, ensure you read the instructions prior to using them and follow them accordingly. If you are unsure about their use, advise your Supervisor or B.O.S.S. Consultant.

### **When you are on Assignment**

Whenever you are on assignment you are required to follow the Occupational Health and Safety procedures for that site. If at any time you are not sure of those procedures or you are aware of a potential risk/hazard, or you are injured at work, report this to your Supervisor and B.O.S.S. Consultant as soon as possible.

### **First Aid or other Medical Situations**



What to do if you are injured at work:

It is most important that you report any Injuries or illness at your first available opportunity to your Supervisor and B.O.S.S. Consultant. If you require urgent medical treatment, arrangements will then be made to transport you as appropriate. You may be required to bear the costs of transportation, which could mean reimbursement by B.O.S.S. for taxi costs, etc.

You should also inform your Supervisor of any near misses that you are aware of so that the Issue can be identified and any unsafe work situations addressed before an accident occurs again.

## **Workers Compensation & Return to Work**

If you are injured at work B.O.S.S.'s staff and our Workers' Compensation Insurer will work with you to develop an individual return to work program.

Action will be taken to assist you to stay or return to work as soon as possible in a manner consistent with your medical advice.

## **Emergency Procedures for B.O.S.S. Temporary Staff**

As a B.O.S.S. temporary staff member you are required to comply with the Emergency Procedures in place at the Host Employer site at which you have been assigned to work. Prior to commencement of an assignment you will be provided with details and instructions specific to the area in which you will be working. If at any time you are not sure of these procedures advise your B.O.S.S. Consultant and they will provide you with details. On commencement of your assignment familiarise yourself with the fire and emergency evacuation procedures for the particular site.

## **Fire Safety**

During an emergency, ensure that you follow instructions from the designated floor warden/s. The Emergency Evacuation procedure is detailed below.

## **Emergency Evacuation Procedure**

In the event of an emergency, the following procedure should be followed when the alarms are broadcast:

Alert Alarm - **BEEP-BEEP-BEEP**

(Wardens Respond – No action required by other staff)

Evacuation Alarm - **WHOO-WHOO-WHOO**

On hearing the Evacuation Alarm or being instructed to evacuate:

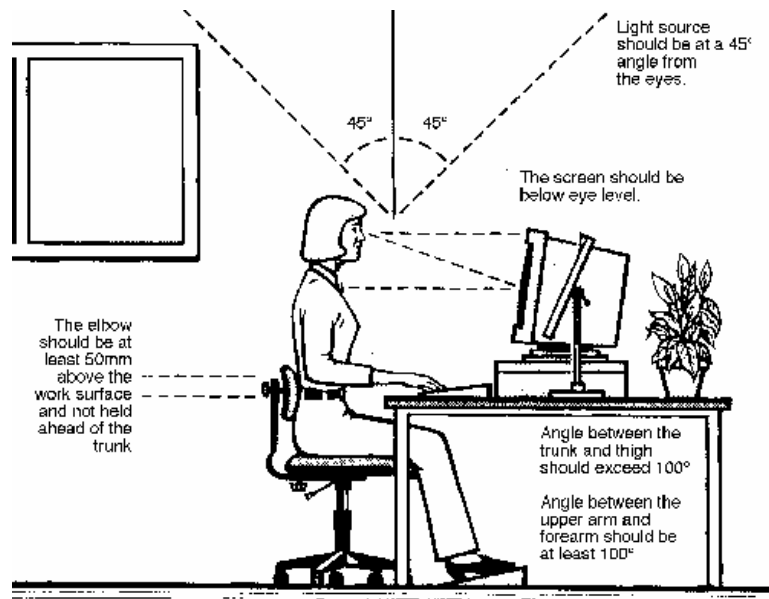
Move to an assembly point as directed by the on-site warden/s

- When instructed to evacuate, leave by the fire stairs – **DO NOT USE LIFTS!**
- The Head Warden will collect the Attendance Record
- Move quietly and quickly to the Assembly Area and remain in the company of the staff from your floor/area until instructed further by the site Warden/s

Note: If you are working outside normal working hours you should evacuate via the fire stairs immediately should you hear either the Alert or Evacuation Alarm.

