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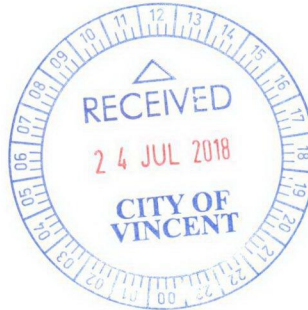


Professionals

davenport commercial

18 July 2018

Attention: Emily Andrews
City of Vincent
PO Box 82
LEEDERVILLE WA 6902



City Of Vincent Records
RECEIVED

25 JUL 2018

CTN Ref: _____

REC No: _____

Dear Emily

RE: 33 CHURCH STREET AKA 48 PALMERSTON STREET, PERTH
APPLICATION FOR CONTINUATION OF USE (OFFICE AND COMMUNITY
SERVICES)

We request that the following amendments in addition to the attached plans and information previously provided, be made available to the Council for their approval of the continuing use of the premises as previously approved Jan 2013.

All items in the original approval are still in place and compliant.

The amendments/updated information to the original approvals:

Item 4. In hours of operation for the afterhours YouthBeat service shall be changed from 10pm to one hour earlier being 9 pm.

Item 6. Addition of a Wall Mural – Already formally approved separately at Council but not on original approval so to be noted.

Item 7.1 Refuse Management, bins collected weekly, 2 garbage bins, 2 recycling.

Item 10 Risk Management and Critical Incidents procedures in place.

Item 11 At this time the tenant has funding only until next year, if that changes they may take up their option for further five years. Ultimately we would like to extend the continuation of use indefinitely until such time as Mission Australia end their tenancy however if it is more favourable for the five years then we will be happy to continue on that basis.

In addition to the above we have attached our authority to manage showing that Professionals Davenport are authorised agents of the owners.

We hope that this satisfies the necessary information for the Council to make their approval of the continuation of use. We are on standby to advertise to the public as required as per your request.

Respectfully

Louise Dorant
Property Manager



9/8 booth place
balcatta wa 6021

members of REIWA
licensed real estate agents

p (08) 9240 6400
f (08) 9240 6411
e info@davenportre.com
w www.davenportre.com



For internal use only

Youth Beat: Management of Critical Incidents

Policy owner: Service Manager

Policy date: May 2013

Policy version: 1

PREAMBLE

Youth Beat engages with young people who are vulnerable and/or at risk. Many of these young people have behavioural and developmental issues which present in different ways. To ensure the safety of clients and staff all incidents will be strategically and effectively managed to minimise their impact on staff, young people and the Youth Beat Program.

Definition

A **critical incident** is any event or situation that threatens staff, clients, their family/associates or other members of the community. Critical incidents occur outside normal service requirements and always require swift, decisive actions.

Emergency Procedures

- In the event of a critical incident, immediately ensure the safety of:
 - Yourself,
 - other staff/ volunteers,
 - clients, and where necessary,
 - the general public.
- Apply first aid where necessary.
- Contact appropriate emergency services including:
 - Police,
 - ambulance,
 - fire brigade.
- Inform them of
 - the type of incident,
 - persons involved,
 - casualties or damage,
 - type of assistance required,
 - any hazards still present,
 - name, site address and telephone number.
- Contact any specialised support services working with, or available to, the client (e.g. Bentley Adolescent Mental Health Clinic Mental Health Emergency Response Line (MHERL)- see *Contacting the Mental Health Emergency Response Line*).
- Inform the Senior Case Manager, Team Leader or Service Manager (if none of the above are available- call the Operations Manager).

Reporting and recording critical incidents

- The *Safe at Heart* On line Accident Report should be completed where a critical incident involves:
 - I V use.
 - overdose
 - hospitalisation as a result of an accident or drug use.
 - accidents- motor vehicle and other.
 - violence, serious threats, assaults, extensive intentional property damage.
 - self harm and suicide attempts
 - death of client or staff member while in a Youth Beat service.
 - any situation which places clients or staff at risk or potential risk.
- If the Police have been contacted, the staff member will need to tick the relevant box on *Safe at Heart* and then to insert the name of the officer contacted, his/her Police Officer number and also the job number which the Police officer will have provided.

