

BSBWHS403

Contribute to implementing and maintaining WHS consultation and participation processes



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ASSESSMENT FOR BSBWHS403

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

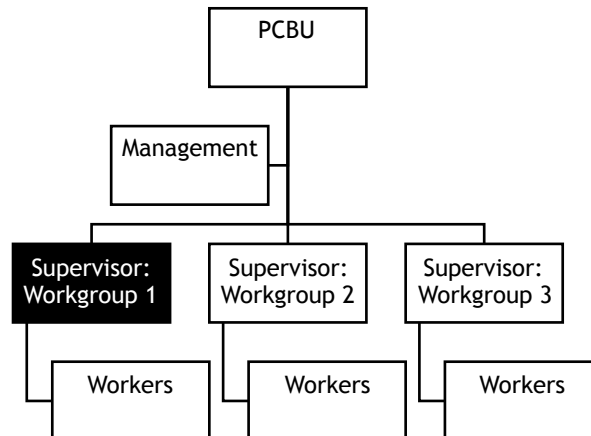
TASK INSTRUCTIONS

- 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. Roles, duties, rights, responsibilities	• Workbook response (below)
2. Contribution to processes	• Workbook response (below)
3. Training to achieve effectiveness	• Workbook response (below)
4. Improvement of processes	• 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	Civforce Traffic Management
Workgroup	Supervisor Workgroup !

Identify three (3) individuals and parties involved in WHS consultation and participation processes in your nominated organisation (one of these must be yourself).

For each individual/party:

- Explain what their roles, duties, rights and responsibilities are regarding consultation and participation
- Identify the documents (Act/Regulation/Codes of practice, policies and procedures) which impose these roles, duties, rights and responsibilities
- Identify how you would communicate with the individual/party to inform them about their roles, duties, rights and responsibilities (i.e. method of communication and in what timeframe)

Your role

Worker, Supervisors

Roles, duties, rights and responsibilities regarding consultation and participation

Work health and safety (WHS) laws require employers and all other workplace parties to consult and co-operate in the management of workplace risks, in order to protect the health and safety of workers and others who might be at risk from the work. As part of this responsibility to other workers supervisors should pass on information to workers, acknowledge and share workers reactions and responses with others e.g PCBUs, HSCs, HSRs.

Both workers and supervisors maybe required to consult with and participate in the process with a number of parties such as contractors and subcontractors, Health and Safety Representatives. Under the Work Health and safety Act (Qld) 2011 Part 5 deals with consultation, representation and participation within the work place. Also under this Act the PCBU is a key holder in relation consultation and participation

This process may also include:

- Heath and Safety Committees (HSC) e.g. discuss and resolve WHS issues raised by workers
- Workers, managers, supervisors involvement in WHS activities e.g. audits
- Through Heath and Safety Representatives (HSRs) etc.“ *Embark College WHS consolation and participation process PPT.x1.1 slide 9*”

Documents which outline roles, duties, rights and responsibilities

Under the Work health and Safety Act (Qld) 2011 requires duty holders to to consult with each other“ *Embark College WHS consolation and participation process PPT.x1.1 slide 8*”

