HLTWHS003

Maintain work health and safety

Learner Guide

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Unit of Competency

Application

This unit describes the skills and knowledge required to implement and monitor work health and safety (WHS) policies, procedures and work practices as part of a small work team.

This unit applies to workers who have a key role in maintaining WHS in an organisation, including duty of care for other workers.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Unit Sector

Not stated

Performance Criteria

Element *Elements describe the essential outcomes.*	Performance Criteria *Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Contribute to workplace procedures for identifying hazards and controlling risks	**1.1** Identify existing and potential hazards and record them according to workplace procedures **1.2** Contribute to the development of strategies for implementing risk controls in line with workplace procedures and policies **1.3** Implement risk controls in line with the hierarchy of risk control and workplace and legislative requirements **1.4** Identify and report issues with risk controls, including residual risk, in line with workplace and legislative requirements
2. Implement policies and procedures into work team processes	**2.1** Regularly provide information about WHS policies and procedures to the work team **2.2** Provide information about identified hazards and the outcomes of risk assessment and risk controls to the work team **2.3** Monitor housekeeping practices to ensure that WHS policies and procedures are followed **2.4** Maintain WHS incident records in the work area according to workplace procedures and legislative requirements
3. Support consultation, cooperation and communication	**3.1** Support workplace consultative procedures by encouraging work team participation in consultative activities **3.2** Report health and safety issues in line with workplace procedures and legislative requirements **3.3** Encourage and assist work team members to contribute to WHS.

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

- Written communication – in order to complete a workplace risk assessment and complete a workplace incident report in line with regulatory guidelines and organisational policies
- Oral communication – in order to accurately present information to a small group of at least two participants.

The remaining foundation skills essential to performance are explicit in the performance criteria of this unit.

Assessment Requirements

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be demonstrated evidence that the candidate has completed the following tasks at least once in line with state/territory WHS regulations, relevant codes of practice and workplace procedures:

- Conducted a workplace risk assessment and recorded the results, including:
  - identification of hazards and potential hazards
  - risk assessment
  - strategies for minimising risk, and
  - analysis of residual risk
- Provided WHS information to at least two workers, including:
  - explanation of WHS policies and procedures
  - demonstration of safe housekeeping practices
  - correct use of personal protective equipment (PPE)
- Consistently monitored safety procedures in the day-to-day work activities required by the job role
- Completed a workplace incident report
- Followed workplace procedures for a simulated emergency situation.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- State/territory legislation and how it impacts on workplace regulations, codes of practice and industry standards, including:
  - state/territory WHS authorities
  - rights and responsibilities of persons conducting a business or undertaking (PCBUs), officers and workers, including duty of care
  - legislative requirements for record-keeping and reporting
  - regulatory requirements relevant to the particular industry/type of work site
  - hazardous manual tasks
  - infection control
- Hazards common to the work environment and how they cause harm
- Principles of hazards and risk assessment, including:
  - hazard identification procedures
  - risk assessment process
  - residual risk
  - risk controls
  - hierarchy of control
- Workplace emergency procedures
- Workplace policies and procedures for WHS.

Assessment Conditions

Skills must be demonstrated in the workplace.

In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessment must ensure use of:

- Current workplace policies and procedures for WHS.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

1. Contribute to workplace procedures for identifying hazards and controlling risks

1.1. Identify existing and potential hazards and record them according to workplace procedures

1.2. Contribute to the development of strategies for implementing risk controls in line with workplace procedures and policies

1.3. Implement risk controls in line with the hierarchy of risk control and workplace and legislative requirements

1.4. Identify and report issues with risk controls, including residual risk, in line with workplace and legislative requirements

1.1 – Identify existing and potential hazards and record them according to workplace procedures

By the end of this chapter, you should be able to:

- Assess an area to identify existing and potential hazards, record findings, and identify possible future prevention.

Workplace health and safety procedures

Workplace procedures exist to guide and protect all staff at work. They provide information on best practice for the performance of work tasks, health and safety, and appropriate courses of action for the working environment. Workplace Health and Safety (WHS) legislation exists to provide legal guidance for businesses and employers and forms the foundation for a safe working environment for all.

When appointed to undertake health and safety duties at work, under the Workplace Health and Safety Act, these duties cannot be delegated to another. If duties have been appointed to more than one person, then they can be shared. However, they will need to be responsibly administered (see WHS Act S. 13-18).

Tasks are:

- To eliminate hazards and risks to health and safety
- If not possible, to minimise these as reasonably practicable.

A duty-holder is the owner/management/persons responsible for work health and safety in the workplace. They may work with health and safety representatives (HSRs) and employees on matters of workplace health and safety.

Hazards in the work environment

Hazards can be found in all working environments and cover a wide remit. It could be a simple case of storage boxes left in a corridor/passageway blocking a safe right of way, or it could be a badly positioned workstation that causes repetitive strain to the employee using this. Hazards in the workplace are defined as anything/any situation that can cause harm or have an adverse health effect on a person, or persons.

Going back to the example of storage boxes left in the corridor; even if only a temporary hazard, this can still cause a trip/collision within the workplace. In this instance, the movement of the boxes will eliminate the hazard. However, the underlying solution is to ensure workplace procedures prohibit blocking of all rights of way and to communicate this to all staff.

Types of hazards and potential harm are highlighted in this table:

Hazard	Potential harm
Manual tasks	Overexertion or repetitive movement can cause muscular strain
Gravity	Falling objects, falls, slips and trips of people can cause fractures, bruises, lacerations, dislocations, concussion, permanent injuries or death
Electricity	Potential ignition source. Exposure to live electrical wires can cause shock, burns or death from electrocution
Machinery and equipment	Being hit by moving vehicles, or being caught by moving parts of machinery can cause fractures, bruises, lacerations, dislocations, permanent injuries or death
Hazardous chemicals	Chemicals (such as acids, hydrocarbons, heavy metals) and dusts (such as asbestos and silica) can cause respiratory illnesses, cancers or dermatitis
Extreme temperatures	Heat can cause burns, heat stroke or fatigue Cold can cause hypothermia or frostbite
Noise	Exposure to loud noise can cause permanent hearing damage
Radiation	Ultra violet, welding arc flashes, micro waves and lasers can cause burns, cancer or blindness
Biological	Micro-organisms can cause hepatitis, legionnaires' disease, Q fever, HIV/AIDS or allergies
Psychosocial hazards	Effects of work-related stress, bullying, violence and work-related fatigue

Source: "How to manage work health and safety risks" Safe Work Australia:
https://www.safeworkaustralia.gov.au/system/files/documents/1702/how_to_manage_whs_risks.pdf
Accessed 10.07.2019

Hazard categorisation

Long-term hazards

These can be cumulative and are not always obvious hazards to those that do not experience them. Examples of this kind of hazard include high levels of noise, chemical or fume exposure, and vibrational (such as the use of machinery). These are of importance and should be addressed, as these types of hazards may cause damage to individuals over time.

Psychological hazards

These include events or situations at work that cause stress to employees, such as occurrences of workplace bullying and workplace-fatigue. It is important to recognise this kind of hazard and to monitor the working environment to ensure situations that may cause psychological illness are eliminated.

Hazardous work environments

If your place of work puts you in situations of continual risk, such as construction or chemical sites, then you should ensure that all employees follow a strict code of practice to ensure safety is maintained. Even if the complete elimination of risks isn't possible, safe working practices will be. There should be regular assessments of the working environment, and clear working procedures should be communicated to all employees. Training on safety and adherence to correct procedures is also of importance when it comes to maintaining a safe working environment.

High-risk work includes:

- Diving
- High-rise work, such as scaffolding
- Working with chemicals.

Identifying hazards

Information needs to be gathered from a variety of sources to ensure that an accurate account can be made for the effective identification of hazards.

Inspections

You should conduct regular inspections of the workplace, accounting for any environmental changes which are made. It is expected that you will identify environmental hazards such as noise, vibration, lighting, temperature and ventilation. There should be observations of the working practices which employees engage in.

You should watch out for these poor working practices:

- Using machinery or tools without authority
- Operating at unsafe speeds or in other violation of safe work practice
- Removing guards or other safety devices, or making the devices ineffective
- Using defective tools or equipment or using tools or equipment in unsafe ways
- Using hands or body instead of tools or push sticks
- Overloading, crowding, or failing to balance materials or handling materials in unsafe ways, including improper lifting

- Repairing or adjusting equipment that is in motion, under pressure, or electrically charged
- Failing to use or maintain, or improperly using, personal protective equipment or safety devices
- Creating unsafe, unsanitary, or unhealthy conditions by improper personal hygiene, by using compressed air for cleaning clothes, by poor housekeeping, or by smoking in unauthorized areas
- Standing or working under suspended loads, scaffolds, shafts, or open hatches
- Discussion with or observation of workers who may be overloaded, fatigued, working in conflict with others, or working in isolation (working alone).

It will be necessary to account for the use of any equipment which is associated with significant risk, ensuring that items can be operated, adjusted, and maintained safely. It will be necessary to take records of such inspections and keep them until the plant and equipment is re-inspected. The nature of such inspections will vary depending upon the function and environment in which the plant and equipment is expected to be used. There should be a focus upon any safety-related parts required for the safe operation of the equipment. Checklists may be used to ensure that nothing is missed when carrying out inspections of the equipment.

You should continue the inspection with the review of any chemicals which are present within the workplace. In particular, you should consider those chemicals which will pose significant risk if there is any leakage or spillage. It will be important to ensure that such chemicals are stored appropriately, minimising the risks of exposure. Immediate action should be taken to address the presence of hazards where possible. You will be expected to take records of all the hazards that are identified.

Worker consultation

You should take the opportunity to engage in discussion with workers regarding the types of hazards which they may have noticed during the course of work. Unreported hazards and risks should be taken into account. It is also advisable to conduct surveys for the identification of issues such as bullying and physical pain that has been experienced during the performance of manual tasks.

Documentation reviews

You will find a considerable amount of information regarding typical workplace hazards in documentation produced by the relevant regulators, industry associations, unions, technical specialists, and safety consultants. There should also be some consultation of records specific to health monitoring, workplace incidents, near misses, worker complaints, sick leave and the results of any inspections and investigations for the identification of hazards.

You should be aware that hazards typically arise as a result of the following aspects of work and their interaction:

- Physical work environment
- Equipment, materials and substances used
- Work tasks and how they are performed
- Work design and management.

Workplace emergency procedures

Check the emergency procedures in place at your organisation. There should be clear and up-to-date guidance for dealing with all kinds of emergency situations. These should be reviewed at regular intervals to ensure that they still meet safety requirements and to update details that may have changed (such as contact information).

Procedures should include safety protocols and evacuation of the work premises, such as in case of a fire or bomb threat. Regular fire and safety drills will help communicate and enforce emergency procedures to all staff.

Emergency procedures, if applicable to your business, will also include information on how to deal with situations of infection/sickness within the workplace, and working at alternative premises, in case your place of work needs to be evacuated or becomes inaccessible.

Emergency procedures may include:

- Evacuation procedures
- Notification of emergency services and appointed persons
- Medical/first aid treatment
- Reporting of incidents to the management/owner.

Record identified hazards

When you have identified the hazards and potential hazards, you should document the details for compliance with workplace procedures. This will also ensure that you comply with WHS legislation and codes of practice. Your findings should be recorded, and all supporting evidence included so that the relevant information is accessible to those that may require it.

Workplace hazards may be reported in the following ways:

- Issuing a verbal report to a supervisor
- Completing a Hazard Report form
- Raising the issue at a staff meeting.

Acute hazards which are associated with direct and highly serious risk should be reported immediately to a supervisor, delegated Workplace Health and Safety officer, or representative. However, it may be sufficient to complete a hazard report form for the recording of hazards associated with lesser levels of risk.

The following details should be included when writing up a hazard report form:

- The nature and location of the hazard
- Who it was reported to
- What action was taken
- Whether it is fixed.

You will find a sample hazard report form in the appendices of this learner guide. You could adapt this form for use in your workplace.

Source: "Hazard reporting procedures" Community Door:
https://etraining.communitydoor.org.au/mod/page/view.php?id=226
Accessed 10.07.2019

Hazard assessment checklist

If you use a hazard assessment checklist, then make sure that your form allows you to correctly identify the hazard – rather than listing items that need to be checked off. It might be more beneficial to list the hazards and see if any items will cause this to occur. For example, rather than listing 'floor surfaces even and in serviceable condition' and ticking yes or no, you could list 'could you slip, trip or fall?' and leave space for a more detailed answer. This will help focus your attention on the potential hazards rather than the individual elements within the worksite.

1.2 – Contribute to the development of strategies for implementing risk controls in line with workplace procedures and policies

By the end of this chapter, you should be able to:

- Develop two potential strategies for implementing risk controls in collaboration with peers.

Risk assessment process

Risk management is a two-stage process; involving the identification and control of risk. It is expected that you will develop a strategy that encompasses your needs and aids in the planning and management of situations of risk.

Once you have identified the hazards, you should conduct a workplace risk assessment. A risk assessment will be vital for the identification of possible effects that hazards and potential hazards may have in the workplace. It will enable you to document and report such matters clearly, in accordance with workplace procedures, and for the purpose of formulating your risk control.

It will be necessary to identify the member of personnel with responsibility for undertaking the original risk assessment. This might be a Management committee member, senior staff member, or volunteer. Factors such as the size of the organisation and previous exposure to risk should be taken into account. The scope or focus of the risk assessment should also be established. It might be decided that a comprehensive assessment accounting for all organisational risks is necessary. Alternatively, the assessment might focus on risks to a particular department or process. There will be the possibility of missing some risks if the scope of the assessment is too narrow.

A schedule should be decided for the risk assessment process. This may depend on the complexity of the organisation and the range of risks which are likely to be encountered. It will also be necessary to establish those staff members who should have the opportunity to participate in risk assessment consultations. Any staff members with a good understanding of the organisation and specific processes should be engaged in consultation.

