



### ASSESSMENT FOR

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|-------------------------------|--------------------------------|
| Student name                  | Shanal Singh                   |
| Date of assessment submission |                                |
| Trainer/Assessor's name       |                                |
| Date of assessment marking    |                                |
| Outcome for unit              | Competent<br>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 | L&D Contracting     |
| Workgroup         | ICSSS - Dutton Park |

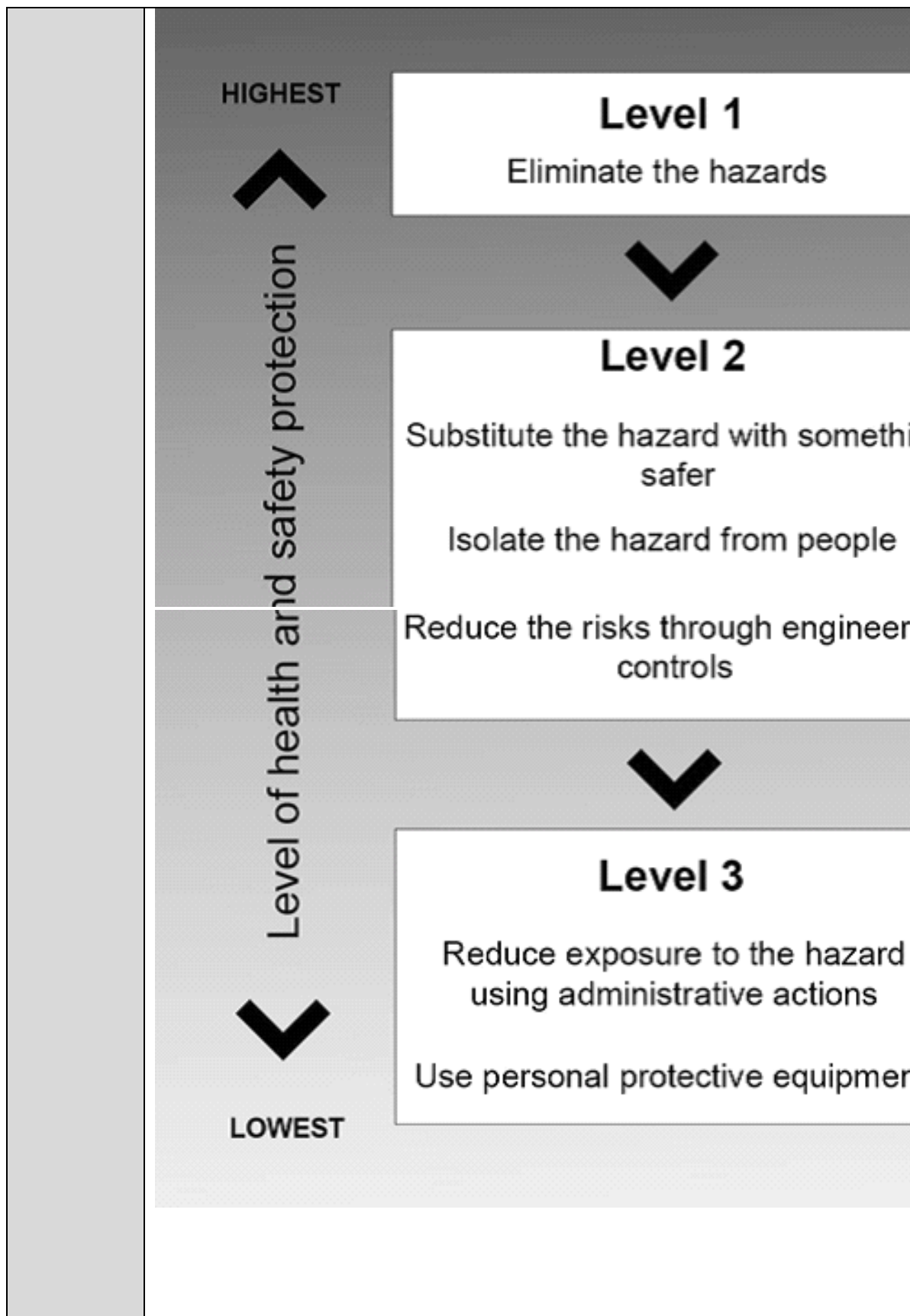
There are various legislative documents, standards and guidance documents to assist with the development of a WHS policy and associated WHSMS.