[https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018?query=\(\(Repealed%3DN+AND+PrintType%3D%22act.reprint%22+AND+PitValid%3D%40pointInTime\(20181014000000\)\)+OR+\(Repealed%3DN+AND+PrintType%3D%22reprint%22+AND+PitValid%3D%40pointInTime\(20181014000000\)\)\)+AND+Content%3D\(%22obligations%22+AND+%22of%22+AND+%22a%22+AND+%22worker%22\)&dQuery=Document+Types%3D%22%3Cspan+class%3D'dq-highlight'%3EActs%3C%2Fspan%3E%2C+%3Cspan+class%3D'dq-highlight'%3ESL%3C%2Fspan%3E%22%2C+Search+In%3D%22%3Cspan+class%3D'dq-highlight'%3EAll+Content%3C%2Fspan%3E%22%2C+All+Words%3D%22%3Cspan+class%3D'dq-highlight'%3Eobligations+of+a+worker%3C%2Fspan%3E%22%2C+Point+In+Time%3D%22%3Cspan+class%3D'dq-highlight'%3E14%2F10%2F2018%3C%2Fspan%3E%22#sec.46](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018?query=((Repealed%3DN+AND+PrintType%3D%22act.reprint%22+AND+PitValid%3D%40pointInTime(20181014000000))+OR+(Repealed%3DN+AND+PrintType%3D%22reprint%22+AND+PitValid%3D%40pointInTime(20181014000000)))+AND+Content%3D(%22obligations%22+AND+%22of%22+AND+%22a%22+AND+%22worker%22)&dQuery=Document+Types%3D%22%3Cspan+class%3D'dq-highlight'%3EActs%3C%2Fspan%3E%2C+%3Cspan+class%3D'dq-highlight'%3ESL%3C%2Fspan%3E%22%2C+Search+In%3D%22%3Cspan+class%3D'dq-highlight'%3EAll+Content%3C%2Fspan%3E%22%2C+All+Words%3D%22%3Cspan+class%3D'dq-highlight'%3Eobligations+of+a+worker%3C%2Fspan%3E%22%2C+Point+In+Time%3D%22%3Cspan+class%3D'dq-highlight'%3E14%2F10%2F2018%3C%2Fspan%3E%22#sec.46)

Under the Work Health and Safety Act (Qld). The PCBU is a key holder in relation to consultation and participation process. of the WHSQ Act 2011, Section 47 requires PCBU to consult with workers, figure to do so carries a maximum penalty of 200 penalty points Under the Work Health and Safety Act (Qld) 2011 Section 49 outlines when consolation on WHS matters is required :

- a) When identifying hazards and assessing risks arising from work being carried out or to be carried out
- b) When making decisions about the waist eliminate or minimise the risks
- c) When making decisions about the adequacy of facilities for the welfare of workers
- d) When processing changes that may affect the health or safety of workers
- e) When making decisions about the procedures for resolving health and safety issues, monitoring he health of workers, monitoring conditions at the workplace, providing information or training for workers, or the consultation with workers

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.2-div.3>
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.5>
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#sec.49>

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Under the Work Health and Safety Regulations 2011 part 9.5 Consultation and workers safety role Section 574 Safety role for workers and Section 575 Operator of major hazard facilities must consult with workers outlines that the operator of a determined major hazard facility must implement a safety role under for workers section 574(1); and allows them to identify major incident hazards under section 554 <https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2011-0240#ch.9-pt.9.5>

Under the Work Health and Safety consultation co-operation and co-ordination Code of practice 2011 Section 4.3 outlines the consolation requirements of PCBU's https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0020/58205/WHS-consultation-coop-coord-COP-2011.pdf

Civfrce Traffic Management's Safety Management Systems outlines the consultation polices and procedures in Section 5.2

Communication method and timeframe

PCBU can share this information through writing reports, Safe Work Method Statements (SWMS) signed at every new job, delivering presentations - shared by workers etc. at weekly meetings, inductions - at every workplace that requires an induction, meetings - weekly, newsletters, - quarterly, emails and texts - when required e.g. drafting electronic communication, sharing information at meetings' presenting information via face to face inductions, meetings etc

These methods allow the person receiving the the message or information to have the opportunity to express their views and opinions and contribute towards the process

Name of Individual/Party 1

Health and Safety Representatives (HSRs)

Roles, duties, rights and responsibilities regarding consultation and participation

- Health and safety representatives (HSRs) may be elected to represent workers – including on their behalf in any consultation processes regarding WHS issues (section 68 of the Act).
- As part of their participation on behalf of workers, HSRs may:
 - Monitor the compliance of the business
 - Investigate complaints about WHS matters
 - Inquire into risks to health or safety
 - Inspect the workplace after giving reasonable notice
 - Accompany inspectors during inspections of the workplace
 - Direct to cease unsafe work and issue a Provisional Improvement Notice (PIN) [if they have completed the required training]