Follow up and incident review

- This is to be provided by the Team Leader or Service Manager within 10 days of the critical incident occurring.
- Where the Employee Assistance Program (EAP) is involved staff will be offered assistance individually if appropriate and requested,
- Follow up review by the Service Manager or Team Leader should occur within 30 days of the critical incident.

Risk Management Procedure

1. Purpose

To implement a system to identify, assess and control all foreseeable hazards within Mission Australia operations.

2. Scope

This procedure applies to all operations and workers of Mission Australia.

3. References

- [Work Health Safety Act 2011](#)

4. Definitions

Term	Definition
Activities	Activities include sporting activities, outdoor events, education programs and youth activities.
Hazard	Anything with the potential to cause injury or illness.
PCBU	Person conducting a business or undertaking replaces the term employer.
Risk Management	The process used to identify, assess and control workplace hazards.
Reasonably Practicable	means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters including: <ul style="list-style-type: none">a) the likelihood of the hazard or the risk concerned occurring, andb) the degree of harm that might result from the hazard or the risk, andc) what the person concerned knows, or ought

reasonably to know, about:

- I. the hazard or the risk, and
 - II. ways of eliminating or minimising the risk, and
- d) the availability and suitability of ways to eliminate or minimise the risk.

Risk	A description of the likelihood and consequence of a hazard causing injury or illness.
Risk Management Action Plan (RMAP)	Risk Management Action Plan (RMAP)
Safe@Heart	Safe@Heart is the online risk management suite. The features of Safe@Heart include task and activities, audits and inspections and the risk and injury management processes.
Worker	In accordance with Harmonised Work Health and Safety Laws a worker is classed as an employee, volunteer, labour hire staff, apprentice, work experience student, trainee, outworker, sub-contractor or contractor working for a PCBU. 'Worker' will replace the current term 'employee'.

5. Responsibilities

Health and Safety Team

The Health and Safety Team are responsible for:

- ensuring that risk management is incorporated into the WHS management system
- measuring and evaluating the risk management process and reporting to MA management
- ensuring that the risk management process is monitored and reviewed in line with changes to legislation, codes of practice and/or Australian Standards

Managers

Managers are responsible for:

- ensuring that work hazards are identified and the risk associated with the hazard is either eliminated or reduced to a level that is as low as reasonably practicable.
- measuring, evaluating, monitoring and reviewing the risk management process

- ensuring adequate resources, information, instruction and training are provided to maintain the risk management process
- maintaining the Risk Management Action Plan (RMAP) as evidence of risk assessments undertaken¹,
- ensuring where required corrective action is implemented in consultation with employees and volunteers and
- ensuring that the risk management process is recorded in Safe@Heart

Workers

All workers are responsible for:

- participating in workplace risk assessments,
- controlling hazards if safe to do so and,
- reporting hazards identified in the workplace.

6. Procedure

6.1 Risk Management Methodology

Work Health and Safety legislation requires PCBU's to adopt a risk management approach to managing the health and safety of persons in the workplace. Specifically, the legislation requires Mission Australia to:

- identify all hazards that a person at the workplace may be exposed to
- assess the risk of injury or harm to a person resulting from all hazards,
- consider the means by which the risk may be reduced and implement such mechanisms to eliminate, or if elimination is not reasonably practicable, control that risk, and
- enter risk management information in Safe@Heart.

The risk management process to be adopted by Mission Australia to fulfil the above requirements is represented below²:

¹The RMAP should be updated as a paper based copy then in Safe@Heart

² The diagram is a simplified representation of the risk management process given in AS/NZS 4360:1999 Risk Management.



6.2 Step 1 - Identify the Hazards

A hazard is any source of potential harm to people. Hazards are present in our day to day lives and in our workplace. Identifying these hazards is the first step in minimising our personal and organisational risk.

Table 1 below provides a summary of hazard categories and general hazards under each of these categories. This table should be used as a guide when conducting hazard identification and risk assessments.