You should take the following steps:

- Assess the impact of the hazards on employees and within the workplace
- Evaluate the risks, the likelihood of their occurrence, the frequency, and exposure
- Determine the measures needed to eliminate/minimise risk
- Record your assessment
- Review hazards on a regular basis and adjust risk assessment as needed.

The risk assessment should be:

- Systematic
- Recorded
- Regularly reviewed.

Check any manufacturer's instructions, manuals, and safety data sheets (for chemical and equipment use) available on your business premises. These will also help in your assessment and verification of whether employees are using the items correctly and if all health and safety procedures are being followed.

Check past accident/sickness records to see if there is a correlation to any identified risks and remember to include the effects of any long-term hazards on employees.

Include any additional work tasks in your assessment, such as maintenance, out of office hours working, and cleaning operations. Make sure that all aspects are included in your assessment.

It is expected that the details of the risk assessment process will be presented for the consideration of the management committee. There should be some agreement regarding the prioritisation of risks and the types of controls which are to be implemented. Particular focus should be placed upon the most significant risks, considering the effectiveness of implemented controls and the need for changes.

Workplace policies and procedures for WHS

A requirement for work health and safety legislation is to provide a consultation process with employees on how health and safety risk should be managed. It is important to communicate with all staff on health and safety needs. Include this process when formulating your risk control.

Staff can provide insights into:

- Ergonomic risks such as air quality within the work area, whether the ventilation is adequate and if there are issues affecting this. Employees are best placed to provide you with information on the work environment, for example, if inadequate storage space is provided then desk space may be cluttered and may result in a poorly laid out desk area resulting in bad posture or repetitive strain injuries
- Security risks, which may include entry into and out of the building, visitors to the workplace, and lock-up procedures. Has your organisation ensured that staff are safe on site and if there is safe access when it is required? (if staff work on a shift rotation are there provisions to ensure a secure work site?)

- Equipment and resource issues, your employees need to be able to work efficiently and be able to rely on the safety of equipment and adequate resources. If maintenance of equipment is carried out, employees can provide feedback on the reliability of services and of additional needs
- Safe working practices, employees may need training and instruction on work procedures and on the use of equipment. If supervision of work areas and tasks is not as expected, then employees can voice concerns and needs.

Risk categorisation

All risk should be categorised in accordance with its likelihood and potential impact. This will help you to manage each risk separately. A risk matrix categorisation is a useful way to assess any probabilities of risk; the template risk matrix, as shown below, is a method to scale the risks by placing the identified risk in the appropriate box. This method allows for the effective assessment and prioritisation of risk.

Example risk matrix template:

Impact of risk	**Likelihood of risk happening**					
		Rare	**Unlikely**	**Possible**	**Likely**	**Most likely**
	Extreme	LM	M	MH	H	H
	High	L	LM	M	MH	H
	Moderate	L	LM	M	MH	MH
	Low	L	LM	LM	M	MH

The definitions of likelihood may be as follows:

- Rare – such events are extremely unlikely and may have only occurred once or twice over a ten year period
- Unlikely – such events may reasonably be expected to occur. However, they might only have occurred three or four times over a ten year period
- Possible – these events may have occurred five or six times over the past ten years within the particular organisation and more regularly in similar organisations. There may also be a fairly high chance that they will be repeated in the future
- Likely – these events may have occurred eight or nine times over a ten year period within the organisation. They will also have happened with some regularity in similar organisations. There will be a relatively high chance that they will happen again
- Most likely – such events may have happened ten times or more over the course of a ten year period. They will be extremely likely to happen again in the future.

The definitions of impact may be as follows:

- Low – the occurrence of such events will not have any impact on the health of staff members. They won't be associated with any breach of legislation and will only result in negligible economic loss
- Moderate – these events may have a minor impact on the health of employees. They may also have a slightly adverse effect on the business's reputation. There may be some minor breach of the law which results in a warning
- High – the occurrence of these events is likely to have a serious impact on the employee's health. They may also have a significantly negative impact on the business's reputation. It is likely to take a considerable amount of time for the business to recover
- Extreme – such events are likely to result in death or permanent employee disability. They may have a significant impact on the business's reputation and be associated with serious breaches of the law.

When the risks have been categorised in order of importance, you will be able to define those that need to be addressed first and determine the correct controls for elimination or minimisation. Some risks may be resolved easily and immediately, while others may take the time to plan and implement. Always look to address the high priority risks to maintain a safe work environment.

There should be some consideration of the organisation's tolerance of events associated with risk. It will also be necessary to account for the possibility of implementing risk control improvements. It is quite likely that there will be a variety of risks which will be considered of medium-high priority. There may also be some variation in the perspectives of personnel with regards to those risks which should be addressed. Voting software may be used in some instances for the purpose of establishing the majority view.

Risks may be considered at their current level, allowing for the effects of any controls which have been implemented. Alternatively, they may be considered at the inherent level, which would apply before the application of risk controls. There will also be a target level of risk which will ideally be achieved and maintained. The target risk may be referred to as the level of risk that is "as low as reasonably practicable" (ALARP).

Strategies for controlling risk

It is expected that personnel within the risk committee will inform management of the risks which may be encountered by the organisation. Such personnel may represent a variety of organisational departments and have different functions with regards to risk management. They should provide advice on the appropriate development of strategies for addressing the risk. The effectiveness of such strategies will depend upon the associated risk.

Strategies to control risk include:

- **Stop the risk** – take away the process/element that is causing the risk (Does the action really need to be included?)
- **Treat the risk** – stop the action causing risk and change this action to include controls for risk elimination
- **Transfer the risk** – shift the element of risk elsewhere
- **Tolerate the risk** – on occasions where risk is unavoidable and needs to be allowed for, make this as safe a process as possible.

It will be necessary to decide upon the strategy and work to remove the risk. If you need to consult with others, then make sure this is done, and the outcome is agreed.

The following points should be applied with regards to the development and implementation of the risk strategy:

- Information should be presented in a timely, accurate, and factual way
- Key stakeholders should be communicated to at each step of the risk management process
- Information should be delivered in accordance with internal policy, confidentiality, respect to individuals' private data, and maintain the integrity of sensitive information
- Communication is two-way: feedback from stakeholders is essential during the Evaluation stage of the ISO 31000 framework.

Source: "ISO 31000: Communication and consultation" Qualsys: https://quality.eqms.co.uk/blog/iso-31000-communication-consultation?utm_source=hs_automation&utm_medium=email&utm_content=55243801&_hsenc=p2ANqtz-_O2SUCdYOH_FokmXKO-bfUVeXKmQO83qe9R0pueu0msyI88gcENOCQ1zDVg6tv_KpIg9rfJC1VvG1zftlqB0x88iuNpQB2NPA0SHSzBNkqRTymTIQ&_hsmi=55243801 Accessed 10.07.2019

1.3 – Implement risk controls in line with the hierarchy of risk control and workplace and legislative requirements

By the end of this chapter, you should be able to:

- Choose and outline how to implement one method from the hierarchy of risk controls in response to an identified risk/potential risk.

Implementing risk controls

Once you have agreed upon the strategy to control the risk, then you should proceed to the implementation stage. You will need to know the methods that will work best to control the particular risk identified and use these to your advantage. Ensure that resources are available for carrying out the risk controls and, if working with others, that all information is given out to state the requirements and procedures necessary.

You may need to change working procedures to establish safer work practices, provide additional training, or arrange for additional staff to cover the hours, or consider the modernisation of equipment/machinery that is no longer safe to use. Improvements may be made for the purpose of addressing issues of workplace health and safety once such requirements have been established. Some control measures may be expensive and may need to be made when the budget has been allocated – make a plan of the actions that are needed so that controls can be started. In the interim period, short-term measures and medium-term measures should be arranged until the budget is approved. This will ensure that the risks are kept to a minimum and keep the risk on the organisation's radar.

The required changes will need to be made in line with workplace and legislative requirements; they must make safe the areas of concern so that employees are not placed in direct risk. Using a hierarchy of controls will help ensure that you/your organisation takes the best course of action.

Hierarchy of risk controls

The hierarchy of controls is presented in order of effectiveness for the control of risk. The most effective method involves the elimination of risk. This effect may be realised by ensuring that risks are not introduced to the workplace in the first place. As an example, you could eliminate the risk associated with working at heights by having workers perform tasks at ground level. There may also be the option of not using a piece of machinery associated with significant health and safety risks. You should ensure that any such risks are eliminated as far as is reasonably practicable.

If it isn't possible to completely eliminate the risk, then you should apply the following measures:

- Substituting the hazard with something safer – as an example, there may be the possibility of replacing highly hazardous chemicals with safer alternatives
- Isolating the hazard from personnel – this will involve the separation of personnel from the area in which the hazard is present. You could install barriers or provide technology for the remote control of hazardous equipment
- Using engineering controls – such controls will be physical in nature and may include mechanical devices or processes. As an example, you could make use of trolleys, hoists, or other mechanical devices for the movement of heavy loads.

Level three risk controls should be used as a last resort, where the use of other controls isn't practicable. The effective application of such controls will depend upon appropriate employee behaviour and supervision. They are typically the least effective controls.

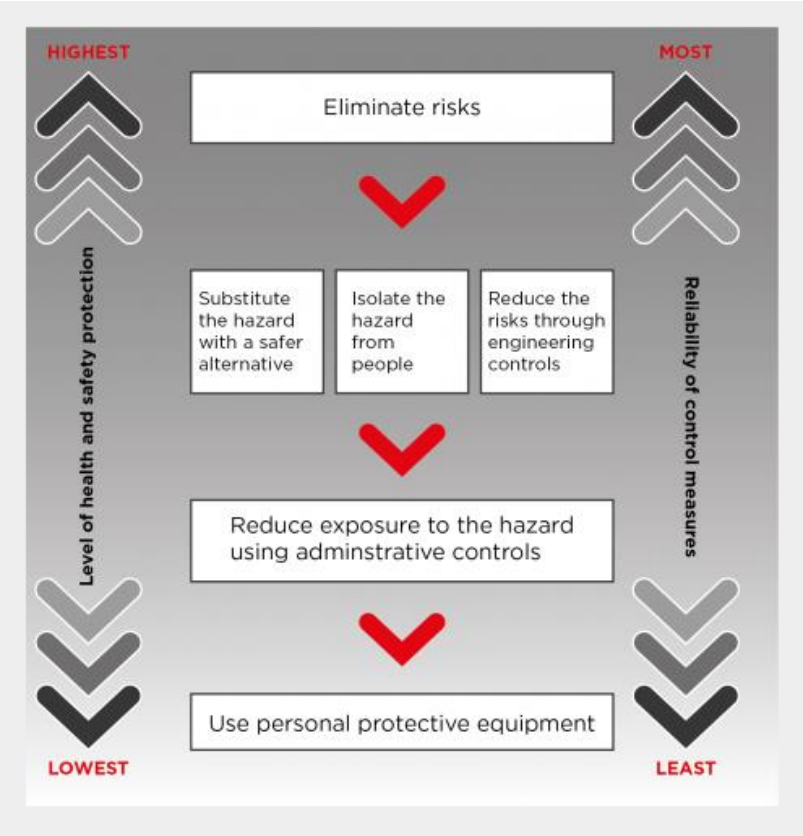
Level three controls are as follows:

- Uses of administrative controls – such controls involve the application of work methods or procedures for the purpose of limiting the exposure to hazards. As an example, you may develop and distribute procedures specific to the use of a hazardous item of machinery
- Use of personal protective equipment – workers may be expected to make effective use of PPE including face masks, safety goggles, and gloves for their protection when carrying out hazardous tasks.

Administrative controls and PPE should only be used:

- When there are no other practical control measures available (as a last resort)
- As an interim measure until a more effective way of controlling the risk can be used
- To supplement higher level control measures (as a back-up).

It may be appropriate to use a combination of the specified risk controls in some instances.



Source: "Identify, assess and control hazards" Safe Work Australia:
https://www.safeworkaustralia.gov.au/risk#controlling-risks-using-the-hierarchy Accessed 10.07.2019

Specific risk controls

Depending upon the work environment, there may be different risks that are of importance and concern to your organisation. Employees may be faced with day-to-day hazards that with careful management and the right controls, will pose no threat. Be aware of any industry-specific controls that your organisation may need to put into place. Some are mentioned below.

Hazardous manual tasks/lifting

For this type of work, all staff should have training on the correct means of performing manual tasks. Any additional equipment or assistance from colleagues needed for these tasks should be provided and a strict observance of working hours and break times to minimise physical effects on the body. Injuries with manual work can develop over a period of time or suddenly due to repetitive or sustained force, high or sudden force, strain to the posture or parts of the body, and exposure to vibrations.

To lift items safely, you should:

- Check the item being lifted for weight and how to hold
- Ask for help with lifting if the item is too heavy or awkward
- When ready to lift, pace your feet correctly – feet apart, one foot beside the load and one slightly behind it
- Bend your knees and keep a straight back

- Grip the item firmly with both hands and keep the item close to the body
- Raise your head and pull your chin in to help keep your back straight
- Tighten your core/stomach muscles to help support your back
- Straighten your legs to lift to waist level (keep elbows close to your body
- Do not twist your body, to turn and move you should use your feet
- To put the item down, use the same process of carefully bending the knees with a straight back and make sure the item is not placed on feet or toes.

Repetitive strain

This type of injury is most commonly experienced in offices and workplaces where the same tasks are performed day-long. This can include work on computer/keyboard and also in manufacturing when working on a production line. This can be relieved by ensuring regular breaks are taken and, if possible, tasks are rotated so the person can change posture or stop the repetitive motion. Repetitive strain may be relieved through the application of specific ergonomic changes to the work area or equipment set-up.

Infection control

When working in areas where hygiene and careful environmental controls are required, there is a need for strict guidance on work procedures to prevent infection. This is most notably seen in the food industry, within hospitals and dentists, and also in laboratories or some areas of manufacturing. A strict code of hygiene is needed to prevent infection or contamination, and employees will usually wear specific items of clothing to maximise their protection and the protection of others. They will also follow very specific working practices, and possible infection should be reported immediately to their manager/supervisor.