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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| • <b>Work Health and Safety Act 2011 (Qld)</b>         | <b>The Work Health and Safety Act 2011 (the WHS Act)</b> provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work. All workers are protected by the WHS Act, including: employees.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| • <b>Work Health and Safety Regulations 2011 (Qld)</b> | <b>The Work Health and Safety Regulation 2011 (the WHS Regulation)</b> describes how to prevent or minimise a risk at your workplace. ... A person conducting a business or undertaking must, where there is no regulation or code of practice about a risk, eliminate or minimise risks so far as is reasonably practicable.                                                                                                                                                                                                                                                                                                                                                                                                                        |
| • <b>AS/NZS 4801:2001</b>                              | <b>AS/NZS 4801:2001</b> is an Australian and New Zealand standard for Occupational Health & Safety systems. It shows interested parties and stakeholders your organization is committed to the safety of workers and providing a safe work environment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| • <b>AS/NZS 4804:2001</b>                              | <b>AS/NZS 4804:2001</b> Occupational health and safety management systems—General guidelines on principles, systems and supporting techniques.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| • <b>HB 211-2001</b>                                   | <b>HB 211:2001</b> Occupational health and safety management systems—A guide to AS 4801 for small business                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| • <b>Code of practice</b>                              | A <b>code of practice</b> provides practical guidance for people who have work health and safety duties. These codes give guidance on: how to achieve the standards required under the Act. effective ways to identify and manage risks. <ul style="list-style-type: none"> <li>• <b>Codes of practice</b> -               <ul style="list-style-type: none"> <li>• Plant 2020</li> <li>• <a href="#">Hazardous Chemicals Code of Practice 2003</a></li> <li>• <a href="#">Hazardous Manual Tasks Code of Practice 2011</a></li> <li>• <a href="#">How to Manage Work Health and Safety Risks Code of Practice 2011</a></li> <li>• <a href="#">Managing Noise and Preventing Hearing Loss at Work Code</a></li> </ul> </li> </ul> <p>HYPERLINK "</p> |

|                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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|                                                                              | <p><a href="http://www.deir.qld.gov.au/workplace/resources/pdfs/noise-preventing-hearing-loss-cop-2011.pdf">preventing-hearing-loss-cop-2011.pdf</a>"of Practice HYPERLINK "http://www.deir.qld.gov.au/workplace/resources/pdfs/noise-preventing-hearing-loss-cop-2011.pdf" 2011</p> <ul style="list-style-type: none"> <li>• <a href="#">Managing the Work Environment and Facilities Code of Practice 2011</a></li> <li>• <a href="#">Traffic Management for Construction or Maintenance Work Code of Practice 2008</a></li> <li>• <a href="#">Work Health and Safety Consultation, Co-operation and Co-ordination 2011</a></li> <li>• Managing the risk of Falls 2011</li> <li>• Prevention of Workplace Harassment 2004</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Guidance material</b></li> </ul> | <p>The national <b>material</b> provides practical advice for persons conducting a business or undertaking on how to manage risks at the workplace. The material includes information sheets to assist small businesses and workers meet their WHS obligations.</p> <p>Example of Guidance Materials at our workplace:</p> <p style="text-align: center;"><b>Hierarchy of Control</b></p> <p style="text-align: center;"><b>Controls should be as high as practical as in the “Most Effective to Least Effective” Guide shown below:-</b></p>                                                                                                                                                                                          |



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|----------------------------------|----------------------------------|
| <b>Outcome for Activity 1</b>    | Satisfactory<br>Not satisfactory |
| <b>Trainer/Assessor comments</b> |                                  |

