

BSBWHS405

Contribute to implementing and maintaining
WHS management systems



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ASSESSMENT FOR BSBWHS405

Student name	Samantha Bailey
Date of assessment submission	Click here to enter a date.
Trainer/Assessor's name	Melissa Dobbs
Date of assessment marking	Click here to enter a date.
Outcome for unit	☐ Competent ☐ Not Yet Competent

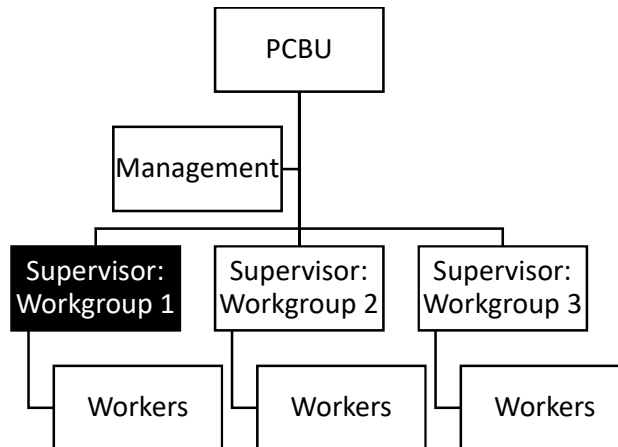
TASK INSTRUCTIONS

- 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
Documents supporting policy/WHSMS	Workbook response (below)
Policy/WHSMS planning and implementation	Workbook response (below)
Evaluating WHS performance	Workbook response (below)
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	TLCC
Workgroup	Landscapers Construction

(a)

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:

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

	Summary of contents
• <i>Work Health and Safety Act 2011</i> (Qld)	The act is a holistic overview of what is required to meet legislative requirements and how WHS should be managed to provide a framework to secure the health and safety of others through continuously developing, implementing and evaluating Safety Management Systems within the organisation. The act refers to matters relating to hazards and risks, including Safety Management plans and safety management systems. It indicates that the workers and other persons should be given the highest level of protection from harm arising from work, plant or substances as is reasonably practicable. In providing this framework consideration for the following must be given:

	Division 2 Object, Schedule 3 – the Act describes the main object being to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. By: (b) Protecting workers and others from harm to health and safety and welfare by eliminating or minimizing risks that may arise via work, plant or substances; (c) Providing workplace representation, consultation, cooperation and issue resolution work health and safety (WHS); (d) Encouraging unions and employer organizations towards promoting and assisting with improvements in WHS practices; (e) Promoting provision of advice, information, education and training re WHS; (f) Compliance with the Act via effective and appropriate compliance and enforcement measures; (g) Ensuring suitable scrutiny and review of actions by persons exercising powers and performing functions under the Act; (h) Providing framework for continuous improvement and progressively higher standards of WHS; and Work health and safety is the responsibility of all people in the workplace – ultimately management. There are a number of duties by all stakeholders required. In line with developing a WHSMS, section 19 of the Act requires a PCBU to as far as is reasonably practicable: • Ensure the safe use, handling and storage or plant, structure and substances • Provide and maintaining a work environment without risks to health and safety • Providing and maintain safe systems of work • Provide adequate facilities for workers and access to those facilities • Provide necessary information, instruction, training and supervision • Monitor the health of workers Division 4 Duties of officers, workers and other persons • Schedule 27 Duty of Officers – That they must exercise due diligence to ensure the PCBU complies with duties or obligations, including taking reasonable steps: ○ To acquire and keep up-to-date knowledge of work health and safety matters; ○ Gain understanding of the nature of PCBU's operations and associated hazards and risks; ○ To ensure PCBU has appropriate resources and processes to eliminate or minimize
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	risks to health and safety from work carried out as part of the conduct of the business or undertaking; ○ To ensure PCBU has and implements, appropriate processes for compliance with any duty or obligation of the PCBU under the Act; and ○ To verify provision and use of resources and processes mentioned. ● Schedule 28 Duties of Workers – While at work they must: ○ Take reasonable care for their own health and safety; ○ Take reasonable care that their acts or omissions don't adversely affect health and safety of others; ○ Comply as reasonably able, with any reasonable instruction given by PCBU to allow them to comply with the Act; and ○ Co-operate with any reasonable policy or procedure of PCBU re health or safety at the workplace, that has been notified to workers. ● Schedule 29 Duties of other persons at the workplace further explains that any person at a workplace has a duty to: ○ Take reasonable care for their own health and safety; ○ Take reasonable care that their acts or omissions don't adversely affect health and safety of other persons; and ○ Comply, so far as is reasonably able, with any reasonable instruction given by the PCBU to allow the PCBU to compliance with the Act. During the development stages as well as implementing and monitoring of WHSMS under Division 2 of the act PCBUs have a duty, as far as it reasonably practicable to consult with workers. This allows for effective delegation of responsibility during the planning process, correct information gathered and effective control measures to be implemented. Consultation must follow the following requirements: ○ Relevant information is shared with workers; ○ Workers be given reasonable opportunity to express their views; to raise relevant WHS issues; and to contribute to decision-making processes relevant to WHS; ○ The workers' views are considered by PCBU; ○ Consulted workers are advised of the outcome of the consultation in a timely
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	way; and ○ Where workers are represented by a health and safety representative, the consultation includes that representative. • Section 29 covers when consultation is required including: ○ When identifying hazards and assessing risks to health and safety arising from works carried out by the business or undertaking; ○ In decision-making process about ways to eliminate or minimize those risks; ○ When making decisions about adequacy of facilities for welfare of workers; ○ When proposing changes that may affect health or safety of workers; ○ When making decisions about procedures for consultation with workers; resolving WHS issues at the workplace; monitoring health of workers; monitoring workplace conditions under management by PCBU; or providing information and training for workers; ○ When carrying out other activity prescribed under regulation for this section. The organization's WHSMS needs to be developed to manage risks relating specifically to the business with regard to all its workers and others, whose health and safety may be affected by the works undertaken. It needs to be developed so that all stakeholders can understand it and that it meets with the requirements of the WHS Act. This is stated in the act in schedule 19 (c) – PCBU must ensure, so far as is reasonably practicable, the provision and maintenance of safe systems of work.
• Work Health and Safety Regulations 2011 (Qld)	WHS management plan must include: (a) Names, positions and Health & Safety responsibilities of all persons at the workplace whose positions or roles involve specific health and safety responsibilities in connection with the project; (b) Arrangements in place, between any persons conducting a business or undertaking at the workplace where the construction project is being undertaken, for