Each organisation is likely to adopt its own infection control procedures, so it is important that you familiarise yourself with those implemented within your workplace.

Some examples of basic infection control procedures include:

- Appropriate reprocessing and storage of reusable instruments
- Aseptic technique
- Personal hygiene practices, especially washing and drying hands, such as before and after client contact
- Safe disposal of sharps and other clinical waste
- Safe handling of sharps

- Surface cleaning and management of blood and body fluid spills
- Techniques to limit contamination
- Use of Personal Protective Equipment.

Chemical use

Always follow the correct guidelines and procedures when working with chemicals. Make sure you follow all instructions and safety data sheets (SDSs) precisely. All employees should be equipped with the knowledge needed to understand how to use and work safely with chemicals. Wear the appropriate personal protective equipment (PPE) and make sure that the items are in good repair and safe to use. If any items are damaged or broken, then speak to your manager/supervisor. All staff should have access to fully-protective PPE and should not be put at risk.

Using machinery

Whichever industry you may work in there is a need to follow the stated safety guidelines at all times when using machinery. Employees should be competent in their use of machinery and training should be given as needed and supervision of the work area. PPE is vital to protect the person, such as earmuffs for high noise-levels and visors to protect their eyes. All machinery should be maintained and serviced as needed to ensure optimum safety.

Fulfilling workplace and legislative requirements

The WHS Act and regulations specify the requirement for duty holders to ensure the successful management of risks through their elimination, so far as is reasonably practicable. If it isn't possible to completely eliminate such risks, then they should be minimised to the greatest possible extent.

Persons conducting a business or undertaking will have health and safety duties to manage risks if they:

- Engage workers to undertake work for them, or if they direct or influence work carried out by workers
- May put other people at risk from the conduct of their business or undertaking, manage or control the workplace or fixtures, fittings or plant at the workplace
- Design, manufacture, import or supply plant, substances or structures for use at a workplace
- Install, construct or commission plant or structures at a workplace.

Deciding what is 'reasonably practicable' to protect people from harm requires taking into account and weighing up all relevant matters, including:

- The likelihood of the hazard or risk concerned occurring
- The degree of harm that might result from the hazard or risk
- Knowledge about the hazard or risk, and ways of eliminating or minimising the risk
- The availability and suitability of ways to eliminate or minimise the risk, and
- After assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Officers (for example company directors) must exercise due diligence to ensure that the business or undertaking complies with the WHS Act and Regulations.

This includes taking reasonable steps to:

- Gain an understanding of the hazards and risks associated with the operations of the business or undertaking
- Ensure that the business or undertaking has and uses appropriate resources and processes to eliminate or minimise risks to health and safety.

Source: "How to manage work health and safety risks" Safe Work Australia:
https://www.safeworkaustralia.gov.au/system/files/documents/1702/how_to_manage_whs_risks.pdf
Accessed 10.07.2019

A large amount of information is available and applicable to the control of some workplace hazards and associated risks. If you are able to successfully establish the appropriate controls through reference to such information, then you won't have to carry out a risk assessment. You may proceed to implementation of the appropriate controls.

1.4 – Identify and report issues with risk controls, including residual risk, in line with workplace and legislative requirements

By the end of this chapter, you should be able to:

- Complete a report form evaluating the effectiveness of a risk assessment.

Identify and report issues

It is expected that controls will be reviewed on a regular basis to ensure that they are having the desired impact. However, it is quite common for business representatives to experience difficulty when it comes to assessing the effectiveness of risk controls. Reference may be made to Control Self Assessments (CSA's), although reviews are rarely carried out in relation to performance measures which apply to particular controls. It might be necessary to make changes or adopt alternative risk controls in some instances.

You should make checks to establish the outcome of any changes which have come about as a result of implementing risk controls. It will be necessary to ensure that any affected employees are adhering to the controls and that guidance is provided in the workplace to ensure all personnel have a good understanding. The results of the controls will need to be determined and measured for success.

A review should be carried out:

- When the control measure is not effective in controlling the risk
- Before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- If a new hazard or risk is identified
- If the results of consultation indicate that a review is necessary, or
- If a health and safety representative requests a review.

The following questions should be asked in relation to implemented risk controls:

- Are the control measures working effectively in both their design and operation?
- Have the control measures introduced new problems?
- Have all hazards been identified?
- Have new work methods, new equipment, or chemicals made the job safer?
- Are safety procedures being followed?
- Have the instruction and training provided to workers on how to work safely been successful?
- Are workers actively involved in identifying hazards and possible control measures? Are they openly raising health and safety concerns and reporting problems promptly?

- Are the frequency and severity of health and safety incidents reducing over time?
- If new legislation or new information becomes available, does it indicate current controls may no longer be the most effective?

Source: "Model Code of Practice: How to manage work health and safety risks" Safe Work Australia: https://www.safeworkaustralia.gov.au/book/model-code-practice-how-manage-work-health-and-safety-risks#5step-4how-to-review-controls Accessed 10.07.2019

As an example, you may consider the application of measures for the effective control of risks associated with the use of a particular item of machinery.

Appropriate controls are highlighted in this table:

Risk control methods	Application of control methods
Inspections	% of inspections are carried out in accordance with the manufacturer's guidelines and set timeframes
Maintenance	% of routine maintenance tasks are carried out in accordance with set timeframes
Testing	% of machinery tests are carried out with defined regularity before the use of the machinery

Measures of effectiveness with regards to machinery maintenance are highlighted in this table:

Effectiveness	Performance
Effective	100% of routine maintenance tasks are conducted within designated timeframes
Mostly effective	80-99% of routine maintenance tasks are conducted within designated timeframes
Partially effective	50-79% of routine maintenance tasks are conducted within designated timeframes
Ineffective	<50% of routine maintenance tasks are conducted within designated timeframes

Establishing residual risk

Residual risk is defined as the risk that remains after risk controls are put in place. You can establish the level of residual risk by subtracting the impact of implemented risk controls from the inherent risk. The inherent risk is that which is established before the implementation of any risk controls. The impact of risk controls relates to the minimisation or elimination of risk. It may be necessary to account for the impacts of multiple risk controls in some instances.

As an example, you may consider the application of controls for the purpose of addressing risks associated with manual handling activities. There may have been a relatively high injury rate prior to the implementation of the controls. However, this may have reduced significantly after the staff were provided with and began using equipment for the movement of heavy loads. Any injuries which continue to occur should be taken into account with regards to the establishment of residual risk.

Reassessing risk controls

When enough time has elapsed, and the questions have been asked, you will be able to determine the results of the implemented risk controls and any residual risk. It is recommended that risk controls are reviewed on a reoccurring basis. You may find that a check each year will be sufficient. When implementing any new set of controls, it is advisable to check much sooner – as soon as the results of the controls can be measured. This will help ensure that the practices undertaken provide the safe working environment as required.

Look at the effects of the controls and evaluate their success or failure. If there are areas that have not improved or not diminished in risk, then you should report your findings to the person you need to, on health and safety matters in the workplace.

Consider whether:

- Employees are following the risk controls
- The risk controls are not proving to be effective
- New employees have joined and need training.

It will be necessary to conduct a further risk assessment after reporting the outcomes of control implementation to allow for the adjustment of any ineffective risk controls. The risks will need to be re-assessed, and a new strategy of risk control will be required. The feedback gained from the first risk assessment and risk control will help determine a new course of action.

2. Implement policies and procedures into work team processes

2.1. Regularly provide information about WHS policies and procedures to the work team

2.2. Provide information about identified hazards and the outcomes of risk assessment and risk controls to the work team

2.3. Monitor housekeeping practices to ensure that WHS policies and procedures are followed

2.4. Maintain WHS incident records in the work area according to workplace procedures and legislative requirements

2.1 – Regularly provide information about WHS policies and procedures to the work team

By the end of this chapter, you should be able to:

- Collect and present three different pieces of WHS information to peers.

Regularly providing information to work team

It is important to engage in the regular communication of WHS policies and procedures to members of the work team. The methods of consultation should be chosen and applied in accordance with relevant legal requirements. Personnel should be provided with details of the risks which apply to their work. They should also be provided with opportunities to share their perspectives and opinions and matters of health and safety.

Establishing Health and Safety Committees

Health and safety committees (HSC's) should be established for the purpose of addressing health and safety matters which apply generally to the workplace. Committee meetings should be held every three months as a minimum and a reasonable amount of time should be allowed for discussion of the health and safety issues.

The functions of an HSC include:

- Facilitating co-operation between PCBUs and workers to initiate, develop and carry out measures to ensure workers' health and safety
- Helping develop and review work health and safety policies, procedures and systems to ensure PCBUs are meeting their duty of care obligations
- Dealing with any other health and safety matters, as agreed between a PCBU and committee members.

HSC members are entitled to:

- Spend reasonably necessary paid work time attending meetings and carrying out their functions as committee members
- Have access to information that the PCBU has in relation to hazards, risk assessments and the health and safety of workers at the workplace.

Source: "Participating in effective health and safety committees" Australian Government:
http://www.comcare.gov.au/__data/assets/pdf_file/0016/41344/WHS_050_05152_Jul18_v1.pdf
Accessed 10.07.2019

Conducting 'tool box' meetings

Tool box talks or meetings provide the opportunity for the provision of information about potential hazards, safety and reporting procedures, and the offer of training to workers. Such meetings will ideally be held on a regular basis, allowing for the sharing of small chunks of information which the workers can process. Details of such meetings should be recorded, including the actions which workers agree to take for the assurance of workplace health and safety.

The types of matters which may be discussed in tool box talks include:

- Accident/Incident/Hazard reporting
- Fire and evacuation procedures
- Personal Protective Equipment (PPE)
- New tools or equipment.

The supervisor should take the lead in arranging any tool-box talks and ensuring that the agenda is followed. Such talks should be held in areas which are quiet and free of distractions. The employees should be asked direct questions about established risks and hazards. They may be aware of issues which wouldn't otherwise be identified.

Verbal communication may involve direct discussion with a supervisor, employee, or manager. It will allow for the clarification of information and response to questions which are raised by the personnel. However, there will be a risk of emotions distorting such discussions and the communication being overly informal.

You will need to ensure that the team members have all the relevant information regarding policies and procedures so they can carry out their work in an appropriate and safe way. Articulating this information clearly and concisely can be a challenge.

Being clear and concise means:

- Speaking at a reasonable pace, for easy comprehension
- Varying the tone and placing emphasis on important points
- Speaking at a good volume, so that everybody can hear
- Articulating your words, for general understanding
- Using uncomplicated language
- Paying attention to your audience
- Not dominating conversations
- Not waffling or repeating yourself.

Alternative communication mechanisms include:

- Company Notice Boards
- Emails and Internal Intranet Systems
- Registers – Incident/Accident Registers
- Daily Pre-Start Meetings
- Hazard/Near Miss Report Forms
- Company Newsletter
- WHS consultation meetings with HSRs/HSCs (Health and Safety Committees).

Source: "WHS consultation and communication mechanisms" WHS Consulting Hunter:
http://www.whsconsultinghunter.com.au/whs/whs-consultation-and-communication-mechanisms/
Accessed 10.07.2019

Work health and safety duties

When a PCBU (person conducting a business or undertaking) has a health and safety duty, an appointed person of the PCBU is required to ensure due-diligence is applied with regards to health and safety (see WHS Act S.27). The appointed person with responsibility for health and safety duties at work will need to have a full understanding of work health and safety matters and maintain/update their knowledge regularly.

A PCBU is the individual person or organisation that is legally operating a business or undertaking.

Examples of PCBU's include:

- Employers
- Corporations
- Associations
- Partnerships
- Sole traders
- Certain volunteer organisations.

The primary duty of care for workplace health and safety is held by a PCBU. They must eliminate or minimise the risks at the workplace in order to ensure the health and safety of workers, customers, and visitors. If a person is exposed to a risk to their health and safety as a result of the work carried out as part of the conduct of the business of undertaking, then the PCBU will be held liable. However, employers do have certain rights.

Employers have the right to ask certain questions about an employee or potential employee to:

- Determine whether a person can perform the job requirements
- Identify if reasonable adjustments for an employee will be needed
- Establish facts for work entitlements.

Workers

The WHS Act also stipulates the requirements of workers (see WHS Act S.28), this requires that all workers take reasonable care of their own and others health and safety at work. It also requires that workers take instruction on health and safety from the PCBU to comply with health and safety policies and procedures (and the WHS Act) at work.

Someone who carries out work for a PCBU is known as a worker. Whilst they are at work, workers are responsible for taking reasonable care in regards to their own safety. They must also consider the safety of other people that may be affected by their actions. In order to comply with the WHS Act, workers must also cooperate with any actions taken by their PCBU.

Workers may include:

- Employees
- Labour hire staff
- Volunteers
- Apprentices
- Work experience students
- Contractors or subcontractors
- An employee of a contractor or subcontractor.

Workers have the rights, including; working in a safe environment, to be free from harassment or bullying, and to be properly trained for their role.

Officers

Officers are people who 'participate in making, decisions that affect the whole or a substantial part of your organisation. Their decisions may also have the capacity to significantly affect the organisation's financial standing'.

They have responsibilities to:

- Continuously learn and keep up to date with WHS matters
- Have a broad understanding of the work that an organisation does and be aware of the risks employees and people on the site will face
- Ensure the organisation has access to appropriate resources for minimising and dealing with risks
- Ensure the organisation has processes in place for communicating hazards and risks in the organisation and for responding to those hazards and risks
- Ensure the organisation has provisions for complying with duties under WHS law and implement these.

Duty of care

The PCBU/employer should equip all staff with the correct knowledge and awareness of WHS policies and procedures for taking care in the workplace. There should be clear guidelines within these policies and procedures, and these should be disseminated and communicated to all staff.

Most organisations provide an induction pack/literature when a new employee joins an organisation, and this will contain information on some aspects of health and safety within the workplace. Depending on the type of work carried out, it may also be necessary to provide more detailed information to employees on their area of work. Make sure you communicate health and safety procedures and any changes that may come into force.

