

Workplace advice

Standard operating procedure (SOP) | OHS-SOP-002

Document type	Standard operating procedure (SOP)
Title	Workplace advice
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Version and status	1.0 Issued for use. Pending ASF Expert Committee ratification
Prepared by	{{roles.quality_lead.name}}, Quality lead
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Effective date	{{document.effective_date}}
Next review	{{document.review_date}} (12 months, or sooner after any incident or change)
Replaces	None (new document)
Standards and criteria supported	Standard 14 (Occupational Health), criterion 14.5
Evidence basis	E-006, E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

At a glance: what to do

1. Advice on ergonomics, return to work and health promotion is given where the assessment shows it is needed.
2. Each piece of advice is recorded on OHS-FRM-004.
3. Advice is given in plain language, and the worker can ask questions.
4. The employer receives advice that is about the work, not the person's medical detail.

Stop and get help straight away if: a worker with an ergonomic or return-to-work need gets no advice recorded.

1. Purpose

To give workers and employers practical advice beyond the assessment (14.5).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of {{facility.legal_name}}
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions and abbreviations

Term	Meaning in this SOP
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background and rationale

To give workers and employers practical advice beyond the assessment (14.5).

5. Responsibilities

Role	Duties in this SOP	Competence needed
Occupational physician or nurse	Gives the advice	Clinician

6. Equipment, materials and resources

Item	Specification or standard	Check before use
Records and forms named in this document	Current version	Checked before use

7. Safety and infection prevention

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Follow the steps in order. Where a step says "If", take the action for the case that applies. Do not skip a step. If a step cannot be done, use section 11 and section 12.

Step	Action	How to do it	Key point
1	Identify the need.	• Identify the ergonomic, return-to-work or health-promotion need from the assessment.	From the assessment.
2	Advise.	• Give the advice in plain language and answer questions.	Plain language.
3	Record.	• Record the advice on OHS-FRM-004.	Every piece recorded.

Decision points

- No decision points in this procedure.

10. Special situations

Situation	What to do
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

11. Problems and escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

12. Monitoring and compliance

What is checked	Target	How often	Who	If the target is missed
Identified needs with advice recorded	100%	Monthly	Occupational physician	Escalate to medical director

13. Records

Record	Where it is kept	Kept for
Record named in this document	Patient record or the area file	{{facility.records_retention_years}} years

14. Training and competence

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

15. Related documents

ID	Title	Relationship
OHS-FRM-004	Workplace advice record	Record

16. Evidence

ID	Source and status
E-009	Based on ILO Convention No. 161 concerning Occupational Health Services (1985) and the WHO Healthy Workplaces framework (2010).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

EC = ASF Expert Committee consensus. Items marked EC are reviewed by the Committee each year.

17. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Pending Expert Committee approval