	consultation, cooperation and the coordination of activities re compliance with their duties under the WHS Act and Regs; (c) Arrangements in place for managing any WHS incidents that occur; (d) Any site-specific H&S rules, arrangements for ensuring all persons at the workplace are informed of these rules; (e) Arrangements for collection and any assessment, monitoring and review of safe work method statements at the workplace. • Principal Contractor (PC) for a construction project must ○ Prepare a written WHS management plan for the workplace before works on commence; ○ Ensure, so far as is reasonably practicable, that each person who is to carry out construction work the project, prior to works commencing, is made aware of the content of the WHS management for the workplace and re the person's right to inspect the WHS management plan; ○ Review and if necessary, revise the WHS management plan to ensure it remains current; ○ Ensure, so far as is reasonably practicable, that each person carrying out construction work is made aware of any revision to the WHS management plan; and ○ Ensure a copy of WHS management plan for the project is kept until the relative project is completed and if a notifiable incident occurs the WHS management plan must be kept for at least 2 years after the incident occurs Part 3.2 General Workplace Management – Division 1 – outlines requirements for PCBUs to ensure that information, training and instruction provided to workers is suitable and adequate to the type of the work undertaken, risks associated, and control
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	measures implemented. Any the information, training and instruction is provided in a way that is likely to be understood by any persons likely to perform construction work taking into consideration different factors for example learning difficulties. • WHS management plan must include the arrangements in place, between any persons conducting a business or undertaking at the workplace where the construction project is being undertaken, for consultation, cooperation and the coordination of activities in relation to compliance with their duties under the Act and this regulation. • PC for a construction project must ensure, that each person prior to commencing work, is aware of the content of the WHS management plan for the workplace
• AS/NZS 4801:2001	

WHSMS is a holistic process of how WHS should be managed, it provides processes and procedures for managing risks associated with the organisation. The standard sets out specifications and procedures to meets the aim of section 3 act – to provide framework to secure the health and safety of others. All staff from management to workers hold a duty to assist with the development of WHSMS and the effectiveness and the success of a WHSMS depends on the commitment from all levels of staff and resources. Management identify and provide the required to develop and implement as well as continuously monitor the organisation's system. The organisation will communicate the areas of responsibility of all personnel involved in the OHSMS's operation.