You can:

- Hold health and safety meetings/discussions
- Inform employees on health and safety matters:
  - at staff meetings
  - via email communication
  - direct to department/work area needs
- Place health and safety notices and information on noticeboards and in staff rooms/areas
- Place health and safety information on your website/intranet
- Provide a staff health and safety manual in each area/department.

Note: to assist small businesses, state/territory work health and safety regulators provide access to advisory services, information sessions and fact sheets. Information on this can be found at the Safe Work Australia website.

Duty of care in law

Duty of care comes under the ruling of tort law, i.e. a civil wrong as opposed to a breach of contract. It requires an individual to provide a standard of reasonable care while carrying out any activity that could potentially harm others. The breach of a duty of care will mean that you, as an individual, are liable to legal action from the claimant.

Duty of care has been developed through common law, i.e. it exists based on past related court rulings. Therefore, there is no exact legal definition of elements, such as the duty of care or negligence.

Negligence is when damage/harm occurs to another person as a result of someone else not exercising reasonable care. Duty of care requires that an acceptable standard of care is exercised, where it is reasonably practicable, to ensure the health and safety of yourself and others.

Duty of care is written legally into the workplace health and safety legislation – it is a moral duty to anticipate possible hazards and causes of injury and do everything reasonably practicable to prevent/remove/minimise these causes.

This means that the duty of care cannot be delegated – all adults in the workplace are responsible for health and safety.

Courts will determine breaches of the duty of care based on the following criteria:

- What is typically expected of another person in the same situation
- The person's roles and responsibilities within their organisation
- The experience/level of training for the individual
- The practicalities of the situation
- What is deemed acceptable practice within the community
- Generally acceptable standards in the situation
- Relevant laws, e.g. the Workplace Health and Safety Act 2011.

WHS Act, Regulations, codes of practice

Workplace health and safety (WHS) is important for all employers and employees and is there to help govern safe working environments and practices. More information on this and WHS in the different states and territories can be found at the Australian Business website: http://www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/whs-acts-regulations-and-codes-of-practice.aspx (accessed 10.07.2019)

WHS includes:

- Legislative requirements:
  - WHS Law/Act
  - duty of care
  - environmental protection
- Regulations:
  - rules for the organisation to follow to meet legal requirements
  - can be sued for breach of regulations
- Codes of practice:
  - shows the organisation how to meet requirements of the law
  - if not followed, you cannot be sued for this, but documentation from an organisation relating to codes of practice can be used as evidence in a court of law.

2.2 – Provide information about identified hazards and the outcomes of risk assessment and risk controls to the work team

By the end of this chapter, you should be able to:

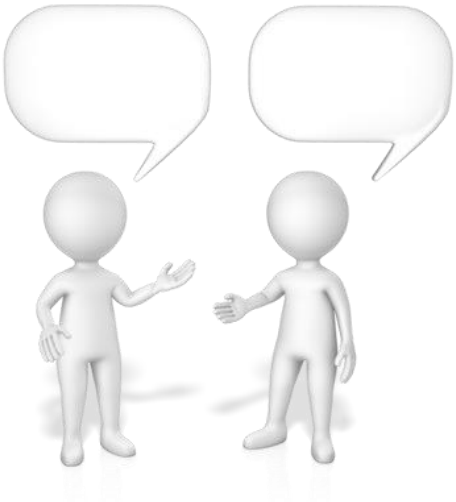
- Produce and provide a report in response to a given scenario which provides the following information:
  - hazards identified
  - outcomes of the risk assessment
  - risk controls which were implemented.

Communicating information to the work team

It is important to demonstrate good leadership of your work team and other employees. This will show others that you are responsible and capable. The treatment of others with respect and without discrimination will allow for the development of excellent working relationships. This is vital when communicating on any point and also on aspects of health and safety that directly relate to employees.

Internal communication should:

- Assist in embedding the desired behaviours throughout the organisation
- Engage staff in risk management activities
- Enhance risk management process transparency, and encourage accountability and ownership of risks
- Facilitate cooperation among the offices/units in defining cross-cutting initiatives, and a common understanding of concepts, rules for action and integration of risk management in statistical processes, as a basis to prioritize control actions for continuous improvement.



Source: "Internal communication" Guidelines on risk management:
https://statswiki.unece.org/display/GORM/1.1+Internal+communication Accessed 10.07.2019

Discuss the hazards with your team and inform them of the processes that have been undertaken. If you take the time to explain the risks and risk controls that have been decided upon, then the staff will be in a relatively good position to understand the issues and contribute comments and feedback to the process. You should communicate regularly with your team during the process of risk control implementation so that they are aware of when changes are being made and how successful they are.

Information about risks and their effective control should be addressed during the course of staff training. Multiple courses may be arranged for the purpose of ensuring the employee's awareness of different risks and ongoing treatments.

The training might involve the use of e-learning platforms and direct discussions for the purpose of addressing risk. It will be important for all of the information included in the provision of training to be understandable and directly applicable to the roles of employees. Case studies may also be incorporated for the purpose of outlining the implementation and impacts of risk control methods.

Make sure your team:

- Follow risk controls
- Understand why the risk controls are in place
- Know the outcomes that need to be achieved
- Provide information and feedback on the controls as needed.

If your team/employees use equipment and machinery as part of the risk control, then you should ensure that relevant information on correct use is displayed clearly. Any instructions or manuals can also be left out and affixed to a notice board or on/by the equipment so that these are always to hand.

The same principle applies to any set working practices that need to be followed; let your team know what is expected and clearly provide supporting information. This may be verbal instruction. Alternatively, you may have working guidelines printed or located electronically.

You should provide:

- Clearly documented policies and procedures
- The expectations required from your team/employees
- Procedures when faced with situations of risk
- Support and guidance on health and safety issues.

<u>Correct use of personal protective equipment (PPE)</u>

The use of PPE should allow for the effective protection of staff members, and it should be entirely suitable for the tasks that they are performing. Employees should be made aware of the protection provided enabled through the use of PPE. All items should fit the wearer comfortably and be of the correct size. Equipment must be maintained and cleaned after use. It should be stored hygienically for repeat use.

If the PPE becomes damaged, then it should be replaced to ensure that risk to workers is correctly controlled. Items of PPE should be available to all personnel as required. This is to cover any damaged or worn items that need to be replaced.

Protective clothing/equipment may include:

Earmuffs/plugs	To protect the ears from noise, such as when using a noisy machine
Safety glasses and goggles	To protect the eyes from substances, fragments, and sparks
Face mask and/or respirator	To protect the respiratory system from harmful pollutants, such as dust and chemicals
Hard hats **Fabric hats/caps**	To protect the head from debris/falling items To protect the head and ensure hair is kept out of the way, such as in food preparation
Hair nets	To protect the hair, such as in the prevention of catching hair in machinery
Gloves	To protect the hands from chemicals and sharps and also to ensure hygiene is maintained
Safety clothes/overalls	To protect both the wearers own clothing items from other substances and also to provide protection
Safety boots	To protect feet from falling items/spillages and ensure the wearer does not slip on floors
Sun protection	To protect outside workers from ultraviolet rays and subsequent skin damage

2.3 – Monitor housekeeping practices to ensure that WHS policies and procedures are followed

By the end of this chapter, you should be able to:

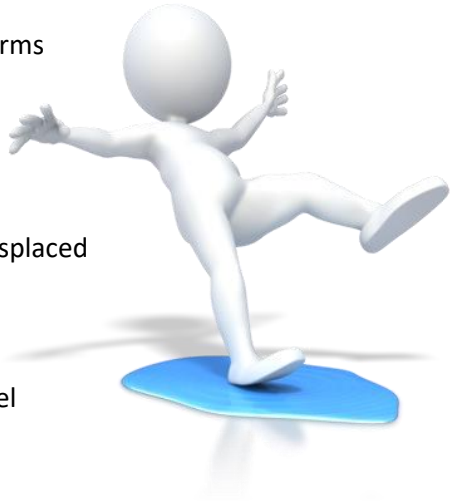
- Monitor the application of housekeeping practices over the course of a day, ensuring that WHS policies and procedures are being followed.

Monitoring housekeeping practices

Housekeeping at work is the practice of looking after and maintaining day-to-day work activities and the working environment. The effective implementation of housekeeping procedures can aid in the control or elimination of workplace hazards. Such procedures may involve the regular cleaning of work areas and maintenance of halls and floors so that they are free of slip and trip hazards. When responsible for others, you also need to make sure that your team complete daily work tasks correctly, and that needs are met in accordance with WHS policies and procedures.

Poor housekeeping may result in accidents, such as:

- Tripping over loose objects on floors, stairs, and platforms
- Being hit by falling objects
- Slipping on greasy, wet, or dirty surfaces
- Striking against projecting, poorly stacked items, or misplaced material
- Cutting, puncturing, or tearing the skin of hands or other parts of the body on projecting nails, wire or steel strapping.



Source: "Workplace housekeeping - basic guide" CCOHS:
https://www.ccohs.ca/oshanswers/hsprograms/house.html Accessed 10.07.2019

You may be expected to engage in routine monitoring of the work area as part of your housekeeping responsibilities. If this is the case, then you should ensure that the work area is maintained in a clean and serviceable state at all times for your team. Housekeeping will require accountability for carrying out tasks safely and in accordance with expectations.

Elements of a workplace housekeeping program may include:

- Performing general maintenance – all workplace machinery and equipment should be maintained in a serviceable state. It will also be necessary to ensure that the workplace environment is properly maintained, which may involve fixing broken floor surfaces and damaged doors. Such measures should minimise the risk of workplace incidents
- Removing dust and dirt – you must ensure that areas of the work environment and equipment are free of dust and dirt. Vacuum cleaners may be used for the collection of light dust and dirt. You may also make use of special-purpose vacuum cleaners for the removal of hazardous products such as asbestos and fibreglass

- Cleaning surfaces – floors and worktops should be kept clean for minimisation of the health and safety risk. Any spilt oil and other types of liquid should be cleaned up immediately. You should also ensure that any chips, shavings, and dust are kept from the floor. Any worn or damaged flooring should be replaced as a matter of priority due to the associated risks

- Controlling spills – measures will ideally be taken to ensure that spills do not occur in the first place. This may involve the regular cleaning and maintenance of equipment and machinery. Any spills which do occur should be cleaned up immediately

- Waste disposal – you may be expected to ensure the separation of recyclable and general household waste. It will also be necessary to perform regular cleaning duties to prevent waste from accumulating on the floor and other work surfaces.

Examples of good housekeeping practices include:

- Conducting regular workplace inspections that include housekeeping
- Regular cleaning program both during and before and after shifts
- Workplace procedures for cleaning up spills and dealing with other emergencies
- Regular, scheduled maintenance program for plant and equipment
- Keeping work areas well maintained, clean, well lit, uncluttered and free of waste
- Cleaning up spills on floors immediately and locating and fixing the cause of spills or leaks
- Keeping walkways clear of obstructions
- Storing materials and equipment neatly and out of the way of production
- Regularly removing waste
- Repairing damaged plant and equipment quickly

- Installing suitable containers for waste products that are conveniently located and regularly emptied to ensure that there is not a build-up of meat products on the floor.

Supervisors have the following responsibilities with regards to housekeeping:

- Ensuring the work area you are responsible for is maintained in a tidy condition
- Ensuring workplace policies and procedures for housekeeping practices are in place and being followed
- Ensuring all your workers are appropriately trained and follow good housekeeping policies and procedures

- Ensuring any incidents relating to poor housekeeping are reported, you investigate the incident quickly, and take any actions to prevent the incident happening again
- Conducting regular inspections of your work area including cleanliness of floors, correct storage of equipment, hoses, waste bins are routinely emptied to prevent build-up etc.

Source: "Critical risk: housekeeping" Mintrac: http://mintrac-whs.com.au/wp-content/uploads/House-keeping.pdf Accessed 10.07.2019

Following procedures

It may be necessary to keep records of some housekeeping tasks as part of your duties. If others are tasked to carry out some of these duties, then make sure you check that these are being done.

You/your team may need to be involved in:

- Purchasing of supplies and equipment
- Maintenance of machinery/equipment
- Responsibility of equipment, e.g. switching on/off computers and printers
- Ensuring cables and items are not left in the way to cause a trip hazard, and that fire doors are closed at the end of the working day
- Keeping desks tidy and replacing items used during the working day, such as work file copies or borrowed equipment
- Re-stocking items used, such as paper or stationery supplies.

It may be necessary to take action for the purpose of addressing work issues as part of your duties, ensuring that your team are following correct procedures and fulfilling expectations. These issues may involve changes within the work environment, management of workloads or issues of misconduct/bad behaviour.

You may need to:

- Arrange for ergonomic changes to the work area - especially if one or more of your team suffer from repetitive strain injury or with headaches/migraines
- Counselling or disciplinary procedures – when issues of stress, work, or personal problems are encountered.

2.4 – Maintain WHS incident records in the work area according to workplace procedures and legislative requirements

By the end of this chapter, you should be able to:

- Complete an incident report form using information from a given scenario.

Workplace incident records

The recording of workplace incidents is necessary to ensure that accurate documentation is made and kept. This applies to any event that has caused or has the potential for injury, ill-health, or damage. The recording of such information is also a legal requirement and may need to be provided to work health and safety regulators, or other authorised bodies.

Written records should be taken of workplace incidents as soon as they occur. Such records may be referred to as primary sources of information about the people involved and the nature of hazards which have been encountered. There may be some difference in organisational expectations with regards to the recording of incident information. However, you should ensure that such information is factual rather than being based on inference where possible. Details of human, equipment, and environmental factors may be recorded about what happened in the run-up, when the event actually occurred, and the aftermath.

