

35. Management of Waste Policy and Procedure

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Purpose

Australian Quality Care provides clear guidelines around the management of waste, in a manner that meets both the *Work Health and Safety Act (2011)* and environmental requirements.

Scope

Front-line workers must understand how to manage waste products correctly and procedurally, ensuring all participants accessing, or using our services, are in safe environments.

Australian Quality Care will ensure that all Staff are trained to respond to emergencies and incidents appropriately.

Policy

Australian Quality Care have a responsibility to protect our participants, and any other person in the home of a participant, from harm by avoiding exposure to waste, infectious and hazardous substances generated during the delivery of supports.

Australian Quality Care's policies, procedures and practices are in place for the safe and appropriate storage and disposal of waste and infectious or hazardous substances that comply with current legislation and local health district requirements (for more information see the 'Work, Health and Safety Policy and Procedure').

Any incidents of exposure to waste, infectious or hazardous substances are to be referred to management to implement relevant processes applying to Staff and participants.

Procedure

Incidents

All incidents involving infectious material, body substances or hazardous substances are:

- Reported to management
- Recorded on a Hazard Form
- Investigated by management
- Reviewed and added to the Continuous Improvement Register.

Emergency plan

During an emergency, such as a chemical spill or biohazard, Staff will:

- Contact management
- Contact local emergency services, e.g. Police, fire brigade, poison information centre
- Alert people at the workplace to an emergency, e.g. use a siren or bell alarm, if in a home environment inform the participant and/or other people onsite
- Evacuate participants, ensuring that correct processes are implemented for assisting any hearing, vision or mobility-impaired people
- Follow the emergency evacuation map in the workplace which illustrates the location of fire protection equipment, emergency exits and assembly points. If in a home environment, take the participant and others to a safe location away from the home.

After the emergency, management will:

- Record the incident
- Notify the regulator, if applicable
- Organise trauma counselling or medical treatment.

Reviewing and evaluating

- Management will train Staff in the necessary process and procedures.
- Management will analyse the emergency and inform of any updates required to the 'Continuous Improvement Policy and Procedure'.

Staff training

Australian Quality Care will undertake the training of all Staff who are involved in handling waste or hazardous substances. This training will include:

- Safe handling of hazardous materials and substances including:
 - Body waste
 - Infectious materials, e.g. Used dressing
 - Hazardous substances, e.g. Chemicals, toxic or corrosive substances, bloodborne pathogens, biological hazards, chemical exposures, respiratory hazards, sharps injuries
- Use of personal protective equipment
- Clothing requirements, e.g. shoes, masks or similar
- Removal or mitigation of the hazard and inform management of any problems/issues
- As required, the correct use of the off-site work kit which includes emergency contact details, gloves and aprons.

Related Documents

- Continuous Improvement Policy and Procedure
- Continuous Improvement Register
- Emergency Plan
- Hazard Report form
- Incident Investigation Form
- Staff Orientation Checklist
- Staff Training Plan
- Work Health Safety Environmental Management Policy

References

- [NDIS Practice Standards and Quality Indicators 2020 – Version 3](#)
- [Work Health and Safety Act 2011 \(QLD\)](#)