The organization must establish, implement and maintain

- information in a suitable medium to describe the core elements of the MS and to reference resources; and
- Procedures for controlling all related documents and data required by the Standard so current documents can be readily accessed, reviewed and revised.

Training shall be carried out by persons with appropriate knowledge, skills and experience in OHS and training.

The participation and communication between all parties is vital for WHS awareness and a health and safety environment. As per the Standard:

- The organization must have procedures for ensuring that relative OHS information is communicated to and from employees and other interested parties.

- There shall be documented procedures, agreed to by employees, for employee involvement and consultation in OHS issues.
- Employees shall be consulted where there are any changes that affect workplace OHS.
- The organization shall communicate relevant information on legal and other requirements to its employees.
- Organization's top management shall appoint a specific management representative who, irrespective of other responsibilities, shall have defined roles, responsibilities and authority for ensuring the OHSMS requirements are established, implemented and maintained in accordance with this Standard and reporting on the performance of the OHSMS to top management for Management review purposes.
- Organization, in consultation with employees, shall identify training needs. Procedures shall be developed for providing OHS training as appropriate to the identified needs.

Employees shall be involved in the development, implementation and review of policies and procedures for hazard identification, hazard/risk assessment and control of hazard/risks; select representatives and be informed who the representative/s are. The representatives will receive appropriate training to effectively undertake their involvement in the development, implementation and review of WHSMS. .

• AS/NZS 4804:2001	This standard provides guidance on the development and implementation of occupational health and safety management systems and principles and their integration with other management systems. It states that an WHSMS should aim to reduce workplace illness and injury, minimizing the costs associated with workplace accidents and to demonstrate that they are systematically controlling the risks to all persons affected by the organisation's activities, products or services. The OHS Management System Model the Standard offers, consists of the following components towards continual improvement: 1. OHS Policy 2. Planning 3. Implementation 4. Measurement and evaluation 5. Management review. Was unable to download free standard and work did not have this one on file.

• HB 211-2001	I believe this Standard explains about the people a small business would need to involve in their WHSMS, including: • Helpful outside organisations; and • employees. It claims that they need to be involved to make the system work and they know what the safety issues have been and can help towards prevention in the future. Was unable to download free standard and work did not have this one on file.
• Code of practice	How to manage work health and safety risks Code of Practice 2011 (Qld) covers guidelines for commonly accepted practice relating to WHSMS elements such as: • Duties for duty holders • Risk Management Process, including: ○ Hazard identification ○ Risk Assessment ○ Controlling Risks ○ Reviewing Controls; and • Keeping Records. The Code states that the WHS Act and Regulation require persons who have duty to ensure health and safety to manage risks by eliminating health and safety risks so far as is reasonably practicable, and if it is not reasonably practicable to do so, to minimise those risks so far as is reasonably practicable. PCBU's are responsible to manage risks if: • Engage workers to undertake work for them • Direct or influence work carried out by workers • May put others at risk from the conduct of their business or undertaking • Manage or control the workplace, 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. Officers' duties described in The Code include the following: • exercise due diligence to ensure the business or undertaking complies with the