## APPENDIX 'A'

### EXAMPLES OF HOW TO SAFELY USE YOUR WORKSTATION



#### Recommended Sitting Position as a Starting Point

- Feet adequately supported
- Thighs are parallel to the floor
- Elbows and upper arms close to the body
- Shoulders relaxed
- Forearms horizontal, wrists in a natural comfortable position
- Head upright or inclined slightly forward in a relaxed position
- Lower back is supported

#### Height Adjustable Workstation

Adjust the height of your chair so that

- your feet are flat on the floor, and
- your thighs are horizontal (form a soft right angle at the knees).

There should be no pressure on the underside of your thighs.

Then, adjust your workstation height until

- your shoulders are relaxed with upper arms close to body,
- your forearms are approximately horizontal; and
- your wrists are straight and relaxed when you are keying

#### Non-Height Adjustable Workstation

Sit at the workstation and adjust your chair height until:

- your shoulders are relaxed with upper arms close to body,
- your forearms are approximately horizontal; and
- your wrists are straight and relaxed when you are keying.









Next,

- make sure your thighs are horizontal and
- that your feet are flat on the floor.

If they are not,

- use a footrest to raise the feet until the pressure on the underside of the thighs is reduced.

## SITTING CORRECTLY

Recommended	Caution
 <p>Relieve strain by sitting well forward; flatten back by tightening abdominal muscles; and cross knees.</p>	 <p>TV slump leads to "dowager's hump"; strains neck and shoulders.</p>
 <p>Use of footrest relieves swayback; have knees higher than hips.</p>	 <p>If chair is too high, swayback is increased.</p>
 <p>Correct way to sit while driving is close to pedals. Always use a seat belt.</p>	 <p>Driver's seat too far from pedals emphasizes curve in lower back.</p>
 <p>Keep neck and back in as straight a line as possible with the spine. Bend forward from the hips.</p>	 <p>Forward thrusting strains muscles of the neck and head.</p>

Your back's "best friend" is a straight hard chair. If you can't get the chair you prefer, learn to sit properly on whatever chair you have.

### Back/Leg Pain



- May occur from:
- Poor posture
  - Poor lumbar (lower back) support
  - Poor support and position of feet
  - Poor circulation

### Neck Pain



- May occur from:
- Improper monitor height
  - Typing documents while in awkward body position
  - Poor posture

### Wrist Pain



- May occur from:
- Improperly positioned wrists while utilising the keyboard
  - Improperly positioned wrists whilst utilising the mouse the mouse
  - Repetition of the same motion

### Visual Discomfort

- May occur from:
- Glare from your monitor
  - Improper lighting conditions
  - Sitting at an incorrect distance from your monitor
  - Poor copy position
  - A dusty screen

- sideways bending of the back

## APPENDIX 'B'

### MANUAL HANDLING

Manual handling means more than just lifting or carrying something. The term 'manual handling' is used to describe a range of activities including lifting, lowering, pushing, pulling, carrying, moving, holding or restraining an object, animal or person. It also covers activities that require the use of force or effort such as pulling a lever or operating power tools.

Where manual handling tasks involve repetitive actions, forceful movement, and/or sustained awkward postures, they may result in a type of injury called Occupational Overuse Syndrome, also known as RSI. These injuries may be characterised by discomfort or persistent pain in muscles, tendons and other soft tissues.

#### Working Posture and Position

Adopt several different, but equally healthy and safe, working postures. Any one posture should not be maintained for long periods without the opportunity to change posture through variation of activity or rest.

During manual handling, bending and/or twisting of the spine should be avoided, especially when it is prolonged or repetitive.

Answering YES to the following question indicates an increased risk.

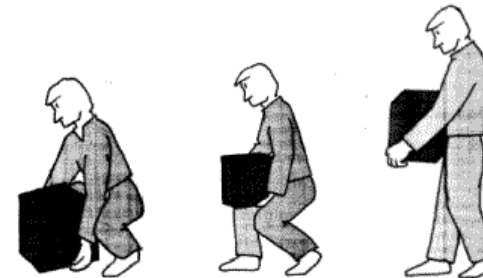
#### Is the object presented in a position that makes it difficult to reach or grasp?

During manual handling, avoid frequent or prolonged

- above shoulder resting
- forward bending of the back
- twisting of the back

#### Lifting

Avoid overexertion injuries. Assess the load, determine where it will be placed and decide how it will be handled. By first assessing the situation, you can decide if mechanical assistance/aids or another person is needed to move the object.



All factors should be taken into account when determining the best technique. The best handling technique involves suitable balance and avoidance of unnecessary bending, twisting and reaching. A person undertaking a lift should lift efficiently and rhythmically, minimising bending of the lower back. The knees should be bent, but preferably not at a right angle.

