

BSBWHS405

Contribute to implementing and maintaining WHS management systems



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ASSESSMENT FOR BSBWHS405

Student name	Sandra McCarthy
Date of assessment submission	03/01/2019
Trainer/Assessor's name	Brett Stoward
Date of assessment marking	
Outcome for unit	☐ Competent ☐ Not Yet Competent

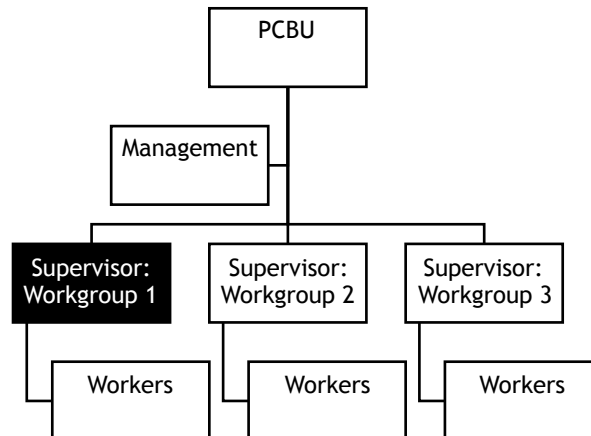
TASK INSTRUCTIONS

- The assessment for this unit of competency consists of the following:
 - **A series of activities:** Some of these activities will require you to provide a response within this document, others will require you to gather evidence to demonstrate your knowledge and skills (overview below)
 - **Quiz:** You will be required to complete a series of questions to demonstrate your knowledge and skills.
 - **Practical task:** You will be required to have an observer attest to your knowledge and skills and sign a report to this effect.
- At times, you will be provided with a specific business context to which you must respond, otherwise it is anticipated that you will use a workplace of your choosing (your own, or hypothetical) to provide the context to the task.
- At all times, the responses in your assessment must reference **Australian** (Queensland or Federal) documentation, including legislation, regulations, codes of practice, standards and guidance publications.

ACTIVITY OVERVIEW	REQUIRED FOR SUBMISSION
1. Documents supporting policy/WHSMS	• Workbook response (below)
2. Policy/WHSMS planning and implementation	• Workbook response (below)
3. Evaluating WHS performance	• Workbook response (below)
4. Review and improve WHSMS	• Workbook response (below)

ACTIVITIES

For the following activities, you will assume the role of a workgroup supervisor in a workplace of your choosing (see example organisational chart below).



Name a workplace and workgroup that you are (or hypothetically are) the supervisor for:

Name of workplace	
Workgroup	

There are various legislative documents, standards and guidance documents to assist with the development of a WHS policy and associated WHSMS.

Summarise what the following documents address (e.g. duties) with respect to a WHSMS:

- a) *Work Health and Safety Act 2011* (Qld)
- b) *Work Health and Safety Regulations 2011* (Qld)
- c) Australian Standard AS/NZS 4801:2001
- d) Australian Standard AS/NZS 4804:2001
- e) Standards Australia publication HB 211-2001
- f) A code of practice relevant to your chosen workplace
- g) An example of guidance material from the regulator (e.g. WHSMS tools)

	Summary of contents
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a) Work Health and Safety Act 2011 (Qld)	• In line with developing a WHSMS, sWork Health and Safety Act 2011 (Qld), Section 19 requires a PCBU to as far as is reasonably practicable: • Ensure safe: work environment, plant and structure, systems of work, use, handling and storage of plant, structure and substances • Provide adequate facilities for workers and access to those facilities • Provide necessary information, instruction, training and supervision • Monitor the health of workers • Maintain premises so that the workers occupying the premises are not exposed to risk <i>"Embark College Contribute to implementing and maintaining WHS management systems slide 5"</i> Work Health and Safety Act 2011(Qld), Section 47 requires a PCBU to as far as is reasonably practicable to consult with workers developing WHSMS • <i>"Embark College Contribute to implementing and maintaining WHS management systems slide 5"</i> Work Health and Safety Act 2011 (Qld), Section 28 requires workers to take reasonable care for their own health and safety and the safety of others, comply with the reasonable instructions of a PCBU as well as co-operate with the PCBU's reasonable policies or procedures for health and safety including the WHSMS <i>"Embark College Contribute to implementing and maintaining WHS management systems slide 6"</i> Work Health and Safety Act 2011 (Qld), Section 29 requires other persons at the workplace to take reasonable care for their own health and safety and the safety of others, comply with the reasonable instructions of a PCBU as well as co-operate with the PCBU reasonable policies and procedures for health and safety including the WHSMS <i>"Embark College Contribute to implementing and maintaining WHS management systems slide 7"</i>
b) Work Health and Safety Regulations 2011 (Qld)	Work Health and Safety Regulations 2011 (Qld), Chapter 9, Part 9.3, Division 3, Section 558 Safety Management System requires that for a major hazard facility a safety management system must be implemented, that it also has to provide a comprehensive and integrated system for all aspects of risk control, be documented and readily accessible to persons that use it. https://www.legislation.qld.gov.au/view/pdf/inforce/current/sl-2011-0240
c) AS/NZS 4801:2001	The objective of this Standard is to set auditable criteria for an occupational health and safety management system. The Standard is a specification that aims to encompass the best elements of such systems already widely used in Australia and New Zealand. It includes guidance on how those criteria may be achieved. The Standard should not be relied upon to ensure compliance with all legal and other obligations. https://www.saiglobal.com/PDFTemp/Previews/OSH/as/as4000/4800/4801.pdf

