

SECTION 1: DETAILS

Purpose & Scope	This Safe Work Procedure (SWP) describes the safe work methods that are to be followed when accessing and using gold coins to activate washing machines and dryers during Orange Sky shifts at the Dalby Laundromat. This procedure applies to all OS personnel including employees and volunteers.
Related Documents	<ul style="list-style-type: none"> • Dalby Laundromat Shift Guide (Volunteers) • Dalby Laundromat Key Lockbox & Safe Access (Staff)
Location of Task	Dalby Laundromat, 143 Cunningham Street Dalby QLD 4405
Equipment Required	Safe key, gold coins, hand sanitiser.
Hazards	Manual handling such as bending to access equipment. Personal safety due to handling money and accessing keys offsite. Loss of property due to theft of coins.
Review & updates	This SWP will be reviewed every 12 months from the date of issue. Revisions will be made in light of new safety guidelines or if operating parameters change.

SECTION 2: PERSONAL PROTECTIVE EQUIPMENT (PPE) THAT MUST BE WORN



Enclosed shoes

SECTION 3: OVERVIEW

Volunteers operating shifts at the Dalby Laundromat operate coin-operated washing machines and dryers onsite during the shift times. The washing machines and dryers are activated using gold \$1 coins, belonging to the laundromat owners, which are stored onsite in a secure safe hidden from public view. Up to \$200 in gold \$1 coins are available in the safe at any time and additional coins may be added to the float over time as social impact increases.

SECTION 4: SAFE WORK PROCEDURE	
TASK / ACTIVITY	CONTROL MEASURES / PRECAUTIONS
1. Picking up the key	
<ol style="list-style-type: none"> 1. The key for the safe and laundromat storeroom are kept in a lockbox located at an offsite location. The address, location of the lockbox and code for the lockbox can be provided to volunteers or staff in person or over the phone. 2. One volunteer from the rostered shift team picks up the key immediately before the shift. 3. When picking up the key, the volunteers park on the street and walk along the accessway to retrieve the key from the lockbox. 4. To open the lockbox, pull down the flap, dial in the code, and squeeze the two buttons on either side of the lockbox to release the cover. 5. Once the key is retrieved from the lockbox, close the cover, scramble the code, and close the flap. 	<ul style="list-style-type: none"> ● Storing the key to the laundromat storeroom and safe off site reduces the risk of theft of laundromat property. ● The location of the key lockbox at the secondary location is not immediately visible to the public but is not in a secluded location, reducing risks to personal safety. ● The area where the lockbox is located, and accessway is illuminated by an automatic sensor light reducing risk to personal safety at night. ● Parking on the roadway in front of the location reduces the risk of cars becoming bogged on the grass/dirt/gravel driveway which can become soft after persistent rain. ● The keys do not have any identifying information attached to them, reducing the risk of theft if the keys are lost.
2. Accessing the safe, coins, and invoice book at the start of shift	
<ol style="list-style-type: none"> 1. The safe is built into the wall at the laundromat and located in the back right corner of the laundromat behind the last washing machine. The safe is hidden behind a "Danger Do Not Enter Sign". 2. The wall panelling covering the safe is accessed by pulling on the sign. 3. It is recommended that volunteers retrieve enough coins for 1/3 to 1/2 the number of anticipated washes for the shift from the safe at any one time – to reduce the amount coins a volunteer keeps on person during the shift and 	<ul style="list-style-type: none"> ● The safe location is obscured from public view so not to draw attention to volunteers accessing money. ● Only volunteers or the laundromat owners access the safe to prevent friends or general public accessing money through Orange Sky. ● Volunteers retrieve coins 2-3 times throughout the shift to reduce the amount of money kept on person throughout the shift. ● Do not bend over (using your back) to unlock/lock the safe or retrieve items from the safe.

<p>keep the number of times the safe is accessed during shift to a minimum.</p> <p>4. To unlock & open the safe:</p> <ul style="list-style-type: none"> • The door handle/lock dial must be in the “lock” position (rotated anti-clockwise) to start. • Insert the key, and turn the key anti-clockwise (left). • Turn the door handle/lock towards “unlock” (clockwise) and open the door. • Leave the keys in the door while accessing the invoice book & coins. • Retrieve enough coins to cover 1/3 to ½ the number of washes for the shift. • Close up the safe as soon as the book & coins (needed) are retrieved. <p>5. To close & lock the safe:</p> <ul style="list-style-type: none"> • Close the safe door. • Turn the door handle/lock dial anti-clockwise towards the “lock” position. • Turn the key clockwise (to the right) and remove the key. • Pull on the door handle to confirm the safe door is locked. • Close the wall panel. 	
<p>3. Using coins on shift</p>	
<p>1. It is recommended that one volunteer be responsible for accessing and managing the coins on shift, accessing the safe, and holding the key.</p> <p>2. Unused coins should be kept out of sight on person e.g. in pockets.</p> <p>3. Only volunteers should use the coins to activate the washing machines and dryers</p> <ul style="list-style-type: none"> ○ If a friend or member of the public asks for coins for their washing, explain that only volunteers can use the coins to activate the washing machines and dryers. 	<ul style="list-style-type: none"> • Keeping coins out of sight reduces the risk of theft. • Ensuring that only volunteers use the gold coins to activate the machines ensures that our boundary box principles of not providing friends with money remains intact. • If volunteers experience any aggressive or threatening behaviour from friends or members of the public – specifically if they request volunteers hand over coins in an aggressive or threatening manner, then refer to the Rigger Action Response Plan (TARP) for workplace

