

Occupational & Office Health & Safety: Policies and Procedures

Objective

Healthy Living NT (HLNT) recognises its moral and legal responsibilities to the Work Health (OH&S) Act and Regulations, to provide a safe and healthy work environment for employees, contractors, customers, volunteers, clients, participants, contractors, stakeholder, co-located staff and visitors. This commitment extends to ensuring the organisation’s operations do not place the local community at risk of injury or illness.

Under the Work Health (OH&S) Act and Regulations, HLNT as the employer has the ultimate responsibility to ensure that a safe workplace is maintained. To meet this requirement, HLNT will ensure that a safety management system is in place and that responsibility has been allocated to managers, supervisors and staff in the organisation.

Housekeeping:	Overall running of office including hygiene, office cleaning, first aid kits, appearance and presentation of office internally and externally.
Safety:	Incidents which may affect the well-being of HLNT's employees, contractors, customers, volunteers, clients, participants, contractors, stakeholder, co-located staff and visitors, plant, equipment, fixtures and fittings.
Health:	The cleanliness of the office which may affect the well-being of HLNT's employees, contractors, customers, volunteers, clients, participants, contractors, stakeholder, co-located staff and visitors.
Darwin or Darwin Office:	Means the office located at 1-3 Tiwi Place
Alice Springs or Alice Springs Office:	Means the office located in the Jock Nelson Building
Employee/Staff	A person employed directly by HLNT
Customer	A person that purchases goods or services or seeks general information onsite from HLNT offices.
Client	A person (and/or their family member, carer or significant other) who receives a health education service (diabetes, cardiac and/or nutrition) from HLNT.
Participant	A person (or their significant other) who is a participant in a program delivered by HLNT such as a Health Promotion program or a formal health professional training activity.
Volunteer	A person who provides voluntary, unremunerated services to HLNT directly from HLNT offices.
Contractor	An employee of another organisation that HLNT has retained to conduct work or services onsite at our offices.
Stakeholder	A person visiting HLNT premises for business purposes such as a meeting.
Visitor	Any other person onsite at HLNT premises not described above.
Co-located staff	A person employed directly by another entity which is co-located in HLNT's premises.

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Policy Statement

HLNT will:

- Provide safe plant and systems at work;
- Provide written procedures and instructions to ensure safe systems at work;
- Ensure compliance with legislative requirements and current industry standards;
- Provide information, instruction, training and supervision to employees, contractors, customers, volunteers, clients, participants, contractors, stakeholder, co-located staff and visitors to ensure their safety; and
- Provide support and assistance to employees and opportunities to be involved in consultation on safety issues.

Exceptions

Nil

Recommended Action if Policy is not followed

If an individual believes a breach in Occupational Health & Safety has occurred, they can lodge a complaint with the Occupational Health & Safety Officer, who will investigate the breach and rectify procedures or behaviour as required.

Responsibility for Policy

HLNT recognises that management has the overall responsibility to provide a safe workplace. Management representatives will be held accountable for implementing this policy in their area of responsibility. These responsibilities encompass:

- Providing and maintaining the workplace in a safe condition;
- Ensuring all OH&S policies and procedures are implemented and followed;
- Actively promoting and being involved in the policies and procedures;
- Providing the resources to meet their OH&S commitment.

Employees will ensure that they:

- Follow all OH&S policies and procedures; and
- Report all hazards and incidents to their supervisors/managers; and
- Take reasonable care for his or her own health and safety; and
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- Comply, so far as reasonably able, with any reasonable instruction that is given by HLNT in order to comply with the Act; and
- Co-operate with any reasonable policy or procedure of HLNT relating to health or safety at the workplace.

Consultation

Effective health and safety systems rely on good consultation and management; therefore OH&S will be on the agenda for all staff meetings as a standing item.

Instruction and Training

Instruction and training is an important role in ensuring that the safe systems of work are effectively achieved and maintained. HLNT will conduct:

- Induction programs for new or relocated staff; and
- Refreshers to keep staff up to date conducted in staff meeting forums.

Managing Injuries

Work Health legislation requires that injured workers have access to first aid, fair workers compensation and return to work rehabilitation, therefore managing injuries is an integral part of HLNT's safety management plan.

Workers Compensation

HLNT is required to have a current insurance policy for all HLNT employees who are PAYG workers. HLNT will advise co-located staff, non-PAYG or PPS taxpayers ie contractors, that they are not covered by HLNT's workers compensation insurance, and they need to take out their own insurance.

Rehabilitation and Return to Work

Occupational or vocational rehabilitation assists the employees to return to the workplace. HLNT will assist in rehabilitation and return to work programs for their staff.

First Aid Officer

Darwin - Is Manager Education Services, however any RN on premises is qualified to perform basic first aid.

Alice Springs - Any RN on premises is qualified to perform basic first aid.

Occupational Health & Safety Officer

CEO

Inclusions

This document covers the following areas, all of which are associated with occupational health and safety:

- A. General Safety Requirements
- B. Special Safety Requirements
- C. Client and Participant Service Provision
- D. General Security and Housekeeping
- E. Asset and Record Management
- F. Emergency Procedures

Related Policies:

- Workplace Health and Safety Policy Statement
- OHS Risk Register
- Motor Vehicle Policy
- Child Protection Policy
- Clinical Governance Policy
- ICT Policy
- Workplace Behaviour Policy
- Data Retention and Destruction Policy
- NTPHN Outreach Health Services Operational Guidelines
- Uniform Policy
- Induction Checklist
- NT Domestic Violence Toolkit
- Cybersecurity Policy
- Cultural Safety Policy
- Clinical Governance Policy
- Co-Location Guidelines
- Workplace Investigation Policy

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Relevant Documents

1. [Incident Report Form](#)
2. [Incident Reporting Process](#)
3. [Home Visit Risk Assessment Tool](#)
4. [Health Promotion Checklist](#)
5. [Remote Travel Checklist](#)
6. [Floor Plan – Alice Springs Office](#)
7. [Floor Plan – Darwin Office](#)
8. [General Workplace Inspection Checklist](#)
9. [OHSP Operational Program Guidelines](#)

A. General Safety Requirements

1. General First Aid Guidelines

a) General First Aid procedure

HLNT is not a traditional health clinic and does not offer special first aid assistance to members of the public. Normal first aid / emergency procedures apply, including contact with St Johns Ambulance on 000. It is also important to note that it is likely that health professionals will be present in Darwin or Alice Springs offices and should be the first point of contact for any incident.

Staff / health professionals taking charge of an accident situation will find the following order of events helpful;

- S** Stop the danger
- A** Aid the injured
- F** Fast notification of the emergency services
- E** Emotional condition of the injured worker(s) / bystanders

S Stop the Danger

The first priority following any workplace injury is to assess the situation and to protect yourself, ensure others are not at risk and then attend the injured worker, ie

- switch off any electrical appliances
- turn off ignition (crashed cars)
- keep people away from any fallen power lines
- ensure no one is smoking
- In road traffic accident situations, safely position onlookers/vehicles to warn oncoming traffic
- Call Police on 000 if necessary.

It is most important that the rescuers/helpers do not put themselves in danger.

A Aid the Injured

Depending on the situation, administer immediate first aid to the injured if required. Anyone who has first aid/ medical training should follow their scope of practice and if necessary, call for further assistance from health professional staff and follow their directions. If unavailable call an ambulance.

F Fast Notification of the Emergency Services

How to Call an Ambulance

- Briefly assess the emergency situation
- Dial 000 or 112 (the international emergency number)
- Request ambulance service
- Information required by the Ambulance Controller:

Location of incident, street name & house number, suburb, nearest main road/cross road, any other directions that might assist in locating incident eg km posts/signs/landmarks, number of casualties (if anyone is trapped), brief description of injuries

DO NOT HANG UP the telephone until the ambulance controller says so. If possible keep a record of the time the ambulance was called. A person should be delegated to watch and direct the ambulance to the incident.

E Emotional Condition of all concerned in the Incident - Critical Incidents

A critical incident is any situation faced by an individual or group that evokes a strong emotional reaction and/or physical reaction and has the potential to interfere with the ability to function either at the time of the event or sometime in the future. Management will seek outside professional help if required or advised by health professional staff.

b) Management of External Incidents

From time to time, external incidents will occur when undertaking external service provision and outside HLNT offices. These incidents arise from, sometimes large, groups of people congregating in the vicinity, often under the influence of alcohol or other substances. Incidents such as medical emergencies or injuries resulting from violence within the group may occur.

Under no circumstances should HLNT staff seek to personally intervene in external situations of this nature as they are likely to be putting themselves in danger by doing so.

Darwin

Customer Service staff are most likely to notice issues external to the Darwin office. They are responsible for:

- Immediately advising Darwin City Council on 89300428 when large groups of people congregate and/or sleep in the vicinity of the office, particularly when alcohol or other substance abuse is suspected to be involved.
- In the event of the group becoming unruly or disruptive, which may be due to alcohol consumption or other social issues, advising the Police on the general contact number 131444.
- In the event of escalating disruptive behaviour or violence (physical or verbal) occurring, the Police and/or Ambulance are to be called on 000.
- Advising all Darwin staff of the level of reporting.

In the event of violence occurring or behaviour of a highly disruptive or threatening nature, staff may lock the front door to the office until the situation has resolved. In doing so, staff are to remain alert for client visits and to allow client access to the office where it is safe to do so.

Alice Springs

Similar incidents occur outside the Alice Springs office, which is directly in front of the Police Station. Incidents may also occur in the foyer of the building. Staff are unlikely to be aware of this as the office does not have street or foyer frontage. In the event of an incident occurring that is not being managed, Police should be alerted.

Remote locations

It is also probable that similar incidents could occur in communities where HLNT staff are providing clinical or health promotion services to remote communities. In the event of an incident occurring that is not being managed:

- During business hours, staff of the health clinic, school, council or other facility should be alerted. HLNT staff are to follow the directions of the OIC of the facility, and
- Out of hours, the police should be advised.

External venues – urban locations

It is also possible that similar incidents could occur in communities where HLNT staff are providing health promotion or community education services in a range of community settings. These settings range over:

- **Supported Environments:** Examples include schools, preschools, workplaces, community facilities
- **Unsupported Environments:** Examples include public parks and public community spaces

In the event of an incident occurring that is not being managed:

- Supported environments: Staff of the facility should be alerted wherever possible. HLNT staff are to follow the directions of the OIC of the facility, and
- Unsupported environments or where facility staff are not available, the police should be advised. Where the level of threat or disruption escalates, staff are to cease the activity and take appropriate actions to remove themselves (and where possible, participants) from the source of threat.

2. General Safety Provisions

a) First Aid Kit

Responsibilities

The Manager Education Services will determine appropriate stocking of First Aid Kits, having reference to office locations and risk levels.

All staff are responsible to advise any usage of First Aid Kit items.

Darwin

A fixed First Aid Kit is located on the wall in the staff room – refer floor plan. It is the responsibility of the Manager Education Services to maintain its general currency. A cold pack will be kept in the freezer.

A mobile First Aid Kit is available for external health promotion activities.

Alice Springs

A fixed First Aid Kit is located in on top of the fridge in the kitchen – refer floor plan. It is the responsibility of the Alice Springs DNE to maintain its general currency. A cold pack will be kept in the freezer.

A mobile First Aid Kit is available for external health promotion activities.

Cars

A First Aid Kit is to be located in each Healthy Living NT car.

Remote

Refer Section C.3

b) Fire Extinguishers

Darwin

Fire extinguishers are located at all exits and in the staff room. Fire hose reels are located at the entrance to Shop 2 and exit to Shop 3 – [refer floor plan](#). A six-monthly service contract is held with Wormalds. Wormalds is also contracted to maintain emergency exit lights.

Alice Springs

Fire extinguishers are located in the staff room, kitchen and corridor – [refer floor plan](#). A six monthly service contract is held with Wormalds. Wormalds is also contracted to maintain emergency exit lights. LJ Hooker organise maintenance for the common areas of the building including fire extinguishers and emergency lighting.

Cars

A Fire Extinguisher is to be located in each Healthy Living NT car.

c) Emergency Exits

Back, front and emergency exits are to be kept clear at all times, so as to allow unimpeded access out of the building in an emergency. Emergency exits are clearly located on the floor plans.

d) Evacuation Procedures

The building is to be evacuated when a threat to building or staff is imminent eg fire or bomb threat. The person raising the alarm is to verbally advise all people within the building.

In **Darwin** and **Alice Springs** to alert staff, both locations press **Page All** button on phone. When an evacuation is called, staff are to ensure that any people in their care:

- **Administrative staff** – Clients, customers and participants in the waiting room/reception, on-site contractors, people attending meetings, general visitors and co-located staff
- **Health professional staff** – Clients in consults, program participants, on-site contractors, volunteers and people attending meetings/visitors in their charge

are directed to evacuate the building via emergency exits which are the front and rear doors as appropriate and proceed to the designated muster point. Personal belongings and a print-out of the diary may only be taken where it is safe to do so.

Once gathered at the designated muster point:

- Emergency services are to be contacted as appropriate
- A roll call will be conducted to ensure all staff, clients and other people on site are accounted for.

Any co-located staff are responsible for ensuring the safe evacuation of all people in their charge present in the office at the time of the evacuation.

Darwin

The designated evacuation muster point is the **adjacent sports oval**.

Alice Springs

The designated evacuation muster point is the **lawn area in front of the office**.

e) Floor Plan

A copy of the office floor plan for both Darwin and Alice Springs marking the location of fire extinguishers, emergency resources, first aid kits(s) and evacuation exits will be displayed in all offices and public areas.

f) Robbery Procedures

Any workplace that handles cash is susceptible to the likelihood of a hold up occurring at some stage, either on the premises or while doing banking. If this eventuates, remain calm, obey all instructions given by the "robber/s", and do not volunteer any information unless asked by the "robber/s". The paramount concern is safety of the employee(s); not the money.

Try to take note mentally of any distinguishing marks/features, colour of eyes and hair, general description of clothing and accent. These are points that the police will ask for. As soon as it is safe to do so, activate the emergency duress alarm (Section D.2), ring the police on the emergency number (000) and report incident to your co-workers/supervisor. To assist the police with identification, nothing should be touched. The office is closed until after the police and forensic have finished.

In the event of a robbery en route to the bank, remain calm, obey all instructions, and do not volunteer any information unless asked to do so by the "robber/s".

Again try to take note mentally of any distinguishing marks/features, colour of eyes and hair etc and phone the emergency number (000) and the office at the earliest possible safe time to do so.

g) Non-Smoking

HLNT is a smoke free work environment in accordance with NT legislation.

This applies to all HLNT diabetes, cardiac, dietetic and health promotion activities whether hosted directly from the HLNT offices or from external sites. The smoke free work environment extends to all staff who are performing tasks on behalf of Healthy Living NT.