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| <p>•</p> <p>Explain your involvement, as a workgroup supervisor, with incorporating the following policy areas into your organisation's WHSMS:</p> <ul style="list-style-type: none"> <li>• Injury management</li> <li>• Return-to-work</li> </ul> <p>In particular, explain how you would:</p> <ul style="list-style-type: none"> <li>• Contribute to the planning, development and promotion of these documents.</li> <li>• Seek the contribution and support of others in the planning, development and promotion of these documents.</li> <li>• Apply these documents to your own and others' work areas and job roles.</li> <li>• Communicate to others about the importance and application of these documents.</li> </ul> |
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| <b>Injury management policy</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Contributing to planning, development and promotion</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p>L&amp;D Contracting Injury management policy is of the highest priority and cannot be compromised. Our objective is a workplace free of incidents and injuries. To achieve this we must all ensure our own safety and that of our fellow workers through an absolute commitment to safe work practices and a healthy work environment. Our management aims is to minimise the level of impairment that an injury causes a person. It is a process which promotes sustainable employment for workers who have experienced an injury.</p> <p>Injury management is It includes:</p> <ol style="list-style-type: none"> <li>1) treatment of the injury, rehabilitation back to work, retraining in a new skill or into a new job, management of the workers compensation claim and the employment practices of the L&amp;D.</li> <li>2) It may also involve the redeployment of a worker where they are unable to return to their pre-injury duties.</li> </ol> <p>The purpose of L&amp;D Injury management policy and procedure is about ensuring the prompt, safe and durable return to work of an injured worker and to comply with the Work Health &amp; Safety and legal responsibilities:</p> <ol style="list-style-type: none"> <li>a) In the event of a workplace injury or illness, rehabilitation back to work, retraining in a new skill or into a new job, management of the workers compensation claim and the employment practices of the L&amp;D so as to provide the best opportunity to employees in returning to suitable employment as soon as possible.</li> <li>b) In notifying incidents of employee injury to WorkCover as required under the Work Health and Safety Act 2011 (WHS Act 2011).</li> </ol> |
| <b>Seek contribution and support in planning, development and promotion</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>L&amp;D Contracting will provide the following personnel on site: directors, managers, supervisors and workers. Their roles and responsibilities regarding safety on site:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

- Demonstrate commitment to the L&D Work Health and Safety ('WHS') management system by promoting a positive health and safety culture, which includes the timely, safe and durable return to work of an employee with a workplace injury or illness.
- Adequately resource injury prevention and injury management systems.
- Ensure requirements as set out in the WHS Act 2011 in conjunction with the Work Health and Safety Better Practice Procedures are understood and complied with.
- Ensure that training is provided to L&D involved in workers compensation in order that their obligations under the Workers Compensation legislation are understood.

**Incident Reporting, Investigation, Corrective & Preventative Action Procedure will prevent injuries at work:**

L&D Contracting will encourage all employees to report hazards, safety incidents and injuries immediately. Detection of an incident will require an incident report to be completed.

Our supervisors will investigate all reported hazards, incidents and injuries and document corrective actions. Any corrective / preventative actions shall be by processing the activities:-

- Describe the problem
- Contain the problem
- Investigate the problem
- Propose a solution to the problem
- Implement a solution to the problem
- Verify that the solution has solved the problem.

**Monitoring**

An external auditor may conduct product/process audits periodically.

**Participation**

L&D Contracting recognises the involvement of workers as essential in identifying potential hazards that can be eliminated, or minimised, before injuries occur. Tool Box Talks will be used to help management manage safety, to provide a forum for workers to have their say about safety issues and to help ensure safety awareness is maintained throughout the project. Where required specific safety issues will be raised, accidents reviewed, SWMS developed and presented for evaluation and familiarisation or safety alerts discussed.

**Apply policy/WSMS**

**L&D contracting apply the following policy & PROCEDURES:**

**First Aid, Accident and Incident Investigation Procedure:**

L&D Contracting will ensure the provision of first-aid facilities and services on site.  
The First-aid boxes are located in all L&D contracting vehicles and the client site office.

**Incident Investigation Requirements**

L&D Contracting shall investigate all incidents and accidents - that resulted in, or could result in an incident, near miss or injury. An incident investigation shall be initiated as promptly as possible, but not later than 24 hours following the incident. Once an incident has occurred the worker shall notify their supervisor as soon as practicable and fill out an Incident Report.

L&D Contracting shall establish an incident investigation team - which consists of at least one person knowledgeable in the process involved, including a employee if the incident involved work of the contractor, and other persons with appropriate knowledge and experience to thoroughly investigate and analyse the incident

**Incident Reports**

A report shall be prepared at the conclusion of the investigation which will include:

- Date of incident
- Date investigation began
- Description of the incident
- Factors that contributed to the incident
- Recommendations resulting from the investigation

**Corrective Actions** – Propose and implement a system to promptly address and resolve the incident report findings and recommendations.