	WHS Act and Regulation, including taking reasonable steps to: • Gain an understanding of the hazards and risks associated with the operations of the business or undertaking; and • Ensure the business or undertaking has and uses appropriate resources and processes to eliminate or minimise risks to health and safety. The code refers to sections 46, 47 and 48 of the Act, which outlines requirements for consultation, so far as is reasonably practicable, with workers, consultation with any workers' representatives and it mentions requirements for consultation, co-operation and co-ordination with other persons who have a WHS duty in relation to the same matter, so far as is reasonably practicable. Consultation in this Code includes: • Consultation as involving sharing of information, giving workers a reasonable opportunity to express views and considering those views when making decisions about health and safety matters. • That consultation with workers and H&S representatives is required at each step of the risk management process. It suggests that you are more likely to identify all hazards and effective controls, by drawing on the experience, knowledge and ideas of your workers. • That you should encourage workers to report any hazards and health and safety issues immediately to enable risk management before an incident occurs • If you have a health and safety committee, that you should engage them in the risk management process too • You should communicate safety requirements and policies with other businesses or clients in regard to the job and discuss any safety issues that may arise and how they will be managed.
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• Guidance material	SafeWork Guidance material: Managing the risks of working in heat The guide refers to the Act and Regulations and describes who has legal duties under the WHS law as follows: • PCBU, so far as is reasonably practicable must: ○ WHS Act s 19 - Ensure workers, including volunteers and other people are not exposed to health and safety risks as a result of the business or undertaking; ○ Manage health and safety risks by eliminating or minimising them; ○ WHS Act s49 - Consult workers when: ➤ Identifying hazards and assessing risks to health and safety arising from work undertaken by the business or undertaking; ➤ Making decisions about methods to eliminate or minimise those risks; ➤ Making decisions re the adequacy of facilities for the welfare of workers; and ➤ Monitoring conditions at any workplace under management or control of the PCBU. • WHS Act s22-26: Designers, manufacturers, importers, suppliers or installers of plant or structures, ensure, so far as is reasonably practicable: ○ That buildings, plant and equipment are designed, manufactured, imported, supplied and installed so as not to expose people to risks to health and safety; and ○ To provide users with information about purpose, test results and how to use it safely. • WHS Act s27 – Officers undertaking remains compliant with the WHS Act and Regulations, including taking reasonable
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	steps to ensure the business or undertaking has and uses appropriate resources and processes to eliminate or minimise risks to health and safety. • WHS Act s28 – Workers: Must take reasonable care for their own health and safety and not adversely affect the health and safety of others. Workers must comply with reasonable instruction and co-operate with any reasonable policy or procedure relating to health and safety at the workplace that has been notified to them. • WHS Act s29 – Other Persons at the Workplace: Must take reasonable care for their own health and safety and not to adversely affect others' health and safety. Other persons at the workplace must comply, so far as is reasonably able, with reasonable instructions.
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Outcome for Activity 1	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

(i)

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:

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

Injury management policy

Contributing to planning, development and promotion

- I would check TLCC SMP for any information or resources to assist in the process
- needs to be actively implemented for be successful. Workers must -
 - - workers comply with procedures and instructions;
 - -workers are appropriately trained; and
 - -workers are subject to ongoing supervision.
- I would ensure a Injury Management Coordinator is elected and trained up correctly, have access to relevant resources and any other assistance that is required
- I would ensure training is given to all workers, ensure the information is accessible to all workers and make them aware of where they can review our company safety management plan. This includes any site-specific training, induction training and refresher training.
- I would ensure policies and any procedures are placed up on walls or doors or site containers or areas of use by workers
- I would ensure all workers carry out emergency drills, ensure they know site specific injury management requirements, basic first aid and the location of first aid
- Consideration is made to the legal requirements
- Demonstrate commitment to establish measurable objectives and targets to ensure continued improvement aimed at eliminating work-related injury and illness
 - I would check any existing procedures, processes, information and any referenced resources, to ensure I cover company objectives
 - I would ensure workplace processes and practices and all workers are continuously monitored for the purpose of preventing illness or injury.

Seek contribution and support in planning, development and promotion

This helps to ensure that processes are relevant and address the needs of all individuals and parties involved or affected by the works. Consultation processes increase understanding, awareness and commitment to health and safety in the workplace.

Before policies or procedures are finalised and implemented an opportunity I would ensure they are presented to workers to review and comment on those which may affect them.

- I would ensure all workers are actively participating in the procedures and continuously providing feedback and promoting WHS awareness.
- I would seek contribution from all levels of staff to ensure the content is appropriate and method and format is accurate for the level of communication
- I would conduct drills or ensure inspections are done by safety personnel so that injury management can be included into the procedures.

All levels of staff must be committed therefore the policies must cover all areas of work and different job tasks.

All parties need to be provided with information regarding policy and any changes that occur

- Look at past incidents and records such as HOIN registers and discuss with others in the company from different levels how they do their job and any hazards identified that may cause injury