Staff smoking during their own time, including breaks, are expected to cover up any HLNT branded attire to ensure that the relationship between smoking and HLNT is distanced at all times.

h) Heat/Sun

Due to the Northern Territory climate it is generally not possible to avoid exposure to the heat and/or sun, particularly during the heat risk period of 11am to 3pm between the months of September and March.

Guidelines for health promotion and remote service staff are listed in Section C5.

For health promotion and related activities, Healthy Living NT will manage the risks associated to heat and sun exposure by:

- Ensuring water is available during outside activities and drink breaks are scheduled at minimum every 30 minutes
- Ensuring sunscreen is available during outside activities
- Ensuring participants and staff are wearing appropriate attire, including a wide brim hat
- Where available and applicable utilising shaded spaces for activities and rest breaks
- Between the months of September and March:
 - schedule outside activities before 11am or after 3pm
 - where physical activities are required to be conducted during heat risk periods, where possible, schedule activities indoors
- Monitoring all participants and staff for signs of heat stress and stopping a participant's involvement if they become distressed during activities. Should the participant further deteriorate into heat stress seeking assistance immediately by calling 000
- Where delivering an activity at an external site, i.e. NT Schools, following all relevant policies and procedures of the external organisation as well as the Healthy Living NT guidelines

i) Alcohol

All HLNT diabetes, cardiac, dietetic and health promotion services or activities whether hosted directly from the HLNT Tiwi offices or from external sites are to be alcohol free.

HLNT Staff

Healthy Living NT staff are expected to attend and perform official Healthy Living NT duties in accordance to their position roles and responsibilities free from the effects of the alcohol. Additionally, remote service staff are subject to alcohol restrictions that may apply in each community (refer Section C5).

Any staff member suspected of being influenced by alcohol during standard working hours / while representing Healthy Living NT during activities outside of standard working hours may be subjected to formal disciplinary processes as per the Healthy Living NT Workplace Investigation Policy.

Exceptions may apply where:

- A staff member is attending a function on behalf of Healthy Living NT where alcohol is provided through the course of the activity, i.e. NT Government Award Recognition Events
- Staff are attending a formal Healthy Living NT activity where alcohol is provided, i.e. Healthy Living NT anniversary activities
- Staff are attending activities organised by Healthy Living NT to acknowledge organisation activities or celebrate traditional activities, i.e. after-business hours staff drinks, staff Christmas parties, Melbourne Cup Day
- There may be other activities in which staff may consume alcohol in line with Healthy Living NT activities, in which case staff are required to request formal approval from CEO HLNT

Any alcohol consumption must be in moderation and not impair the safety of the staff member or negatively affect the reputation of Healthy Living NT.

Organisation

Healthy Living NT does not promote the consumption or sale of alcohol through standard business activity. However, Healthy Living NT recognises that the consumption of alcohol to celebrate milestones and achievements is embedded in Northern Territory tradition.

Healthy Living NT may provide alcohol or allow the consumption of alcohol at official Healthy Living NT events and celebrations, staff parties, staff drinks or during events where consumption of alcohol performs part of the tradition, i.e. Melbourne Cup Carnival. Healthy Living NT may also provide alcohol at other events which are not listed above where alcohol consumption is fitting to the activity.

During any activity where Healthy Living NT provides alcohol it will ensure that best practices are followed by providing water and non-alcoholic drinks, ensuring food is available and individuals showing the effects of alcohol are monitored to ensure their safety and the safety of all attendees / staff.

Where required, Healthy Living NT will ensure that all relevant permits and approvals are obtained prior to activities which include alcohol consumption. Such permits may include permit for consumption of liquor on council property, permits for alcohol restricted areas and any approvals relevant to the Healthy Living NT building landlord.

j) Employee Assistance

Healthy Living NT is committed to maintaining a safe and healthy working environment. Where staff are experiencing work-related or personal problems, it may affect their work performance as well as their quality of life.

HLNT staff may access up to two (2) free confidential, professional counselling sessions as needed. Additional sessions may be approved on review. Staff wishing to access this service should contact their manager or the CEO and an appropriate service provider will be identified based on the nature of the issue.

Remote service staff are also able to access [CRANA Plus](#) - a Toll free 24hr Telephone Counselling service available every day of the year for all remote health workers/service providers and their families. Please call 1800 805 391 if you would like to access this service.

3. OHS Reporting/Work Injury/Clinical Incident Report

Hazard and incident reporting and investigation procedures are an essential component of the management of occupational health and safety in order to sustain a healthy and safe environment for all employees, contractors and subcontractors, visitors, clients and members of the public. In addition, NT Work Health and Safety and Workers Compensation legislation imposes certain obligations on HLNT in relation to the reporting, investigation and recording of hazards, injuries and other incidents.

All hazards and incidents involving HLNT employees or property, or other persons or property for which HLNT has a responsibility under the legislation must be reported. All hazards, injuries and other incidents need to be examined and recommendations for preventive action made. The roles and responsibilities for initiating and carrying out investigations are set out in this document.

a) Key Definitions

Accident - an unplanned and undesirable event which results in injury to people and/or damage to property.

Clinical incident - is an event or circumstance resulting from health care provision (or lack thereof) which could or did lead to unintended or unnecessary physical or psychological harm to a patient.

Hazard - means any situation with the potential to cause injury or illness, danger to health and/or damage to property, or equipment.

Illness - any diagnosed medical condition.

Injury - includes any diagnosed medical condition caused by exposure to a hazard.

Incident - means an identified hazard, a near miss or an unplanned event that could potentially or has already led to injury to persons or damage to property, equipment.

Loss Time Injury - an injury which results in a person being absent from their work for at least one full day.

Near Miss - an accident that does not produce an injury or disease but had the potential to do so.

Notifiable Incident - means an incident that has to be immediately reported to NT WorkSafe:

A work-related accident (a situation or event occurring at a workplace, or arising out of a worker's work, that results in death or significant injury requiring medical treatment by a registered medical practitioner) resulting in an inpatient admission to a hospital; or

An incident at a workplace creating a risk of a work-related accident and consisting of a fire; or the escape, spillage or leakage of a harmful, or potentially harmful, substance; or the fall of an object from a height; or an electric shock suffered at the workplace;

Serious Injury - means an injury that results in a Notifiable Incident.

Significant injury - means an injury requiring medical treatment by a registered medical practitioner resulting in an inpatient admission to a hospital.

Workplace - means any place, whether or not in a building or structure, where employees conduct work.

b) Reporting

All hazards, incidents and near misses are to be reported on the [Incident Report Form](#) and is located in the **R: Resources shared drive** in accordance with the process shown [here](#). Where funded services such as Outreach Health Services specify use of a different form, this is to be used for reporting. (Note: even where a different form is used, the report must be made to HLNT management as designated in the processes below.)

- **Hazard Reporting**

All hazards are to be reported on the [Incident Report Form](#) if not able to be immediately rectified eg – cleaning up water on the floor in accordance with the process shown [here](#).

- **Work Related Incident Reporting**

The [Incident Report Form](#) is to be used to:

- Report any injuries (physical or psychological) that a person has sustained
- Report the administration of First Aid or medical treatment
- Report any incident that was a near miss (no damage or injury)
- Report any damage to equipment or property
- Report any clinical incidents including critical sub-optimal care co-ordination

Wherever possible, the form should be completed by the ‘affected’ person (‘affected’ includes those who are subject to a ‘near miss’ as well as any accident/injury.) If the affected person is an employee and cannot complete the form, any witness or the person’s manager should ensure it is completed. If the affected person is contractor, client, visitor or volunteer and cannot complete the form, any HLNT health professional or staff member should ensure it is completed.

The Incident Form needs to be completed by the injured person, witnesses to the incident, the health professional involved in the initial first aid/ action and the appropriate manager.

c) Incident Investigation and Recording

Incident investigation is a management responsibility and should involve all affected parties and health professional expertise, where appropriate. Investigation is required for all incidents with risks rated as medium and high. All records, especially those requiring mandatory reporting, relating to incident reporting and investigation must be maintained in a systematic manner.

d) Responsibilities

All Employees	Employees are obliged to report all hazards, near misses and incidents which occur or have the potential to occur in accordance with the process shown here . Reporting requires completion of the Incident Report Form and submitting it to their supervisor within 24 hours or as soon as possible thereafter.
Management	Management has a responsibility to ensure that corrective actions are developed in consultation with affected parties. They are also required to ensure these actions are put into place effectively eliminating or reducing the risk associated with a hazard and preventing incidents from occurring or reoccurring. This is to be documented on the relevant report form and in updated procedures. All incidents will be documented on the Incident Register maintained by FAM. The CEO and other senior managers will participate in any incident investigation. Management is also responsible for ensuring cyclical reporting of incidents and an annual OHS review to the HLNT Board.
NT Worksafe Notifications:	The legal duty of notification lies with the person who might be reasonably thought of as having control over the work site. The respective Manager must notify the CEO immediately, who will make arrangements with NT Worksafe by telephone. The CEO will assist the respective manager/supervisor to provide further written information to NT Worksafe, within 48 hours. In the CEO’s absence, this reporting is delegated to the Finance and Administration Manager and/or the Manager Education Services, or in their absence, a member of the Board Executive.
Co-located staff	Any identified OHS hazards within the office must be rectified immediately if it is safe to do so; and immediately reported to HLNT’s Finance and Admin Manager finance@healthylivingnt.org.au . Any OHS incidents must be reported in accordance with their employer’s procedures and the incident report is to be provided to HLNT’s Finance and Admin Manager at the following email address: finance@healthylivingnt.org.au

4. Mandatory Reporting under NT Law

All people in the NT have a legal responsibility to formally report suspected or actual domestic violence and child abuse. This legal obligation applies to all HLNT staff and applies to both staff and clients.

a) Child Protection

In the Northern Territory, you must make a report if you reasonably believe a child has been harmed or exploited, or that a child is likely to be harmed or exploited. This is a legal responsibility under *the Care and Protection of Children Act 2007* and is called mandatory reporting.

Your report should include any relevant information about your concerns for the child's safety and wellbeing. You don't need proof of harm or abuse to report your concerns - you just need a reasonable belief that a child has been harmed or is likely to be harmed.

If you are worried about neglect or harm to a child but are not sure if it's something you should report, you should talk about your concerns with professional staff at the Child Abuse Hotline on 1800 700 250. You are safeguarded under the law from legal or professional liability if you make a report in good faith.

How to report

In an emergency call 000 and ask for police. If it's not an emergency, call police on 131 444 or contact your local police station. You can also report suspected child abuse and neglect to either:

- the Child Abuse Hotline on 1800 700 250
- or Crime Stoppers on 1800 333 000.

Further information is in HLNT's ***Child Protection Policy***.

b) Domestic Violence

Domestic violence is defined as physical or emotional abuse, intimidation, stalking or economic abuse. All adults are required to report serious domestic and family violence to the police. The Act requires this if someone has caused or is likely to cause serious physical harm to someone else, and/or the life or safety of another person is under serious or imminent threat from domestic violence.

You need to call the Police on 000 for emergencies or 131 444 in instances where you think you need to report but where an emergency response is not needed.

Further information is available [here](#).

B. Special Safety Requirements

There are a number unique safety issues that all employees and volunteers must be aware of and actively adhere to at all times.

Reporting

An [Incident Report Form](#) (refer Sect. A.3 – OHS Reporting) must be completed for any medical incident requiring:

- requiring the application of first aid or medical attention described in this procedure, or
- requiring an ambulance to be called.

1. Infection Control Procedures

HLNT Health Professional staff must follow Universal Precautions to minimise risks when in contact with potential contaminants. Procedures are in place for non-Health Professional staff to be protected within the workplace. This Infection Control Procedure supports HLNT's OHS obligation to promote effective management of risks where cross infection could occur.

a) Responsibilities

All staff are responsible for complying with this procedure. The Manager Education Services is responsible for ensuring:

- Nursing staff are registered.
- Other allied health professional and non-health professional staff are effectively inducted in infection control procedures and receive relevant updates.

HLNT Registered Nursing staff are responsible for maintaining their nursing registration and practising within the scope of that registration, maintaining appropriate levels of Continuing Professional Development and following National Infection Control Guidelines and Procedures.

All health professional staff are responsible for monitoring safe infection control practice in the workplace.

b) Blood and Blood Products

HLNT staff should avoid unprotected physical contact with blood or products covered with blood. HLNT is responsible for providing protective gloves and hand sanitiser in consultation rooms, reception areas and in the external health professional equipment bags. Health professionals are responsible for restocking the consumables within the equipment bags. All staff are responsible restocking consumables for the area within their control.

Sharps and used consumables should be disposed of directly into an Approved Sharps Container, which are located in consultation rooms, reception areas and in the remote health professional equipment bags.

Other hardware products such as meters with blood on them should be sealed in plastic bags prior to handing over to a health professional.

Staff and volunteers should wear adequate footwear at all times.

c) Handling and Disposal of Needles Syringes and Lancets

Standard precautions must be maintained when handling used needles, syringes and lancets, due to the risk of infection with a blood borne virus such as hepatitis B or C, or HIV. Education services provided by health professionals may include the demonstration of the use of these products. The only acceptable means of disposal is in an [Approved Sharps Container](#). These are located at the front reception areas and in all consultation rooms.

A Sharps Clean-Up Kit is located in each office. In Darwin - located in the white cupboard near Reception, and in Alice Springs on the filing cabinet in the conference room and follow instructions contained within. RN health professionals are responsible for maintaining the contents of the Sharps Clean-Up Kit and to replace any items after use. All sharps are to be placed in a container which complies with [Australian Standards](#). HLNT will accept [Approved Sharps Containers](#) from clients or members of the general public for disposal into yellow wheelie bins located in both the Darwin and Alice Springs offices.

Other sharps products such as those in non-approved containers or from sources such as pharmacies, vets or schools cannot be accepted by HLNT. In these cases, the person is to be advised to take their products to the nearest hospital or community health clinic.

d) Product Demonstrations

All employees involved in product demonstrations or blood glucose testing should wear protective gloves. Blood glucose testing should only be carried out by a trained health professional. Single use lancets are to be used, except where demonstrating/teaching the use of a multi-use device to a client.

Customer Service staff may provide advice and supervision in the use of products only. They should not conduct tests on clients but may conduct tests using control solutions.

All product demonstrations will be conducted in a client consult room or at a separate table away from the front counter. Tissues, alcohol swabs, zip lock bags, gloves and a sharps container will be immediately accessible.

e) Needle Stick Incidents

Accidental self-pricking with a used lancet or pen needle may occur even with experienced staff. In the event of accidental used needle stick injury or other contamination:

- Immediately squeeze the wound gently to make it bleed,
- Wash the wound as soon as possible under cold water with soap
- Clean the wound with an alcohol swab or antiseptic and apply a dressing
- Advise the Manager Education Services and/or CEO immediately and complete a Work Injury Report
- Contact your doctor, nearest hospital or Disease Control Centre for further remedial action.

