

Occupational Health and Safety (OHS)

Cooma Call Centre complies with the requirements of the Occupational Health and Safety Act 2000 and Regulations 2001. All Cooma Call Centre consultants have been formally trained in OH&S, Privacy. We comply with legislation surrounding EEO, Ethnic Affairs Policy and Code of Conduct.

Occupational Health and Safety

Cooma Call Centre OH&S Policy is clearly displayed in the break room. CCC complies with the OH&S Act 2000 and Regulations 2001

The Occupational Health and Safety Act 2000 place specific responsibilities on both employers and employees.

The aim of the Act is to:

- Secure and promote the health, safety and welfare of people at work.
- Protect people at a place of work against risks to health and safety arising from activities of persons at work.
- Promote a safe and healthy work environment for people at work that protects them from injury or illness and that is adapted to their physiological and psychological needs, and
- To provide for consultation and co-operation between employers and employees in achieving the objectives of this Act.

Fire and Safety Inspection

Six monthly fire and safety inspections are conducted by Highlander Combined Services.

First Aid

Our first aid officer holds a current nationally accredited Senior First Aid certificate as well as formal qualifications in OH&S, workers Compensation and return to work programs.

Several Senior Customer Service Agents have updated senior First Aid certificates during 2008.

All personnel understand their Duty of Care and comply with the Cooma Call Centre safety policy. This is demonstrated by having the safety policy visible in the recreation area of the call centre. This is enhanced through communication at staff and team meetings, staff being involved in monthly office checks and yearly office audits.