

# Appendix A – Safety requirements

This document is to be read in conjunction with *HSQF User Guide – Certification – Version 10.0*.

Appendix A includes some of the legislative, regulatory or policy requirements that organisations may need to meet in order to demonstrate compliance with indicator 4.2, specifically that they have documented and implemented processes to ensure safe environments for people using services.

The actual requirements that each organisation needs to meet will depend on the types of services they are delivering and their service delivery environment.

## **Anti-bullying and cyberbullying**

Organisations providing services primarily to children and young people are required to demonstrate that they have documented and implemented processes to ensure safe environments in relation to anti-bullying and cyberbullying, including how:

- Staff are trained to identify and respond to bullying and cyberbullying.
- Safe online environments are maintained without compromising young people's privacy or access to social or learning opportunities.
- The resources produced by the e-safety commissioner and other bodies are made available to children and young people.
- Children and young people can access assistance should they experience bullying or cyberbullying.
- House and/or ground rules for group work are clear that bullying or cyberbullying are not acceptable behaviours.
- Promotional materials are displayed within the service/s making it clear that bullying or cyberbullying is not acceptable.
- The connection to external expertise (as required) is facilitated and managed, to respond to incidents of bullying or cyberbullying.

Organisations should also ensure they comply with all the elements of legislative, regulatory and policy requirements that apply to them, including (but not limited to):

- Fire safety<sup>1</sup>
- Electrical safety
- Pool safety
- Security measures
- Hot water safety
- Maintenance and management of building and equipment, safety equipment, furniture, lighting and ventilation
- General vehicle safety
- Physical accessibility

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<sup>1</sup> Refer to following section 'Fire safety – minimum requirements to be demonstrated' for list of requirements to be audited and reported against at each audit

- Chemical use and storage
- Infection control
- Medication storage and management
- waste management
- Food safety.

Licensed placement services must also refer to the mandatory requirements for Child Protection Placement Services in indicator 4.2. Links to further resources can be found in Appendix B.

### **Fire safety – minimum requirements to be demonstrated**

Organisations will document and implement processes to promote fire safety in accordance with all fire safety, work health and safety legislative and policy requirements<sup>2</sup>.

If you require assistance in understanding your obligations, please refer to the Queensland Fire and Emergency Services website [here](#) or contact a licensed fire advisory company (charges may apply).

The **minimum** expectations of what will be reviewed and reported on at each audit are included below, however organisations should understand their responsibility to comply with all relevant obligations dependent on the type of building.

#### Office or service centre environment

For funded services delivered to service users from an office, service centre or specially constructed multi-occupancy residential site (which may include Safe Houses and other child safety residential care sites, women's shelters and other similar sites):

- A written fire and emergency evacuation plan which is reviewed annually. Organisations which are occupiers of part of a multi-occupancy building, such as a high-rise building or a shopping centre, are required to have their own fire and evacuation plan which complements the Body Corporate or Centre Manager's plan.
- A procedure to evacuate persons with special needs in the fire and emergency escape plan. Personal Emergency Evacuation Plans for individual service users in place where necessary.
- Evacuation signs/diagrams with required information securely fastened and orientated for the building, noting "securely fastened" requires at a minimum that signs/diagrams are held in place with double sided tape or screwed to the wall.
- A Fire Detection and Alarm System in place, as required for the building. An annual Occupier Statement as evidence of maintenance of fire safety equipment. Signatories on an Occupier Statement can be the building owner or occupier or a licensed Fire Safety Advisor.
- Records of staff being provided with fire safety instructions and site induction (i.e. general evacuation instructions for their work site and first-response evacuation instruction).
- Records of regular opportunities for staff and service users to practice evacuation, at least every 12 months.

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<sup>2</sup> For further details refer to:

- *Building Fire Safety Management Tool & Advisory Notes – Queensland Fire and Emergency Services (Effective: 05/2018)*
- *Queensland Fire and Emergency Services website - [www.fire.qld.gov.au](http://www.fire.qld.gov.au)*
- *Managing the Work Environment and Facilities Code of Practice – Workplace Health and Safety Queensland (2021)*

- Site assessment indicates fire safety equipment is installed and maintained. Fire exit doors are easily opened and evacuation routes are clear of obstructions. Housekeeping is acceptable (no excessive flammable materials under buildings or stairways and no tripping hazards such as lifting tiles and power cords in evacuation routes).

#### Care environment

For funded services delivered from a domestic dwelling, residential care environment:

- A written fire and emergency escape plan for each residence.
- A procedure to evacuate persons with special needs in the fire and emergency escape plan. Personal Emergency Evacuation Plans for individual service users who have special needs due to mobility or intellectual disability etc, where necessary.
- Smoke alarms that are regularly tested and cleaned at least once every 12 months. In Queensland, from 1 January 2022, for all dwellings being sold, leased or where an existing lease is being renewed, photoelectric, interconnected smoke alarms must be installed in all bedrooms, in hallways that connect bedrooms with the rest of the dwelling, and on every other level not containing bedrooms.
- Fire extinguishers and fire blankets that are regularly maintained.
- In case of emergency, organisations require evacuation signs/diagrams containing required information to be securely fastened and oriented for the building OR be able to demonstrate other suitable methods to ensure exit and evacuation areas are advised and understood by all clients, staff and visitors.
- Records of staff being provided with fire safety instructions and site induction (i.e. general evacuation instructions for their work site and first-response evacuation instruction).
- Records of regular opportunities for staff and service users to practice evacuation, at least every 12 months.
- Site assessment indicates fire exit doors are easily opened and escape routes are clear of obstructions. The number of the home is clearly visible, in case the emergency services need to locate the home. Housekeeping is acceptable with regular cleaning and maintenance of appliances such as ovens, clothes dryer lint filters, heaters and gas barbecues. Flammable materials and other hazardous items such as matches, candles and lighters are stored safely.

#### Mobile environment

For funded services delivered from a mobile environment:

- Activity plans and activity risk assessments consider fire safety where relevant to the activity and location of the mobile service.
- Vehicles are serviced regularly, as per the manufacturer's recommendations.
- Drivers are required to undertake basic checks of vehicles (for example operational lights, condition of tyres) and report defective vehicles.
- Services which provide bus transport ensure drivers have the correct licence for the size of the bus and are fitted with any required equipment, which may include a fire extinguisher, emergency exit signage and escape tools. Exits are not obstructed.

#### Other environment

For funded services delivered to service users from other environments/ for services delivered to service users in their home:

- Policies and procedures for staff who provide home-based services which include identifying and reporting existing and potential fire safety hazards in the care environment and workplace such as inadequate or non-functioning smoke alarms<sup>3</sup> and blocked escape routes.
- Records of initial assessments with service users to determine if their home has a working smoke alarm and safe escape routes. All Queensland homes/units are required to have a smoke alarm.
- Where services are to be provided in the home and there is no smoke alarm, the provider works with the service user to organise the installation of a smoke alarm in line with service provision.
- Records of staff being provided with fire safety instructions.

### Version Control

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<sup>3</sup> Refer to <https://www.fire.qld.gov.au/prepare/fire/smoke-alarms>