E4 People WHS Induction for Agency Healthcare Staff

Welcome to E4 People. You are now an employee of E4, and your safety and wellbeing are fundamental to everything we do.

As a labour hire worker in the healthcare sector - aged care, hospitals, or remote health clinics - this induction ensures you understand:

- Your legal duties under the **Work Health and Safety Act 2011 (NSW)**
- Risks associated with healthcare work
- Safe work practices and infection prevention
- Emergency procedures and incident reporting
- Key contacts for support at E4 and your host site

Note: This induction complements your host site induction and applies to all placements. You must complete both before starting work.

Your WHS Responsibilities - Legal Obligations

Under SafeWork NSW, all workers, including labour hire staff, must:

- Take reasonable care of your own health and safety
- Not put others at risk through your actions or omissions
- Follow reasonable instructions, policies, and procedures from your host employer and E4 People
- Report hazards, incidents, and near misses immediately

These duties apply in all workplaces, including hospitals, aged care, remote clinics, and outreach sites.

Your rights include:

- A safe working environment
- The right to refuse unsafe work (Section 84, WHS Act)
- Consultation on health and safety matters
- Access to training and information
- Raising concerns without fear of retaliation

You also have a duty to cooperate with health and safety policies.

Common Hazards in Healthcare Work

Aged Care

- Manual handling / musculoskeletal injury
- Resident aggression or confusion (e.g., dementia-related behaviour)
- Infectious diseases (gastro, flu, COVID-19)
- Slips, trips, and falls

Hospitals
- Sharps / needlestick injuries
- Hazardous substances or medications
- Fatigue from long shifts or high-acuity work
- Cross-infection between wards or patients

Remote & Regional Work
- Lone work or isolated travel
- Limited immediate access to emergency services
- Environmental hazards
- Cultural safety risks in diverse communities (More details can be found in our Travel Nurses Handbook)

Managing Risks

Follow SafeWork NSW's four-step risk management process:
1. **Identify hazards**
2. **Assess risks**
3. **Control risks**
4. **Review controls**

What you should do:
- Follow safe work procedures
- Use PPE correctly and consistently
- Report hazards, broken equipment, or unsafe behaviour
- Ask for help if unsure
- Take breaks to manage fatigue

Infection Prevention & Control (IPC)

Effective IPC protects you, your colleagues, and the people you care for.

You must:
- Perform hand hygiene before and after every task
- Use PPE correctly (gloves, masks, gowns, eye protection, respirators)
- Dispose of waste and sharps safely
- Follow outbreak, isolation, and cohorting procedures
- Report symptoms or exposure immediately

Do not attend work if you are unwell or exposed to infectious disease.

Personal Protective Equipment (PPE)

The host organisation provides appropriate PPE and instructions.

If PPE is:
- Missing
- Unsuitable
- Damaged or does not fit

You must:
1. Stop work immediately if unsafe
2. Notify your host supervisor
3. Contact E4 People before continuing work

Vaccinations

Vaccinations reduce infection risk and protect vulnerable people. Many placements require immunisations.

You are responsible for:
- Providing evidence of vaccination before placement
- Keeping records current
- Following site-specific requirements during outbreaks

Emergency Procedures

Every site has an emergency plan. You must know:
- How to raise the alarm
- Evacuation routes and assembly points
- Fire/emergency wardens
- How to support residents/patients

Remote workers: Know communication systems (radio, satellite phone) and duress protocols.

Incidents, Hazards & Reporting

All incidents, hazards, and near misses must be reported to **both the host site and E4 People.**

Examples:
- Medical emergency → Call 000, follow host procedures, notify E4 People
- Aggression or violence → Remove yourself, follow host procedures, report to E4 People
- Sharps injury → Follow exposure protocol, report to host and E4 People

Reporting Steps:
1. Notify your host supervisor or site contact
2. Complete site-specific forms
3. Contact your E4 People consultant or WHS contact
4. Provide details of what happened, where, and when

5. Seek medical attention if required

Fatigue, Stress & Remote Work

Healthcare work can be physically and mentally demanding.

You are expected to:
- Present fit for work and rested
- Take scheduled breaks
- Manage sleep, hydration, and nutrition
- Notify E4 People if fatigue affects safety

Remote work:
- Regular check-ins and emergency contacts will be provided
- Report concerns about isolation, travel, or environment immediately

You may refuse unsafe work if fatigue, environment, or support gaps make it unsafe.

Respect & Psychological Safety

Everyone deserves a safe and respectful workplace.

You have the right to:
- Be treated with dignity, fairness, and respect
- Work free from bullying, harassment, discrimination, and victimisation
- Raise concerns without fear of reprisal

Unacceptable behaviour includes:
- Bullying, harassment, sexual harassment
- Offensive comments, unwelcome contact, threats

E4 People have zero tolerance for inappropriate behaviour. Substantiated incidents may result in removal from placement.

Reporting:
- Contact your E4 People consultant
- Call 1300 854 400 or email hello@e4people.com.au
- Use host organisation reporting processes if needed

Refresher Training

You may request refresher training if:
- You have not performed a task recently
- You move into a new or higher-risk setting
- You feel unsure of your competency

Key Contacts

If you are unsure who to contact, start with your E4 People consultant. Alternatively, you may contact our WHS Liaison:

- Name: Lil Siebel (Operations Manager)
- Phone: 0483 930 587
- Email: lil@e4people.com.au
- Hours: Monday–Friday 8:30am–5:30pm
- After-hours: 1300 854 400

Quick Links:

- Job Safety Snapshot / WHS
- Induction Incident Report Form
- Feedback Form
- Employee Assistance Program (EAP)

You can access these links and additional WHS information on our dedicated WHS website https://e4people.com.au/safety-at-work, which is also provided in your 'You are now fully compliant!' email.

Acknowledgement

I acknowledge that I have read and understood the **E4 People WHS Induction.** I agree to:

- Complete all required inductions before commencing work
- Follow all host site and E4 People WHS instructions
- Use PPE correctly and comply with IPC and site-specific safety procedures
- Report hazards, incidents, and near misses promptly
- Act respectfully and professionally at all times