Here is an example of a workplace incident/accident report form:

Incident/accident report form Record Number:

Name: ……

Occupation: ……

Department: …….. Date of report: ……

Incident/accident details

Date of incident/accident: …… Time of occurrence: ……. Date reported: ……

Location: …… Witness: ……

Reported to: ……

Details of incident/accident: ……

The injury received:……

Location of injury on the body: ……

Results of incident/accident: Lost time Y/N No. of days lost …….. Workers' compensation Y/N

Treatment received: First aid Y/N Doctor Y/N Hospital Y/N

Damage to equipment/building(s)/vehicle, etc.: ……

Extent of damage: ……

Contributing factors (if any): ……

Corrective actions

Immediate actions: ……

Preventative measures: ……

Recommended actions: ……

Who is to implement actions: …… Date to be implemented: ……..

Signatures:

Officer: …… HS Rep: …….. Manager: ……..

Director: ……. Investigating office: ……..

Actions completed: …… Date: …… Manager: ……

Records for emergency procedures

Records will be required in accordance with the emergency procedure and WHS legislative requirements. You must record all incidents and accidents, including those which do not result in injury. Accurate records will then be documented and kept for the appropriate amount of time. They may be referred to during additional risk assessments for the effective control of hazards.

Workplace incident reports

Incidents that need reporting to work health and safety regulators are known as 'notifiable incidents'. These are only the most serious of occurrences, and as such, require further direction from the regulator. A notifiable incident should be reported to the regulator as soon as possible after the occurrence. If written notification is requested, then this should be received within 48 hours of the request. The site of the incident should remain as it was so that an inspection can be carried out (if so required).

'Notifiable incidents are:

- The death of a person
- A 'serious injury or illness', or
- A dangerous incident arising out of work carried out by a business, undertaking or a workplace.

Notifiable incidents relate to any person – whether an employee, contractor, or member of the public.'

Source: "Incident Reporting" Safe Work Australia:
http://www.safeworkaustralia.gov.au/sites/swa/whs-information/workplace-incidents-reporting/pages/workplace-incidents-reporting Accessed 10.07.2019

The Safe Work Australia website also provides contact details for work health and safety regulators throughout the different jurisdictions of Australia (see the above website address).

3. Support consultation, cooperation and communication

3.1. Support workplace consultative procedures by encouraging work team participation in consultative activities

3.2. Report health and safety issues in line with workplace procedures and legislative requirements

3.3. Encourage and assist work team members to contribute to WHS

3.1 – Support workplace consultative procedures by encouraging work team participation in consultative activities

By the end of this chapter, you should be able to:

- Outline three ways to encourage work team participation in consultative activities.

Consultation for work health and safety issues

Consultation is needed between duty-holders sharing work health and safety matters and between the employer and employees. All persons affected by matters of health and safety need to be included (see WHS Act Part 5, 6 and 7).

Not only does this need to occur when identifying hazards, determining associated risks and in controlling the risks, it also needs to occur at other times; notably for the resolution of work health and safety issues, and monitoring workers' health and conditions within the workplace. All of these scenarios may arise at different times during working life. Consultation is also needed for the communication of information, for proposed changes at work (such as new equipment or a new work building) and for training purposes. It is important to ensure that all employees are aware of current health and safety requirements, as well as any which are due for implementation.

A consultation process for employees will enable them to contribute to work health and safety matters and to provide valuable feedback. This will also encourage staff to work on health and safety points inclusively, and help keep all on board to follow safe practices. The inclusion of your staff will mean that they are empowered to be responsible for issues of health and safety.

That being said, it is not always a simple task to achieve the participation of a work team in health and safety issues. You will likely need to adopt practices which encourage this, helping a team to understand the importance of their contribution.

Encouraging practices could include:

- Ensuring meetings are carried out during working hours – asking team members to dedicate their own time to health and safety activities is not going to fill them with joy. This will immediately discourage participation as they will likely be thinking about all the other things they could be doing. Restricting meetings to working hours alone will encourage team engagement whilst also serving as a reminder that health and safety is a workplace issue

- Allowing for input – make sure that meetings aren't arranged as an opportunity to simply present information and disembark. Incorporate opportunities for team collaborations and explicitly ask team members for their opinions and feedback

- Offering opportunities – this, for example, might include additional responsibilities, or management of a particular project they suggested during a meeting. Giving rewards will help to encourage participation and boost team morale

- Setting goals – doing this will turn activities into something which can be worked on together as a team effort. Make them clear and measurable, so progress can be tracked.

Health and safety representative (HSR)

Along with the PCBU and the duty-holder(s), it is also possible that a health and safety representative (HSR) or health and safety representatives (HSRs) are appointed, especially if your organisation is large. An HSR will be part of the workforce and is most usually elected as representative by their workgroup. This position is useful for consultations or discussions as they can represent the ideas and opinions of their workgroup when it is not possible or feasible to include all employees at a meeting. An HSR would also discuss and inform their work group on health and safety matters, be present at health and safety interviews with workers, and assist in the fulfilment of training requirements.

Consultation for all employees

A consultation offers the chance to:

- Talk about current work health and safety issues
- Listen to comments made by others
- Raise concerns
- Share information and viewpoints
- Understand the role of work health and safety in relation to the worker.

Consultations may include:

- Meetings
- Discussions
- Debates.

For further information about WHS consultation, cooperation, and coordination code of practice produced by Safework SA at https://www.safework.sa.gov.au/sites/default/files/5.4.23-consultationcooperationcoordinationcop.pdf?v=1552541864 Accessed 10.07.2019

Health and safety committees

As previously mentioned, a health and safety committee can be formed to discuss issues of health and safety and help enforce work health and safety policies and procedures within the workplace. Members can be made up of HSRs and other appointed persons such as the duty-holder(s) that are nominated for the committee; it must also contain workers – at least half of the health and safety committee must be made up of workers (see WHS Act S.75-79).

The function of a health and safety committee is to:

- Facilitate co-operation between the workers and their employer's representative to ensure that worker health and safety is maintained at work
- Assist in developing standards and procedures

- Ensure the fulfilment of functions prescribed in the regulations or agreed upon by the person conducting business or undertaking. For example, Regulation 23 requires that if there is a default in the Resolution of health and safety issues under Section 81(2) of the Act, a copy of a written agreement between all parties can be requested by the health and safety committee for the workplace.

(Section 77 of the WHS Act)

The health and safety committee will ideally be well structured and organised. This will assure the team members that they are taking part in a worthwhile meeting, with the opportunity to make positive change to health and safety standards adopted by the organisation. The meeting should begin with an explanation of proceedings, and a description should be provided of the chair's function. A reasonable amount of time should be allocated, and all team members should be actively encouraged to participate. No member of the health and safety committee should be allowed to dominate the discussion. Fairness and equity should be assured. It is essential that the committee has the support of all staff members who are involved.

As the respected safety adviser, Billy Baldwin says, "employers need to understand that consultation is not about telling workers what is going to happen. It's about getting them involved in the decision-making process. When you're trying to engage the workforce, you need to make sure they really feel they can influence change."

The following measures may be taken for the purpose of ensuring engagement in a health and safety committee:

- Rotating the committee's focus among a variety of topics, such as ergonomics for a period of time, followed by chemical hazard reduction, and so on
- Bringing in new committee members when the committee becomes stale. Also, periodically inviting non-committee front-line workers to participate in a meeting and discussing any day-to-day hazards they encounter
- Inviting safety committees from similar organizations to visit and help identify hazards.

It will be important to demonstrate respect and actively consider all of the points that are raised by members of health and safety committees. Workers should be aware that the information that they share about workplace hazards and risks will be acted upon. If this isn't the case, then levels of commitment and enthusiasm are likely to decrease. There should be follow-up communication about any measures that are taken in response to the information given by employees. Recognition should be given where appropriate.

Effective safety committees: https://www.safetyandhealthmagazine.com/articles/10413-effective-safety-committees?page=1 Accessed 10.07.2019

3.2 – Report health and safety issues in line with workplace procedures and legislative requirements

By the end of this chapter, you should be able to:

- Produce a report according to given guidelines.

Reporting procedures

Legislative requirements for record-keeping and reporting are important to any organisation or workplace. All health and safety matters need to be documented and taken into account; not only for legislative purposes, but also for when a record of an incident may be required. An example of this is in the instance of a claim being made against the organisation as a result of an accident. Records will show accurate accounts and relay facts and provide statistics on incidents encountered.

These steps may be taken with regards to the reporting of health and safety issues:

- Reporting the issue verbally to your supervisor or manager
- Reporting the issue through the workplace's hazard reporting procedures
- Raising the issue with the health and safety representative
- Raising the issue with management through your union representative.

Records should be taken for the protection of both the organisation and employee from misrepresentation.

All health and safety records of incidents and accidents should be checked and confirmed by those involved and should be signed to show the agreement of the record. Complete details of the incident should be documented and if any first aid treatment was provided on-site or if the person involved needed to visit a hospital. After initial reports are made, you should take a record of the outcome. If treatment was given, then specify what this was and the result of the injury and how the person was afterwards.

The organisation should keep their records safe and secure, under lock and key for paper copies and in a secure restricted access area on the organisation’s computer system if electronic copies are held. This will help protect the personal information of those involved and cover requirements for data privacy as under the Privacy Act 1988, which protects against collection, use, storage, and disclosure of personal information. It also allows for appropriate access and correction of such information.

Reporting to the regulator

If you are concerned that appropriate actions have not been taken by the employer upon the reporting of health and safety issues, then you may report to the regulator. You should make such a report where it is considered that workplace conditions could result in injury or serious harm to you, your colleagues, or a member of public.

You will need to provide information which will enable the regulator to:

- Find the address of the workplace and the location within that workplace where the work health and safety issues are occurring
- Identify the exact nature of the work health and safety issues/concerns (e.g. working at heights or plant safety risks)
- Identify the name and address of the organisation or individual in control of the workplace.

You are also encouraged to provide any further information which will aid in the process of responding appropriately to the health and safety concern.

Source: "Safety complaints" SafeWork NSW: https://www.safework.nsw.gov.au/safety-starts-here/consultation@work/safety-complaints2 Accessed 10.07.2019

You will find details of Australian regulators in the appendices of this learner guide.

Issue resolution

If a reported incident/accident is made, then a resolution must be reached. Your health and safety workplace policies and procedures should include a relevant process. This should be set out in writing and made available to all employees.

If no written agreed procedure for issue resolution exists at your organisation, then the default issue resolution process, as set out in the model WHS Regulations Part 2.2, should be followed.

The key points that should be taken into account are:

- Number and location of workers affected
- Relevant accepted industry practice (if the practice is consistent with the WHS Act and WHS Regulations)
- Requirements for managing the risk(s)
- Temporary actions needed (if any)
- Any further information that may be required
- The process and timeline for resolving the issue
- If other persons are needed to assist in an early resolution

- Who is responsible for making the resolution of the issue (on the authority of the PCBU)
- The written results of issue resolution in accordance with the expectations of all parties.

After resolving the issue, the PCBU must make sure that workers affected are informed of the details between all parties, as soon as possible. The PCBU must ensure that a copy of the agreement is given to any relevant HSR. Any party involved in the issue may also provide a copy of the agreement to any union or employer organisation that represents that party.

3.3 – Encourage and assist work team members to contribute to WHS

By the end of this chapter, you should be able to:

- Work in collaboration with peers to develop strategies related to WHS, encouraging and assisting peers throughout.

Encouraging work team contributions

The chances of achieving desirable levels of safety will be greatest when employers/management work together with employees on making the workplace a safer environment. The workers may experience significant benefits as a result of successful WHS program implementation or drawbacks if the implementation is unsuccessful. They are likely to have the best understanding of hazards and associated risks within the workplace environment. Steps should be taken to tap into this knowledge.

If the health and safety program is implemented successfully, then all staff members will:

- Be encouraged to participate in the program and feel comfortable providing input and reporting safety or health concerns
- Have access to information they need to participate effectively in the program
- Have opportunities to participate in all phases of program design and implementation
- Not experience retaliation when they raise safety and health concerns; report injuries, illnesses, and hazards; participate in the program; or exercise safety and health rights.

This approach involves the adoption of a positive attitude from all staff and helps to make effective changes for the purpose of addressing areas of concern. Staff are most often aware of the day-to-day issues and are well-placed to make valid contributions. For example, issues of security/locking-up procedures may go unnoticed in some work site areas or ergonomic issues such as poor ventilation. The inclusion of all staff will ensure that the prospects of achieving a happy, healthy, and safe work environment are maximised.

Workers may be encouraged to report health and safety concerns in the following ways:

- Establishing a process for workers to report injuries, illnesses, close calls/near misses, hazards, and other safety and health concerns, and responding to reports promptly. There should be an option for anonymous reporting to reduce fear of reprisal
- Reporting back to workers routinely and frequently about action taken in response to their concerns and suggestions
- Emphasising that management will use reported information only to improve workplace safety and health and that no worker will experience retaliation for bringing such information to management's attention

- Empower all workers to initiate or request a temporary suspension or shut down of any work activity or operation they believe to be unsafe
- Involve workers in finding solutions to reported issues.

Workers may be provided with access to health and safety information in the following ways:

- Giving workers the information they need to understand safety and health hazards and control measures in the workplace. Some OSHA standards require employers to make specific types of information available to workers, such as:
  - Safety Data Sheets (SDS)
  - injury and illness data (may need to be redacted and aggregated to eliminate personal identifiers)
  - results of environmental exposure monitoring conducted in the workplace (prevent disclosure of sensitive and personal information as required)
- Providing other useful information for workers to review, including:
  - chemical and equipment manufacturer safety recommendations
  - workplace inspection reports
  - incident investigation reports (prevent disclosure of sensitive and personal information as required)
  - workplace job hazard analyses.

Workers may be involved in the WHS program in the following ways:

- Giving workers the necessary time and resources to participate in the program
- Acknowledging and providing positive reinforcement to those who participate in the program
- Maintaining an open door policy that invites workers to talk to managers about safety and health and to make suggestions
- Providing opportunities for workers to participate in all aspects of the program, including, but not limited to helping:
  - developing the program and set goals
  - reporting hazards and develop solutions that improve safety and health
  - analysing hazards in each step of routine and non-routine jobs, tasks, and processes

- defining and documenting safe work practices
- conducting site inspections
- developing and revising safety procedures
- participating in incident and close call/near miss investigations
- training current co-workers and new hires
- developing, implementing, and evaluating training programs
- evaluating program performance and identifying ways to improve it
- taking part in exposure monitoring and medical surveillance associated with health hazards.