d) AS/NZS 4804:2001	The objective of this Standard is to provide guidance on— (a) how such an occupational health and safety management system (OHSMS) may be set up; (b) how it can be continually improved; and (c) what resources may be used to do this https://www.saiglobal.com/PDFTemp/Previews/OSH/as/as4000/4800/4804.pdf
e) HB 211-2001	This Handbook is intended for readers who have some sort of occupational health and safety management system (OHSMS) in place already but who wish to develop and improve it so they can claim conformance with AS 4801—2000, Occupational health and safety management systems—Specification and guidance for use. https://www.saiglobal.com/pdftemp/previews/osh/as/misc/handbook/hb211.pdf
f) Code of practice	Managing noise and preventing hearing loss at work code of practice 2011 provides guidance to PCBU on how noise affects hearing, how to identify and assess exposure to noise and how to control health and safety risks arising from hazardous noise, how to review controls, which are the basis of a WHSMS https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0009/58176/Noise-preventing-hearing-loss-COP-2011.pdf
g) Guidance material	Toolbox Talk is an informal workgroup discussion that focuses on a particular safety issue e.g reversing in the worksite. This tool can be used daily to promote safety such as workplace hazards and safe work practices. TBT can be also improve knowledge on a specific issue or requirement. It provides an introduction to the topic, PCBU and worker requirements and responsibilities including policies and procedures, also WHS Form are required for all present to sign

Outcome for Activity 1	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

Explain your involvement, as a workgroup supervisor, with incorporating the following policy areas into your organisation's WHSMS:

- Injury management
- Return-to-work

In particular, explain how you would:

- a) Contribute to the planning, development and promotion of these documents.
- b) Seek the contribution and support of others in the planning, development and promotion of these documents.
- c) Apply these documents to your own and others' work areas and job roles.
- d) Communicate to others about the importance and application of these documents.

Injury management policy

Contributing to planning, development and promotion

Planning of an injury management plan: An injury management plan is a comprehensive plan designed for managing a workers injury or condition. It provides details on treatment and rehabilitation as well as strategies to help the injured worker return to work. It address:

- How assistance will be provided to the injured worker e.g first aid, rehabilitation
- How doctors and compensation schemes will be involved

Development of an injury management plan involves:

- Documenting, implementing, maintaining and communicating the WHS policy to workers
- Developing effective rehabilitation management of work injuries and disease

Promotion of an injury management plan involves:

- Making WHS policies available to interested parties
- Demonstrating commitment to comply with relevant WHS legislation
- Demonstrating commitment to establish measurable objectives and targets to ensure continued improvement aimed at eliminating work-related injury and illness

"Embark College Contribute to implementing and maintaining WHS management systems slide 8"

Seek contribution and support in planning, development and promotion

The planning and development could involve:

- Ensuring that process are relevant and addresses the needs of all individuals and parties. It is advisable to consult with workers who have been injured in the past, first aid officers, supervisors. Feedback should be obtained from all parties who have been directly involved in the process. Representatives should contribute to the process to ensure that the worker is represented and that different experiences have been considered
- Ensuring that input from workers that have suffered and injury in the past and those who dealt with the past injuries. This could be done by an email sent out to those that have been injured, first aid officers etc.