The Manager Education Services will:

- arrange a debriefing and, where appropriate, counselling for all staff involved in the incident; and
- critically review the incident to determine whether changes in practice would reduce the likelihood of recurrence.

f) Immunisations and Vaccinations

Following a personal immunisation and vaccination programme for vaccine preventable diseases (VPD) is an individual employee responsibility. Employees must:

- Understand their duty of care to minimise the risk of VPD transmission in health care facilities.
- Comply with the immunisation requirements by risk category as outlined in this policy.
- Ensure they complete any mandatory vaccinations in a timely manner.
- Maintain personal immunisation records including administered vaccinations and provide these to HLNT in a timely manner.

HLNT has reviewed its legal obligations and infection control measures and to enhance the work risk environment the following vaccinations are specified:

Vaccination/Immunisation	Who	Requirement
Hepatitis B	RNs	Voluntary
Annual Influenza	All Staff	Highly recommended
In a declared pandemic relevant pandemic vaccinations recommended by ATAGI and/or mandated by NT CHO .	All Staff	Highly recommended If mandated by NT CHO or equivalent, vaccinations are a condition of employment.

Support for Vaccinations:

Healthy Living NT will provide reasonable support to assist existing employees to be vaccinated, with associated costs and use of work time for vaccinations to be met by Healthy Living NT.

2. Client Medical Events

Healthy Living NT provides a variety of services including general physical activity programs and education and rehabilitation programs to clients with diabetes and cardiac conditions in the Northern Territory. Clients attend education and rehabilitation programs in HLNT offices and at external settings.

Medical emergencies can occur unexpectedly; clients of HLNT have a predisposition to particular medical events. The following procedures will ensure an immediate response by HLNT staff in the event of potential life-threatening medical emergencies until emergency services arrive.

Alert all staff for assistance and notice of incident press Page All button on phone.

a) Responsibilities

Manager Education Services – Responsible for ensuring health professional staff undergo annual CPR training, health promotion staff undergo annual First Aid training and relevant staff have been trained in the use of the Automated Cardiac Defibrillator in Darwin.

Health Professionals – Maintain nursing or other professional registration and undertake refresher courses as directed by the Manager Education Services. Responsible for ensuring emergency equipment is tested and maintained.

Health promotion staff employed directly by HLNT must undergo annual First Aid Training. Registered Nurses employed by HLNT are excluded from this requirement.

Management/Administration Staff – Participate in education defining their role and responsibilities in the event of a medical emergency.

b) Cardiac Exercise Class

To participate in the cardiac exercise classes, the client must be approved by a Cardiac Nurse Educator. Clients are to be excluded from exercise sessions if they have conditions which are listed as specific exclusions from exercise in the *Best Practice Guidelines for Cardiac Rehabilitation and Secondary Prevention*.

For people with diabetes, Blood Glucose Level (BGL) monitors will be available to test their blood glucose level; those with BGLs less than 5 and greater than 17 mmols will not participate in exercise. It is the responsibility of the person with the diabetes to decide if they wish to check their BGL prior to exercise. For people who are experiencing a hypoglycaemic event, refer below.

c) Management of Hypoglycaemia

In the event of a client experiencing a suspected hypoglycaemic event, the health professional staff will test the client's blood glucose level and, where appropriate, administer appropriate fast acting treatment and monitor blood glucose levels (repeating if necessary), followed up with complex carbohydrate. Refer to Education Manual for detailed procedures.

If a client experiences a suspected hypoglycaemic event and no health professionals are available, staff will assist the client to administer treatment requested by the client (either the client's own treatment or from the HLNT 'hypo kit') and call an ambulance if required. The client is responsible for determining when they can safely resume normal activity and information on management of hypoglycaemia should be provided to the client.

If the event is severe or the person is unconscious, the person is to be placed in the recovery position and the ambulance called on 000.

A hypo kit will be maintained in HLNT offices in Darwin by the Manager Education Services and in Alice Springs by the DNE. The hypo kits are located as follows:

Site	Location 1	Location 2
Darwin	White filing cabinet at reception	Cardiac emergency kit
Alice Springs	At reception/front desk	

d) Management of Chest Pain

In the event of a client experiencing chest pain, they are to sit on a chair and instructed to take deep even breaths. The Cardiac Educator is to be notified immediately if on the premises otherwise another nurse. If there are no nurses present, ring an ambulance on 000.

If a nurse is present, the nurse is to take the client's blood pressure and heart rate and assess the client's chest pain. Treat as per Angina Management Plan plus oxygen if appropriate and available.

e) Management of Cardiac Arrest

In the event of a client experiencing a cardiac arrest, the staff member with the person is to call out to alert other staff. **An Ambulance is to be called on 000 immediately.** Nurses/health professionals are to provide CPR according to best practice recommendations.

The Darwin Office has an Automated Cardiac Defibrillator located in the Cardiac Emergency Kit the training room. A health professional trained in the use of this equipment can use this as directed. Other (non-health professional) staff members may administer CPR or the defibrillator if they have completed formal training or they are operating under the supervision of a health professional.

All HLNT health professional staff must undertake annual advanced CPR training through a Registered Training Provider. Non health professional staff may undertake this training on a voluntary basis.

f) Management of Other Cardiac Events

In the event of a client becoming faint, dizzy, excessively short of breath, experiencing palpitations or feeling generally unwell, they are to sit down and relax. If no nurses are present, **an ambulance is to be called on 000.**

If a nurse is present, blood pressure and pulse are to be taken and oxygen may be administered if required (and if available) and **if symptoms persist the ambulance is to be phoned on 000.** If the client is participating in an exercise program, they are not to continue doing exercise again in that class, even if their symptoms resolve.

g) Cardiac Emergency Equipment

In accordance with the *Best Practice Guidelines for Cardiac Rehabilitation and Secondary Prevention*, the minimum cardiac emergency equipment to be maintained is:

- A simple manually controlled ventilator and plastic airways
- Scissors or equivalent
- Anginine tablets / GTN spray or equivalent
- Hypo Kit
- Oxygen with mask and tubing

The Automated Cardiac Defibrillator must be tested and calibrated in accordance with the manufacturer's guidelines. This is the responsibility of the urban Cardiac Educator.

h) Location of Cardiac Emergency Equipment

Darwin - The Cardiac emergency equipment including an *automated external defibrillator (AED)* is located in the marked storeroom in the Training Room. A second AED located in the white filing cabinet in reception, next to the hypo kit. It is the responsibility of the urban Cardiac Educator to maintain equipment and supplies. It is also the Cardiac Educator's responsibility to ensure that health professionals are familiar with the equipment and how to use it correctly.

Alice Springs- An AED is located next to the First Aid Kit in the cupboard in the conference room. It is the responsibility of the on-site Registered Nurse to maintain equipment and supplies

i) Storage of Temperature Sensitive Consumables

Bulk supplies of temperature sensitive consumables such as blood glucose test strips must be stored in the air-conditioned storeroom in Darwin.

C. Client and Participant Service Provision

Healthy Living NT (HLNT) provides a range of services to clients and participants in urban, remote and regional areas. The safety of HLNT staff, contractors, clients and visitors is of paramount importance.

Delivering services to clients, participants and/or their carers from a diverse range of cultural and socio-economic backgrounds in an office setting, a client's home, an external site or an urban or remote external health clinic may pose hazards and risks including risk to personal safety, physical injury (threatening behaviour or assault, robbery etc), psychosocial impact.

This procedure provides guidelines for the delivery of HLNT services to clients and/or their carers within the offices of HLNT and in clinics and client homes in urban, remote and regional areas.

1. HLNT Offices

a) Aggressive or Abusive Clients/General Public at HLNT Offices

In the event of an aggressive or abusive customer, the staff member should seek to calm the client by listening to their complaint, and where necessary refer the client to a supervisor. Procedures outlined in HLNT's Consumer Complaints Mechanism should be followed.

Where a customer is intoxicated or suffering the effects of other drugs and/or is aggressive or violent and/or is causing unreasonable disruption to other clients:

- Another staff member(s) (preferably a health professional) is to be summoned as quickly as possible.
- The customer is to be requested to leave the premises. If this request is not obeyed within a reasonable period, the staff member(s) should call the Police and report the incident.
- Depending on the gravity of the incident and based on the judgement of the staff member(s), the general police switch number (131 444) or the 000 number should be called.
- Where there is a threat of physical violence:
 - other people in the building should be notified of the incident and, where necessary, arrange for evacuation of the premises.
 - the Duress Alarm should be activated (refer Section D.3 – Building Security) (The duress alarm is for use by a staff member who feels they are in immediate personal danger – irrespective of the number of other staff in the office).

Once activated, the Fixed Duress Alarm will produce an immediate response from the NT Police and/or Chubb Security/O'Brien Security.

The incident should be verbally reported to the most senior staff member present as soon as possible who will arrange a debriefing and/or counselling as appropriate. An Incident Report is to be completed when practical to do so.

HLNT offices occasionally receive one-off requests from members of the general public to make phone calls, obtain cold water or to use the toilet. Each request needs to be assessed on a case by case basis and supported wherever reasonable having regard to HLNT operations. However, the practice of humbugging and regular use of HLNT facilities by members of the general public are not to be encouraged.

b) Minimum Staffing

Darwin

Wherever possible a minimum of 2 members of staff will be present at HLNT's Tiwi Office during business hours or when the office is open to the public. Exceptions are to be noted in the diary. The **mobile Personal Emergency Transmitter** is to be utilised if only one member of staff is on the premises and the office is open (refer Section **D.2 – Building Security**)

Alice Springs

Having due regard to the non-shopfront nature of the Alice Springs office, proximity to the Police Station and surrounding other offices, there are no minimum staffing requirements for the Alice Springs office. A **fixed Duress Alarm** and **mobile Personal Emergency Transmitters** are available for use (refer Section D.2 – Building Security).

c) Client Consultations Extending Beyond Normal Business Hours

No health professional staff member is to be left alone in the office with a client where the consultation has extended beyond normal business hours. Where such a consultation extends beyond half an hour after public closing, the health professional is to be phoned and advised to terminate the consultation.

2. Client Home Visits

a) Urban Services

It is not regular practice for HLNT health professionals to undertake client home visits. Client home visits must be approved in advance by the Manager Education Services who will assess both the need and any risk factors based on the [Home Visit Risk Assessment Tool](#).

Where a home visit is deemed necessary, two (2) health professionals should attend wherever possible and/or appropriate. A mobile phone must be carried on all home visits.

The attending health professional(s) should leave written advice in the diary and verbal advice with reception staff confirming:

- name and address of client
- contact number for client
- expected time of return
- mobile phone contact number(s)

Where the home consultation extends or is likely to extend more than 10 minutes beyond the allocated time, the health professional(s) must contact the office and advise a new estimated time of return. In the event staff members have not returned from a client home visit as indicated or made phone contact, reception staff are to phone the staff member for confirmation of their wellbeing and estimated return.

In the event staff members cannot be contacted, management must be notified immediately or if that is not possible, reception staff are to phone Police on 131444 and provide details as required.

b) Remote/External Clinics

Client home visits associated with external clinic clients can only be conducted at the request of the clinic and must be accompanied by a member of that clinic. Remote service provision does not normally use client home visits as a preferred means of service delivery. There should be compelling reasons prior to undertaking a client home visit associated with remote or external service.

No staff member should undertake, or feel compelled to undertake, a home visit where they feel unsafe or they believe there are insufficient reasons to justify the home visit.

3. Other External Services

HLNT staff regularly provide other external services such as school and workplace visits and training from a variety of venues. No special assessment requirements apply to these venues or activities.

Staff should familiarise themselves with the emergency procedures of the venue and where appropriate, follow the instructions provided by the venue.

4. Health Promotion Activities

HLNT regularly delivers health promoting activities through the Life. Be in it. initiative at a range of external local community organisations, schools and other facilities and in a range of public or community open spaces.

This procedure seeks to ensure the management of identified potential risks associated with delivery of health promotion programs. The level and nature of potential risk will vary depending on each external individual location or venue but falls into two broad categories discussed below. In both cases however, Healthy Living NT’s paramount concern is to ensure the safety of its staff in the first instance thereby promoting the safety of program participants.

• Supported Environments:	Examples include schools, preschools, workplaces, community facilities
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No special safety assessment requirements apply to these venues or activities, except to ensure the venue is suitable for the safe conduct of the activity, with an emphasis on any physical activity component.

Staff should familiarise themselves with the emergency procedures of the venue and where appropriate, follow the instructions provided by the venue. HLNT staff are required to they are required to follow the OHS procedures in place at an external venue and obey all instructions given by that venue in relation to safety. Any conduct issues or safety concerns or queries should be directed initially to the relevant manager of that venue, with a report to HLNT as necessary.

• Unsupported Environments	Examples include public parks and public community spaces
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A higher level of safety assessment and management is required in these venues.

Staff should identify potential hazards or risks and seek to mitigate them in the first instance where it is appropriate, practical and safe to do so. Issues should be reported to the owner or responsible organisation of the facility / space being utilised (e.g. local government facilities).

In the event of disruptions such as, but not limited to, from other members of the public / community occurring during the conduct of an event, the primary objective is to ensure the safety of HLNT staff thereby promoting the safety of program participants. Emergency services are to be called if the level of disruption / threat is considered significant or escalating.

A health promotion risk assessment using the [Checklist](#) as a reference must be completed prior to every event or activity by the primary co-coordinating staff member. The risk mitigation actions must be implemented based on the risk assessment outcomes. Formal completion of the form is only required where an issue has been identified and further approval/ discussion is needed with the MES. Formal completed assessments should be saved in the in the relevant program folder on the O drive, together with any relevant comments or where approval has been referred to the MES.

HLNT staff must be provided with instruction by the Manager Education Services on how to use the InReach personal GPS device prior to conduct of activities in locations without mobile coverage. This is to include standard reports such as Check In/OK, Track Progress as well as elevated reporting such as Help/Assistance required and SOS.

In all cases HLNT staff must follow the OHS guidelines and procedures and reporting requirements contained in this broader policy.

5. Remote Clinic Service Provision

This procedure seeks to ensure the management of identified potential risks associated with health professional and other staff travel to remote regions or communities for service provision. Risks associated with remote travel include matters such as community unrest, ceremonies and prohibited areas, vehicle breakdown, packs of aggressive dogs, logistical issues, adverse weather conditions and fatigue.

Where health professional or other staff provide services in external clinics or settings they are required to follow the OHS procedures in place at that external clinic and obey all instructions given by that clinic in relation to safety. Any client conduct issues or safety concerns or queries should be directed initially to the relevant manager of that clinic, with a report to HLNT. If, after risk assessment, the matter is not satisfactorily resolved, HLNT will investigate the matter directly with the clinic concerned or the funder, as appropriate.

A remote location is defined as travel outside of any regional centre in the NT. Travel from one town/city to another on a sealed road is not defined as remote where the length of travel time is less than 4 hours. However, the standard pre-trip procedures and reporting requirements still apply.