Apply policy/WHSMS

- - Ensure all workers are protecting themselves and others from injury or illness caused by work activities at or near the workplace
- Ensure workers are aware of their responsibilities when it comes to injury to themselves or others
 - If a person is injured, I would:
 - Follow our SWMS and organizational incident procedure steps including: ensuring the area is safe before proceeding; administering first aid to any injured parties; evaluating the injured person's condition; calling emergency services if warranted; evacuate site if required; alerting the site supervisor; reporting to my Project Manager and Safety Person;
 - Ensure Safety Person is aware of any WorkCover claim so it can be managed and which hospital or medical clinic the injured person has gone to;
 - If the injury requires medical attention other than minor first aid treatment, I would call an ambulance (if warranted) or arrange for the injured person to be transported to the nearest hospital or medical centre. I would remind the injured person and/or the person transporting them re WorkCover Claim form to be completed (normally the medical professional will sort but not always);
 - If warranted, I would notify the person's next of kin;
 - If a reportable incident, I would advise Safety Person and/or Director so they can notify the Regulator; and
 - Submit written incident report.
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- Ensure Safety Person is aware of any WorkCover claim so it can be managed and which hospital or medical clinic the injured person has gone to;
- I would ensure the workgroup discuss injury management in relation to our works and get them, where applicable, to adjust the SWMS for relative works accordingly
- Toolbox the incident to the workgroup, along with actions and discussion on how incident could have been avoided. Document any suggestions and pass onto Safety Person to be considered for any preventative or improvement actions.
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Communicate policy/WHSMS

I would ensure a number of communication channels are used to ensure relevant persons are aware of and have an opportunity to provide feedback. This may be via:

- Notice boards, email, toolboxes and newsletters
- Make policies readily available to interested parties – office notice boards, site containers (noticeboards)
- Train workers in the importance and purpose of company's WHS policy and WHSMS Explain that is put into place to prevent and minimise ill health and injuries; and that it documents procedures for incidents and injury management
- I would ensure that all workers are aware of their health and safety obligations and rights
- Advise workers where they can find relevant information and documents including WorkCover details
- Continue to provide advice including WorkCover guidance to ensure benefits are gained in a timely manner

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Return-to-work policy

Contributing to planning, development and promotion

- I would check TLCC SMP to ensure with the current procedures, policy and processes are followed
- I would check that my work group have received training including knowledge on resources and where to find them
- where to find contact details for our organisation's Rehabilitation and Return to Work Coordinator;
- If a worker in my group is injured, I would advise the Rehabilitation and Return to Work Coordinator;
- I would assist by consulting with the injured worker to identify suitable duties and offering the Rehabilitation and Return to Work Coordinator examples of suitable duties and of implementing them;
- I would accommodate any meetings required
- I would ensure the injured worker understands and agrees to the plan
- I would let the rest of the crew know about the restrictions and to offer support and assistance as required to the injured worker;
- I would ask for regular feedback on how the plan is working, progress and any areas that need to be reviewed and/or addressed;
- I would sign the SDP and monitor the worker to ensure the worker is adhering to the restrictions and that none of the allocated duties are causing any signs of returning injury
- I would report on any issues, feedback or other relative information.

Seek contribution and support in planning, development and promotion

- I would consult TLCC HR section and the RTWC for advice and resources.
- Consult with the injured worker for feedback and suggestions; and any witness to the incident
- I would ensure the injured worker understands their responsibilities and rights
- Ensure medical clearances and information from the medical specialist are sent to TLLC and forwarded to the RTWC;
- Ask the work group to support the suitable duties plan and to provide any relevant feedback; and
- Ask the work group to support and encourage the injured worker.

Apply policy/WHSMS

- My main aim would be prevent workplace injury and associated workplace absence; and ensure the prompt, safe and durable return-to-work of an injured worker.
- If any injury occurs I would ensure first aid is administered and if in an emergency 000 is called immediately, unless worker can be driven immediately to the nearest medical centre
- Referring to and follow the policy and any processes, procedures and information including in the SMP.
- Immediately notify the Rehabilitation and Return to Work Coordinator of injury by sending injury report or sending WorkCover information.

- Ensure the injured worker is attended to as soon as possible and ensure a HOIN report is completed
- To actively assist the Rehabilitation and Return to Work Coordinator in identifying and co-ordinating suitable duties.
 - To adjust workplace procedures and rosters to enable successful implementation of the suitable duties plan.
 - To monitor the injured worker's progress in relation to suitable duties and make the the worker remains engaged with the workplace
 - To generally offer support and encouragement to any injured worker
- Offer the worker further guidance and ensure they have access to the right resources and have a clear understanding of their steps and responsibilities to completing their plan