“ Embark College WHS consulation and participation process PPT.x1.1 slide 9 “

Documents which outline roles, duties, rights and responsibilities

Under the Work Health and Safety Act (Qld) 2011, Part 5, Division 4, Section 68, Heath and Safety Representatives (HSRs) maybe elected to represent workers, which may include on their behalf in any consultation processes regarding WHS issues

Under the Work Health and Safety Regulations 2011 part 9.5 Consultation and workers safety role Section 574 Safety role for workers and Section 575 Operator of major hazard facilities must consult with workers outlines that the operator of a determined major hazard facility must implement a safety role under for workers section 574(1); and allows them to identify major incident hazards under section 554 <https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2011-0240#ch.9-pt.9.5>

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Civfrce Traffic Management's Safety Management Systems outlines the consultation polices and procedures in Section 5.2

Communication method and timeframe

HRSs are representatives of the workers in a workgroup, HRSRs should be informed of their rights and duties as soon as possible and communicate their finding to workers in a professional, timely and ethical manner within similar timeframes. The communication channel that would be appropriate would be via email

Name of Individual/Party 2

PCBU

Roles, duties, rights and responsibilities regarding consultation and participation

PCBUs should:

- Share relevant information with workers
- Provide workers with a reasonable opportunity to express their views, to raise work health and safety issues, and to contribute to the decision-making processes
- Take into account the views of workers
- Advise workers of the outcome of the consultation in a timely manner “ *Embark College WHS consolation and participation process PPT.x1.1 slide 6*”

Documents which outline roles, duties, rights and responsibilities

Under the Work Health and Safety Act (Qld). The PCBU is a key holder in relation to consultation and participation process. of the WHSQ Act 2011, Section 47 requires PCBU to consult with workers, figure to do so carries a maximum penalty of 200 penalty points

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- c) When making decisions about the adequacy of facilities for the welfare of workers
- d) When processing changes that may affect the health or safety of workers
- e) When making decisions about the procedures for resolving health and safety issues, monitoring he health of workers, monitoring conditions at the workplace, providing information or training for workers, or the consultation with workers

Communication method and timeframe

PCBU's should share WHS information with workers via email, texts or meetings so that all workers are informed and in a timely fashion. In doing this it allows the recipient the opportunity to have a say, express their opinions, views and contribute towards the process

Outcome for Activity 1

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments	
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Identify two (2) WHS consultation and participation processes that may exist in your workplace for sharing WHS information (in addition to work team meetings).

For each process:

- a) Briefly describe the process
- b) Explain your role in the setting up and running of this process
- c) Describe how you communicate with individuals and parties about what these processes are
- d) Describe how you support the participation of individuals and parties in these processes

Name of process

Work team meeting for all ute drivers, mandatory

Describe process

A meeting is a perfect opportunity to achieve a lot of things, a chance to catch everyone up on what is going on in the overall scheme of things. It is an opportunity to see how individuals are going and identify potential problems, It is also a chance to reinforce the companies mission statement, team goals, policies and procedures for WHS.

There are several steps in the meeting process, these are:

1. Clarify Objectives (have a purpose) - Ensure that everyone are in agreement with the meeting objectives, clear objectives will encourage people to attend because they will understand its intent, sets the foundation for a focused meeting, why is this meeting being held,
2. Review roles - review who is timekeeper, records the minutes, facilitator etc
3. Have an agenda - This is a list of things that need to be discussed within the time frame available. The meeting should start on time and go for the allocated time, They should be held regularly e.g on every Monday morning,
4. Encourage participation - Have others contribute to the meeting content e.g. deciding what they want to discuss, ask for input and invite questions, have people agree to something by say yes e.g do you agree? be friendly, avoid arguing, take a vote etc.
5. Take minutes - someone should be assigned to take the minutes in each meeting though ideally someone different each time The minutes are a record of what was discussed and the outcomes, they help to set the agenda for the next meeting. A copy of the minutes should be accessible to everyone who attending the meeting. This helps to remind people what was discussed and prompts others who where assigned tasks to be prepared for the next meeting.
6. close the meeting - attempt to finish the meeting on a positive note, review actions actions and assignments , set a time for the next meeting, inform participants in the meeting that the minutes will be available the next day, this helps to keep momentum going.