Promotion could involve:

- Consulting with HSR to help with promoting the policies and by representing workers

"Embark College Contribute to implementing and maintaining WHS management systems slide 9"

<http://pimg.mhcc.org.au/media/1490/sample-injury-mgt-policy.pdf>

Apply policy/WHSMS

Communicate WHS policies to all workers and make sure they are available to all parties that are interested. To ensure that injury management processes are effective it would be recommended that HSR and HSC are consulted as part of implementing the WHSMS plan

Measurable objective and targets may be set out to ensure there is ongoing improvement to reduce injuries within the workgroup. A workgroup supervisor may contribute towards implementing WHSMS with regards to effective injury management by introducing a support system to help with risk management e.g. incident investigation, MSDS, checklists etc.

To address fixed practices it may be an idea to look at past incident records and discuss with others how they go about doing their job

<https://policies.une.edu.au/view.current.php?id=00337>

Communicate policy/WHSMS

The policies must be communicated through a website, or in a hard copy if necessary for workers to have access to it is communicated via Tool Box Talks and meetings. Effective injury management needs to be addressed prior, during and after an injury. The organisations overall approach to injury management would generally be explained to staff, though the process within the workgroup would be followed up by the supervisor of the workgroup e.g. who's or what injuries should be reported. Also ensure that the policies are reinforced in the event that an injury occurs.

https://www.monash.edu/_data/assets/pdf_file/0008/129608/ohsms-procedure.pdf

Return-to-work policy

Contributing to planning, development and promotion

A return to work plan assists injured worker in returning to work after an injury.

Planning return to work would involve:

- Consider what is required for a return to work program
- Consider how goals and duties are able to be modified for injured party e.g. contingency plan
- Plan the workers return to work or pre-injury employment that is consistent with the workers statement of fitness for work

Development of return to work plan involves:

- Documenting, implementing, maintaining and communicating the WHS policy to workers
- Developing effective rehabilitation management of work injuries and disease and return to work process

Promoting a return to work plan involves:

- Demonstrating commitment to comply with relevant WHS legislation by providing an accommodating return to work environment.

"Embark College Contribute to implementing and maintaining WHS management systems slide 8"

<http://www.worksafe.nt.gov.au/WorkersCompensation/return-to-work/Pages/return-work-plan.aspx>

Seek contribution and support in planning, development and promotion

The planning and development could involve:

- Ensuring that process are relevant and addresses the needs of all individuals and parties. It would be advisable to consult with workers who have been injured in the past, medical practitioners involved in the return to work programs, Feedback should be obtained from all parties who have been directly involved in the process. Representatives should contribute to the process to ensure that the worker is represented and that different experiences have been considered
- Ensuring that input from workers that have suffered an injury and have experienced the return to work process. This could be done by an email sent out to those that have been involved in the return to work process e.g workers returning from an injury. External parties may be requested to be involved e.g, Medical practitioners who have been involved in the process previously

Promotion could involve:

- Consulting with HSR to help with promoting the policies and by representing workers

"Embark College Contribute to implementing and maintaining WHS management systems slide 9"

<http://pimg.mhcc.org.au/media/1490/sample-injury-mgt-policy.pdf>

Apply policy/WHSMS

Communicate WHS policies to all workers and make sure they are available to all parties that are interested. To ensure that return to work processes are effective, it would be recommended that HSR and HSC are consulted as part of implementing the WHSMS plan

A workgroup supervisor may contribute towards implementing WHSMS with regards to return to work arrangements by introducing training for workers so they have a backup plan in the event that someone returning to work who is unable to return to their regular duties. The organisation will endeavour to provide appropriate duties for return to work program wherever possible as part of the injury management process. All return to work programs and changes to them must be approved by the treating medical practitioner. If a worker can not return to their normal duties alternative duties maybe provided.. If the worker is required to gain alternative positions within the organisation, training and assistance can be provided to assist ninths process as part of the injury management process

Be prepared to change work practices to accommodate injury e.g. training workers to move into different areas of responsibility

<https://policies.une.edu.au/view.current.php?id=00337>

<http://www.worksafe.nt.gov.au/WorkersCompensation/return-to-work/Pages/return-work-plan.aspx>