Many tasks, like lifting, require the use of force. Manual handling injuries may occur when a significant force has to be applied in performing these tasks. Reducing the force needed will reduce the risk of injuries.

Placing the load to be lifted at an appropriate height can reduce the effort required for lifting. The best range for lifting is between the knuckles (or mid-thigh) and the shoulder, preferably at about waist height. Redesign storage areas so those frequently used or heavy objects are stored at a safe height. Redesign storage areas so those frequently used or heavy objects are stored at a safe height and can be easily reached.

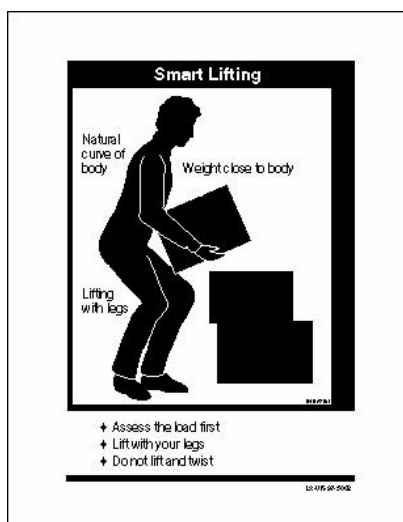
Store large or heavy items appropriately to minimise the physical effort of lifting.

Matching surface heights may allow for a sliding transfer rather than a lift.

### Reduce pushing/pulling forces

Reducing the amount of force for pushing and pulling will reduce the risk of manual handling injury. The weight and size of objects or equipment being moved, maintenance of the wheels on mobile equipment, floor surfaces and work practices affect the force required to push/pull.

### EXAMPLES OF HOW TO LIFT



- Bend with your knees
- Use your leg muscles to lift
- Keep the load close at all times
- Lift smoothly – don't jerk
- Get help if the load is too heavy
- Lifting is best around waist height

## EQUAL EMPLOYMENT OPPORTUNITY

All employees of B.O.S.S. are entitled to a supportive work environment, free from all forms of discrimination and harassment. B.O.S.S. will neither practice nor tolerate the exercise of discrimination or harassment, in any form, toward any employee.

**Ralph Belshaw** is our appointed Equal Opportunity Officer.

### Anti-Discrimination

The NSW Anti-Discrimination Act 1977 prohibits discrimination on the following grounds:

- carer's responsibilities (from 1 March 2001)
- sex (including pregnancy)
- race, colour, ethnic or religious background, descent or nationality marital status
- disability (including past, present or future physical, intellectual or psychiatric disability, learning disorders or any organism capable of causing a disease - for example HIV)
- homosexuality
- age
- transgender (that is, anyone who lives, has lived or wants to live as a member of the opposite gender to their birth).

### Harassment

Harassment is any form of behaviour that is not wanted and not asked for and that:

- humiliates someone
- offends them
- intimidates them.

In NSW it is against the Anti Discrimination Act 1977 for employees to be harassed during their work because of their:

- sex
- pregnancy
- race (including colour, nationality, descent, ethnic or religious background)
- marital status
- disability

- homosexuality
- age
- transgender.

It is also against the law for a person to be harassed because of their relationship to or association with a person of a particular sex, race, marital status etc. Sexual harassment is also against the law.

If you believe that you have been discriminated against or are the victim of harassment, you should first seek advice from your B.O.S.S. Consultant.

Managers and Consultants of B.O.S.S. are required to act immediately on any reports of sexual harassment involving their temporary staff by first bringing the issue to the attention of the Equal Employment Opportunity Officer or proxy who will investigate the situation promptly, sympathetically and impartially according to the grievance procedures in place.

These confidential procedures are in place for employees who may want to discuss any issues, not just lodge a complaint, and they ensure that complainants, those complained against and witnesses will not be victimised in any way.

For independent advice, feel free to contact the **Human Rights and Equal Opportunity Commission:**

Level 8, Piccadilly Tower  
133 Castlereagh Street  
SYDNEY NSW 2000

GPO Box 5218  
SYDNEY NSW 2001

Telephone: (02) 9284 9600  
Complaints Infoline: 1300 656 419  
Privacy Hotline: 1300 363 992  
General enquiries and publications: 1300 369 711  
TTY: 1800 620 241  
Facsimile: (02) 9284 9611





I have read and agree with the conditions contained within this handbook:

Employee Name: \_\_\_\_\_

Employee/Temporary's Signature: \_\_\_\_\_

Date: \_\_\_\_\_