Your involvement in set up and running of process

Supervisor of the workgroup was asked to discuss the meeting regarding the past 2 months there had been a spike in vehicle related incidents. I had to use our Health and Safety Alert form to compile a report., discuss the incident findings, immediate action required, learnings and get it signed off by the General Manager and Chief Operating Officer (C.O.O)

Firstly all vehicle incident reports are gathered for the months of August and September. The costs of damages from insurance quotes with any individual incident costs. What the findings are e.g. reversing incidents made up percentage (%) of vehicle incidents. What percentage of incidents occurred whilst on site. Immediate action to be taken e.g. no smoking in vehicles. The learning for this e.g. without a well maintained and care for fleet vehicles, we are unable to do our jobs to the best of our ability, this relies on staff being accountable for ensuring vehicles are looked after.

After all the information was compiled it was written up on the Health and Safety Alert form to be presented at the meeting for ute drivers only, held on Monday 8 October 2018 at 9.00am, the time allocated for this meeting is 1hr. Everyone is to attend. This is item 3 on the agenda.

How you communicate with individuals and parties about process

Supervisor notified all ute drivers via text 3 weeks prior to the meeting to inform them of the content summary, date, time, venue and timeframe, that it was mandatory to attend. A copy of the filled out Health and Safety Alert form was handed to each Ute driver in the meeting.

I started with the incident summary with the cost figures, then the primary findings, the immediate findings, and learnings. This was then open to ute drivers to discuss their views on the matter. The allocated time for this discussion was 20 minutes.

How you support participation of individuals and parties in process

As previously mentioned after the information regarding the topic in the past 2 months there had been a spike in vehicle related incidents was presented it was open to the ute driver to voice their opinion on the matter.

Supervisor prepared a few questions e.g. where you all aware of this? what other suggestions do they have to improve this etc. This encourages participation. Structure the meeting to address any individual barriers e.g. language, literacy, time and consider workers that have been on night shift. consider conducting this meeting at 2 different times so that all required and work different shifts can attend.

Prior to the team meeting the supervisor of the workgroup had to take into account other factors, shift workers therefore the team meeting was divided into day shift workers, night shift workers, high speed and low speed work. This meant that there was to be 4 separate compliance training sessions to be held over the week.

After the meeting the supervisor of the workgroup can gather all points taken in the meeting minutes to management or HSRs on behalf of the workers in their workgroup.

Name of process 1

Compliance training in house short course, Workplace Safety, Manual Handling

Describe process

Compliance training, is training for employees mandated by legislation, regulations and policies. It educates employees on the laws and regulations related to in this case traffic management, traffic control, employees job function. These laws are put in place to maintain the safety of the workplace. Complacence training helps to prevent poor conduct and ensure proper governance over the organisation. This helps to minimise risk and provide a better environment for employees to work in, in doing so benefits productivity in the long run.

The main objectives for compliance training is to get employed trained, to generate a record of training completion. e.g. meeting the requirements and standards by completing a 3hr course and pass the test on Workplace safety, Manual Handling, Under the Health and Safety regulations 2011 Part 4, Section 4.2 Hazardous manual handling requires that all the risk factors be considered when implementing control measures for activities that may contribute to a musculoskeletal disorder. <https://www.legislation.qld.gov.au/view/pdf/inforce/current/sl-2011-0240> These are requirement controls and are mandatory.