**Report Review** - The report shall be reviewed with all affected personnel whose job tasks are relevant to the incident findings including contract employees where applicable.

L&D Contracting will investigate all accidents and incidents within a day of being advised. Investigation will be recorded on Accident Investigation.

Accidents will be recorded & investigated by an L&D Contracting delegate and a client representative.

**Communicate policy/WHSMS**

Developing an effective communication and consultation between management and workers about safety and health issues at the workplace will have a big impact in improving the employer's decision-making about safety and health matters, and an opportunity make positive cultural changes.

L&D Contracting shall ensure a worker is elected to the site safety committee.

The primary function of a workplace health and safety committee is to assist cooperation between employer, L&D Contracting and workers in developing and carrying out measures to ensure workplace health and safety at the workplace.

Workplace health and safety representatives (WHSR) are elected by fellow workers.

Representatives are entitled to carry out inspections and review the circumstances of workplace incidents. They are also entitled to participate in the workplace health and safety committee.

The site supervisor shall ensure all workers on site know their safety responsibilities and accountabilities through consultation – inductions, tool box / safety meetings and training.

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| <b>Return-to-work policy</b> |
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| <b>Contributing to planning, development and promotion</b> |
|------------------------------------------------------------|

Injury management policy and return to work policy are components of a Work Health and Safety management system. Work Health and Safety management systems are designed to reduce workplace injuries and disease by systematically eliminating or minimising risk so far as reasonably practicable, risks in relation to all persons affected (refer to the current Qld Health policy on Work Health and Safety: Practice Procedures)

L&D Contracting Return to Work Program is consistent with the Fund Claims Manager policies and procedures for managing workplace injuries. They must also comply with the Qld WorkCover Guidelines for Workplace Return to Work Programs.

The Return to Work Program outlines by the Workcover Qld's commitment to assist injured workers with accessing required treatment and rehabilitation, and specifies the steps needed to be taken to achieve a safe, timely and durable return to work. The program outlines how the injury will be managed from the early notification of an injury through to return to pre-injury duties.

### Seek contribution and support in planning, development and promotion

L&D Return to Work plan for injured worker is to return to work on suitable duties with restrictions, the Return to Work Co-ordinator or Rehabilitation Officer must develop and document a Return to Work Plan in consultation with all parties.

The parties include:

- a) the injured worker
- b) manager/supervisor
- c) Nominated Treating Doctor
- d) Return to Work Co-ordinator,
- e) Rehabilitation Provider (if applicable).

Where a significant injury has occurred, the Return to Work Plan becomes a component of the Injury Management Plan. The Return to Work Plan must be regularly monitored and reviewed by the Return to Work Coordinator or Rehabilitation Officer. Medical restrictions, suitable duties, hours worked, supervision arrangements, treatment times and review dates must be clearly outlined in the Return to Work Plan. The Return to Work Plan is written by the Return to Work Co-ordinator or Rehabilitation Officer.

### Apply policy/WHSMS

The Manager, Workplace Health and Safety has responsibility and authority for ensuring that the WHSMS requirements are established, implemented and maintained in accordance with AS/NZS 4801:2001 Occupational health and safety management systems, and reporting on the performance of the WHSMS to L&D Contracting directors and executives for review and as a basis for improvement of the WHSMS.

The WHS Plan provides the basis for individual work units, in their health and safety plans, to set local objectives and targets. As previously stated all L&D work include health and safety and operational plans.

L&D policy & procedures have been developed and applied so that managers know what actions they must take under the law in the event of a worker sustaining a work-related injury or illness. When these procedures refer to workplace injuries it also means work-related illness. The procedure aims to encourage a standard and consistent response to workplace injuries, including from immediately after the injury happens, to the ongoing management of the worker's injury, and an investigation into why the injury occurred. The procedures are supported by a range of checklists, forms, standard letters and brochures to assist managers to respond appropriately when a worker is injured.

### Communicate policy/WHSMS

L&D Contracting WHS Policy, health & safety documentations & other relevant information is communicated through **Document Control**:

#### ***L&D Contracting is responsible for:***

- Completing and maintaining the Safety Management Plan and providing a copy to the Client before work commences on site and whenever changes occur.
- Keeping a record of revisions that occur will be kept in the Record of Revision table on the cover page of this document.
- All obsolete pages will be destroyed.
- Maintaining a register of people to whom the Health & Safety Plan is issued using the Distribution List table below.
- Reviewing the Safety Management Plan when legislation, site activities and processes change that introduce new hazards to ensure it is up to date;
- Documents in printed format will be uncontrolled when printed.

