

HEALTH & SAFETY POLICY

v1.0 (last updated Jun-25)

Introduction

At Sunshine Coast Breastfeeding Support, the health, safety, and wellbeing of all attendees, volunteers, staff, and visitors is a priority. This policy sets out our commitment to maintaining a safe environment at all our clinics, groups, events, and activities.

Commitment to Health and Safety

We are committed to providing a safe, clean, and supportive environment for everyone who attends our services. Our approach includes identifying and managing risks to prevent accidents and harm, complying with all relevant health and safety legislation and guidelines, ensuring that staff, volunteers, and trustees understand their responsibilities in maintaining safety, and reviewing and updating this policy as needed.

Responsibilities

All staff, volunteers, trustees, and attendees share responsibility for health and safety. This includes following any safety instructions or guidelines provided, reporting any hazards, incidents, or concerns to a member of the charity team, and supervising children at all times to ensure their safety and the safety of others.

Hygiene and Cleanliness

We maintain high standards of cleanliness in all venues used for our services. Toys and shared equipment are cleaned and sanitised once a week, between events, to reduce the risk of spreading infection. Handwashing facilities and/or hand sanitiser will be made available at all events to promote good hygiene practices.

Illness and Infection Control

To protect the wellbeing of all attendees and team members, individuals who are unwell should not attend any charity-run activities, clinics, or events. This includes symptoms such as fever, vomiting, diarrhoea, or any contagious illness.

In the case of notifiable diseases, reporting and exclusion periods will be followed in line with current UK Government and public health guidance. Individuals must remain away from charity activities for the duration recommended by the relevant authority. This applies to both the charity team and service users.

Our team will monitor updates to public health advice and adjust practices accordingly to ensure we maintain a safe environment for everyone.

First Aid

At all of our clinics, cafés, and charity events, there will always be a designated first aider present who is fully trained and qualified to administer first aid to both adults and babies/infants. The first aider will be responsible for responding promptly to any incidents requiring medical attention and ensuring appropriate care is given while awaiting further medical assistance if needed. First aid kits are regularly checked and maintained to ensure they are fully stocked and accessible.

Any accidents or incidents must be reported to a member of the charity team immediately. An accident form will be completed, and any necessary follow-up actions will be taken to address the situation and prevent recurrence.

Wellbeing

The wellbeing and mental health of both our team and the mothers we support is a priority for the charity. We recognise that breastfeeding and early parenthood can bring a range of emotions and challenges, and we aim to provide a safe, supportive environment where individuals feel heard and understood. Trained mental health peer supporters are available at our sessions to offer confidential, compassionate conversations to anyone who may wish to talk. Team members are also encouraged to prioritise their own mental health and seek support if needed. We are committed to fostering a culture of openness, understanding, and care, where everyone's emotional wellbeing is respected and protected.

Lone Working

Lone working refers to situations where staff, volunteers, or contractors carry out duties without direct supervision or the immediate presence of a colleague. The charity recognises that some of our services, such as weekly breastfeeding drop-in clinics, involve lone working, for example where a contracted lactation professional provides support in a private room with mothers and their babies.

We are committed to minimising any risks associated with lone working and ensuring that all necessary precautions are taken to protect the wellbeing and safety of our team and those they support.

Where a lactation professional is working alone in a clinical setting:

- The clinic location must be risk assessed and deemed suitable for safe lone working.
- The Safeguarding Point of Contact or a trustee will act as the point of contact and be aware of the professional's working hours and schedule.
- The professional must have access to a mobile phone and be able to contact support in an emergency.
- The professional should check in with a designated contact at the start and end of each clinic session.
- Clear procedures should be followed if concerns arise during or after a session, including escalation routes for safeguarding or safety-related matters.
- Where possible, other team members (e.g. peer supporters or venue staff) should be nearby or on-site during sessions, even if not present in the room.

In all lone working situations, the charity will ensure individuals are provided with appropriate guidance, support, and training. Risk assessments for lone working arrangements, including clinic sessions, will be reviewed regularly. The safety and security of both the lactation professional and the families they support is paramount, and steps will be taken to ensure a safe, respectful, and professional environment at all times.

Emergency Procedures

Emergency exits and evacuation procedures are in place and will be clearly communicated where appropriate. In the event of an emergency, staff and volunteers will follow the designated emergency response plan to ensure everyone's safety.

Smoking & Vaping

Smoking and vaping are strictly prohibited at all charity events, groups, and clinics. Smoking or vaping is only permitted outside in designated areas, away from entrances and gathering spaces, to ensure that others are not exposed to smoke or vapour.

Changes to This Policy

We may update this policy from time to time to reflect changes in the law or our practices. The latest version will always be published on our website and dated clearly at the top of the page.



**Sunshine Coast
Breastfeeding Support**

How to Get in Touch With Us

If you have any questions about this Policy or how we handle your data, please contact us by email at info@sunshinecoastbreastfeedingsupport.com.