Hazardous Manual tasks Codes of practice 2011 https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0008/58166/Hazardous-manual-tasks-COP-2011.pdf

Manual Tasks involving the Handling of People Codes of Practice 2011 https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0007/58174/manual-tasks-people-handling-cop-2001.pdf

AS 1470-1986 Health and Safety Standard - Principles and practices Standards Australia https://infostore.saiglobal.com/preview/293437685491.pdf?sku=127678_SAIG_AS_AS_269794

Steps for running compliance in house training:

1. Identify the legislation or regulations
2. Evaluate the specific criteria that need to be satisfied
3. Acquire course material from a reputable Registered Training Organisation (RTO), compliance specialist, keeping in mind that the content needs to be based on legislation, regulations and policies and may change over time. Content is required to be current.
4. Course delivery via a Learning Management System LMS in house for employees

The RTO will take care of everything from the certificate to reporting.

Your involvement in set up and running of process

Supervisor of the workgroup can send out the agenda and details of the date, time, location and what the compliance training is about by email

How you communicate with individuals and parties about process

Supervisor would notify worker by sending an email 3 weeks prior to the meeting to inform them of the content summary, how the content is to be delivered, different parties involved e.g. RTO, date, time, venue and timeframe, what employees are required to bring, that it was mandatory to attend. They are all given the supervisors contact information if they had any further questions

The supervisor can facilitate the process by:

- Giving a brief introduction to why employees are here: Workplace Safety, Manual Handling small room inductions
- Taking the time to explain the reasoning behind what they are about to learn
- Explaining how to use the LMS and that there is a small quiz at the end.
- Explaining time allocated which in this case is 3 hrs.
- Introducing the trainer

How you support participation of individuals and parties in process

The Complacence training has taken into account shift workers therefore was divided into day shift workers, night shift workers, high speed and low speed work. This meant that there was to be 4 seperate compliance training sessions to be held over the week. Prior to dates been confirmed a meeting was held for the HSC so that workers views are heard on WHS matters. As part of this a HSR is also present to represent the health and safety interest of workers with their workgroup, they facilitate co-operation between PCBU and workers, helping to review WHS policies, procedures and systems to ensure the PCBU is meeting their duty of care obligations. After a date, time, venue was arranged and meeting had come to an end and outcomes agreed on.

As part of supporting individuals through the compliance training other factors need to be addressed e.g. LLN skills, diversity etc.

After the team meeting had been completed Civforce Traffic Management put in place a monitoring system to evaluation the effectiveness of the process and to ensure continuos improvement.

Supervisor of the workgroup can be available on hand to provide assistance with any questions. They can also analyst feedback so as to report any issues to management or HSRs on behalf of the workers their workgroup

Name of process 2

Inductions

Describe process

As a PCBU Civforce Traffic Management has the duty of care to its employees to make sure the workplace is safe. A Key aspect of keeping employees is by making sure they understand work health and safety policies. Civforce Traffic Management must provide information, training and instructions necessary to protect all people from risks to their health and safety arising from work being carried. Under the Work health and Safety Act (Qld) 2011 a PCBU is legally obligated to provide a safe workplace for themselves, workers and others and significant fines apply if the PCBU does not meet these obligations under the Act.

WHS Inductions must be conducted before each worker or other e.g. contractor first comes to work on the site.

The PCBU is required to:

- Inform workers and others of their responsibilities and those of the employer
- Inform the worker and others of specific hazards of work in the workplace and of relevant rules and expected safe practices etc.

The induction must cover:

- Hazards and risks in the workplace
- Control measure e.g. no go zones
- Safety documents, policies and plans specific to the workplace e.g. traffic plans
- Site specific rules that must be complied to e.g. PPE, workers and others must wear hard hats
- Safe work practices
- WHS legislation
- Incident, Emergency and Evacuation procedures e.g. emergency exists, assembly points etc.
- First aid and the emergency contacts

Some ways inductions can be carried out in the workplace:

- Toolbox talks
- On job training e.g. traffic controller 20 hrs
- Induction videos and booklets
- Face to face class room settings

When the education is completed a record is kept of all WHS training.