Table 1

Physical	Chemical	Biological	Ergonomic	Miscellaneous
Noise	Vapour	Fungi	Repetition	Stress
Vibration	Gases	Bacteria	Weights	Shift work
Temperature	Dust	Mites	Posture	Drugs
Electricity	Fume	Viruses	Manual Handling	Violence
Ventilation	Corrosives	Enzymes	Heights	Distractions:
Radiation	Solvents	Body fluids	Distance	Attitudes
Pressure		Animals	Workstation Layout	Behaviours
Machinery		Plants		
Housekeeping				
Fire				

A number of information sources are used to identify hazards. These are:

- Task and activities
- Incidents and claims

- Workplace inspections
- Building inspections
- Fit out processes
- Internal Audits, and
- External Audits

6.3 Step 2 – Assessing the Risk

Risk is a combination of the likelihood of a hazard occurring and the consequence if the harm occurs. Risk Assessment is the process of determining the 'level of risk' associated with a hazard.

In determining the 'level of risk' consider the following as a minimum:

- the experience of the person exposed to the hazard
- the frequency of the persons exposure to the hazard
- the duration of the persons exposure to the hazard
- any existing control measures
- contributing environmental conditions, and
- pre-existing hazards.

6.4 Using the Matrix

The following steps describe how to use the risk matrix to allocate a level of risk score to each hazard³

1. Evaluate the likelihood of a risk occurring according to the ratings in the top row.
2. Evaluate the consequences if the incident occurred according to the ratings in the left hand column.
3. Calculate the level of risk by finding the intersection between the likelihood and the consequences.

³ Tables 3, 4 and 5 provide details of the risk matrix and likelihood and consequence descriptors.

Table 2

Risk Severity Matrix		Consequence				
		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	Almost Certain	High	High	Extreme	Extreme	Extreme
	Likely	Moderate	High	High	Extreme	Extreme
	Possible	Low	Moderate	High	Extreme	Extreme
	Unlikely	Low	Low	Moderate	High	Extreme
	Rare	Low	Low	Moderate	High	High
Extreme	Immediate action required to actively manage risk and limit exposure					
High	Attention required to ensure risk exposure is managed effectively, disruptions minimised and outcomes monitored					
Moderate	Cost/benefit analysis to assess extent to which risk should be mitigated. Monitor to ensure risk does not increase over time					
Low	Effectively manage through routine procedures and appropriate internal controls					

Table 3

Consequence	Injury	Environmental	Financial
Insignificant	Minor injury	Zero impact to environment	No effect on work schedule (<\$1000)
Minor	Medically treated injury	Minor impact (containment)	Minimal effect (\$1000 to \$10,000)
Moderate	Lost time injury (<2 weeks)	Impact localised	Significant effect (\$10,000 to \$50,000)
Major	Lost time injury (>2 weeks)	Off-site impact	Major effect (\$50,000 to \$100,000)
Catastrophic	Fatality or permanent disability	Major impact (long term)	Project halted (>\$100,000)

Table 4**Likelihood Descriptors**

Rare	Unlikely ever to occur
Unlikely	Less than once per five years
Possible	Less than once per year but more than once per five years
Likely	Less than once per month but more than once per year
Almost Certain	More than once per month

6.5 Step 3 - Control the Risk

Once hazards have been identified and assessed, a control strategy to either eliminate or reduce the risk is to be developed and implemented. The process to identify appropriate hazard control strategies is represented in the Table 6 below. This process is designed to identify control strategies from the most effective to the least effective strategy based on the level of risk, for example, a level of risk score equal to Low may require administrative or PPE controls.

Table 5

Control Strategy	Description	Example
Elimination	Completely remove the hazard	Removal of hazardous substance
Substitution	Replace the components of the environment causing elevated risk with lower risk components	Update equipment to provide safer equipment
Isolation	Contain the source of risk such that it is isolated from the persons executing the Activity	Separate employees and volunteers from plant room by making it accessible to relevant employees and volunteers and specialised contractors.
Engineering	Modify the working environment to reduce the risk	Raise the height of a monitor to improve working posture at a workstation.
Administrative	Policies, procedures and training programmes	Provision of training programmes Safe work method statement
Personal Protective Equipment	Provide appropriate Personal Protective Equipment (PPE) to minimise the risk	Correct Footwear Safety Vests

Please note, not all strategies, when implemented in isolation, may reduce the risk to a reasonably acceptable level. As a rule, Mission Australia must implement multiple controls to achieve best protection. For example, use of hazardous substances may require additional ventilation (engineering), a review of handling procedures and training (administrative) and the allocation of respirators (PPE).