It is important for the workers to feel that their contributions will be taken into serious consideration and recommendations implemented as appropriate. All employees should have access to WHS reporting mechanisms, and managers should maintain an open door policy.

Barriers to worker involvement in WHS may be overcome in the following ways:

- Ensuring that workers from all levels of the organisation can participate regardless of their skill level, education, or language
- Providing frequent and regular feedback to show employees that their safety and health concerns are being heard and addressed
- Authorising sufficient time and resources to facilitate worker participation; for example, hold safety and health meetings during regular working hours

- Ensuring that the program protects workers from being retaliated against for reporting injuries, illnesses, and hazards; participating in the program; or exercising their safety and health rights. Ensure that other policies and programs do not discourage worker participation
- Posting the 11(c) Fact Sheet (found at www.whistleblowers.gov) in the workplace or otherwise make it available for easy access by workers.

Source: "Recommended practices for safety and health programs" United States Department of Labour: https://www.osha.gov/shpguidelines/worker-participation.html Accessed 10.07.2019

State/territory WHS authorities

State/territory WHS authorities are responsible for regulating and enforcing WHS laws.

Contact details for state/territory for work health and safety	
Australian Capital Territory	ACT Office of Regulatory Services, Worksafe: http://www.worksafety.act.gov.au/health_safety
New South Wales	WorkCover NSW: http://www.workcover.nsw.gov.au/
Northern Territory	NT WorkSafe: http://www.worksafe.nt.gov.au/Pages/default.aspx
Queensland	WorkCover QLD: https://www.worksafe.qld.gov.au/
South Australia	SafeWork SA: http://www.safework.sa.gov.au/
Tasmania	WorkSafe Tasmania: http://worksafe.tas.gov.au/home
Victoria	Victorian WorkCover Authority: http://www.worksafe.vic.gov.au/
Western Australia	WorkSafe Western Australia: http://www.commerce.wa.gov.au/worksafe/

All above links accessed 10.07.2019

Harmonised WHS legislation is practised by:

- Australian Capital Territory
- The Commonwealth of Australia
- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania.

You could also encourage your work team to be highly involved in work health and safety matters in the workplace, such as becoming a first aider or fire warden. This will provide the chance for employees to take additional training and duties that are of interest to them and keep work health and safety active in the workplace.

You could consider the election of an HSR if applicable. Sharing the responsibility for health and safety is a good way of increasing interest and participation.

Industry-specific requirements

Regulatory requirements relevant to the particular industry/type of work you are involved will also need to be considered and factored in for health and safety. Check if there are any specific regulations that govern your area of work.

Summative Assessments

At the end of your Learner Workbook, you will find the Summative Assessments.

This includes:

- Skills Activity
- Knowledge Activity
- Performance Activity.

This holistically assesses your understanding and application of the skills, knowledge and performance requirements for this unit. Once this is completed, you will have finished this unit and be ready to move onto the next one – well done!

Appendices

Sample Hazard Report Form

1 Brief description of Hazard/Health and Safety issue: (Include details, if any, of immediate action taken to ensure the safety of persons who may be affected.)
2. Where is the hazard located in the workplace?
3. Time/date hazard identified
Date: ___/___/___ Time: am/pm
4. Recommended action to fix hazard/issue
5. Reported to Workplace Health and Safety Representative (WHSR)
6. Has the hazard/issue been addressed? YES/NO
7. Do you consider the issue/hazard fixed? YES/NO
Signature:
Date: ___/___/___

Source: "Hazard reporting procedures" Community Door:
https://etraining.communitydoor.org.au/mod/page/view.php?id=226 Accessed on 10.07.2019

The risk management process

References

These suggested references are for further reading and do not necessarily represent the contents of this unit.

Websites

Best practice control effectiveness: https://www.cmewa.com/images/safety-health-conference/2015-presentations/Best-Practice-in-Control-Effectiveness-Jim-Joy.pdf

Communication in risk management: https://paladinrisk.com.au/communication-in-risk-management/

Critical risk: housekeeping: http://mintrac-whs.com.au/wp-content/uploads/House-keeping.pdf

Housekeeping: https://www.worksafe.qld.gov.au/injury-prevention-safety/workplace-hazards/slips-trips-and-falls/housekeeping

How to manage work health and safety risks: https://www.safeworkaustralia.gov.au/system/files/documents/1702/how_to_manage_whs_risks.pdf

How to monitor the effectiveness of control measures: http://aviationsafetyblog.asms-pro.com/blog/how-to-monitor-the-effectiveness-of-control-measures

How do we measure control effectiveness? https://paladinrisk.com.au/risk-tip-2-measure-control-effectiveness/

Identify, assess and control hazards: https://www.safeworkaustralia.gov.au/risk

Maintain workplace WHS processes: https://training.gov.au/TrainingComponentFiles/HLT07/HLTWHS401A_R1.pdf

Practice good housekeeping in the workplace: https://www.safetyandhealthmagazine.com/articles/9287-practice-good-housekeeping-in-the-workplace

Risk management: http://workplaceohs.com.au/risk-management

Risk management: https://statswiki.unece.org/display/GORM/SECTION+1+Risk+management+framework

The importance of keeping incident records: https://www.safetyproresources.com/blog/the-importance-of-keeping-incident-records

The scoring of residual risk: https://blog.protecht.com.au/the-scoring-of-residual-risk

Three easy ways to communicate risk: http://www.rmmagazine.com/2016/08/01/three-easy-ways-to-communicate-risk/

What is residual risk? https://www.wallstreetmojo.com/residual-risk/

WHS Act, Regulations, codes of practice: http://www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/whs-acts-regulations-and-codes-of-practice.aspx

WHS consultation and communication mechanisms: http://www.whsconsultinghunter.com.au/whs/whs-consultation-and-communication-mechanisms/

WHS record keeping: https://blog.retail.org.au/newsandinsights/whs-record-keeping

WHS toolbox meetings – the what, why and how explained: https://www.signaturestaff.com.au/blog/whs-toolbox-meetings-the-what-why-and-how-explained/

Why are communication and consultation important to safety and health? http://www.dmp.wa.gov.au/Safety/Why-are-communication-and-5257.aspx

Worker/HSR – communication and consultation: https://www.comcare.gov.au/promoting/roles_and_responsibilities/worker/communications

Workplace housekeeping - basic guide: https://www.ccohs.ca/oshanswers/hsprograms/house.html

Workplace incident reports: http://www.safeworkaustralia.gov.au/sites/swa/whs-information/workplace-incidents-reporting/pages/workplace-incidents-reporting

Workplace housekeeping checklists: https://safetyculture.com/checklists/workplace-housekeeping/

State/territory WHS authorities: http://www.worksafety.act.gov.au/health_safety

http://www.workcover.nsw.gov.au/

http://www.worksafe.nt.gov.au/Pages/default.aspx

https://www.worksafe.qld.gov.au/

http://www.safework.sa.gov.au/

http://worksafe.tas.gov.au/home

http://www.worksafe.vic.gov.au/

http://www.commerce.wa.gov.au/worksafe/

All references accessed on and correct as 10.07.2019, unless other otherwise stated.

CPCCWHS1001

Prepare to Work Safely in the Construction Industry

LEARNER GUIDE

Table of Contents

1.1 Introduction

This course is based on the National Unit of Competency **CPCCWHS1001 Prepare to Work Safely in the Construction Industry.**

The unit relates directly to the general induction training program specified by the National Code of Practice for Induction Training for Construction Work (ASCC 2006).

This course covers the general WHS induction information you require to work on a construction site in Australia.

You will learn about:

- Work Health and Safety responsibilities.
- Identifying and managing construction hazards and risks.
- Responding to accidents and incidents.

1.1.1 What is Construction Work?

The National Code of Practice for Induction for Construction Work defines construction work as:

"Any work on or in the vicinity of a construction site carried out in connection with the construction, alteration, conversion, fitting out, commissioning, renovation, repair, maintenance, de-commissioning, demolition or dismantling of any structure, and includes:

- ***The demolition or dismantling of a structure, or part of a structure, and the removal from the construction site of any product or waste resulting from the demolition or dismantling***
- ***The assembly of prefabricated elements to form a structure or the disassembly of prefabricated elements, which, immediately before such disassembly, formed a structure***
- ***Any work in connection with any excavation, landscaping, preparatory work, or site preparation carried out for the purpose of any work referred to in this definition, and***
- ***Any work referred to in this definition carried out under water, including work on buoys, obstructions to navigation, rafts, ships, and wrecks.***

It does not include the exploration for or extraction of mineral resources or preparatory work relating to the extraction carried out at a place where such exploration or extraction is carried out."

1.2 WHS Requirements

WHS legislation is defined as laws and guidelines to help keep your workplace safe.

There are four main types:

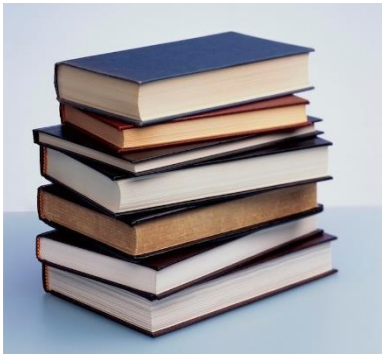
Law or Guideline	Description
Acts	Laws to protect the health, safety and welfare of people at work.
Regulations	Gives more details or information on particular parts of the Act.
Codes of Practice/ Compliance Codes	Are practical instructions on how to meet the terms of the Law.
Australian Standards	Give you the minimum levels of performance or quality for a hazard, work process or product.

Specific health and safety requirements will depend on where you are working. The following is a list of the current health and safety laws in each state and territory of Australia:

- Australian Capital Territory: Work Health and Safety Act 2011
- New South Wales: Work Health and Safety Act 2011
- Northern Territory: Work Health and Safety (National Uniform Legislation) Act 2011
- Queensland: Work Health and Safety Act 2011
- South Australia: Work Health and Safety Act 2012
- Tasmania: Work Health and Safety Act 2012
- Victoria: Occupational Health and Safety Act 2004
- Western Australia: Occupational Safety and Health Act 1984

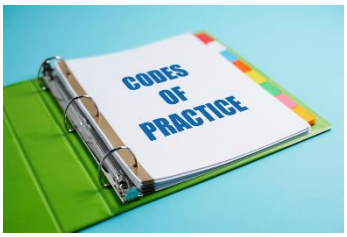
The following key elements of the WHS legislation will impact the way you do your job, and the responsibilities of your workplace:

1. There is a primary duty of care requiring employers (sometimes referred to as 'Persons Conducting a Business or Undertaking' or PCBU) to ensure the health and safety of workers and others affected by the work.
2. Representatives of the employer are responsible for ensuring compliance with WHS requirements.
3. Workers conduct themselves in a way that does not negatively impact on the health and safety of themselves or others.



1.2.1 National Code of Practice for Induction for Construction Work

The National Code of Practice for Induction for Construction Work (2007) provides guidance to general and residential construction workers on the types of induction to provide an awareness and understanding of common construction workplace hazards and how they should be managed.



The code of practice outlines the requirements of induction training across 3 different areas:

- **General** – Safety training used to provide basic knowledge of WHS legislative requirements and risk management processes in the construction industry.
- **Site** – This training occurs when you arrive at a site and provides information about specific WHS issues or requirements for that particular site (or part of that site).
- **Task-specific** – This induction provides information relating to WHS issues for a specific work activity.

The purpose of these training materials is to meet the requirements of **General Induction Training**.

1.2.2 Who does General Induction Training apply to?

The code of practice recommends general induction training for the following people, occupations and tasks:

- Casual, part-time or labour-hire persons performing construction work.
- Owners carrying out construction work.
- Installation of joinery, pre-cast concrete panels, windows.
- Delivery drivers dropping off materials inside the construction zone.
- Engineers and surveyors who undertake preparatory site work.
- Cleaning and maintenance of structures under construction.
- Work experience students undertaking construction work.
- Traffic control for on-site construction work.
- Finishing and fit-out work such as painting, tiling, carpet laying, floor sanding.
- Landscaping.

1.3 Duty of Care

Both you and your employer have a legal responsibility under duty of care to do everything reasonably practicable to protect others from harm in the workplace.

Duty of care applies to:

- Employers and self-employed persons.
- Persons in control of the worksite.
- Supervisors.
- Manufacturers and suppliers.
- Workers.
- Subcontractors and inspectors.

Your own responsibilities are to comply with safe work practices, including activities that require licences, tickets or certificates of competency, as well as to help the employer on WHS matters. You should take reasonable care to protect the health and safety of yourself and others through your actions at work.

Your employer's responsibility is to provide a safe working environment, systems, equipment, personal protective equipment (PPE), facilities, WHS information, first aid, instruction and training. This safe environment should also extend to protecting members of the public or visitors to the construction site.

1.4 Safe Work Practices

Safe work practices are the actions that you take while at work to minimise the chance of causing harm to yourself, others or equipment.

It is your responsibility to make sure that you work in a safe way to avoid accidents.

1.4.1 Work Instruction

You need to be clear about what work you will be doing. Make sure you have everything about the job written down before you start. This includes what you will be doing, how you will be doing it and what equipment you will be using.

Make sure you have all of the details about where you will be working. For example:

- **The Site** – Is there clear access for all equipment? Are there buildings, structures, facilities or trees in the way? What are the ground conditions like?
- **The Weather** – Is there wind, rain or other bad weather? Is it too dark?
- **Facilities and Services** – Are there power lines or other overhead or underground services to think about?
- **Traffic** – Are there people, vehicles or other equipment in the area that you need to think about? Do you need to get them moved out of the area? Do you need to set up barriers or signs?
- **Hazards** – Are there dangerous materials to work around or think about? Will you be working close to power lines or other people?