- Management Representative is responsible for document control of external documents, such as updated legislation, Codes of Practices.

### Distribution List

Controlled copies of this Safety Management Plan have been issued to the holders nominated hereunder.

| No. | Name | Position | Issue Date |
|-----|------|----------|------------|
| 01  |      |          |            |
| 02  |      |          |            |
| 03  |      |          |            |
| 04  |      |          |            |

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| <b>Outcome for Activity 2</b>    | Satisfactory<br>Not satisfactory |
| <b>Trainer/Assessor comments</b> |                                  |

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| <ul style="list-style-type: none"> <li>• You are required, as a workgroup supervisor, to contribute to evaluating WHS performance for the following areas:             <ul style="list-style-type: none"> <li>• Compliance with WHS legislation</li> <li>• Incident investigation</li> </ul> </li> </ul> <p>Explain how you would:</p> <ul style="list-style-type: none"> <li>• Contribute to evaluation of these areas.</li> <li>• Communicate and explain evaluation of WHS performance to others.</li> <li>• Facilitate others' contributions to evaluate WHS performance. Be sure to consider timely collation of feedback.</li> <li>• 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.</li> </ul> |
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## Compliance with WHS legislation

### Contribute to evaluation

All employers or businesses (or other PCBU) must comply with laws to ensure the health and safety of all workers. The WHS legislation is supported by our prosecution guidelines, which supplements the National compliance and enforcement policy.

This **evaluation** plan has been designed to report on the progress made and changes which have occurred in achieving a harmonised approach to Work Health and Safety (WHS) legislation in Australia. In particular, the plan is designed to evaluate the implementation of the harmonisation of the work health and safety legislative framework.

L&D ensure the WHS management system is effective in meeting the objectives stated in the WHS Policy. The analysis and review of WHS information is crucial in the identification of adverse health and safety trends and allows for continuous improvement of the WHS management system and the L&D's WHS performance. These guidelines outline the processes and information required to ensure that the company objectively monitors and reviews WHS performance and implements corrective action to rectify adverse health and safety trends.

### Communicate and explain evaluation

Consultation, **communication** and collaboration form a fundamental part of every element of the **WHSMS** as well as each strategic objective within the health and safety strategy. We must foster networks to achieve efficient, effective and safe delivery of outcomes.

The primary purpose of communication and evaluation of WHS performance are:

- monitoring and evaluation of the performance of the WHS system
- reporting of WHS performance outcomes against objectives, targets and management plan
- outline of the process for the establishment of performance indicators for monitoring WHS performance
- identification of trends where WHS performance is required to be improved,
- benchmarking of the company's WHS performance against appropriate external measures.

#### COMMUNICATION AND CONSULTATION:

L&D expects honest and open communication from all personnel on-site and is supportive of a work environment that supports this.

Where there are other occupants of the site, L&D shall establish consultative processes for the purpose of cooperation, liaison and reviewing HSE matters relative to the conduct of the work. L&D will consult with Health and Safety Representatives as per the Work, Health and Safety Regulation 2011 and L&D Contracting's requirements.

Regular formal consultation between different areas and levels of the project will be conducted to provide adequate information, provide an opportunity for HSE suggestions and to encourage participation of employees at all levels in HSE activities. Examples of forums include: management meetings, site HSE committees, safety alerts and notice boards.

Site co-ordination meetings shall be conducted on a weekly basis.

Interfacing trade activity reviews will be conducted during daily pre-start and re-start where injury, illness or damage could occur between tasks occurring at the same time in the same work space.

#### Site HSE committee/Consultation Group:

A Health Safety and Environmental Committee /Consultation Group shall be established and a meeting held once a month in accordance with the requirements of the Work, Health and Safety Act 2011.

The HS&E Committee/Group may comprise the following:

- L&D Management Representative
- Safety Advisors
- HS&E Representative/s

- Project Manager
- Project Engineer
- Supervisors
- Representatives of major subcontractors(PCBU) on site

### **Facilitate others' contributions**

#### **Internal and external notifications**

L&D will communicate significant risks, relevant incidents, suggested practices and hazardous conditions to employees, contractors (PCBU) and key stakeholders (where required).

