

INCIDENT/ACCIDENT PROCESS FOR RSE WORKERS

First Action: Check on the welfare of person/s involved

1. ACTION

A. CRITICAL/EMERGENCY	Call 111 – Notify SSCO as soon as possible. If it is a *Notifiable Event this must be made clear when contacting SSCO.
B. URGENT	If a worker needs medical attention asap, please contact the local medical practice and arrange an appointment. Notify SSCO H&S Manager as soon as possible.
C. MINOR	Assess and manage. If need to be seen by doctor, then arrange as soon as possible.
D. LOW RISK/FIRST AID	Apply grower H&S procedures. Monitor and inform SSCO H&S manager via email
E. NO INJURY/NEAR MISS	Apply grower H&S procedures. Monitor and inform SSCO H&S manager via email
*Please see WorkSafe Notifiable events information	
**All Critical and urgent incidents should be notified to SSCO H&S Manager as soon as possible via phone with follow up email.	
***All injuries, discomforts and illnesses are to be classed as incidents while working – detecting and early intervention is best way to manage	

2. INVESTIGATE

Apply your investigation processes and procedures
Complete Grower H&S incident report form
 SSCO will also be conducting their own investigations

3. REPORTING

All Grower H&S incident reports must be sent to Seasonal Solutions no longer than:

- **48 Hours** for all incidents resulting in an injury (needing medical treatment), emergency, and notifiable event
- **5 days** for all near misses and minor injuries (non-medical treatment)
- SSCO Management to notify every morning if RSE workers are absent from work

These should be faxed or emailed to SSCO healthandsafety@ssco.co.nz

4. MEDICAL CERTIFICATES

All medical certificates are to be scanned and sent to SSCO H&S Manager without delay

*No worker should return to work if declared 'unfit to work' by a doctor. Some injuries would need a return to work approval. Please consult the GP or SSCO H&S Manager.

5. ACC

For ACC purposes, the 'loss hours' for an injured worker needs to be recorded and sent to the SSCO H&S Manager. These would normally need to be aligned with what the rest of the group worked per week.

To approve ACC claims we need to assess the:

- Grower's Incident report
- Medical Certificate
- Loss of hours received from Grower via email.

Managing RSE wellbeing, health and safety

SICKNESS – DISFORMFORTS – NON-WORK INJURIES	
Sickness/illness	If a worker is feeling *unwell at work, please take them home. Inform SSCO as soon as possible via email or phone call.
Non-work injuries	A worker who has sustained an *injury outside of work would need to be monitored. If they are at risk of worsening the injury or a risk to others, please send them home. Inform SSCO as soon as possible
*Please note that a worker who has been declared unfit to work by a doctor should NOT be working. Workers or their advocates will provide a medical certificate to the manager or supervisor.	

HEALTH AND SAFETY TRAINING FOR RSE WORKERS	
Inductions	<p>The workers receive two health and safety inductions before they start work</p> <p>Seasonal Solutions: SSCO inductions focuses on workers responsibilities, reporting incidents, reporting hazards and general H&S information about working on orchards/farms. There is no task specific safety training by SSCO. We also highlighted in these inductions that workers must comply to grower policies and procedures, and all instructions they receive by their supervisors.</p> <p>Growers: Inductions by the growers should focus on</p> <ul style="list-style-type: none"> • Grower H&S policies and procedures • Property hazards and risks • Task related safety practices • Emergency procedures • Hygiene policies and procedures <p>All Grower inductions should be scanned and emailed to the H&S Manager. Please note a SSCO induction is not a grower/property induction.</p>
Training	RSE workers need health and safety messages to be direct and constant. Ensure the workers understand what it is they are being taught*.
Worker engagement	Involve RSE workers in H&S practices, their feedback can go a long way. Any issues or concerns the workers have are communicated back to SSCO then followed up.
<p>*Due to language and cultural barriers, RSE workers respond well to visual and practical training. This includes the inductions. ** Workers must be retrained after an accident, near miss or performing below standards. Besides inductions or technical trainings, record keeping for on work H&S training or meetings do not need to be formal. Record in note book or dairy – who, what, where and how.</p>	

SSCO HEALTH AND SAFETY MANAGER
<p>For advice or to report any H&S issues please contact:</p> <p style="text-align: center;">Sonya Kimmey healthandsafety@ssco.co.nz 021 245 5401</p> <p>If you would like to make a complaint, please contact the office 03 4402028 to speak to the CEO.</p>