Communicate policy/WHSMS

- Train workers that WHSMS is put into place to prevent and minimise ill health and injuries; and that it documents procedures for incidents and injury management.
- Advise workers on the timeliness of WorkCover claims and that claims may be rejected or result in reduced benefits if not followed.
- Go through the Suitable Duties Plan with the injured worker and ensure it is understood and that worker is able to meet the plan reasonably.
- Offer any references to relevant resources and advise where TLCC procedures can be found.
- Information seminars run by external trainers to inform workers of WorkCover benefits, rights and correct steps to follow in rehabilitation
- Ensure workers are aware of their rights throughout rehabilitation processes

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

(i)

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

- An evaluation of the legislation would be undertaken periodically to ensure compliance
- I would refer to the SMP to check on any processes currently in place for evaluation or performance review.
- I would gather any resources from management or HR to provide me with guidance
- I would refer to the WHS Legislation – and update and review legislation register as required
- I would utilise documents in the TLCC IMS – Site Inspections, Audits, Daily Pre-Start Check lists and other quality, environmental and WHS documents to conduct checks on WHS Legislative requirements.
- I would ensure I was up to date with any subscriptions or legislation updates sent to me via management or external people to ensure workers and the workplace were meeting current legislative requirements
- Monitor HOIN register for non-conformances or incidents that may be a result of breaching legislation
- If a new activity is undertaken ensure all relevant laws are reviewed and added to register

Communicate and explain evaluation

Share findings and evaluation with staff at all levels of the organisation – or if some evidence found is more specific to others I would ensure further training/ information is provided to specific crews.

I would create and submit a report to include legislative and management plan requirements, findings and evaluations, summary of evidence found, identify positive findings as well as negative, suggest improvements

Any findings I would toolbox to site crews and office staff

Ensure all follows ups are done including any closing out of items required if registered on HOIN register.

I would send emails or alerts when positive or negative feedback has been received or observed for WHS performance

Facilitate others' contributions

I would discuss and seek feedback from workers, to assess their understanding of compliance to safety legislation and our SMP. Their experience, knowledge and ideas would be more accurate and correct and would provide me with information on compliance or non-compliance currently being carried out on sites.

I would ask safety personnel to undergo inspections, as well as management or site supervisors to monitor and review performance on site
 I would toolbox findings to all levels of staff relevant to the topics
 Where external evidence is required, I would advise by email and explain the purpose of the collection of evidence.
 I would follow up on external evidence provided (ie: from Principal Contractor, office and other parties)

I would supply results to TLCC, Principal Contractor, client, subcontractors, workgroup and any other stakeholders that may benefit from the audit results.

Example of a limitation or negative effect

- Checks may uncover grey areas in SMP requirements and/or uncover non-compliance by workers or other parties
- Same with checking HOIN register it may identify areas that workers clearly require more training or understanding on regarding our SMP to comply with legislation
- Current versions may not be correct as supervisors or workers have not yet received updated versions or updated their site safety folders
- Limitations could include training not being clearly understood by workers
- Records haven't been made

Incident investigation

Contribute to evaluation

I would check any company plans, systems or checklists to check the following:

- Safety Management Plan (SMP) to check for Evaluation processes or procedures;
- SMP to check on current Incident Investigation procedures and/or other relative information;
- Analysis and any existing forms that can be used to monitor compliance with WHS legislation and our SMP
- Check WHS legislation to check on legal requirements for Incident Investigation to compare to our SMP and ensure we have covered each legal requirement;
- Check relative Code of Practice for practical information and best practice with relation to Incident Investigation.
- I would collect documents from projects and check all registers to evaluate existing gaps or areas for improvements
- Discuss incidents and investigations with workers to gain feedback which may indicate if further training is required or if current processes are appropriate or changes need to be made

Communicate and explain evaluation

I would communicate and explain my evaluation by:

- Develop a report for management
- Provide a report for any stakeholders involved
- Reports may include:
 - Results - Summary, findings and evaluation of the evidence
 - Identified issues, limitations, negative effects

○ Positive findings – ie: processes that were effective ○ Suggestions for improvement ○ Attachments / supporting evidence • Toolbox any findings to all TLCC workers that may benefit
Facilitate others' contributions Related discussions with workers and their opinions would be recorded, evaluated and included in my findings. This would offer an excellent measure of whether the investigation process was effective, useful and fit for purpose. Principal Contractor and other workgroups on site may be able to offer useful information and feedback on investigations that may have involved them or where an investigation may have made their workers and workplace safer.
Example of a limitation or negative effect • System weaknesses – for example: A set process for this type of evaluation may not be available • Procedures were not followed. • Incident investigation records & review may indicate that consultation with workers did not take place and their feedback was not identified and used in the process.