6.6 Step 4 – Review Controls

Once risk assessments have been developed and implemented, they should be reviewed at regular intervals, in consultation, with workers to ensure they are effective. Three questions to ask when reviewing controls are:

1. Has the risk been reduced to as low as reasonable practicable?
2. Can any other controls be implemented to further reduce the risk?
3. Has the implementation of the control/s created or introduced another hazard?

6.7 Conducting Risk Assessments

When an activity, task or hazard is identified that requires a risk assessment, the Manager or group conducting the risk assessment, can use the following hazard management forms to assist with the risk assessment process (see Table 6).

Table 6

Type of Hazard	Hazard Management Form	Procedure
Manual handling	Manual Handling Hazard Management Form and Safe@Heart.	Manual Handling Procedure and Risk Management Procedure
Ergonomics of computer workstation	Workstation Ergonomic Hazard Management Form and Safe@Heart.	Ergonomics Procedure and Risk Management Procedure
Ergonomics of Activity or manual workstation	Risk Management Action Plan and Safe@Heart.	Ergonomics Procedure and Risk Management Procedure
Working at height	Risk Management Action Plan and Safe@Heart.	Risk Management Procedure
Slips, trips and falls	Risk Management Action Plan and Safe@Heart.	Risk Management Procedure
Lighting, noise, temperature	Risk Management Action Plan and Safe@Heart.	Risk Management Procedure
Housekeeping	Workplace Inspection Checklist and	Workplace Inspection

Type of Hazard	Hazard Management Form	Procedure
	Safe@Heart.	Procedure and Risk Management Procedure
Hazardous Substances and Dangerous Goods	Hazardous Substances and Dangerous Goods Form and Safe@Heart.	Hazardous Substances and Dangerous Goods Procedure and Risk Management Procedure
Other Hazards	Risk Management Action Plan and Safe@Heart.	Risk Management Procedure

6.8 Reviewing Controls

Controls must be reviewed immediately after implementation and subsequently at regular intervals to ensure that the level of risk is acceptable and that other hazards have not been introduced as a result of implementing the control. For example: the introduction of a forklift to reduce manual handling injuries introduces plant risks and risk of collision with pedestrians.

Managers must document on the risk assessment, each review of controls in place as a record of the review.

6.9 Risk Management Action Plan

The Risk Management Action Plan is a consolidated register of all risks in the workplace. RMAPs should be implemented at all levels of management within Mission Australia.

Managers are to update the Risk Management Action Plan for their area when any hazard is identified; note that hazards and incidents should be logged in Safe@Heart. The site/senior manager or their delegate is to complete all sections of the Risk Management Action Plan.

When completing the Risk Management Action Plan ensure:

- all forms containing hazard management information (i.e.: Manual Handling Hazard Management Form) are consistently referenced, and
- all hazard controls are reviewed for effectiveness prior to signing off.

Associated hazard management forms and procedures are available from the HR and WHS section of the intranet.

6.10 Records and Safe@Heart

Managers are to maintain all copies of completed risk assessments. RMAPs, THAs and other aspects of the risk management process should be saved to Safe@Heart.

7. Forms and Records

- Plant Hazard Management Form
- Plant and Equipment Management Procedure
- Manual Task Risk Assessment Form
- Manual Task Procedure
- Workstation Ergonomic Hazard Management Form
- Ergonomics Procedure
- Workplace Inspection Forms
- Workplace Inspection Procedure
- Hazardous Substances and Dangerous Goods Form
- Hazardous Substances and Dangerous Goods Procedure
- Risk Management Action Plan
- Risk Management Guides

8. Version Control

Version	Section Amended	Amendment	Date Created	Author
6	All		02/01/2012	J Collins
6	Nil	Document Review	9/4/2015	M Ahluwalia
7	6.10	Removed THA reference	15/06/2015	J Collins