Generally, travel to remote areas is only undertaken when the staff member is accompanied by another HLNT staff member, a member of a multi-disciplinary team or an accompanying pilot (not preferred but may be necessary where illness changes a trip from two health professionals to one last minute). Where sole travel to a destination is proposed, a risk assessment should be conducted and travel approved by the Manager Education Services. Factors to be taken into account include mode of transport (single driver to multiple communities versus a flight into a community directly/overnight stays in communities versus townships/established and proven effective relationships with staff in the communities receiving services) Where there has been an unforeseen change of circumstances at the last minute, this approval may be sought verbally.

Where a HLNT health professional is providing services under the Outreach Health Services program, they are to follow the [processes and procedures](#) of that program. Where Healthy Living NT has any concerns regarding the safety and practicality of any travel arrangements in the delivery of these services, they are to be elevated to the MES. Where safety concerns are rated high, no travel is to be undertaken until a resolution has been achieved.

A pre-trip risk assessment should be undertaken before any travel including contact with the health centre(s) to obtain advice and direction regarding confirmation/suitability of visit. Where there is any level of heightened risk eg road conditions or community unrest, the specific approval of the Manager Education Services is required. <https://secure.nt.gov.au/> is a recommended source of information regarding roads and weather conditions.

The following processes should be followed:

- Contact with the Clinic Manager to confirm visit and clinic lists
- Travel itinerary for approval including request for vehicle / flight booking / accommodation. It is expected that remote staff review travel itineraries in a timely manner with any:
 - Errors communicated immediately to the NTPHN via email with a copy to HLNT FAO
 - Issues or concerns communicated immediately to the HLNT CEO, MES and FAO who will address them with the NTPHN as appropriate
- [Remote Travel pre-trip check list](#)
- Confirmation phone call to clinic in the week prior to expected visit to confirm client list, clinic preparedness etc.

Staff travelling to remote communities must comply with:

- All land permit requirements and alcohol and cultural restrictions that may apply in each community
- Dress standards. Wearing modest attire is expected in all communities, in accordance with cultural expectations. As per the PHN Guidelines, staff must wear sturdy shoes, mid-length or longer skirts/shorts/pants covering both your shoulders and knees. Short skirts/shorts, singlet tops and tight clothing are not appropriate.

- Instructions from the pilot at all times and do nothing to jeopardise the safety of a flight. Comply with pilot briefings concerning in flight procedures, including emergencies, embarking and disembarking and general safety and/or
- Where applicable, comply with the *NT Traffic Act*, ordinances, laws and regulations and HLNT's *Motor Vehicle Policy*. For the absence of doubt, driving trips must not:
 - Commence prior to sunrise or
 - Depart with insufficient time to arrive at a destination prior to 1730 hours (i.e. defer trip until the next day)

Staff should not engage in risky behaviour at any time in an Aboriginal Community including walking/exercising alone or undertaking recreational activities alone (risk to personal safety, risk from dogs). Staff should also use extreme caution around water, including the sea, rivers and billabongs (risk of crocodile attacks).

Staff should also be aware of areas they are not permitted to go into on Aboriginal Land.

HLNT provides all staff travelling remote with a Remote Travel Kit comprised of clinical and personal safety items. It is the responsibility of the staff member to ensure that all contents of the kit are kept up to date and complete (at HLNT expense). The Remote Travel Kit shall include as a minimum:

Per Staff Member	Per Trip	Personal items
Sunscreen	InReach personal GPS device and charger	Water supplies (particularly when travelling by vehicle)
Insect Repellent	Laptop	Hat
Hand Sanitiser	Hotspot capable phone/dongle and charger	Personal Duress Alarm and charger

Staff must also carry a personal mobile phone which is 3CX enabled and with the mobile numbers for the MES and CEO saved.

Staff should (wherever possible) check into remote community accommodation prior to the close of business hours to ensure optimum opportunity for rectification of any issues. Where accommodation is below the standard that could reasonably be expected in a remote community, photos must be taken and included with the Visit Report.

A remote risk assessment using the [Remote Travel Checklist](#) as a reference must be completed prior to every trip by the primary co-coordinating staff member. Formal completion of the form is only required where an issue has been identified and further approval/ discussion is needed with the MES.

Confirmation that this assessment has been conducted should be noted in the "Travel and Clinic Hours" spread sheet in the Remote folder on the O drive, together with any relevant comments or where approval has been referred to the MES.

HLNT staff must be provided with instruction by the Manager Education Services on how to use the InReach personal GPS device before remote travel is undertaken. This is to include standard reports such as Check In/OK, Track Progress as well as elevated reporting such as Help/Assistance required and SOS.

For **ALL** remote trips, educators should carry an InReach personal GPS device. Where travel is by road and/or to communities with suspect or no mobile coverage, InReach reports are mandatory as follows:

- Road Travel: For entire duration of trip – **TRACK PROGRESS**
- Communities with suspect or no mobile coverage – **CHECK IN/OK**

The Manager Education Services and the CEO will monitor Inreach reports periodically, and in the event of unusual location/possible delay, will endeavour to contact the staff member(s) by mobile phone or via an InReach SMS. If they are unable to contact the staff member(s) within a reasonable period (based on an assessment of the particular situation), they will contact relevant authorities.

It is incumbent on staff to advise of any deviations to itineraries when travelling remote, particularly by car.

For **ALL** remote trips, travelling staff must advise of their arrival at a location and their return to base at the end of a trip as follows:

- During business hours - travelling staff must advise the office. The person taking the message must email all staff.
- After-hours, a text message (or Inreach report) must be sent to the Manager Education Services **and** the CEO.
- After-hours, where the Manager Education Services is on a remote trip, notifications are to be sent to the CEO and FAO.

Issue Guide

The following guide is general and not specific to every community or every circumstance. Staff members must apply their best judgement in many situations. In all situations HLNT and the PHN will provide support as far as possible however emergency situations must be managed directly with relevant emergency services.

Potential Issue	Recommended Action
Booked accommodation not available.	<ol style="list-style-type: none"> 1. Ring PHN on office number or AH number as appropriate 2. If no rectification possible, ring clinic on AH number and seek support. Advise MES (Alternate: CEO)
Booked accommodation not secure / liveable	<ol style="list-style-type: none"> 1. Seek to rectify as possible with accommodation provider. 2. Ring PHN on office number or AH number as appropriate 3. If no rectification possible/ no alternative accommodation available, ring clinic on AH number and seek advice. Advise MES. (Alternate: CEO)
Booked accommodation not satisfactory	Seek to rectify as possible with accommodation provider. Document via photos and include in Visit Report with narrative.
Delayed return to base from community e.g. plane cancelled or delayed	<ol style="list-style-type: none"> 1. Ring PHN on office number or AH number as appropriate 2. If no rectification/alternative possible, ring clinic on AH number and seek advice. Advise MES 3. For any significant changes in return to base, advise MES (Alternate: CEO)
Threat to personal safety	<ol style="list-style-type: none"> 1. BH: Advise clinic manager and follow their directions 2. AH: Ring Police on 000 3. Advise MES (Alternate: CEO)
Staff Illness (unable to work)	Advise travel partner and clinic; Advise MES (Alternate: CEO)
Staff Illness (requiring medical attention)	<ol style="list-style-type: none"> 1. BH: Seek help from clinic. 2. AH: Ring local Clinic (if number known) or Emergency services on 000 who will direct you to clinic AH service. 3. Advise travel partner and MES as possible (Alternate: CEO).

Visit Reports which include reporting on any issues, incidents or concerns must be emailed immediately to the CEO, MES and FAM.

Refer also Incident Reporting (Section A3) and Home Visits (Section C2b)

In all cases HLNT staff must follow the OHS guidelines and procedures and reporting requirements contained in this broader policy.

D. General Security and Housekeeping

1. Office Appearance and Presentation

When working in the office, basic consideration should be shown by keeping a respectable work environment and maintaining a presentable appearance.

All staff and volunteers are responsible for reporting any corrective action required regarding maintenance and or security on building and equipment to either the Finance and Administration Manager or the CEO.

It is the responsibility of all staff and volunteers to ensure that the kitchen, group education and public areas and toilet areas are clean at all times.

Workstations All staff and volunteers are expected to keep a clean and tidy work area for the benefit of other staff members and customers.

Stock All stock deliveries must be stored as soon as possible (even if reconciliation is yet to be done), to ensure that walkways are not impeded.

Storeroom As all of HLNT's paperwork is stored on the shelves in the storeroom, we must continually check that it is still necessary to keep the paperwork, and that it is being stored safely on supporting shelves and in an orderly manner (not overhanging).

Floors All floors and walkways should be cleared and kept clean, rubbish must be binned, products stored away and if floors become slippery - cleaned ASAP.

Empty Cartons Must be stored in a manner that does not impede access to exits or pose a fire threat.

Food Scraps Must be removed from the office daily or placed in a freezer.

2. Building Security

Key register Is maintained by the Finance and Administration Manager/Alice Springs CSO with details of keys issued. Spare keys are to be kept in the safe.

Emergency After Hours Contacts Contacts are listed with NT police. Finance and Administration Manager/Alice Springs Customer Service officer to review annually.

Window Repairs In the event of damage to glass windows a call is to be placed to repair ASAP. If the above happens outside normal working hours, the person placing the call must ensure they stay on the premises until the glass is repaired and the contractor has left before they leave the building.

Entry & Exit The first person into the building checks the status of the building and calls police if a break-in has occurred. The last person to leave the building does a physical check, secures stock room, and turns off lights and air conditioners where necessary. Whoever is last in the building takes personal responsibility to ensure it is locked and adequately secured.

This also includes the arming/disarming of the security alarm (refer below).

Security Systems **Alice Springs and Darwin Offices:**
Both offices have a **Fixed Duress Alarm** located under the front counter/desk. The alarm is for use by a staff member who feels they are in immediate personal danger (irrespective of the number of other staff in the office).

Once activated, the Fixed Duress Alarm will produce an immediate response from the NT Police and/or the Security Contractor (Chubb in Darwin and O'Briens in Alice Springs).

Alarmed motion sensors are installed in both Darwin and Alice Springs offices, which are linked to visual and audio alarms (internal and external) and to the security contractor. The system must be armed/disarmed by the first person entering/last person exiting the building. All staff will be provided with a 6-digit security code (Darwin) or a 4-digit security code (Alice Springs) for system management. Detailed procedures are contained in HLNT's Office Procedure Manual.

A **mobile Personal Emergency Transmitter** is also available for use in both offices. It is for personal use of staff when in the office alone and/or when exiting to their vehicle. The alarm is for use by a staff member who feels they are in immediate personal danger and operates in a similar manner to the Fixed Duress Alarm.

Darwin: The mobile **Personal Emergency Transmitter** is located in the top drawer under the small printer on the front counter and must be returned as soon as possible if removed from the premises.

Alice Springs: Mobile **Personal Emergency Transmitters** are located on the desk in each education office and must be returned as soon as possible if removed from the premises.

The Finance and Administration Manager is responsible for ensuring:

- Regular testing of the security system in Darwin and Alice Springs, and
- security system induction for new staff on commencement

The Alice Springs office additionally has a doorbell camera installed in the entry door. This is to be used to ensure only clients are allowed in the office particularly when staff are working alone. Can be accessed via web or mobile.

3. Cleaning and Routine Maintenance

All offices must be cleaned by external cleaners not less than once a week.

Carpet and chairs with soft coverings should be professionally cleaned annually.

Darwin: Service under sink pump in Conference Room annually.

A routine inspection of both the Darwin and Alice Springs offices must be conducted quarterly using the [General Workplace Inspection Checklist](#). The inspection is to be conducted by a staff member with the report to be sent to the Finance and Admin Officer and the Finance and Administration Manager who will assess for any rectifications.

Air-conditioners

Darwin

Must be cleaned quarterly – contract in place with RACE. Reports to be kept on file.

Alice Springs

Cleaning is the responsibility of the landlord.

E. Asset and Record Management

1. Asset Management

It is the responsibility of all employees to ensure that the building and surrounds are kept in a neat and tidy condition. As tenants, HLNT must maintain standards of safety and presentation to all visitors and to ensure that the landlords are informed of any issues effecting the building and surrounds.

An appropriate level of insurance for all physical assets of the Association is undertaken and updated annually under the control of the CEO.

Repairs and Maintenance of general equipment is the responsibility of the Finance and Administration Manager/CEO in consultation with the landlords.

2. Record Management

HLNT records are stored in the following locations and managed in accordance with HLNT's Data Retention and Destruction Policy:

Financial Records	are maintained and considered current on an annual basis. At the end of each year a new set of records is created and the previous periods records kept in an easily accessible place. All current financial year records are to be kept in the finance area and only archived by finance personnel. Once the previous financial year has been closed, financial records are to be archived into the storeroom. All archive boxes are to be marked on the outside with the contents and stored in a fashion that allows all contents to be read whilst in storage. ALL financial records are to be kept for a period of seven (7) years. After seven years financial records should be destroyed by confidential destruction. All financial records are stored in Darwin.
Member Records	are maintained and considered current on an annual basis. At the end of each year a new set of records is created and the previous periods records archived and stored in the storeroom. All archive boxes are to be marked on the outside with the contents and stored in a fashion that allows all contents to be read whilst in storage. ALL member records are to be kept for a period of three (3) years. After three years member records should be destroyed by confidential destruction. All member records are stored in Darwin.
Client Records	<p>which contain sensitive information (including health information) must be maintained for:</p> <ul style="list-style-type: none"> • Fifteen (15) years after the date of last access or • Forty-five (45) years after the date of birth where the client is a minor, whichever is the latest. <p>Current client files are stored electronically on HLNT's client database.</p> <p>Non-current client files (pre-2017) are held in hard copy and stored securely in compactors. They are clearly marked for the month/year of destruction. Destruction of hard-copy client files must be undertaken by confidential destruction.</p>
NDSS Records	File management and security is to be undertaken in accordance with NDSS procedures.
Personnel Records	It is the responsibility of CEO to ensure that all personnel files are kept in a secure place. Personnel files should not be accessible to any person without the knowledge of the CEO or Finance and Administration Manager. Any matter affecting a staff member should be placed on the personnel files as a permanent record. All pay, leave and superannuation details are maintained by the Finance and Administration Manager.
Computer Records	All computer information is systematically backed up (hourly, daily and weekly) on our local server, Area 9's servers and some data also backed up to Area 9 cloud servers.

3. IT Access and Files

All staff are provided with access to computers systems, software and internet access to enable them to fulfil their positions in accordance with HLNT's ICT Policy. HLNT operates in a Citrix environment through thin clients.

All staff have access to:

- A personal drive (M drive) (for use for individual work)
- A shared drive (for use for documents or information that is shared information between two or more users)
- Internet
- Individual Email
- A Document Library located on the website portal
- resource PCs
- Various database applications

Management have remote access and access to additional drives. Staff undertaking remote / external service delivery have remote access.