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

(k)

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:

- Contribute to review and improvement of these areas.
- Communicate and explain to others the review and improvement of the WHSMS.
- 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

I would check all TLCC management plans and systems to gather any information and resources relevant to TLCC that I will require for reviewing and improving compliance.

TLCC's Quality Management Plan has a PDCA plan that included the following elements:

Plan: Establish the system and process objectives and resources needed to deliver results as per customer requirements and organisational policies; and identify and address risks and opportunities.

Do: implement what has been planned.

Check: Monitor and measure processes and the resulting products and services (as applicable), against policies, objectives, requirements and planned activities and report the results.

Act: Take actions to improve performance as required.

I would incorporate these elements into my process.

I would devise a plan, including:

- Scope and aim of the exercise – Review and improve WHS performance in my workgroup with relation to Compliance with WHS Legislation
- Establish WHS legislation applicable to my workgroup
- I would use checklist or inspection checklists to identify any weaknesses and check current TLCC records. Eg. HOIN register
- Identify any training weaknesses
- Gather any external advice and suggestions towards compliance with WHS legislation
- Establish and implement improvements to suit the workgroup based on the negative results of the checks and any other items that may have been identified
- Review the level of understanding to check that improvements are adequate or whether further actions and/or follow ups are required.
- Establish any weaknesses in my workgroup by checking their level of compliance to legislation with relation to current works.
Indications of non-compliance could include:
 - Get feedback from my workgroup on any areas they felt they could benefit by further training or other means of improving WHS performance. Also, checking on their preferred methods of training and re any learning difficulties may exist (language, hearing or other challenges).
 - Provide Training and other learning initiatives to address any identified weaknesses and to measure their effectiveness by:
 - Ensure workers know where SMP and Policies can be located

- Train on the purpose and relevance of Legislation, SMP and Policies and their value or worth to workers, PCBUs and others
- Display posters with relative information on them
- Introducing topics to Daily prestart talks and toolboxes
- Provide guides and written information flyers

Communicate and explain review and improvement to others

- I would provide a report showing all findings and where improvements are required.
- Add findings to dedicated weekly toolboxes to make all staff aware of any improvements they are required to make and any responsibilities or obligations they have
- Provide Further understanding of compliance and either via Toolboxes or in person training

Facilitate others' contributions

I would gather information from internal and external resources including:

- WorkSafe
- My workgroup
- Other similar workgroups
- TLCC - company
- Industry groups
- Principal Contractor site representative
- Other stakeholders.

These could be facilitated by:

- Emails
- Verbal discussions
- Research
- Surveys
- Used as comparison and/or resource towards improvements

Incident investigation	
Contribute to review and improvement	
Any gaps missing in processes which may have been identified during incident investigations, HOINs. Review HOIN register to identify why non-conformances/ incidents occurred and if it was related to processes that need improving or developed Establish what is required for an incident investigation report through our SMP, legislations, standards, etc. All investigations will have recommendations for corrective and preventative actions and lessons learned Any information or advice that may be given from external resources to may assist with future incident processes Identify training methods and if any changes need to be made to the delivery of incident investigation information Ensure that all reviews and improvements are done to suit work types and all workers	
Communicate and explain review and improvement to others	
I would do up a report, summarising findings; incident investigations, records kept – all HOINs, effective (and non-effective) practises towards improvements; any other recommendations, etc; to management, my workgroup and other relative stakeholders	
Facilitate others' contributions	
I would facilitate others' contributions by word of mouth – discussions, toolbox talks, meetings; and by email – to request relative information, feedback, opinions or resources	

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

QUIZ

QUESTIONS	CORRECT
➤ 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	☐
➤ Development, promotion and communication of WHS policy are the responsibility of PCBU's only. ☐ True ☒ False	☐
➤ It is best practice to communicate with others in the planning, implementation, evaluation and review of WHSMS ☒ True ☐ False	☐
➤ 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	☐
➤ 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
• Obtain a copy of a WHS policy/Work Health and Safety Management System (WHSMS) to evaluate and review.	☐
• 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.	☐
• Explain the outcomes of the evaluation to others and seek their contribution and support when writing updates to WHS policy/WHSMS.	☐
• 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	