Your involvement in set up and running of process

A WHS Supervisors responsibilities are to ensure that employees attend scheduled Inductions for clients by:

- Advising workers of the inductions time, dates, if it is an online induction or on site, venue induction is to be held
- Making sure there are enough workers to attend the required inductions, make every attempt to replace absent workers with an alternative attendee

How you communicate with individuals and parties about process

As part of the role as WHS Supervisor it is their job to make sure that the allocations have allocated the correct number of Traffic controllers required by the client for the job required. This is usually done via the traffic app, text or email to individual workers.

Online inductions workers are given a weeks notice to complete the induction and provide a copy of the online induction certificate by email to Civforce Traffic Management. Workers are also offered assistance with access to help and a computer at Cvforce Traffic Management office.

Face to face on site inductions a text is sent out the day before workers are required, they are given specific details of date, time, location, names of other workers attending, the team leader, a contact name and number. the worker is ten required to say yes or no, if the worker say no another workers is sent this text. when all workers have accepted the text with a yes then a confirmation tex is sent. If any changes occur workers are sent a followed up text with the amended information. The client is then contacted with a confirmation that the required workers will be there on the date, time, and location they have instructed and requested.

How you support participation of individuals and parties in process

Civforce Traffic Management supports workers in the induction process by:

1. Online

- Offering workers support if they don't understand or have difficulties
- Offering in house computers to use
- Offering a week time frame to do the inductions
- Online inductions are conducted in the workers own time allowing it to be completed when the workers has time to do so
- workers can chose to do the induction or not

This allows workers to feel they have a choice to do or not to do the induction with out pressure. It also give workers options to do the induction in their own time and to have the support available if they need it, without pressure.

2. Face to fact inductions:

- Workers get paid while doing the induction which is an incentive
- Workers have to opportunity toast questions during the induction process

Supervisor for the workgroups can be available on hand to provide assistance with any questions. They can also analyst feedback so as to report any issues to management or HSRs on behalf of the workers their workgroup

Outcome for Activity 2

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

Refer back to the two (2) individuals and parties (other than yourself) that you identified in Activity 1.

- a) Identify what is required for them to effectively be involved in consultation and participation
- b) Outline what training may be provided to assist in the improvement of their consultation and participation
- c) Explain how you could be involved in the delivery of the training you have identified

Name of Individual/Party 1

Health and Safety Representative (HSR)

Required for effective involvement in consultation and participation

HSRs are required to have specific training to be able to issue Provisional Improvement Notices (PIN) <https://www.worksafe.qld.gov.au/injury-prevention-safety/managing-risks/health-and-safety-representatives-and-health-and-safety-committees>

Training that may be provided to assist

All HSRs must undertake the relevant approved training course within six months of their election, existing HSRs may attend WHS Representative refresher courses every 3 years

<https://www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-training/health-and-safety-representative-training>

Your involvement in delivery of training

Supervisors may conduct a Training Needs Analysis to determine whether or not HSRs have had training, if the HSRs have not had training the supervisors can organise this and the required time off that the HSR needs to do the training. The supervisor may be required to organise the WHS trainer to deliver the training or online training <https://www.hazcon.com.au/blog/understanding-the-roles-of-health-and-safety-representatives-and-employer-or-management-representatives>

Name of Individual/Party 2

Person Conducting a Business or Undertaking (PCBU)

Required for effective involvement in consultation and participation

PCBUs are required to have a comprehensive understanding of WHS requirements in the workplace and to know when they need to consult and what to consult with other parties

Training that may be provided to assist

The PCBU may attend WHSQ workshops when new WHS requirements are implemented

Your involvement in delivery of training

Supervisors maybe made aware of WHS requirements that affect their area of work specifically and bring these to the attention of the PCBU. Supervisors may appoint themselves to attend workshops as a representative of the PCBU and convey their findings to workers.