Staff must ensure that all work is saved directly to their M drive or Shared drive (or other special drive). Work that is saved to personal desktops, remote devices or resource PCs are not backed up and are therefore vulnerable to complete loss or loss of version control.

Work-related emails are official records and must not be deleted or archived under any circumstances.

Refer also to HLNT's ICT Policy and Cybersecurity Policy.

F. Emergency Procedures

All employees and volunteers must be adequately instructed in appropriate emergency procedures relevant to their workplace to ensure their safety. HLNT will conduct regular fire and emergency evacuation refreshers on a six monthly basis and induction on the commencement of new staff or volunteers.

1. Cyclone Action Plan – Darwin <https://secure.nt.gov.au/>

CYCLONE ADVICE – Likely timeframe: A cyclone or potential cyclone exists and there are strong indications that winds above gale force will affect region within 24 to 48 hours of issue

CYCLONE WATCH and ACT – Likely timeframe: As soon as gales or stronger winds are expected to affect region within 24 hours.

CYCLONE EMERGENCY WARNING – Highest level of warning indicating need to take action immediately.

CYCLONE INTENSITY:

CATEGORY 1 (tropical cyclone): Negligible house damage. Damage to some crops, trees and caravans. Craft may drag moorings. A Category 1 cyclone's strongest winds are GALES with typical gusts over open flat land of 90 - 125 km/h.

CATEGORY 2 (tropical cyclone): Minor house damage. Significant damage to signs, trees and caravans. Heavy damage to some crops. Risk of power failure. Small craft may break moorings. A Category 2 cyclone's strongest winds are DESTRUCTIVE winds with typical gusts over open flat land of 125 - 164 km/h.

CATEGORY 3 (severe tropical cyclone): Some roof and structural damage. Some caravans destroyed. Power failures likely. A Category 3 cyclone's strongest winds are VERY DESTRUCTIVE winds with typical gusts over open flat land of 165 - 224 km/h.

CATEGORY 4 (severe tropical cyclone): Significant roofing loss and structural damage. Many caravans destroyed and blown away. Dangerous airborne debris. Widespread power failures. A Category 4 cyclone's strongest winds are VERY DESTRUCTIVE winds with typical gusts over open flat land of 225 - 279 km/h.

CATEGORY 5 (severe tropical cyclone): Extremely dangerous with widespread destruction. A Category 5 cyclone's strongest winds are VERY DESTRUCTIVE winds with typical gusts over open flat land of more than 280 km/h.

Status	Approved	Occupational & Office Health & Safety Policies and Procedures	Document ID	G0015
Consultation	All Staff		Date of Issue	14 May 2025
Approval By	CEO		Version Number	12.00
Circulation	All Staff and Board		Review Cycle	Annual
		Page 1 of 36		

Bureau of Meteorology Announcements	HLNT Action	By
<p>CYCLONE ADVICE – A cyclone or potential cyclone exists and there are strong indications that winds above gale force will affect region within 24 to 48 hours of issue</p>	<p>Upon the issue of a cyclone <i>Advice</i>, HLNT will:</p> <ul style="list-style-type: none"> • Ensure appropriate emergency information is available to people with diabetes and people with a cardiac condition via the website and social media. • Ensure: <ul style="list-style-type: none"> ➢ a torch and relevant torch batteries are available ➢ Sturdy plastic sheeting to cover server rack is available. • Organise to have staff contacts and staff who may be available over a weekend period if necessary • Organise that contact can be made with all staff in case of the need to return to work or any other unforeseeable emergency needs. Copy of contact list to be kept in safe. • Management Team to assess and make judgement on degree of office preparations in light of Public Holidays/ Christmas Break/ Easter Break and weekends, taking into account the predicted severity and imminence of the threat. 	<p>Manager Education Services (MES) / CNE / DNE Admin Officer / all Staff CEO/Finance and Administration Manager (FAM) / MES</p>
<p>CYCLONE WATCH and ACT – PREPARATION As soon as gales or stronger winds are expected to affect region within 24 hours.</p>	<p>Upon issue of a cyclone <i>Watch and Act</i>, HLNT will appoint a Safety Warden and a Deputy who will supervise the following tasks:</p> <ul style="list-style-type: none"> • Assess individual staff situations in determining staff manning levels. (eg. Residential location and dependants) • Before closure– reschedule or cancel all appointments as determined by the Management Team and then; • Confirm access to client management software in Alice Springs • Continue product supply operations manually with possibly reduced staff. • Relocate high value stock of HBGMs and other non-NDSS higher value stock from storeroom into roll down cabinets in front office. • Lock important archives in compactus, with priority given to client files – all keys to be put into safe with contact list. Secure all funds in safe with related paperwork. 	<p>CEO / FAM / MES All</p>

<p>CYCLONE EMERGENCY WARNING – SHUTDOWN</p> <p>As soon as gales or stronger winds are expected to affect region within 24 hours.</p>	<p>Safety warden and/or Deputy determine status of shutdown procedure, taking into account the predicted severity and imminence of the threat.</p> <ul style="list-style-type: none"> • Upload Closure Notice on the website. • Generate staff contact report from HR Partner and circulate with management • Transfer main TELEPHONE line to Darwin and Alice Springs Office mobiles before shutting down server. Alice Springs will advise clients of alternative supply agents and deal with bookings manually. • *** See Server Shutdown Sequence in front of Safe Top Drawer *** (also attached) • IT system shut down and servers covered with plastic sheets and/or garbage bags and tape. • DO NOT TURN OFF POWER AT SWITCHBOARD so Chubb Security remains active. Emergency Services will turn power off in suburbs as required. <p>At this stage, personal safety takes priority over all tasks, and HLNT closes down operations and sends all staff home.</p>	<p>CEO / FAM / MES</p> <p>All</p>
<p>ALL CLEAR (when safe to leave shelter and roads opened)</p>	<ul style="list-style-type: none"> • Safety Warden and/or Deputy to contact staff advising of return to work timetable subject to individual staff situations, subject to operational telco infrastructure. • Assess level of damage as soon as practical • Restore servers.*** See Server Restoration Sequence in front of Safe Top Drawer ***(also attached) • Wait for servers to restore along with phone system to come back up and transfer phones back from Darwin or Alice Springs office mobiles. Check all working by getting Alice Springs to ring in and test. • Remove Closure Message from Website. • Commence normal operations as soon as practical 	<p>CEO/All</p>

CYCLONE SERVER SHUTDOWN PROCEDURE

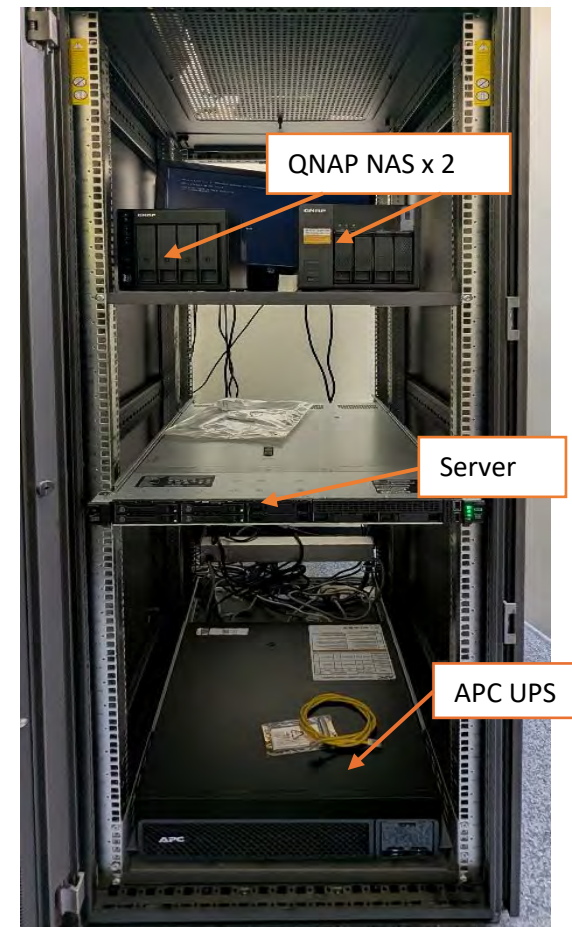
1. Ring Area 9 and request shutdown of server due to imminent cyclone risk
2. Disconnect APC UPS power from wall
3. Disconnect any other devices that still have power
4. Cover server and rack with Plastic

Should the ISO be unable to contact Area 9 to organise a remote shutdown they are to disconnect the APC UPS from the wall.

Once the UPS has lost power it will gently shut down the server when it reaches 15 minutes of remaining

CYCLONE SERVER RESTORATION PROCEDURE

1. Ring Area 9 and advise going to bring servers back up
2. Remove all plastic from Server and Rack
3. Connect APC UPS to back wall power point
4. Connect any devices disconnected in Step 3
5. Turn on APC UPS
6. Power on all other devices in Turn on the server
7. Power on the QNAP NAS x 2
8. Wait for all to come back up – about 20 minutes. Note the server can be quite loud when restarting.
9. Confirm staff can login and the Internet is working



2. Major Power Outage

Power Outage Level	HLNT Action	By
All Outages	<p>HLNT staff in Alice Springs or Darwin will:</p> <ol style="list-style-type: none"> 1. Make contact with Power Water to determine length of outage. 2. Advise Alice Springs/Darwin of outage and lack of computers. 3. Affix Pre-prepared sign to front door advising of power outage. 4. Open front doors to allow airflow throughout the premises. 5. Utilise Conference Room in Darwin for consults currently in session. 	CSO
Power off for more than 2 day	<p>HLNT will appoint a staff member who will supervise the following tasks:</p> <ul style="list-style-type: none"> • Darwin - In the event that Power and Water advise that the power outage will be longer than 2 days, server backups at Area 9 will be activated. Area 9 estimate that they can have them up and running within 24 hours (including email). ISO will oversee this transfer of servers etc to Area 9. A backup of HLNT's 3CX phone system can be deployed on Area 9 servers, enabling staff with internet access to continue handling calls without disruption. Area 9 to transfer all calls to Darwin/Alice Springs office mobiles until 3CX is up and running • Darwin - Staff with remote Citrix access to the server will continue working from their homes as access is available and keep in contact with other staff. HLNT's client management software can be accessed on any device with an internet connection. • Darwin & Alice Springs Before close down – reschedule or cancel all appointments by mobile, for the following days and then; • Darwin - Advise funders of possible closure of operations. • Staff will be sent home to do whatever work they reasonably can from home. The office will cease operations. 	CEO / FAM / MES / ISO All
	HLNT Closed	All
ALL CLEAR and full power restored	<p>Assess level of damage as soon as practical.</p> <p>Commence normal operations as soon as practical</p> <p>Return all services to HLNT server</p>	CEO/ISO/All

3. Flood Action Plan – Alice Springs

Todd River flows and floods are defined in five categories – Level A, B, C, D, & E.

Flow Level A – may cause closure of river bed level causeways, except Stephens Road

Flow Level B – will close river bed causeways and may overflow causeway on Stephens Road

Minor Flood Level C – all causeways are closed, and minor flooding can occur along South Terrace and nearby roads

Moderate Flood Level D – has the potential to cause disruptions and flooding is expected in lower reaches of town

Major Flood Level E – In addition to Level D, the river level will cause significant flooding in urban areas and the river may overtop the Wills Terrace footbridge adjacent to the CBD

HLNT's Alice Springs office is out of reach of Major Flood Level E. Notwithstanding this, depending on each staff member's home location, some or all staff may need to leave the office and return to their homes even when there are predicted lower levels of flooding. Staff are to monitor SEWS Warnings and follow advice of Emergency Services.

In the event that it is **not feasible to staff the office**, staff are to consult with the CEO, FAM or MES and:

- Commence shutdown procedure, taking into account the predicted severity and imminence of the threat.
- Ensure mobile contact numbers are shared
- Reschedule or cancel all appointments for the following morning or period as determined in consultation with the Management Team and then advise Darwin who will be responsible for further rescheduling
- Arrange for Darwin to put a Closure Notice on the website.
- Undertake normal office closure procedures and place a sign on the front door of the office
- HLNT closes down operations and sends all staff home.

When SEWS signals, **All Clear and roads open**:

- staff are to return to work, taking into consideration individual's situation.
- Assess any damage as soon as practical
- Advise Darwin of situation and status of operational restart, and to remove closure notice on website.
- Commence normal operations as soon as practical.

Motor Vehicle Policy

Healthy Living NT (HLNT) may own, lease or hire vehicles to conduct HLNT business. HLNT vehicles may:

- form part of an employee's salary package allowing a personal usage component or
- be designated for business-use only.

In either case, vehicles are generally available for use as pool vehicles for business use during normal working hours. The term "officer" in this policy refers to any employee, Board member, approved contractor or other authorised person.

The primary purpose of this policy is to ensure the effective and efficient use of HLNT resources and to ensure that drivers understand their responsibilities when operating HLNT vehicles.

General Conditions of Use

1. Drivers of HLNT vehicles must be authorised to do so and must hold a current driver's license.

HLNT employees who are:

- residing in the NT for more than 3 months must hold a current NT Driver's license
- not residing in the NT for more than 3 months must hold a current recognised Australian jurisdiction Driver's license.

A photocopy of each employee's driver's license is to be provided to the Finance and Administration Manager and kept on the employee's file. Any changes to the status or validity of the license must be immediately advised to your supervisor and/or the CEO.

Similarly if an employee is unfit to drive because of ill-health this should be immediately advised to your supervisor and/or the CEO.

In the case of vehicles that form part of an employee's salary package, the employee may authorise minimal, ancillary usage by their partner during non-business hours provided they comply with the above requirements. This right of approval does not extend to friends, children or other relatives of the employee. Private use of HLNT vehicles is restricted to drivers aged above 25 years who have been licensed to drive for more than 2 years. Exemptions to this restriction may be approved by the CE at their sole discretion.

Where a partner is authorised to drive an HLNT vehicle, it is the responsibility of the employee who is allocated a vehicle within their salary package to ensure they have a current driver's licence. If the vehicle is in an accident and/or traffic infringement is received, the employee is deemed responsible.

HLNT may withdraw authorisation to drive HLNT vehicles to any officer without notice, particularly where the officer has demonstrated repeated or wilful lack of care in driving. In some circumstances this may also result in the commencement of disciplinary proceedings.

2. Drivers are fully responsible for the vehicle whilst it is in their charge

HLNT vehicles are registered and comprehensively insured including third party insurance. They are also serviced at the manufacturers recommended intervals and maintained in a roadworthy condition. However, drivers are required to check for obvious defects and report these immediately. It is also the driver's responsibility to immediately advise of any fault that could render the vehicle unsafe or unroadworthy.

The driver of each vehicle is responsible for the basic maintenance of that vehicle. Basic maintenance should include, as a minimum, the following:

- Currency of registration (papers to be kept in the glove box of each vehicle)
- Fuel (corporate fuel cards are to be used for the purchase of fuel and oil etc but no miscellaneous purchases are allowed on these cards)
- Engine oil
- Coolant
- Washer Fluids
- Tyre Pressure
- Keeping the inside and outside of the vehicle presentable and clean at all times
- Ensuring that unattended vehicles are securely locked.