Communicate policy/WHSMS

The policies must be communicated through a website for workers to have access to or workplace meetings. The organisations overall approach to return to work would generally be explained to staff, though the process within the workgroup would be followed up by the supervisor of the workgroup e.g whether specific workers would have more suitable duties as well ensuring that the policies are reinforced in the event that an injured person returns to work . The organisation will endeavour to provide appropriate duties for return to work program wherever possible as part of the injury management process. All return to work programs and changes to them must be approved by the treating medical practitioner. If a worker can not return to their normal duties alternative duties maybe provided.. If the worker is required to gain alternative positions within the organisation, training and assistance can be provided to assist ninths process as part of the injury management process

https://www.monash.edu/__data/assets/pdf_file/0008/129608/ohsms-procedure.pdf

Outcome for Activity 2	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

You are required, as a workgroup supervisor, to contribute to evaluating WHS performance for the following areas:

- Compliance with WHS legislation
- Incident investigation

Explain how you would:

- Contribute to evaluation of these areas.
- Communicate and explain evaluation of WHS performance to others.
- Facilitate others' contributions to evaluate WHS performance. Be sure to consider timely collation of feedback.
- For each area, provide one (1) example of a limitation that might exist in the WHSMS (or a possible negative effect of the WHSMS on WHS) that could be identified through the evaluation.

Compliance with WHS legislation

Contribute to evaluation

The workgroup supervisor may contribute to evaluating compliance with WHS performance by several forums or channels such as conducting an audit internal and external, reviewing annual reports, hazard register etc. WHS audit are not specifically mediatory under the model WHS Act, properly conducted audits provide an important means to assurance over WHS systems.

<https://policies.une.edu.au/document/view-current.php?id=337#major16>

Communicate and explain evaluation

The workgroup will be notified that their daily work will be observed, this can be done by what is called an unscheduled audit, which may be conducted at any time so that there is a more accurate representation of what occurs in the workplace

<https://www.wudinna.sa.gov.au/webdata/resources/files/Internal%20Audit%20Procedure%20V3.pdf>

Facilitate others' contributions

Reason why organisation facilitate others' contributions evaluate WHS performance is so that workers are aware of the outcome of the audit. It is ideal for the workgroup supervisor to document the findings and recommendations from the audit and in consultation of others to assist in the evaluation process. This is so that workers have an understanding of the findings. This action should take place as soon as possible after the audit has taken place

<https://www.wudinna.sa.gov.au/webdata/resources/files/Internal%20Audit%20Procedure%20V3.pdf>

Example of a limitation or negative effect

An example of a limitation of the WHSMS that could be identified through an audit is that the requirements of day to day compliance for workers may not be clearly explained or outlined e.g that it is written more like a policy than a procedure

Incident investigation

Contribute to evaluation

The workgroup supervisor may contribute to evaluating compliance with WHS performance by conducting an incident investigation in which they would maintain records, conduct surveillance of workers health and auditing the process of incident investigation.

<https://policies.une.edu.au/document/view-current.php?id=337#major16>

Communicate and explain evaluation

The workgroup will be notified that their daily work will be observed, this can be done by what is called an unscheduled audit, which may be conducted at any time so that there is a more accurate representation of what occurs in the workplace. The information should be presented in context so everyone understands how the incident occurred and the actions need to be put in place to prevent it from happening again.

<https://www.wudinna.sa.gov.au/webdata/resources/files/Internal%20Audit%20Procedure%20V3.pdf>

<https://www.ccohs.ca/oshanswers/hsprograms/investig.html>

Facilitate others' contributions

Always communicate findings and recommendations with workers to seek their assistance in the evaluation process. The workgroup supervisor can organise a work meeting with interested parties to assist in reviewing the records.

This action should take place as soon as possible after the results of the evaluation has taken place.

https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0020/131780/tips-for-investigating-workplace-incidents.pdf

Example of a limitation or negative effect

An example of a limitation of WHSMS that could be identified is unrealistic timeframes, that unintended consequence of setting up a process suggesting that a high quality investigation is desired but is limited to that time frame of 24 hours.

<https://www.ishn.com/blogs/16-thought-leadership/post/95405-incident-investigations-five-challenges-to-successful-findings>

Outcome for Activity 3

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

You are required, as a workgroup supervisor, to contribute to reviewing and improvement of WHS performance for the following areas:

- Compliance with WHS legislation
- Incident investigation

Explain how you would:

- a) Contribute to review and improvement of these areas.
- b) Communicate and explain to others the review and improvement of the WHSMS.
- c) Facilitate others' contributions to review and improve the WHSMS. Be sure to consider timely collation of feedback.

