

Safety, Quality and Environmental Policy

Paramedic Services Victoria is a provider of the highest standard of non-emergency patient transport. PSV is licensed by the Department of Human Services (Licence 2007/02) and operates in accordance with the relevant clinical practice protocols as published on www.health.vic.gov.au/nept.

We, at PSV, are committed to meeting the needs and expectations of our customers and other stakeholders. In pursuing this commitment and considering our specific Safety, Quality and Environmental (SQE) risks and opportunities, we will:

1. Provide safe and healthy working conditions for the prevention of work-related injury and ill health through establishing a health and safety culture that is intrinsic to the way we protect the safety, health, welfare and wellbeing of our employees, customers, contractors, visitors, and the community. We recognise that psychosocial hazards posing a risk to psychological health are no less harmful to workers' safety and wellbeing than physical hazards.
2. Implement systems to protect the environment and prevent pollution through the commitment to sustainable resource use, climate change mitigation, protection of biodiversity and eco-systems.
3. Set, communicate and monitor measurable SQE objectives and targets to continually improve company's performance in work health and safety through the commitment to zero incidents and near misses, in quality through excellent service delivery by focusing on resources, capabilities and capacities and in environmental sustainability through reduction of energy usage, cutting down on waste, and optimising recycling.
4. Comply with the relevant legislation and other requirements.
5. Inform individuals of their obligation and responsibilities to comply with the SQE policy, procedures and legislation. Everyone at PSV must contribute to the effectiveness of our SQE management system and must take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions in the workplace. Employees must also cooperate with their employer's actions to make the workplace safe (for example, by following any information, instruction or training provided). The implication of not conforming to the SQE requirements is putting yourself and others at risk and a breach of your Duty of Care obligation.
6. Implement effective systems for identifying, reporting and assessing SQE hazards.
7. Apply a risk-based approach to eliminate hazards and reduce SQE risks by implementing control plans in accordance with the hierarchy of controls.
8. Ensure SQE excellence is recognised and rewarded to develop, support and continually improve a proactive SQE culture.
9. Conduct periodic reviews of the SQE objectives and targets and amend SQE strategies as necessary to ensure continual improvement of the SQE management system.
10. Consult with, seek participation and engagement of, and provide information, instruction, training and supervision to all employees/HSRs, contractors and other work participants to enhance SQE management system performance.
11. Enable individuals to access health, safety and wellbeing expertise as necessary.
12. Ensure this policy is implemented, maintained and communicated within the company and made available to all interested parties.

This policy applies to all employees including casuals, contractors and other work participants.

(Work participants = contractors and their employees, employees from other organisations working at PSV and people working under the same roof but for different employers.)



D Dawson
Chief Executive Officer
29 July 2022