In the case of vehicles that form part of an employee's salary package, the employee is also required to ensure that the maintenance schedule is adhered to and that tyres are replaced as appropriate.

3. Traffic regulations, laws and HLNT procedures must be observed at all times.

All HLNT vehicle usage during business hours must be logged in the electronic diary by the employee using the vehicle and include start and finish time and destination(s) (refer separate procedure).

Vehicles are to be driven at safe speeds, according to road and weather conditions and within speed limits at all times. Every courtesy should be shown to other road users and pedestrians at all times. Distance driving during dusk, dawn or night is generally not permissible. It is advisable to take a 15 minute break or where possible, rotate drivers, every two hours.

a) Traffic fines and infringements

Any traffic violation or offence of any sort committed by an officer will remain the sole responsibility of that officer. HLNT will not be liable for any fines or penalties as a result of vehicle use. The officer that is driving the vehicle is to admit to any infringement and be responsible for the payment of the fine. Fines not admitted by a specific driver are charged to HLNT. Any outstanding fines that are paid by HLNT for a specific driver will be deducted from the employee's pay.

The only exception when an officer will not be held liable is where a fine has been imposed due to the unroadworthy condition of the vehicle and the officer was unaware of the vehicle's condition.

b) Alcohol and drugs

No officer can drive an HLNT vehicle with a blood alcohol level above the prescribed limit or are under the influence of medication and/or social drugs which may impair performance.

c) Traffic Accidents

The officer responsible for any vehicle that is involved or suspected in being involved in any accident is to report the accident to HLNT management immediately and in writing, as soon as practical. Where police or legal action is instituted against the driver in respect of an accident, the matter must also be reported to HLNT as soon as possible.

Note: where officer negligence is determined as the cause of the accident, the officer may be deemed responsible for the payment of the damage/insurance premium/excess, which may necessitate deduction of monies from wages.

In the event of any accident involving another vehicle, person(s) or property, the driver must supply her/his name and address, the address and particulars of the vehicle to any person involved in the accident or, where damage is caused to a third party's unattended vehicle, a notice in writing showing the particulars must be affixed to that vehicle (details of vehicle registration will be found in the glove box).

Under no circumstances should driver admit fault for any accident at the scene of the accident. If under pressure to admit fault, drivers should state that they are not permitted to make a statement until after reporting to their supervisor.

Please note that under the motor vehicle insurance policy you and any other person in charge of or driving the vehicle are not covered, if at the time of an accident you or that person:

- had in their breath or blood an amount of alcohol or drug equalling or exceeding that limit prescribed by law;
- refused to take a legal test for alcohol or drugs;
- did not without a reasonable cause remain at the scene of the accident until the police arrived or when required by law to do so;
- did not have the appropriate driver's licence or was not complying with its conditions

Specific Conditions of Use

HLNT-owned vehicles may form part of an employee's salary package allowing a personal usage component or may be designated for business-use only. All vehicles are generally available for use as pool vehicles for business use during normal working hours.

In the case of:

a) vehicles that form part of an employee's salary package:

The designated employee may enjoy reasonable personal use of the vehicle for which HLNT pays FBT calculated using the statutory method. Reasonable personal use is not easy to define without having due regard to each individual employee's circumstances.

In order to ensure appropriate use of HLNT resources, vehicles in this category should not exceed a total kilometre threshold (business and private use) of more than 35,000 km per annum, based on odometer readings taken at the beginning/end of the FBT year.

Where the kilometre threshold has been exceeded in any one year, the matter will be referred to the Board Executive who may, after taking into account any special circumstances (eg where the car has been under the control of another employee for a period of the year), determine that the employee should reimburse HLNT for kilometres in excess of the threshold using accepted, published methodology such as that of the ATO.

b) Business-use only vehicles:

These vehicles are not generally privately garaged and are generally available only for business use as a pool vehicle during and after normal working hours. The following scenarios also constitute acceptable business use of the vehicle:

- From HLNT office directly to home; then next morning directly to a work-related appointment which is not at the HLNT office
- From work-related appointment outside HLNT office directly home; then next morning directly to HLNT office or a work related appointment at an external venue.

As a general rule personal use of HLNT's owned or leased vehicles is not permitted. However, the CEO may authorise the personal use of fleet vehicles under special circumstances as follows:

- no FBT liability will be incurred; and
- it is a one off event of short duration.

Responsibility for Policy

The Board of Diabetes Association of the NT Inc. is responsible for ensuring this policy is up to date and complied with.

Approval

Original Approval Date:	Board Meeting 1/13 of 16 February 2013
Revision 1 Approval Date:	Board Meeting 6/13 of 14 December 2013
Revision 2 Approval Date:	Board Meeting 6/14 of 13 December 2014
Revision 3 Submission Date :	Board Meeting 6/19 of 14 December 2019
Revision 3 Approval Date :	Board Meeting 6/19 of 14 December 2019

Circulation: All HLNT Board, staff and volunteers.

Sign off by: Chair of the Board



Signature: *On behalf of Board*

Related Policies:

Ethical Practice and Relationships Guide

Project Assessment Process

Background

One of the objectives of Healthy Living NT's current strategic plan is for the organisation to maintain and extend a portfolio of quality services through:

- Delivery of a broad range of diabetes/health/chronic disease services to consumers and health professionals on behalf of Government and other funding bodies, based on best practice/evidence based protocols.
- Identification of services which are capable of being delivered efficiently.

The process of introducing new projects or services to the organisation normally goes through a fairly structured cycle comprising:

Phase	Responsibility
1. Determination to proceed with project proposal or response	CEO/President/Executive
2. Project development – detailed planning, proposal development or tender response in a competitive time bounded process.	Staff
3. Negotiation with funders/contract holders	CEO with Executive direction
4. Contract commitment	Board/CEO – as per delegations
5. Project implementation	Staff

Healthy Living NT has an established set of delegations which provides varying levels of authorisation to officers to enter into service contracts or agreements on behalf of the Association. These delegations relate to Phases 3 and 4 above and currently are:

Contracts	Threshold	Authorised Officer	Alternate
Enter into Service/Project Agreements	Up to \$200,000 pa \$200,000-\$1m > \$1,000,000 pa	CEO Executive & CEO Board	Executive/Board Board

However, this does not resolve the issue of determining when the Association should dedicate resources to preparing a project proposal or response. In terms of good governance and proper resource allocation, a project should not reach Phase 3 or 4 and then be rejected on the basis that it is not an appropriate project for the Association.

As the overall strategic objective is fairly broad, the scope of the potential services/projects to be considered by the Association will be equally broad. There is a consequent need for a preliminary process through which the Association can make an informed decision of whether resources should be committed to the development of a project proposal in Phase 1. This process needs to be relatively simple and allow the Association to respond to opportunities quickly and with clarity.

Process

The Board has determined the following process for the initial assessment of project or tender responses:

- Assessment of projects for response by the Association should be generally conducted within an assessment framework comprised of a series of value statements which cover a range of key areas of consideration by the Association.
- The preliminary assessment should be undertaken by 2-3 senior managers using a consensus approach.
- Further validation about the decision to proceed or not proceed with a project proposal should be sought from the President and/or Executive where necessary or appropriate.

The current assessment criteria is appended, and each relevant service/project should be rated against each value statement to determine:

- The degree of 'fit' with the organisation
- Risk profile
- Likelihood of success
- Sustainability (financial and management)
- Value added to HLNT and
- Project significance.

The resulting percentage score should then be used as guide as to whether a project or tender response is required and/or justified. As a guide, the following rating can be used to indicate the appropriate course of action.

> 70%	Proceed with response
60-69%	Proceed with response following consultation with President/Executive
50-59%	Proceed with response following consultation with President/Executive and only if there are compelling reasons
<50%	Do not proceed with response

In establishing this assessment framework, the Board notes that there will be instances of clear exception, where project responses may or may not be undertaken, irrespective of the overall scoring of the project against the assessment framework. Examples of these exceptions include if the project or service is:

- not financially viable or is unethical,
- of such significance that HLNT needs to put in a response, or
- an intrinsic enhancement to a current core service.

Approved: Board Meeting 2/07 of 28 April 2007

Revision 1 Submission Date Board Meeting 6/14 of 13 December 2014

Revision 1 Approval Date Board Meeting 6/14 of 13 December 2014

Circulation: All Board Members, CEO and Finance Manager

Sign off by: Chair of the Board

Signature: On behalf of Diabetes Association of the NT Inc. Board

Project/Service:		Rating	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Comments
Statement								
1	The service/project is an extension or continuation of HLNT's current core business		1	2	3	4	5	
2	The service/project has a significant degree of <u>direct</u> relevance to HLNT's current core business		1	2	3	4	5	
3	The service/project has a significant degree of <u>indirect</u> relevance to HLNT's current core business		1	2	3	4	5	
4	The proposed service/project is relevant to HLNT's strategic directions eg service provision, primary prevention, indigenous etc		1	2	3	4	5	
5	The proposed service/project will not substantially detract from HLNT's current delivery of core services, business or strategic directions.		1	2	3	4	5	
6	The proposed service/project complies with HLNT's ethical framework.		1	2	3	4	5	
7	The proposed service/project represents a low level of risk to Healthy Living NT.		1	2	3	4	5	
8	There is a high level of risk if Healthy Living NT does <u>not</u> proceed with the service/project.		1	2	3	4	5	
9	Healthy Living NT stands a good chance of being successful in its tender response/application		1	2	3	4	5	
10	There is unlikely to be strong competition for the proposed service/project		1	2	3	4	5	
11	The proposed budget for service/project is adequate to allow successful implementation/delivery.		1	2	3	4	5	
12	The proposed service/project offers adequate remuneration to HLNT		1	2	3	4	5	
13	HLNT is capable of delivering the proposed service/project sustainably over the term of the contract.		1	2	3	4	5	
14	HLNT has current capacity to manage the proposed service/project sustainably over the term of the contract.		1	2	3	4	5	
15	The project will sustain additional management capacity.		1	2	3	4	5	
16	The proposed service/project will significantly value add to HLNT as an organisation (Consider time frame, nature of service etc.)		1	2	3	4	5	
17	The proposed service/project will have a strong positive impact on HLNT in the long term. (Consider financial, reputation, scope etc)		1	2	3	4	5	
18	The proposed service/project has a time frame greater than one year		1	2	3	4	5	
19	The proposed service/project will increase (or maintain) annual revenue to HLNT by more than 20%.		1	2	3	4	5	
			Total score					
					%			

HLNT nominees or representatives to external bodies

Background

As part of normal operations, Healthy Living NT Board Members, volunteers and employees are required to act on, or represent Healthy Living NT on, external bodies. The range of these external bodies is considerable and includes:

- Unincorporated local alliances e.g. Good Health Alliance NT
- Unincorporated national committees including committees of DA, ADEA and State and Territory diabetes associations
- Independently constituted companies e.g. Diabetes Australia Ltd, Diabetes Tendering and Marketing Services Pty Ltd.

The means by which Healthy Living NT nominees or representatives are selected to sit on external bodies also ranges considerably:

- Some appointments are by virtue of position i.e. as CEO or President of HLNT;
- Some appointments undergo a more formal selection and nomination process through Board or through management;
- Other appointments have more tenuous origins where there is not a clear link back to Healthy Living NT, but where Association resources are used to support participation e.g. where someone associated with Healthy Living NT (either as an employee or Board Member) is sought to represent the health interests of people living in remote parts of Australia.

This diverse means of becoming representatives or nominees to external bodies is healthy and will continue. However, it is important to recognise that the appointment is, to some extent, inextricably linked to the person's association with Healthy Living NT. As such, the person is either actually or perceived⁽¹⁾ to be representing Healthy Living NT. As a consequence of this, the person is not independent of the views or policies of Healthy Living NT, and their conduct should be commensurate with Healthy Living NT expectations.

The purpose of this paper to provide guidance to HLNT representatives or nominees to external organisations so they may better understand their role and responsibilities, delegations and accountability back to Healthy Living NT.

Role and Responsibilities

All HLNT Board Members and employees are legally bound by the code of conduct⁽²⁾ set out by HLNT and underpinned by the *Associations Act 2003*. All HLNT Board Members and employees, when acting in the course of HLNT service, are obliged to:

- behave honestly and with integrity.
- act with care and diligence.
- comply with all applicable Australian laws
- comply with all HLNT policies and values
- comply with any lawful and reasonable direction given by someone in the Association who has authority to give direction
- use HLNT resources in a proper manner
- at all times behave in a way that upholds HLNT values and the integrity and good reputation of HLNT

Additionally, the conduct of employees of Healthy Living NT is governed by provisions of their employment contract which states, in part:

“It is expected that those duties will be performed in accordance with the instructions of the employer and that the employee will devote all normal working hours and best endeavours to performing the duties outlined in a manner which will promote the interests of the employer. All performance and conduct of duties shall be carried out in accordance with best practice principles, and in line with Healthy Living NT’s Guiding Values.”

Where HLNT Board Members or employees are nominated by Healthy Living NT to sit on independently constituted companies, they have a legal responsibility to act in the best interests of that company. This may, or may not, be synonymous with the best interests of Healthy Living NT. However, there remains an inextricable moral, ethical and legal⁽¹⁾ link back to Healthy Living NT which implies that the actions of that person should not have the potential to be detrimental to Healthy Living NT.

Guiding Principle 1:

All people who sit on independent or external organisations by virtue of their association with Healthy Living NT should act in accordance with Healthy Living NT values at all times and promote the best interests of Healthy Living NT wherever possible.

Where a nominee believes they have an irreconcilable conflict of interest, this must be immediately advised to Healthy Living NT.

Delegations of Authority

Any person who sits on independent or external organisations by virtue of their association with Healthy Living NT may be required in the course of that business to offer opinions, make decisions, commit resources or commit to strategic directions that may impact upon Healthy Living NT.

In the case of HLNT nominees/representatives on external unincorporated bodies or organisations, the HLNT nominee may actively participate within a framework that promotes decisions, opinions or commitments that are:

- fully consistent with existing HLNT policies, strategies and directions,
- in the best interests of HLNT; and
- within the person’s existing financial/personnel delegation approved by the Board.

In the case of HLNT nominees to external independent companies, they may offer advice and opinions that reflect the views and policies of HLNT, but they have no remit to act on behalf of Healthy Living NT or to commit the organisation to any course of action or resource allocation.

Guiding Principle 2:

Where HLNT nominees on external bodies are directly representing HLNT, they must act in a manner consistent with HLNT best interests, policies and directions and may commit resources to a level consistent with their existing delegation.

Where HLNT nominees on external bodies are not directly representing HLNT, they may offer advice consistent with HLNT views, but may not, under any circumstances, formally commit the organisation to any action or commitment.

Accountability

Accountability is key to the good management of external relationships.