Compliance with WHS legislation

Contribute to review and improvement

A WHSMS review would ideally take place once every 2 years to ensure its continuing suitability, adequacy and effectiveness. Reviews should consider monitoring and evaluation data, observations and changes to legislation and industry standards (AS/NZS 4801:2011 A4.6). The workgroup supervisor can be responsible for ensuring that this happens.

With reference to WHS legislation compliance the workgroup supervisor should ensure the all WHS policies reflect current legislative requirements and that all workers are informed of any updates to legislative requirements.

https://www.health.qld.gov.au/__data/assets/pdf_file/0032/397238/qh-imp-401-4.pdf

Communicate and explain review and improvement to others

The workgroup supervisor would be required to explain the review and improvement process to those who are in the workgroup. Any changes to legislation would come for management.

Facilitate others' contributions

When addressing compliance issues it would be a good idea to seek legal advice from WHS specialists. Due to the fact that legislation changes regularly consultations should take place as close as possible to the implementation of improvements. The outcomes of these findings should be reported back to the workplace so that workers understand the need for change and that this process is made as smooth as possible so that workers don't resist against the changes.

Incident investigation

Contribute to review and improvement

A WHSMS review would ideally take place once every 2 years (AS/NZS 4801:2011 A4.6). The workgroup supervisor can be responsible for ensuring that this happens. When it comes to incident notification, the workgroup supervisor should ensure that risk management and emergency procedures address all possible risks especially as they may have changed over a period of time. This should also ensure that the outcomes of the incident investigation are addressed within a reasonable timeframe. This can vary depending on the severity of the incident, critical things need to be done ASAP to enable works up and running again.

Communicate and explain review and improvement to others

The workgroup supervisor would be required to explain the review and improvement process to those who are in the workgroup. Any changes to incident investigation would come for management.

Facilitate others' contributions

The PCBU is required to consult with workers when implementing changes, they should also ensure that workers are compliant and support any changes as they would be demand as practical and realistic. Notification to all parties involved should be notified of their roles and responsibilities with in a reasonable timeframe so to be able to implement such changes appropriately e.g. so that the appropriate resources required can be organised for the implementation.

Outcome for Activity 4

- ☐ Satisfactory
- ☐ Not satisfactory

Trainer/Assessor comments

QUIZ

QUESTIONS	CORRECT
1. Which of the following are elements of WHS policy that belong within a WHSMS? Select all that apply. ☒ Commitment to comply with relevant WHS legislation ☒ Effective rehabilitation management of work injuries and disease ☒ Documenting, implementing, maintaining and communicating the WHS policy to all workers ☒ Return to work of injured workers	☐
2. Development, promotion and communication of WHS policy are the responsibility of PCBU's only. ☐ True ☒ False	☐
3. It is best practice to communicate with others in the planning, implementation, evaluation and review of WHSMS ☒ True ☐ False	☐
4. Which of the following are types of evaluation processes for monitoring WHS performance? Select all that apply. ☒ Worker health surveillance ☐ Writing policies and procedures ☒ Monitoring effectiveness of risk controls ☒ Auditing	☐
5. The WHS regulator provides which of the following to assist with policy and WHSMS development? Select all that apply. ☒ Fact sheets on the role of return-to-work practices ☒ Fact sheets on what happens when a worker is injured ☒ Work Health and Safety Consultation, Co-operation and Co-ordination Code of Practice ☒ Return to work checklists	☐

Outcome for Quiz

- ☐ Satisfactory
- ☐ Not satisfactory

Trainer/Assessor comments

PRACTICAL TASK

You are required to have a suitable observer verify your ability to complete the following tasks. These tasks may be simulated or real.

TASKS	VERIFIED
A. Obtain a copy of a WHS policy/Work Health and Safety Management System (WHSMS) to evaluate and review.	☐
B. Evaluate the WHS policy/WHSMS reflects legislative requirements for return-to-work and injury management procedures (e.g. duty holder requirements), flagging areas that require modification.	☐
C. Explain the outcomes of the evaluation to others and seek their contribution and support when writing updates to WHS policy/WHSMS.	☐
D. Present and promote (verbally and electronically) the updated WHS policy/WHSMS components to another worker, explaining how the new WHS policy/WHSMS is to be implemented by workers.	☐
Name of observer	
Role of observer (Confirm their suitability to sign)	☐ Trainer/Assessor ☐ Other (specify):
Phone number of observer	
Email address of observer	
Signature of observer	
Date	Click here to enter a date.
Comments	

Outcome for Practical Task	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	