You also need to make sure you have all of the details about the kind of work you will be doing:

- **The Task** – What are you doing? How are you going to do it? Are there any special requirements?
- **Plant** – What type of plant will be used? How big is it? How much room does it need?
- **Attachments** – What equipment will you need? Is the equipment available?
- **Communications** – How are you going to communicate with other workers?
- **Procedures and Rules** – Do you need any special permits or licences? Are there site rules that affect the way you will do the work?

1.4.2 Access to Site Amenities such as Drinking Water and Toilets

There should be toilets and clean drinking water on site for you to use. It is your responsibility to make sure the toilet facilities are clean and hygienic.

Drink plenty of water during the day to keep yourself hydrated, especially if you are working outside in the sun. Dehydration can cause fatigue and make it harder for you to concentrate.

1.4.3 Drugs and Alcohol at Work

Drugs and alcohol can affect your ability to concentrate and work safely. You are a danger to yourself and to those around you when working under the influence of drugs and alcohol.

1.4.4 Plant and Equipment including Licencing, Competency and Refresher Training

For some jobs in the construction industry, special training or a licence is required to ensure they are carried out safely. These may include:

- Driving a forklift.
- Erecting scaffolding over 4 metres high.
- Dogging, rigging and directing cranes.
- Hoist and crane operation.
- Using earthmoving equipment.
- Handling dangerous materials.
- Working in confined spaces.
- Plumbing, electrical and building work.

1.4.5 Housekeeping

Clean up any rubbish you make as you work to help prevent tripping accidents, or accidents caused by flying debris.

1.4.6 Storing Materials and Equipment Properly

Make sure all equipment and materials are stored properly and safely.

Stack materials neatly so that they don't fall out on the next person who tries to get to them.

Make sure all equipment is stored according to the manufacturer's instructions.

1.4.7 Correctly Storing and Removing Debris

Dispose of any debris properly without impacting negatively on the environment. Make sure all materials are collected and removed properly.

1.4.8 Preventing Bullying and Harassment

Bullying is not tolerated in any workplace. If you are being bullied, or see somebody else being bullied you must report it.

1.4.9 Smoking on Site

Only smoke in designated areas away from flammable materials.

Smoking around flammable materials is extremely dangerous. Make sure you don't do it!

2.1 Hazard Identification and Control

Before you start work, you need to check for any hazards or dangers in the area. If you find a hazard or danger you need to do something to control it. This will help to make the workplace safer.

Basic risk management process should follow these 5 steps:

1. Identify the hazard.
2. Assess the risk.
3. Consult and report your findings.
4. Control the hazard.
5. Review the effectiveness of the control(s).

2.1.1 Identify Hazards

Part of your job is to look around to see if you can find any hazards before you start any work.

A **hazard** is the thing or situation with the potential to cause injury, harm or damage.

A **risk** is the chance of a hazard causing harm or damage.

When you start checking for hazards, make sure you look everywhere. A good way to do this is to check:

- Up high above your head.
- All around you at eye level.
- Down low on the ground (and also think about what is under the ground).

Some construction hazards you should check for in the work area:

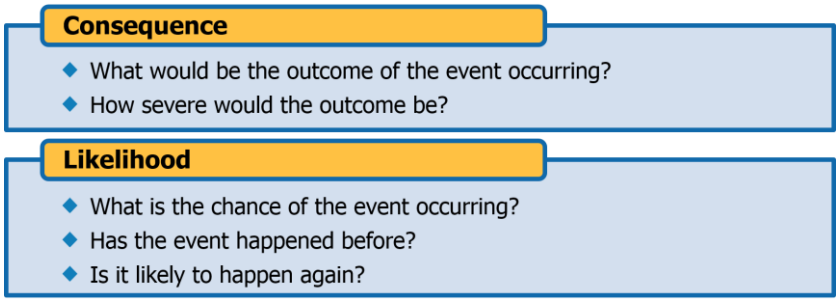
Hazard	Description
Asbestos	Breathing asbestos fibres can have serious lasting impact on health.
Confined Spaces	Could suffocate.
Chemical Spills	Could cause fire and explosion, toxic atmosphere, burns, or uncontrolled reaction with other chemicals, or environmental contamination.
Electrical Hazards including Power Lines, Cords and Equipment	Could be electrocuted.
Excavations, including Trenches	Could fall in, could collapse, could damage underground services.
Falling Objects	Could cause damage to property or injury to personnel.
Fire	Could cause damage to property or injury to personnel.
Hazardous Substances and Dangerous Goods	Exposure may cause injury.
Liquids Under Pressure	Could cause an explosion and injury

Hot and Cold Working Environments (Temperatures)	Could cause dehydration/sunburn or exposure to cold could cause hypothermia.

Hazard	Description
Manual Handling	Could cause injury (strain).
Noise, Dust and Vapours	Could cause hearing, breathing or vision problems.
Plant and Equipment Operation	Could be struck by or injured while using mobile equipment.
Traffic and Mobile Plant	Could be hit by moving vehicles.
Unplanned Collapse	Could cause damage to property or injury to personnel.
Ultraviolet (UV) Radiation	Could cause sunburn.
Working at Heights including Scaffolding	Could fall from height, objects could fall from heights.

2.1.2 Risk Management

Risk analysis helps you to work out the 'risk level'. You can work out the risk level by looking at:



Consequences of the hazard are not limited to injury, but can include property damage, loss of production (downtime) and negative impact on the environment.

Here are some examples of consequences:

	Injury	Property Damage/ Production Loss	Environmental Impact
1. Insignificant	Minor or short term injury.	Low financial loss.	Limited damage to minimal area of low significance.
2. Minor	Reversible disability or impairment.	Medium financial loss.	Minor effects on biological or physical environment.
3. Moderate	Moderate irreversible disability.	High financial loss.	Moderate short term effects but not affecting eco-system.
4. Major	Single fatality.	Major financial loss.	Serious medium term environmental effects.
5. Catastrophic	Multiple fatality and/or significant irreversible effects.	Detrimental financial loss.	Serious long term environmental damage.

Likelihood is a factor that looks at how often an event is likely to happen. Here are some examples:

Frequency	Description
Rare	May only occur in exceptional circumstances.
Unlikely	The risk event could occur at some time (during a specified period), but it is unlikely.
Possible	Might happen at some time, occurrence would not be unusual.
Likely	Will probably occur in most circumstances.
Almost Certain	Is expected to occur in most circumstances.

You can use a risk matrix like the one shown here to work out the risk level:

	Consequence				
Likelihood	**1. Insignificant**	**2. Minor** First Aid Required	**3. Moderate** Medical Attention and Time Off Work	**4. Major** Long Term Illness or Serious Injury	**5. Catastrophic** Kill or Cause Permanent Disability or Illness
1. Rare	Low	Low	Moderate	Moderate	Moderate
2. Unlikely	Low	Low	Moderate	Moderate	High
3. Possible	Low	Moderate	High	High	Extreme
4. Likely	Moderate	Moderate	High	High	Extreme
5. Almost Certain	Moderate	High	High	Extreme	Extreme

For example, a hazard that has a **Major** consequence and is **Almost Certain** to occur has a risk level of **Extreme**.

	Consequence				
Likelihood	**1. Insignificant**	**2. Minor** First Aid Required	**3. Moderate** Medical Attention and Time Off Work	**4. Major** Long Term Illness or Serious Injury	**5. Catastrophic** Kill or Cause Permanent Disability or Illness
1. Rare	Low	Low	Moderate	Moderate	Moderate
2. Unlikely	Low	Low	Moderate	Moderate	High
3. Possible	Low	Moderate	High	High	Extreme
4. Likely	Moderate	Moderate	High	High	Extreme
5. Almost Certain	Moderate	High	High	**Extreme**	Extreme

The risk level will help you to work out what kind of action needs to be taken, and how soon you need to act.

Deciding whether a risk is acceptable or unacceptable may be different for each organisation. It will depend on the internal policy, goals and objectives of the organisation and relevant legislation.

Generally no level of risk is acceptable without some kind of intervention.

Extreme to moderate level risks must be dealt with before the work can begin.

The risk level can be used to decide the risk priority, showing which risk must be managed first in order to reduce the exposure to danger. Small or insignificant risks might be treated immediately where it would be relatively fast or inexpensive to do so.

The table below is an example:

Risk Level	Action
Extreme	**This is an unacceptable risk level** The task, process or activity **must not proceed**.
High	**This is an unacceptable risk level** The proposed activity can only proceed, provided that: **1.** The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls. **2.** The risk controls must include those identified in legislation, Australian Standards, Codes of Practice etc. **3.** The risk assessment has been reviewed and approved by the Supervisor. **4.** A Safe Working Procedure or Work Method Statement has been prepared. The supervisor must review and document the effectiveness of the implemented risk controls.
Moderate	**This is an unacceptable risk level** The proposed activity can only proceed, provided that: **1.** The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls. **2.** The risk assessment has been reviewed and approved by the Supervisor. **3.** A Safe Working Procedure or Work Method Statement has been prepared.
Low	The proposed task or process needs to be managed by documented routine procedures, which must include application of the hierarchy of controls.

High risk jobs should only be carried out when appropriate action has been taken to reduce the risk involved and clear guidelines and approvals are in place to ensure it can be attempted safely.

2.1.3 Control Hazards

Controlling a hazard can be achieved by a whole range of possible solutions. You will need to work out which is the best option for the situation.

Before you start, check for any documentation, workplace procedure or workplace policy that explains how to eliminate or control the hazard.

Talk to other workers, your manager, supervisor, team leader or health & safety representative to find out if the hazard has been addressed before, and what techniques are available to you to resolve it.

If there are no existing guidelines for controlling a specific hazard you will need to investigate options to manage it.

The Hierarchy of Hazard Control is the name for a range of control methods used to eliminate or control hazards and risks in the workplace.

The Hierarchy has 6 levels shown here from most effective to least effective:

Hierarchy Level	Action
1. Elimination	This is the best kind of hazard control. Eliminating or removing the hazard completely removes any risk connected to it. An example of eliminating a hazard would be removing dangerous materials from the site, or repairing defective equipment.
2. Substitution	This is where you swap a dangerous work method or situation for one that is less dangerous. For example using a group of people to move an item instead of trying to move it on your own (where the item cannot be broken down into smaller loads).
3. Isolation	This is where you isolate the hazard. This might mean fencing off an area or restricting access to the hazard in some other way.
4. Engineering Controls	This is where you use an engineering or mechanical method of doing the job. Examples would be using a piece of equipment to move a load instead of moving it by hand, or installing ventilation.
5. Administrative Controls	This is where site rules and policies attempt to control a hazard. It can include working in teams, setting specific break times and frequent rotations for repetitive work or using signage to warn of hazards.
6. Personal Protective Equipment (PPE)	This is your last line of defence and should be used with other hazard control methods. PPE includes any safety equipment or safety clothing worn on your body. Workplaces often have mandatory PPE requirements for the site.

It is important to consider all of the options available when deciding on the best course of action. Not all options are available, realistic or possible under some circumstances.

You may need to use a range of risk controls to reduce the risk level to an acceptable level.

2.1.3.1 Personal Protective Equipment

Personal Protective Equipment (PPE) is clothing and equipment designed to lower the chance of you being hurt on the job. It is required to enter most work sites.

Each workplace and job requires different PPE. These items are often a mandatory requirement of entering work areas.

Depending on workplace requirements, environmental factors, and requirements of the job to be done, you may have to wear any of the following:

- Aprons.
- Arm guards.
- Eye protection (e.g. goggles).
- Hand protection (e.g. gloves).
- Headwear (e.g. hard hat).
- Hearing protection (e.g. muffs)
- High-visibility retro-reflective vests.
- Protective, well-fitting clothing.
- Respiratory protection (e.g. ½ or full mask respirator).
- Safety footwear (e.g. boots).
- UV-protective clothing and sunscreen.

Make sure any PPE you are wearing is in good condition, fits well and is right for the job.

If you find any PPE that is not in good condition, tag it and remove it from service. Tell your supervisor about the problem and they will organise to repair or replace the PPE.

If you are not familiar with an item of PPE, ask a competent person to show you how to use it.

2.1.4 Review Effectiveness of Controls

Once all controls are in place, each member of the team working in the area should evaluate and review the risk level and the effectiveness of the hazard controls.

The acceptable level of risk is determined by an organisation's policy, goals and objectives towards safety.

Reviewing their effectiveness includes checking that controls are in place and operational in accordance with standard procedure.

When evaluating the effectiveness of hazard controls, you may ask yourself questions such as:

- Does the applied control effectively manage or control the hazard?
- Will this control keep me and other workers in the area safe?
- Is the control a temporary measure?
- Can more be done to control the hazard?
- What level of risk is still applicable to this hazard?

Talk to your supervisor or WHS representative if you are not sure whether or not the risk has been reduced enough to carry out the work.

You must ensure all controls are reviewed regularly as working conditions can change often.

If you determine the risk to be at an unacceptable level, the work must not be carried out until an authorised person can review the situation.

3.1 WHS Documents

Site Safety Inspection Reports

Before starting work it is important to check that the worksite is safe. Once you have completed a check, record any hazards that you have found and report to your supervisor or WHS representative to decide the best course of action.

Risk Assessment Reports

Once you have completed a risk assessment of any hazards you have found, it is important to record your observations and the actions you plan to take. This information will assist in the completion of the Safe Work Method Statement.

Safe Work Method Statement (SWMS)

A Safe Work Method Statement is a site-specific statement that must be prepared before any high-risk construction work is commenced. It covers the job and safety responsibilities of each member of a work group.

Workers should be involved in discussions of tasks, associated hazards, risks and controls. See Appendix A for a copy of a Safe Work Method Statement.

Job Safety Analysis (JSA)

A Job Safety Analysis is a review of how a job is done including the steps taken and risks inherent to the task. It includes information on how to reduce the risk involved in completing the work, similar to a SWMS.