External parties such as auditors, union officials and government agencies with right of entry will be allowed access and information as requested. Other external parties such as community and politically motivated groups will be advised to seek information through L&D Management.

L&D has processes in place to ensure all employees, subcontractors (PCBU), and other relevant stakeholders are provided with an opportunity to contribute to HSE matters. To assist with this HSE notice boards must be fixed in prominent positions on site and display current HSE information such as notices and bulletins, minutes of meetings and reports.

All project based communications developed by the L&D will be completed on the approved form and distributed according to provide guidance.

Pre-start meetings are held prior to the commencement of each shift and as required during the course of a shift, where personnel are transferred to a new task or location.

### **Example of a limitation or negative effect**

There are many good reasons why supervisors and managers should investigate incidents and near misses. One of the most important reasons is that supervisors and managers are responsible for making sure any problems are corrected. In addition, Section 40(10)(l) of the Act requires the workplace safety and health committee to participate in investigations of incidents.

A good example where WHSMS will have a negative effect are:

- If the workforce lacks faith in the WHSMS to help keep them safe at work, injuries and incidents are likely to follow.
- Lack of will or resources may result in the implementation of a WHSMS being watered down
- Lack of authority will translate the budget constraints or prohibitive red tape.
- Prohibitive red tape where the bureaucracies will discourage some employees from full participation in cultivating safe organizational culture.

## **Incident investigation**

### **Contribute to evaluation**

An incident investigation is the account and analysis of an incident based on information gathered by a thorough examination of all contributing factors and causes involved. The purpose of Incident Investigation is to evaluate and not to find fault or lay blame, but rather to identify the basic causes of incidents so that controls can be put in place to prevent further occurrences. Information from the investigation should be put on the record, but not used to discipline anyone. This policy encourages witnesses to tell investigators everything they know.

Section 7.4(5)(l) of the Workplace Safety and Health Act requires a procedure for the investigation of incidents, dangerous occurrences and refusals to work pursuant to Section 43 of the Act. Investigation of incidents provide valuable information needed to prevent similar incidents in the future.

### **Communicate and explain evaluation**

L&D Incident Investigation Guideline is a guide to completing an incident investigation and the Incident Reporting and Investigation form. It is designed to meet the legislative requirements for incident reporting and investigation outlined in the OSH Act [1] and OHS Regulations [2].

This Incident Reporting and Investigation Procedures are:

- Hazards - A situation that has the potential to harm a person or cause damage to the environment or property.
- Hierarchy of control - is contained in the Writing Safe Work Procedures Guideline.
- Illness - Any work related illness, including disease.
- Incidents - Any unplanned event resulting in, or having a potential for injury, ill health, damage or other loss." (AS/NZS 4801:2001 [3])
- Serious injury - An injury or illness that will result in the affected person losing one or more working days or shifts
- Potential Risk - defined as low, medium, high or extreme based on the University Health and Safety Risk Matrix prior to any corrective actions or controls have been implemented.
- Residual Risk Residual - defined as low, medium, high or extreme based on the University Health and Safety Risk Matrix after recommended corrective actions or controls have been implemented.

To conduct an effective accident/incident investigation, it is essential to look at all aspects of design, environment/work process, and behaviour components, such as plant, procedures and people, rather than trying to isolate a single cause.

### **Facilitate others' contributions**

L&D management holds the legal responsibility for the safety of the workplace and therefore the role of supervisors and higher management and the role or presence of management systems must always be considered in an incident investigation. Some jurisdictions provide guidance such as requiring that the incident must be conducted jointly, with both management and labour represented, or that the investigators must be knowledgeable about the work processes involved.

### **Example of a limitation or negative effect**

A difficulty that has bothered many investigators is the idea that one does not want to lay blame. However, when a thorough worksite investigation reveals that some person or persons among management, supervisor, and the workers were apparently at fault, then this fact should be pointed out. The intention here is to remedy the situation, not to discipline an individual.

Failing to point out human failings that contributed to an incident will not only downgrade the quality of the investigation, it will also allow future incidents to happen from similar causes because they have not been addressed.

However never make recommendations about disciplining anyone who may be at fault. Any disciplinary steps should be done within the normal personnel procedures.