<p>4. As per the shift procedures, ensure all washing and drying done is noted in the invoice book so that coins can be accounted for by the laundromat owners and returned to the float in the safe ready for the next shift. See the Dalby laundromat Shift Guide for more information.</p>	<p>violence and do not hesitate to hand over coins. Volunteer safety is our priority, and the coins can be replaced if needed.</p>
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4. Accessing the safe and returning coins at the end of shift

<ol style="list-style-type: none"> 1. Return any un-used coins and the invoice book to the safe at the end of the shift. 2. To unlock & open the safe: <ul style="list-style-type: none"> • The door handle/lock dial must be in the "lock" position (rotated anti-clockwise) to start. • Insert the key, and turn the key anti-clockwise (left). • Turn the door handle/lock towards "unlock" (clockwise) and open the door. • Leave the keys in the door while accessing the invoice book & coins. • Retrieve enough coins to cover 1/3 to 1/2 the number of washes for the shift • Close up the safe as soon as the book & coins (needed) are retrieved. 3. To close & lock the safe: <ul style="list-style-type: none"> • Close the safe door • Turn the door handle/lock dial anti-clockwise towards the "lock" position • Turn the key clockwise (to the right) and remove the key. • Pull on the door handle to confirm the safe door is locked. • Close the wall panel. 	<ul style="list-style-type: none"> • The safe location is obscured from public view so not to draw attention to volunteers accessing money. • Only volunteers or the laundromat owners access the safe to prevent friends or general public accessing money through Orange Sky. • Do not bend over (using your back) to unlock/lock the safe or retrieve items from the safe.
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5. Dropping off the key

<ol style="list-style-type: none"> 1. Return the laundromat storeroom & safe key to the lockbox at the offsite location straight after the shift or as soon as practicable. 	<ul style="list-style-type: none"> • Returning the key to the lockbox soon after the conclusion of the shift reduces the risk of theft, of the keys being lost, and/or risk to operations for the next shift.
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| 2. Follow the instructions in section 1 for accessing, opening, and closing the lockbox. | |
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6. GENERAL SAFETY

6.1 Manual handling

Manual handling is any task requiring a person to lift, lower, push, pull, or hold something such as lifting and carrying laundry baskets, loading and unloading machines, reeling hoses and getting in and out of our compact vans. It's important you are aware of the correct way to perform tasks to avoid injury.

People have different physical abilities and can lift different weight limits. Before you lift any item, always assess the load to ensure you can lift it comfortably. If you can't, ask someone to help you perform a two-person lift if you feel comfortable, or ask someone who can lift the weight to do so for you, or use equipment like a trolley to lift or move the item.

Safe lifting techniques include: Standing close to the object with a good stable stance - Bend your knees not your back - Get a good grip and use your legs to lift up.

6.2 Slips, trips and falls

These hazards can be hard to spot and accidents can happen in seemingly safe environments. Injuries may result in sprains, strains, cuts, bruising, back injuries and broken bones. Slips - surfaces can become slippery when the area has become wet, be sure to clean up spills straight away. Trips - can occur because of uneven ground, hoses, washing baskets, and clutter. Always use trip guards and remove clutter from walkways. Falls - injuries from falls can occur from any height. When entering the front side or rear doors of the vans always have 3 points of contact as you climb up and down.

6.3 Sharps

You may discover a sharp while on shift. Sharps include any object that can cut, pierce or penetrate the skin easily if not handled in a safe manner, such as syringes, needles, razor blades, broken glass etc. Contact with sharps may result in a cut or laceration or illnesses such as hepatitis B and C, or HIV if a sharp has been contaminated with human blood.

Sharps may be found in washers and dryers (due to laundry not being sorted thoroughly by friends).

When disposing of a sharp:

1. Wear disposable impermeable gloves;
2. pick up the sharp by the blunt end or;
 - o away from the point (eg needle); or
 - o in the middle if the sharp end is not discernable or if there are multiple sharp edges;
3. put the sharp, point first, facing away from you, into the sharps container.
4. Once the sharp is contained, submit an **Incident Report**.