Incident and Accident Reports

Incident and accident reports must be completed in the event of any incident. Use as much detail as possible when filling out these forms as it may have a bearing on the outcome of workers compensation and safety improvements in the workplace.

Safety Data Sheet (SDS)

A Safety Data Sheet is a detailed document outlining the risks and hazards associated with handling chemicals and other materials.

The SDS will contain details that can help you to identify:

Basic Details of the Chemical or Material	Name, type and identification number.
Hazards Associated with the Material	Whether it is flammable or corrosive.
Safe Handling and Storage Procedures	PPE to use, sealed containers or storage temperatures.
Emergency Procedures	What to do if the chemical or material gets out of hand.
Disposal Procedures	Suggestions for removing the chemical or material from the site.

It will be issued by the manufacturer and may or may not include material handling methods.

3.2 WHS Personnel

There are a number of different people that you can talk to about various WHS issues:

- **Your supervisor** can provide you with guidance on where to access information relevant to your job (instructions) and can explain the safety procedures and requirements relevant to your role.

- **Your WHS representative** is employed to represent your worksite and you as a worker. Your WHS representative is there to give information on WHS, raise your views, interests and concerns to a WHS committee.

- **A WHS committee** is a group of people on a worksite or in your company who decide on workplace safety issues. They are responsible for looking at safety issues and suggesting ways of improving the work practices, use of equipment, communication and training of staff. They should meet every 6 months.

- **First aid officers** are qualified members of the team who are responsible for administering first aid in the workplace.

3.3 Common Workplace Signage

Another important safeguard method is the use of appropriate signage within and around the worksite. Signs have different colours, which represent instructions. For example: Red (do not), Blue (must do), Yellow (be aware) and Green (information).

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<td>Danger Signs
AS 1319 specifies that these signs are to be used where conditions are likely to be life threatening. The sign is to incorporate the word DANGER in white letters on a red oval shape inside a black rectangle.</td>
<td>Warning Signs
AS 1319 specifies that these signs warn of conditions that are NOT likely to be life threatening if the message is ignored. The symbol used is a yellow equilateral triangle with a black enclosure.</td>
<td>Prohibition Signs
AS 1319 specifies these signs are to have a red annulus and slash symbol on a white background. They indicate actions or activities that are not permitted.</td>
<td>Mandatory Signs
AS 1319 specifies these signs shall be a blue disc with the symbol in white. The word MUST is usually contained in the message. They indicate something that must be done.</td>
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<tr>
<td>Emergency Signs
AS 1319 specifies these signs shall comprise of a white symbol or text on a green rectangle with white enclosure. These signs indicate the location or direction to emergency related facilities and first aid or safety equipment.</td>
<td>Fire Signs
AS 1319 - 1994 refers to fire signs which are covered in AS 2444 - 1995. These signs indicate the location of fire alarms and fire fighting equipment. Signs shall comprise a red rectangle sign with a white legend and enclosure.</td>
<td>Hazchem Signs
AS 1216 - 1995 specifies the relevant "designs, layout and size". These signs are prescribed in the "Australian Dangerous Goods Code" and various State Government "Dangerous Goods, Storage and Handling Regulations".</td>
<td>Safety Tags & Lockout Systems
These are isolation systems that help to prevent incidents by making sure faulty equipment is not used. A lockout prevents operation of equipment by an unauthorised person. Only the person who placed a tag or lockout device can remove it.</td>
</tr>
<tr>
<td colspan="4">Site Safety, Directional, Traffic And Warning Signs And Symbols.</td>
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3.4 Reporting All Hazards, Incidents and Injuries

Depending on the nature and severity of the situation you may need to report to:

- Your supervisor.
- Emergency services (e.g. police, ambulance, fire brigade and emergency rescue).
- WHS regulatory authority (e.g. WorkSafe, WorkCover).

All reports should be made in writing, verbally (face to face/phone) or using a relevant form. Ask your WHS representative or supervisor at the site office for the relevant forms and procedures for reporting hazards, incidents and injuries.

Incident report forms are available for recording the details of incidents in the workplace.

See Appendix B for a copy of a Workplace Incident Record.

4.1 Workplace Emergencies

Construction site emergencies may include:

- Fire.
- Gas leak.
- Toxic and/or flammable vapour emission.
- Vehicle/machine accident.
- Chemical spill.
- Injury to personnel.
- Structural collapse.

Dial '000' if there is an emergency.

4.1.1 Emergency Response

In the case of an emergency:

1. Remain calm.
2. Raise the alarm with WHS personnel, your supervisor and/or first aid officer.
3. Get help from emergency services (Dial 000).
4. Evacuate if necessary (refer to site emergency plans).

4.2 Workplace Incidents

An incident is defined as:
An accident resulting in personal/serious injury, death, or damage to property or, a near miss or dangerous occurrence which does not cause injury but may pose an immediate and significant risk to persons or property, and needs to be reported so that action can be taken to prevent recurrence.

Examples of incidents could include:

- Breathing apparatus malfunctioning to the extent that the user's health is in danger.
- Collapse of the floor, wall or ceiling of a building being used as a workplace.
- Collapse or failure of an excavation more than 1.5 metres deep (including any shoring).
- Collapse or partial collapse of a building or structure.
- Collapse, overturning or failure of the load bearing of any scaffolding, lift, crane, hoist or mine-winding equipment.
- Damage to or malfunction of any other major plant.
- Electric shock.
- Electrical short circuit, malfunction or explosion.
- Uncontrolled explosion, fire or escape of gas, hazardous substance or steam.
- Any other unintended or uncontrolled incident or event arising from operations carried on at a workplace.

All incidents **MUST** be reported!

4.3 First Aid Response

During and after a workplace emergency, first aid may need to be administered to individuals who have been affected.

First aid should only be provided by a trained and authorised person. Each work site will have first aid officers who will need to be informed of any injury that requires first aid care. Workers must know how to contact a first aider and access a first aid kit.

It is important that you know how to respond to any first aid situation. If you do not have first aid training you can still assist by carrying out the following procedures:

1. **Checking the immediate area for any danger** – before approaching any injured person check the area to make sure you are not putting yourself in any danger.
2. **Checking the condition of the person** – are they conscious or unconscious? Are they burned, bleeding or suffering some other kind of immediately identifiable injury?
3. **Sending for help** – this should be done as soon as possible. Get in contact with the site first aid officer or if need be, call 000 and request an ambulance.

When speaking on the phone, try your best to maintain your composure, speak clearly to the telephone operator and try to answer all the questions as best you can.

There are situations where it may be necessary to request the use of a bystander's mobile phone to make the emergency call.

When calling emergency services (Dial 000) let the operator know the following details:

1. Where the emergency is.
2. Details of exactly what happened.
3. Details of any injuries.
4. Any action that has been taken so far.
5. Your name.
6. Details of any other parties that have been contacted.

Do not hang up the phone until you have been given instructions on how to proceed.

4.4 Fire Safety Equipment

There a 6 common causes of fires in the workplace. They are; chemical, electrical, started by explosion, started by friction, caused by flammable materials, or caused by mechanical/welding.

The fire safety equipment that is commonly available on construction worksites may include the following:

Breathing Apparatus A self-contained breathing apparatus (SCBA) is a device worn by rescue workers, fire fighters, and others to provide breathable air in situations with an immediate danger to life and health.	
Fire Blanket Fire blankets are ideal for settings where small Class F fires are a risk such as in kitchens or wherever oils or fats are exposed to potential ignition. They can also be used if a person's clothing has caught fire.	

Fire Extinguisher Portable fire extinguishers can save lives and property by putting out or containing fires within the capability of the extinguisher. However, they must be of the correct type for the particular fire, and they must be used correctly.	
Fire Hose Reel Fire hose reels provide a reasonably accessible and controlled supply of water to combat a potential Class A fire risk. All fire hose reels must comply with Australian Standard AS/NZS1221.	

The following table details the classes of fire, and the appropriate equipment types for each class:

✓ = Suitable O = Limited Effect ✗ = Do Not Use	Type of Fire					
	Class A	Class B	Class C	Class D	Class E	Class F
	Wood, Paper, Plastic Etc.	Flammable & Combustible Liquids	Flammable Gases	Combustible Metal Fires	Electrically Energised Equipment	Cooking Oils And Fats
Type of Extinguisher or Equipment: Water	✓	✗	✗	See Note Below	✗	✗
Foam	✓	✓	✗		✗	O
Carbon Dioxide (CO_2)	O	O	✗		✓	✗
Powder AB(E)	✓	✓	✓		✓	✗
Powder BE	✗	✓	✓		✓	✓
Wet Chemical	✓	✗	✗		✗	✓
Vaporising Liquid	✓	O	O		✓	✗
Fire Blanket	✗	✗	✗		✗	✓
Fire Hose Reel	✓	✗	✗		✗	✗

Note: Specific, special purpose powder extinguishers are available for Class D metal fires.
Seek Expert Advice.

Appendix A – Safe Work Method Statement

SWMS Name:		Version:
SWMS Created By:	**Date of Creation:**	**Last Reviewed Date:**
SWMS Summary:		

Company/Contractor Details:	Work Details:
Name:	**Client:**
ABN:	**Contact Name:**
Address:	**Site Address:**
Contact Number:	**Contact Number:**
Email:	**Start Date:**

How to complete this SWMS Template:
1. **Consult:** Consult with all persons who will be involved in the completion of the work. 2. **List:** List each of the steps in the task work being done. 3. **Identify:** Describe the health and safety hazards and risks arising from each step in the work. 4. **Risk Assessment:** Review the level of risk associated with each hazard listed. 5. **Control:** Describe how the risks will be controlled, and describe what hazard control measures will be put in place. 6. **Responsibility:** Allocate a person to be responsible for the hazard control measure. 7. **Review:** Review the effectiveness of the control measures and apply further hazard control measures as required.

Overview

SWMS topic:
Reason for the SWMS:
Scope of the SWMS:
Definitions:

Requirements and Permits

Training/qualifications required to carry out work: Are all workers adequately trained and qualified? Yes / No	PPE required to carry out work:
Legislation, Australian Standards & Codes f Practice relevant to work (where applicable):	Equipment required to carry out work:
Environmental statement:	Safety checks required prior to commencement of work:
Coordination with other trades:	Permits required for commencement of work: Have these permits been acquired? Yes / No

Safe Work Method Statement

Work Step	Associated/Identified Hazards	Risk Level	Hazard Controls	Revised Risk Level	Person Responsible
Work your way through each step in the work process, giving a brief description of what is required at each stage.	What hazards can be identified for this step?	What is the risk level? (L, M, H, E)	What hazards controls will be put into place to deal with the identified hazards for this step?	Has the risk been reduced? (L, M, H, E)	Who is responsible for carrying out the work and maintaining the hazard controls?

Risk Analysis Matrix

Use this table to determine the level of risk associated with an identified hazard.

	Consequence				
Likelihood	**1. Insignificant**	**2. Minor** First Aid Required	**3. Moderate** Medical Attention and Time Off Work	**4. Major** Long Term Illness or Serious Injury	**5. Catastrophic** Kill or Cause Permanent Disability or Illness
1. Rare	Low	Low	Moderate	Moderate	Moderate
2. Unlikely	Low	Low	Moderate	Moderate	High
3. Possible	Low	Moderate	High	High	Extreme
4. Likely	Moderate	Moderate	High	High	Extreme
5. Almost Certain	Moderate	High	High	Extreme	Extreme

Risk Level	Action
Extreme	**This is an unacceptable risk level.** The confined space entry or **work must not proceed.**
High	**This is an unacceptable risk level.** The confined space work can only proceed, provided that: **1.** The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls. **2.** The risk controls must include those identified in legislation, Australian Standards, Codes of Practice etc. **3.** The risk assessment has been reviewed and approved by the Supervisor. **4.** A Safe Working Procedure or Work Method Statement has been prepared. A WHS or site safety supervisor must review and document the effectiveness of the implemented risk controls.
Moderate	**This is an unacceptable risk level.** The confined space work can only proceed, provided that: **1.** The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls. **2.** The risk assessment has been reviewed and approved by a Supervisor. **3.** A Safe Working Procedure or Work Method Statement has been prepared.
Low	The confined space work needs to be managed by documented routine procedures, which must include the application of the hierarchy of controls.

Personnel Signoff

All personnel required to carry out this task need to be listed below.

By signing this SWMS, each person declares that they have carefully read the SWMS and that they understand their responsibilities and requirements to complete the work.

Name (please print)	Position / Qualification	Signature	Date

Senior Management Signoff

Does this SWMS meet the necessary safety requirements? Yes / No

Does this SWMS require review? Yes / No Review Date:

Additional Comments:			
Name:	Position:	Signature:	Date:

Appendix B – Workplace Incident Record

A. Details of Incident				
Date of incident:		**Time of incident:**	AM / PM	
Nature of incident: *(Please circle)*	Near Miss	Injury	Property Damage	Fatality
Equipment or machinery involved:	*(List any plant, vehicles or equipment that was involved in the incident.)*			
Where did the incident occur?	*(Clearly describe the exact location on site where the incident occurred.)*			
What happened exactly?	*(Describe the incident. Give as much detail as possible about what happened leading up to and during the incident and who was involved to the best of your knowledge.)*			
What action was taken?	*(Describe any action including taken as a result of the incident such as first aid, evacuation, emergency stop, area isolation etc.)*			
If the incident caused injury or fatality complete Sections B and C.				

B. Details of Injured Person	
Name of person injured:	
Role, Position or Duties:	

C. Details of Injury	
Nature / type of injury: ***(e.g., burn, cut, sprain)***	**Location of injury on body:** *(e.g., back, leg, left hand)*
Cause of injury:	*(Give as much detail as possible about the cause of the injury such as fall, pushed, crushed, struck, chemical exposure, equipment failure etc.)*

D. Signoff of Person Completing Form			
Name:			
Role, position or duties in the Workplace:			
Signed:		**Date:**	
<u>Please note:</u> **After this form has been processed, you may be required to assist further with incident investigations and provide more information on the details of the incident.**			