Where a person is nominated (either directly or indirectly) by Healthy Living NT to either directly represent the organisation, or to act on behalf of another organisation, a mutual accountability between Healthy Living NT and the nominee exists.

To fulfil the terms of mutual accountability:

- The nominee should:
 - regularly and accurately report back to Healthy Living NT on the activities and plans of the external body,
 - highlight any areas of direct relevance or impact to Healthy Living NT,
 - seek Healthy Living NT direction or prior approval on issues requiring decision or guidance, and
 - periodically review whether they are the most appropriate person to represent Healthy Living NT.
- Healthy Living NT should:
 - make available the opportunity for interacting with the nominee
 - apply due diligence to issues identified,
 - provide guidance or approval on issues requiring Healthy Living NT decision, and
 - periodically review the suitability of their nominee.

Guiding Principle 3:

Healthy Living NT and its nominee to an external body have a mutual accountability to communicate regularly, consider issues of relevance and provide guidance.

The suitability of nominees to external bodies should be regularly reviewed.

Responsibility for Policy

The Board of Management of the Diabetes Association of the NT Inc. is responsible for ensuring this policy is up to date and complied with.

Approval

Date Submitted: Board Meeting 6/06 of 21 October 2006

Date Approved: Board Meeting 6/06 of 21 October 2006

Circulation: All Board Members, staff and volunteers

Sign off by: Chair of the Board

Signature: _____
On behalf of Diabetes Association of the NT Inc. Board

(1) A recent example of this occurred in 2006, whereby a Director of DA Ltd was threatened with legal action due to their conduct as a Director of that company. Their nominating S/T organisation was to be enjoined in this action, despite the fact that it had no direct role in, or direct responsibility for, the conduct of a Director of a separate company.

(2) Healthy Living NT Ethical Practice and Relationships Guide.



Logo Use Guidelines

Healthy Living NT has a range of logos and branding available for its use:

1) **Healthy Living NT branding**

This comprises a range of distinctive logos, branding and graphics for use as specified in the Healthy Living NT Style and Language Guide and through the approved electronic logos.

Copyright for the logos, branding and components vests in Healthy Living NT and is the primary branding for the organisation

2) **Bill Raby Diabetes Fellowship branding**

This comprises a distinctive logos for the Fellowship which HLNT can use in administering and promoting the Fellowship, in accordance with the Fellowship Terms of Reference.

Copyright for the logo vests in Healthy Living NT. *Fellowship* branding may be used in conjunction with Healthy Living NT branding, as specified in the Healthy Living NT Style and Language Guide

3) **Healthy Territory Kids branding**

This comprises a distinctive logo for identifying HLNT’s childhood obesity prevention and management program. Copyright for the logo, branding and components vests in Healthy Living NT.

Healthy Territory Kids branding must be used in conjunction with Healthy Living NT branding

Healthy Territory Kids

Delivered by Healthy Living NT

4) **Salt Water Dreaming Artwork**

This comprises unique Indigenous artwork owned by artist Danella Lee. Healthy Living NT is licensed to use and reproduce the artwork for non-commercial purposes including corporate livery, uniforms and digital or print publications.

Any use of *Salt Water Dreaming* requires CEO approval, with consultation from the Aboriginal and Torres Strait Islander Program Manager as appropriate.



Life. Be in it.™

Status	Approved	Logo Use Policy	Document ID	G0031
Consultation	All Staff		Date of Issue	14/12/2024
Approval By	Board		Version Number	5.0
Circulation	All Staff and Board		Review Cycle	Annual
Page 1 of 2				

4) **Life. Be In It branding**

This comprises a range of distinctive logos, graphics and word marks which HLNT can use in its health promotion activities, in accordance with the *Life. Be In It* Style Guide and Healthy Living NT's Style and Language Guide.

Healthy Living NT does not own the copyright for *Life Be In It* branding but is licensed to use it within the NT for a specified range of purposes.

Effective from 2025:

- *Life Be In It* word branding (only) may be used in conjunction with Healthy Living NT branding.
- the *Life Be In It* graphic branding will cease to be used and will be progressively removed from existing HLNT livery

5) **NDSS branding**

This comprises a range of distinctive logos, graphics and word marks which HLNT can use in its delivery of NDSS programs, in accordance with the terms and conditions of the licensor (NDSS Style Guide).

Healthy Living NT does not own the copyright for *NDSS* branding or trademarks but is licensed to use it within the NT for the specific delivery of the program.

Conditions of Use

Use of HLNT graphics, branding and logos is approved for official Board communications and all staff (within the scope of their employment) for the sole purpose of transacting official Healthy Living NT business.

Healthy Living NT provides access to approved graphics and templates covering items such as letterhead, publications, policy, procedure and media statements, reports, advertising formats, power point presentations and promotional materials. These templates incorporate bi-branding with the *Life Be In It* logo in an approved manner and include additional templates for use in official health promotion activities.

Approved graphic branding/templates must be used for all official communications, publications, documents and presentations, with the exception of electronic communication of client data.

Where approved templates are not being used e.g. a unique ad, the selection of HLNT logos (wide, tall or square logos) will be based on the format that best compliments publication layout and use. Prior approval for unique use of logos or brands must be sought from the CEO, MES or FAM.

The CEO must also approve any modification, addition or other change from the original approved graphics (including the addition of titles or other words), prior to the changed version being used.

Other subsidiary or third party logos may only be used for the specific purpose for which use has been approved ie they are program or activity specific and in most instances must be used in conjunction with HLNT branding on specific templates. Prior approval for any other use must be sought from the CEO, MES or FAM.

Third Party Use

The logos and graphics may be provided to third parties such as printers/ publishers/secretariats for their proper use in association with authorised business.

Logos, branding, graphics and trademarks that are either owned by Healthy Living NT or Healthy Living NT is licensed to use must not be:

- Applied to any brochure, publication or promotional item that might create an impression that Healthy Living NT endorses, supports or operates in partnership with any particular product, brand, business, event, initiative or person, where no approved endorsement, support or partnership exists
- Applied to any brochure, publication, promotional item or event in any way that may bring discredit upon Healthy Living NT through potential misrepresentation
- Given to any third party (individuals or organisations) for use by that third party for purposes that may be considered to have only indirect or ancillary linkage to Healthy Living NT business or the aims of the organisation without express prior permission.

The CEO may approve third party use of Healthy Living NT and *Life. Be In It* logos, branding and graphics where such use is in acknowledgement of a Community Support Grant approved under the Bill Raby Diabetes Fellowship.

All other requests to use Healthy Living NT and *Life. Be In It* logos, branding and graphics or other branding under HLNT's control must be referred to the Board for approval. Third parties may seek approval to use logos, branding and graphics owned by Healthy Living NT or under its control by making application to the Board including the following information:

- Name, contact details and background information of individual or organisation seeking use
- Details of the event, activity or purpose for which logo use is sought, including whether any fundraising or commercial activities are proposed
- A description of how the logo or branding will be used and/or promoted, and the direct benefit or linkage to HLNT business aims and objectives.
- The Board will consider the application at its next scheduled Board Meeting and either approve, reject or seek further information on the application. The decision of the Board will be final.

Responsibility for Policy

The Board of Diabetes Association of the NT Inc. is responsible for ensuring this policy is up to date and complied with.

Approval

Original Approval Date:	Board Meeting 1/13 of 16 February 2013
Revision 1 Approval Date:	Board Meeting 6/16 of 10 December 2016
Revision 2 Approval Date:	Board Meeting 6/17 of 9 December 2017
Revision 3 Approval Date:	Board Meeting 6/22 of 10 December 2022
Revision 4 Submission Date:	Board Meeting 6/24 of 14 December 2024
Revision 4 Approval Date:	Board Meeting 6/24 of 10 December 2022
Circulation:	All HLNT Board, staff and volunteers.
Sign off by:	Chair of the Board



Signature: William De Decker
On behalf of Board

Related Policies:

Ethical Practice and Relationships Guide
Healthy Living NT Style and Language Guide



Privacy Policy

What is privacy?

Healthy Living NT is an organisation covered by the *Privacy Act 1988* ('the Privacy Act'), as amended by the *Privacy Amendment (Private Sector) Act 2000*, the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* and the *Privacy Amendment Notifiable Data Breaches (NDB) Act 2017*.

New privacy laws commenced on 12 March 2014 that introduced new Australian Privacy Principles ('APPs'). The APPs set out the way organisations (government agencies and some private sector organisations) including those providing health services, such as Healthy Living NT can collect, use, disclose and provide access to personal and sensitive information. Additionally the amendment on Notifiable Data Breaches identifies eligible data breaches and how to report them.

Personal information is any information that identifies or could identify a person, whether it is true or not. It includes, for example, your name, age, gender and contact details. Personal information can also include sensitive information, which is information about your health and health services provided to you.

Who is Healthy Living NT and what do we do?

Healthy Living NT is the trading name for the Diabetes Association of the NT Inc., a charitable, member based organisation established in 1980 to provide support to people with diabetes, other chronic health conditions and members of the general community.

Healthy Living NT is committed to the protection of your privacy. This Privacy Policy sets out how Healthy Living NT handles your personal and sensitive information and ensures we manage personal and sensitive information consistently with the APPs.

This Privacy Policy applies to:

- All employees, consultants, contractors, agents, visiting health professionals and volunteers, including Board members, of Healthy Living NT and
- All information collected or managed by Healthy Living NT through our services and programs and through interaction with our website www.healthylivingnt.org

Healthy Living NT is contracted to deliver a number of State and Commonwealth government funded programs, and delivers services and programs in its own right. These include:

- Diabetes education services to clients in urban, rural and remote areas
- Cardiac rehabilitation services to clients in urban, rural and remote areas
- Nutrition education services to clients in urban, rural and remote areas
- Diabetes, cardiac and nutrition information, advice, training and support for health professionals, carers and community members
- Health promotion programs including active recreation and physical activity programs



- Membership information and support
- Product supply and support in the use of products
- Advocacy support and advice
- the National Diabetes Services Scheme (NDSS). Healthy Living NT is the NT Agent for the NDSS, an initiative of the Australian Government administered with the assistance of Diabetes Australia. The NDSS delivers diabetes-related products at subsidised prices and provides information and education support services to people with diabetes and their carers. Healthy Living NT is bound by the NDSS Privacy Policy which can be found at <https://www.ndss.com.au/privacy-policy>

In our interactions with you and through adherence to this Privacy Policy, Healthy Living NT is committed to compliance with Australian Privacy Principles and the eligible data breach scheme shown below.

- *Open and transparent management of personal information - Australian Privacy Principle 1*
- *Anonymity and pseudonymity - Australian Privacy Principle 2*
- *Collection of solicited personal information - Australian Privacy Principle 3*
- *Dealing with unsolicited personal information – Australian Privacy Principle 4*
- *Notification of the collection of personal information - Australian Privacy Principle 5*
- *Use or disclosure of personal information - Australian Privacy Principle 6*
- *Direct marketing - Australian Privacy Principle 7*
- *Cross-border disclosure of personal information - Australian Privacy Principle 8*
- *Adoption, use or disclosure of government related identifiers - Australian Privacy Principle 9*
- *Quality of personal information - Australian Privacy Principle 10*
- *Security of personal information - Australian Privacy Principle 11*
- *Access to personal information - Australian Privacy Principle 12*
- *Correction of personal information - Australian Privacy Principle 13*
- *Notification of eligible data breaches – Privacy Act Part IIIC*

Further information on these can be found at <http://www.oaic.gov.au/privacy/privacy-resources/privacy-fact-sheets/other/privacy-fact-sheet-17-australian-privacy-principles>

<https://www.oaic.gov.au/privacy-law/privacy-act/notifiable-data-breaches-scheme>

Collection of your information

Healthy Living NT normally collects your personal and sensitive information only if you have consented to the information being collected. We will only seek to collect the information that is reasonably necessary for one or more of our services or activities or if one of the other exceptions applies under the APPs. We may also receive information about you such as diagnosis, referrals and health information sent from your doctor or health care professional that is necessary in order for Healthy Living NT to provide you with a health service.

Healthy Living NT only seeks to collect the minimum amount of personal or sensitive information from you necessary to provide an effective service:

- For general services or programs, we will only seek to collect basic personal details such as name, contact details, gender, date of birth, emergency contact details and any specific medical or allergic conditions;
- For more individual health education services, we will additionally seek to collect information including occupation, Medicare, Department of Veterans' Affairs and/or Concession numbers, country of birth, details of your parent or carer and details of your doctor. We also collect sensitive information about you such as whether you are of Aboriginal or Torres Strait Islander origin, main

language spoken at home, your diagnosis, height, weight, family history, health information and medical history.

We collect information about NDSS and non-NDSS product sales, including the products purchased, date and location of purchase, and method of payment. We also collect your credit card details if you use our online, mail order or phone services to purchase products, membership or to make a donation.

We will only collect your information by lawful and fair means through our interactions or in the course of providing a health service to you. We collect your information in a few different ways including:

- forms, such as the Client Details form, Membership form, Health Promotion Participation form or NDSS forms
- electronically, such as through our website
- phone calls
- information you provide while visiting NDSS Access Points, such as your local pharmacy, health centre and hospital
- information you provide while visiting our offices or participating in one of our services or education / physical activity programs
- other correspondence, such as email and mail
- information you provide during private consultations with one or more of our health professionals
- information received from your doctor or health care professional relating to diagnosis, treatment and medical history.

We will always collect personal information from you directly unless it is unreasonable or impractical for us to do so e.g. in the case of a medical diagnosis, treatment or medical history.

When a person does not have the capacity to provide consent e.g. when a person is under 15 years old or is an adult receiving continuing care, the person's primary carer or guardian must consent to the collection of the person's information.

If we receive personal information about you that we did not request and we could not have collected this information as set out in the dot points above, we will destroy or de-identify the information (i.e. any information that could reasonably identify you as an individual is removed) as soon as practicable, reporting any eligible data breach to you and the Office of the Australian Information Commissioner. This will apply except where the information is part of a Commonwealth record, or we are required by law or a court/tribunal order to retain the information.

When we collect your information, or as soon as practical, we will take reasonable steps to let you know:

- that the information has been received by Healthy Living NT and how to contact us
- if we received your information from another source, details of the information we have received and why we received it
- why we are collecting the information
- the main consequences (if any) for you if you do not provide all or part of the information we have requested
- the organisations or types of organisations to which we normally pass on information
- that you can access and seek to correct your information and that our Privacy Policy explains how that can be done

- that our Privacy Policy contains information about how someone can complain if they believe we may have breached the APPs and how we will handle that complaint and
- whether we are likely to disclose information to overseas parties and if so, the countries in which those parties are located

Can I remain anonymous?

It is your choice to provide information to us. Wherever it is lawful and practicable, you have the option not to identify yourself or to use a fictional name when interacting with us. You can remain anonymous when using some parts of the Healthy Living NT website or some elements of our services.