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| <b>Outcome for Activity 3</b>    | Satisfactory<br>Not satisfactory |
| <b>Trainer/Assessor comments</b> |                                  |

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| <ul style="list-style-type: none"><li>• You are required, as a workgroup supervisor, to contribute to reviewing and improvement of WHS performance for the following areas:<ul style="list-style-type: none"><li>• Compliance with WHS legislation</li><li>• Incident investigation</li></ul></li></ul> <p>Explain how you would:</p> <ul style="list-style-type: none"><li>• Contribute to review and improvement of these areas.</li><li>• Communicate and explain to others the review and improvement of the WHSMS.</li><li>• Facilitate others' contributions to review and improve the WHSMS. Be sure to consider timely collation of feedback.</li></ul> |
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### **Compliance with WHS legislation**

#### **Contribute to review and improvement**

The health and safety of our people is of the highest priority and cannot be compromised. Our objective is a workplace free of incidents and injuries. To achieve this we must all ensure our own safety and that of our fellow workers through an absolute commitment to safe work practices and a healthy work environment.

To deliver on our commitment, we will:

- Communicate L&D Contracting's Health and Safety Policy and procedures to all employees and other stakeholders as appropriate to ensure they are aware of their obligations with respect to L&D Contracting's operations
- Comply with all applicable health and safety laws, regulations and statutory obligations
- Ensure that health and safety management and practices are incorporated into all aspects of our operations
- Seek to achieve the personal commitment of all employees, sub-contractors(PCBU); suppliers and consultants to healthy and safe workplace practices
- Provide health and safety risk management systems and procedures that are relevant to the nature and scale of work undertaken
- Maintain and monitor health and safety performance indicators
- Set measurable targets and seek to continually improve our health and safety performance, and
- Periodically review and revise our Health and Safety Policy and procedures to maintain their relevance.

#### **Communicate and explain review and improvement to others**

L&D is responsible for all review & improvements of the WHS:

- i) Completing and maintaining the Safety Management Plan and providing a copy to the Client before work commences on site and whenever changes occur.
- ii) Keeping a record of revisions that occur will be kept in the Record of Revision table on the cover page of this document.

- iii) Maintaining a register of people to whom the Health & Safety Plan is issued
- iv) Reviewing the Safety Management Plan when legislation, site activities and processes change that introduce new hazards to ensure it is up to date.
- v) Documents in printed format will be uncontrolled when printed.

L&D Management Representative is responsible for document control of external documents, such as updated legislation, Codes of Practices.

#### **Facilitate others' contributions**

Workplaces in which employees actively contribute to health and safety often have a lower occupational risk level and accident rates. The main reasons why workers should actively influence management decisions include: Worker participation helps in developing realistic and effective ways of protecting workers.

At L&D employees contribute to workplace meetings, inspection other health and safety consultative activities so that they are able to raise any opinions or concerns they may have relating to health and safety.

#### **Incident investigation**

##### **Contribute to review and improvement**

The development of Incident Investigation report included a review of the external and internal indicators is to improve organisational level WHS and to influence WHS performance through the direct allocation of human and KPIs relating to incident investigations, sick leave, absenteeism and return to work.

The key steps to a safe work environment will be the basic components of L&D health and safety program and will improve WHS performance:

- Create a Plan for Improving Health and Safety
- Inspect Your Workplace
- Train Your Employees
- Keep an Open Dialogue
- Investigate Accidents
- Maintain Records
- Make Improving Health and Safety a Key Part of Business

#### **Communicate and explain review and improvement to others**

Any document created for the WHSMS at L&D is to be reviewed at least every 3 years to ensure relevance to organisational requirements, their effectiveness, suitability, currency of information and compliance to WHS legislation, standards or codes of practice. Knowledge of WHS matters, therefore, provides an essential foundation for corporate governance and sound business decisions. Key concepts are particularly important to ensure officers recognise the various sources of potential hazards, prioritise options for risk mitigation appropriately, and appreciate the role of hierarchy of control principles in selecting the most appropriate and cost-effective hazard elimination or risk minimisation solution.

A successful workplace health and safety incident reviews and system improvement processes relay a clear purpose, have allocated responsibilities within each step of either the investigation or improvement process, suggest relevant analysis tools, provide standard templates and procedures for reporting outcomes, and ensure that actions and outcomes of incident investigations and improvements are disseminated, without disclosing personal details, to persons who are directly or indirectly affected by either the incident or improvements made as a direct outcome of the incident.