Outcome for Activity 3	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

Identify three (3) potential barriers to the implementation and effectiveness of WHS consultation and participation processes. For each barrier identified, identify:

- A measure that could be implemented to remove the barrier
- Explain how you can contribute to the development, implementation and evaluation of this measure.

Describe barrier 1

Language Literacy and Numeracy levels.

Measure to remove barrier

Follow plain English principles in all workplace documents
Encourage in-house trainers, supervisors to use plain English principles
Provide feedback forms

Contribution to development of measure

Supervisor can assist in the development of this measure by making changes to the method of communication, including structure, format and timing
Conduct training for those responsible for the communication of WHS information

Contribution to implementation of measure

supervisors can assist in the development of this measure by using following plain English principles in workplace documents and via other forms of communication and conduct training sessions for those responsible for the communication of WHS information

Contribution to evaluation of measure

supervisors can determine whether workplace documents are appropriate by looking at the feedback that is provided, if not alternative measures maybe required

Describe barrier 2

Shift work

Measure to remove barrier

schedule meetings at appropriate times, according to who needs to be involved

Contribution to development of measure

supervisor can assist in the development of this measure by looking at workers schedules and choosing a common free time for meetings

Contribution to implementation of measure

Supervisor can contribute to the implementation of this measure by being the person that notifies workers via text of each meeting

Contribution to evaluation of measure

Supervisor can evaluate whether there is the required attendees for the meeting and if not alternative measure maybe required e.g. meeting postponed to a later date

Describe barrier 3
Geography
Measure to remove barrier
Make changes to the procedures Provide better access to WHS information e.g. access to intranet so that workers can contribute regardless of where they are
Contribution to development of measure
Supervisors can contribute to the development of these measures by determining what information is required to be delivered electronically via the intranet by referring to the workers schedules also by making changes to the procedures and encourage informal discussions with workers
Contribution to implementation of measure
Supervisors can contribute to the implementation of these measure by being the the person who delivers the information to workers via the intranet and gathering workers feedback
Contribution to evaluation of measure
Supervisors can evaluate whether or not workers are contributing to these process by the feedback that they have provided, whether it is meaningful, if not then then other forms f communication maybe more appropriate e.g. texting, phone call etc

Outcome for Activity 4	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

QUIZ

QUESTIONS	CORRECT
1. Individuals and parties involved in WHS consultation and participation processes may include external bodies, such as unions and WHS inspectors. ☒ True ☐ False	☐
2. Which of the following are types of WHS consultation and participation processes? Select all that apply. ☒ Health and safety committees ☒ Internal involvement in inspections and audits ☒ Team meetings ☒ Planning committees	☐
3. Training for effective WHS consultation and participation can be as simple as teaching workers how to use computers to access WHS information and data. ☐ True ☒ False	☐
4. Which of the following may constitute barriers to the implementation and effectiveness of WHS consultation and participation processes? Select all that apply. ☒ Consultation meetings being too long and boring ☒ Language, literacy and numeracy levels of the workforce ☒ Workplace culture related to WHS ☒ Having separate work sites	☐

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.	Conduct a meeting with a PCBU, using appropriate language, to identify requirements for WHS consultation and participation, as identified in Acts, regulations, codes of practice, policies and procedures.	☐
B.	Highlight the roles of those within the organisation (including duties, rights and responsibilities) regarding WHS consultation and participation.	☐
C.	Identify and discuss WHS consultation and participation processes, and highlight potential barriers.	☐
D.	Offer solutions to barriers, evaluating and considering time/resource constraints and the needs of others.	☐
E.	Use questioning and active listening to identify and discuss PCBU's views on barriers to WHS consultation and participation processes.	☐
F.	Use questioning and active listening to identify and discuss PCBU's views on training requirements for effective WHS consultation and participation.	☐
G.	Write down adjustments to offered solutions, as necessary, addressing PCBU's views on barriers and training requirements.	☐
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	
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