However, it may be necessary for us to collect your personal or sensitive information if you would like to access certain materials or services. If you choose not to provide necessary information, we may not be able to provide the services you have requested.

Security of your information

We take appropriate steps to protect your personal and sensitive information held by us from misuse, interference, unauthorised access, modification, loss or disclosure. This includes during storage, collection, processing, transfer and destruction of the information.

Information is stored in secure, alarmed, access-controlled premises, within which:

- Paper files are stored in locked cabinets or rooms, and
- Electronic databases are password secured with access restricted to those staff involved in providing the services to you, within servers protected by firewalls and intrusion detection.

Employees of Healthy Living NT, NDSS Access Points, contracted third parties, volunteers, health professional students and other parties to whom we disclose your information, such as IT service providers, sign a confidentiality agreement that requires them to comply with the Privacy Act and our Privacy Policy.

We take steps to ensure the security of the Healthy Living NT website. However, users are advised that there is always some risk when transmitting information across the internet, including a risk that information sent to or from a website may be intercepted, corrupted or modified by third parties.

The Healthy Living NT website contains links to external websites. We recommend that you review the privacy policies of those external websites as we are not responsible for their privacy practices.

When we no longer need, or are no longer required to keep, personal or sensitive information for any purpose we will take reasonable steps to destroy the information using confidential destruction services or ensure that the information is de-identified. This will apply except where the information is part of a Commonwealth record, or we are required by law or a court/tribunal order to retain the information.

Notifiable data breaches

The Privacy Act Amendment Notifiable Data Breaches (NDB) Act 2017 requires Healthy Living NT to notify particular individuals and the Office the Australian Information Commissioner about eligible data breaches. A data breach is eligible if it is likely to result in serious harm to any of the individuals to whom the personal or sensitive information relates. Healthy Living NT will make an objective assessment of whether a data breach is likely to result in serious harm and take remedial action according to its data breach response plan. See <https://www.oaic.gov.au/> for further information.

Use of your information

We only use your personal and sensitive information for purposes which are directly related to the reason you provided us with your information in the first place and where you would reasonably expect us to use your information. For example:

- we may send people who register with the NDSS information about the use of products and the effective self-management of diabetes,
- we may advise diabetes, cardiac or nutrition education clients about upcoming education services or scheduled review appointments, and communicate with your doctor or health care professional

regarding management of your health condition,

- we will send regular information to members including magazines, newsletters, correspondence and electronic communications,
- We may send regular information to members of the general community and participants in active recreation and physical activity programs.

We will not use your personal information for another purpose unless you have given consent (for example, in the Client Details form, Membership form, Health Promotion Participation form or NDSS forms) or one of the exceptions under the Privacy Act applies. For example, if the use of the information is authorised by Australian law or is necessary for law enforcement by an enforcement body.

Disclosure of your information

When you provide us with your personal and sensitive information through the Client Details form, Membership form, Health Promotion Participation form or NDSS forms, we seek your consent to disclose the information for the purposes identified in those forms.

We only disclose your personal and sensitive information for purposes which are directly related to the reason you provided us with your information in the first place and where you would reasonably expect us to disclose your information.

For example:

- If you are a subscribing Member of Healthy Living NT, we will only use your personal information for the purpose of communicating directly with you and will not divulge your information to any third party unless required to do so by law.
- If you are a client of our diabetes, cardiac or nutrition education services, we will only use your personal or sensitive information in accordance with health professional ethical standards for the purposes of:
 - Providing you with diabetes, cardiac or nutrition education and advice, information and services relating to the management of your diabetes, cardiac or other condition, and
 - Communicating with your doctors and health professionals involved in your care.

We will not divulge your information to any unauthorised third party unless required to do so by law. No identifiable personal or health information is included in our statistics which are used for the purpose of reporting to funders.

- Where Healthy Living NT is directly contracted to provide diabetes, cardiac or nutrition education services to clients of another health organisation, we will always:
 - Seek verbal consent from the client to receive the service,
 - Ensure so far as possible that any identifiable client personal or health information is managed within the systems, and in accordance with the protocols, of the contracting/recipient health organisation, and
 - Manage personal or sensitive health information in accordance with health professional ethical standards.

We will only use your personal or sensitive information for the purposes of:

- Providing you with diabetes, cardiac or nutrition education and advice, information and services relating to the management of your health condition, and
- Communicating with your doctors and health professionals involved in your care.

We will not divulge your information to any unauthorised third party unless required to do so by law. No identifiable personal or health information is included in our statistics which are used for the purpose of reporting to funders.

- If you are registered with the NDSS, your information will be provided to Diabetes Australia Ltd, the

Department of Health and NDSS Access Points, as required by the Commonwealth. For further information on the NDSS privacy policy, go to: <https://www.ndss.com.au/privacy-policy>

- If you are a participant in our active recreation or physical activity programs, we will only use your personal or sensitive information for the purposes of providing you with information, advice and services relating to programs and activities in which you are participating or may be of interest to you.

We will not divulge your information to any unauthorised third party unless required to do so by law. No identifiable personal or health information is included in our statistics which are used for the purpose of reporting to funders.

You can be assured that we will take all reasonable steps to ensure your personal details remain confidential at all times. All external parties who receive your information must sign a confidentiality agreement that requires them to comply with the Privacy Act and our Privacy Policy.

We do not usually send personal information out of Australia or store data outside of Australia. Should we be required to send information overseas we will undertake to protect your personal information. We will do this by ensuring that the country has similar protections in relation to privacy or that we enter into contractual arrangements.

We will not disclose your personal information for another purpose unless you have given consent or one of the exceptions under the Privacy Act applies. For example, we may disclose your personal information if authorised by Australian law or if necessary for law enforcement.

If you authorise another person to purchase NDSS product on your behalf, we will take reasonable steps to verify the credentials of that person in order to form an opinion that you would reasonably expect us to act in this manner. We reserve the right not to supply product to another person on your behalf where we are not able to establish these credentials.

Cookies

The Healthy Living NT website uses software known as 'cookies' to record your visit to the website and collect some statistical information. We use this information to help administer and improve our website. We do not use this information to personally identify you. Information we may collect includes:

- your server address
- your domain name
- the date and time of access to the website
- pages accessed and documents downloaded
- the previous site visited
- if you have visited the website before
- the type of browser software in use.

You may set your web browser to disable cookies when visiting our websites. However, some website functions may be unavailable if you choose to do so.

Email communication

We will endeavour to use email to correspond with you where you have indicated that this is your preferred mode of communication.

There are risks when transmitting information over the internet, including via email. We will consider these risks before we make an informed decision based on all the circumstances to correspond with you via email. Healthy Living NT does not routinely use email to communicate your identifiable health information, unless you have requested us to do so.

You should also be aware of these risks when sending personal or health information to us via email. If this concerns you, then you should use other methods of communication with us such as post, fax or phone.

Direct communications and promotional materials

From time to time, we may send out promotional materials for the purposes of Healthy Living NT or the NDSS. If you do not wish to receive these communications, please contact Healthy Living NT to unsubscribe (see contact details below). Your information may also be used by us to provide you with details of our services and events where permitted by the Privacy Act or where you have consented to the use or disclosure of your personal information for direct communications and promotional materials.

It is our policy that any direct communication or promotional material will include a statement advising that you may request not to receive further material by contacting us using the details provided. Please note, if you are registered with the NDSS and you request not to receive our promotional communications, you will continue to receive important information about diabetes and NDSS product safety issues.

Requests to participate in research by third parties

We sometimes receive requests from researchers for data to assist them to write research papers or to plan for the emerging needs of people with diabetes or cardiac conditions. We assess all research requests on specific criteria as detailed in our Research Participation and Assessment Framework policy, such as the value of the research, ethics committee approvals and the protection of the privacy of the individuals who have consented to be involved.

You may receive information from Healthy Living NT about opportunities to participate in research unless you have chosen to unsubscribe. There is no obligation to participate in a study and you may at any time unsubscribe from receiving information about opportunities to participate in research.

Healthy Living NT will never provide your identifiable personal or health information to researchers unless you have given us permission to do so.

How to access and correct your information

You have the right to access personal and sensitive information we hold about you and request us to correct personal or sensitive information where you believe that information is out of date, inaccurate, incomplete, irrelevant or misleading. There is no charge for making these requests.

We will take reasonable steps to ensure that all personal information that we collect, use or disclose is accurate, up-to-date, complete, relevant and not misleading.

We will correct any personal information that we believe to be incorrect, out-of-date, incomplete, irrelevant or misleading. This includes taking reasonable steps to notify any organisation or government agency to which information was disclosed about the correction.

You may request to access or correct your personal information at any time by contacting the Privacy Officer using the details below. We will give you access to the information unless one of the exceptions under the Privacy Act applies - for example, if providing access would be unlawful or denying access is authorised by law.

If you request to access or correct your information, we will respond within a reasonable time (usually within 30 days). If your request is refused, we will give you a written notice that sets out the reasons for refusal and how to complain about the decision.

The Spam Act 2003

The Spam Act prohibits sending unsolicited commercial emails, SMS and MMS messages for commercial purposes. Examples of unsolicited communications are ones that do not directly relate to a service you have previously signed up with or agreed to. While not-for-profit organisations such as Healthy Living NT do have some exemptions from the Spam Act, we are guided by the Code of Practice developed by the Australian Direct Marketing Association.

See www.adma.com.au/comply/code-of-practice/ for further information.

It is our policy that all electronic newsletter communications will include an unsubscribe facility.

Complaints and enquiries

Healthy Living NT is committed to the protection of your privacy. If you have any questions about how we handle personal information, would like to complain about how we have handled your information, or would like further information about our Privacy Policy, please submit a written query or complaint to our Privacy Officer. Our Privacy Officer will assess any complaints and liaise with you to resolve any issues within a reasonable time (usually within 30 days). If you are unhappy with the outcome, you may lodge a complaint with the Australian Information Commissioner who can order the payment of compensation by Healthy Living NT in certain circumstances.

See <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> for further information.

Privacy Officer Contact Details

Chief Executive Officer
Healthy Living NT
PO Box 40113
CASUARINA NT 0811

Phone: 08 89 278 488
Fax: 0889 278 515
Email: privacy@healthylivingnt.org.au

Updating our Privacy Policy

This policy will be reviewed annually to ensure Healthy Living NT's compliance with all the relevant privacy laws and policies and consequentially, we will update our Privacy Policy from time to time. Our website will have the most current Privacy Policy www.healthylivingnt.org.au

Approval

Original Approval Date:	Created: 17 December 2001
Revision 1 Approval Date:	13 April 2002
Revision 2 Approval Date:	17 January 2007
Revision 3 Approval Date:	26 May 2010
Revision 4 Approval Date:	Board Meeting 2/14 of 26 April 2014
Revision 5 Approval Date:	Board Meeting 6/16 of 10 December 2016
Revision 6 Approval Date:	Executive Board Meeting 1/18 of 1 March 2018
Revision 7 Date Proposed:	Board Meeting 6/21 of 11 December 2021
Revision 7 Date Approved:	Board Meeting 6/21 of 11 December 2021

Circulation: All Healthy Living NT staff, volunteers, website and on request. A copy of HLNT's Privacy Statement will be on display at Healthy Living NT's offices and made available to clients.

Sign off by: Chair of the Board



Signature:

On behalf of Healthy Living NT Board



Your Privacy and Healthy Living NT

Healthy Living NT Privacy Statement

Healthy Living NT is the trading name for the Diabetes Association of the NT Inc., a charitable, member based organisation established in 1980 to provide support to people with diabetes and other chronic health conditions. We are governed by the Privacy Act 1988 (the Privacy Act) in our responsible handling of your personal information.

What do we do

Healthy Living NT provides a number of services and programs, some of which are under a contracted arrangement with Commonwealth or NT funders:

- Diabetes education services to clients in urban, rural and remote areas.
- Cardiac rehabilitation services to clients in urban, rural and remote areas.
- Nutrition education services to clients in urban, rural and remote areas.
- Diabetes, cardiac and nutrition information, advice, training and support for health professionals, carers and community members
- Health promotion activities including conduct of active transport programs in schools
- Membership information and support
- National Diabetes Services Scheme (NDSS), providing diabetes-related products at subsidised prices and information and education support services to people with diabetes and their carers. Healthy Living NT is bound by the NDSS Privacy Policy which can be found at <http://www.ndss.com.au/>
- Product supply and support in the use of products
- Advocacy support and advice

What is personal information?

Personal information is any information that identifies or could identify a person, whether it is true or not. It includes your name, age, gender and contact details. Personal information can also include sensitive information, which is information about your health and health service provided to you.

Why and how do we collect your personal information?

We collect your information so that we can provide you with access to our products and services. Healthy Living NT normally collects your personal and sensitive information only if you have consented to the information being collected. We will only seek to collect the information that is reasonably necessary for one or more of our services or activities. We may also receive information about you such as diagnosis, referrals and health information sent from your doctor or health care professional necessary in order to provide you with a health service.

We collect your information in a few different ways, including forms, correspondence, through consultations with our health professionals, from information received from your doctor, through our website and visits to NDSS Access Points.



What happens if you don't give us your personal information?

It is your choice whether to provide us with your information. However if you don't provide us with the information we require, we may not be able to provide you with some or all of the products or services available.

We will only seek to collect the information that is reasonably necessary for one or more of our services or activities.

How do we manage the security of your personal information?

We respect and protect your privacy. We will take reasonable steps to protect the information that we hold from misuse, interference, unauthorised access or disclosure. Our employees and contracted third parties are subject to a confidentiality agreement that requires them to comply with our Privacy Policy.

How do we use and disclose your personal information?

We use and disclose your information for the purposes for which we collected it and for related purposes where you would reasonably expect us to use or disclose your personal information. For example:

- we may send people who register with the NDSS information about the use of products and the effective self-management of diabetes,
- we may advise diabetes, cardiac or nutrition education clients about upcoming education services or scheduled review appointments, and communicate with your doctor or health care professional regarding management of your health condition.
- we will send regular information to members including magazines, newsletters, correspondence and electronic communications.

We will not disclose your information to any unauthorised third party without your consent or we are required to do so by law. No identifiable personal or health information is included in our statistics which are used for the purpose of reporting to funders.

How can you access and correct your personal information?

You can request to access your personal information at any time. You may also ask us to correct your personal information if it is incorrect, incomplete or misleading. We take reasonable steps to make sure that the personal information that we hold is accurate, complete and up to date.

How we handle complaints

If you have any concerns or complaints about the manner in which your personal information has been collected or handled by us, please contact our Privacy Officer.

Further information

More information about the Privacy Act and what it means for you can be found at www.privacy.gov.au

Our current Privacy Policy is available on our website www.healthylivingnt.org.au or by contacting one of our staff members or our Privacy Officer as follows:

CEO,
Healthy Living NT
PO Box 40113
CASUARINA NT 0811

Phone: 08 89 278 488
Fax: 0889 278 515
Email: privacy@healthylivingnt.org.au