#### **Facilitate others' contributions**

The need to understand WHS concepts stems from the inextricably interwoven relationship between WHS and other aspects of business activity. Many routine business decisions have unintended, and often unrecognised, WHS consequences, so understanding WHS enables

officers to appreciate how their individual decisions and actions can, positively or negatively, consciously or unconsciously, influence risk factors that drive WHS performance.

At L&D, the supervisor is directly involved in incident investigations. The advantage is that this person is likely to know most about the work and persons involved and the current conditions. Our Supervisor can usually take immediate remedial action. The counter argument is that there may be an attempt to gloss over the supervisor's shortcomings in the incident. This situation should not arise if the incident is investigated by a team of people which include our WHS officer and witness to the incident. If the worker representative(s) and the investigation team members review all incident investigation findings and recommendations thoroughly.

In some cases, other authorities may have jurisdiction, such as if a serious injury or fatality occurred. Our organization establish, implement, and maintain a procedure to coordinate managing incidents with the authority having jurisdiction (e.g., police, OH&S inspectors, etc.). This coordination may include the authority taking control of the incident scene.

|                                  |                                  |
|----------------------------------|----------------------------------|
| <b>Outcome for Activity 4</b>    | Satisfactory<br>Not satisfactory |
| <b>Trainer/Assessor comments</b> |                                  |

### QUIZ

| QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CORRECT |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| <ul style="list-style-type: none"> <li>Which of the following are elements of WHS policy that belong within a WHSMS? Select all that apply. <ul style="list-style-type: none"> <li>Commitment to comply with relevant WHS legislation</li> <li>Effective rehabilitation management of work injuries and disease</li> <li>Documenting, implementing, maintaining and communicating the WHS policy to all workers</li> <li>Return to work of injured workers</li> </ul> </li> </ul> | ALL     |
| <ul style="list-style-type: none"> <li>Development, promotion and communication of WHS policy are the responsibility of PCBU's only. <ul style="list-style-type: none"> <li>True</li> <li>False</li> </ul> </li> </ul>                                                                                                                                                                                                                                                            | FALSE   |
| <ul style="list-style-type: none"> <li>It is best practice to communicate with others in the planning, implementation, evaluation and review of WHSMS <ul style="list-style-type: none"> <li>True</li> <li>False</li> </ul> </li> </ul>                                                                                                                                                                                                                                           | TRUE    |
| <ul style="list-style-type: none"> <li>Which of the following are types of evaluation processes for monitoring WHS performance? Select all that apply. <ul style="list-style-type: none"> <li>Worker health surveillance</li> <li>Writing policies and procedures</li> <li>Monitoring effectiveness of risk controls</li> <li>Auditing</li> </ul> </li> </ul>                                                                                                                     | ALL     |
| <ul style="list-style-type: none"> <li>The WHS regulator provides which of the following to assist with policy and WHSMS development? Select all that apply.</li> </ul>                                                                                                                                                                                                                                                                                                           | ALL     |

|                                                                                                                                                                                                                                     |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Fact sheets on the role of return-to-work practices<br>Fact sheets on what happens when a worker is injured<br>Work Health and Safety Consultation, Co-operation and<br>Co-ordination Code of Practice<br>Return to work checklists |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

|                                  |                                  |
|----------------------------------|----------------------------------|
| <b>Outcome for Quiz</b>          | Satisfactory<br>Not satisfactory |
| <b>Trainer/Assessor comments</b> |                                  |

### 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.          |                                      |
| <b>Name of observer</b>                                                                                                                                                                          |                                      |
| <b>Role of observer<br/>(Confirm their suitability to sign)</b>                                                                                                                                  | Trainer/Assessor<br>Other (specify): |
| <b>Phone number of observer</b>                                                                                                                                                                  |                                      |
| <b>Email address of observer</b>                                                                                                                                                                 |                                      |
| <b>Signature of observer</b>                                                                                                                                                                     |                                      |
| <b>Date</b>                                                                                                                                                                                      |                                      |
| <b>Comments</b>                                                                                                                                                                                  |                                      |

|                                   |                                  |
|-----------------------------------|----------------------------------|
| <b>Outcome for Practical Task</b> | Satisfactory<br>Not satisfactory |
| <b>Trainer/Assessor comments</b>  |                                  |