

BSBWHS406

Assist with responding to incidents



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ASSESSMENT FOR BSBWHS406

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

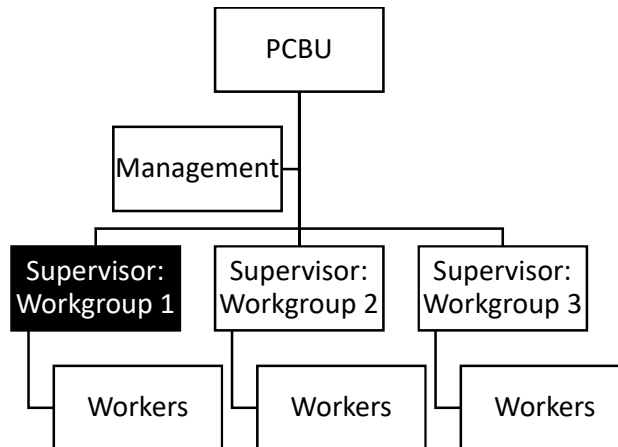
TASK INSTRUCTIONS

- 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
Duty holders and duties	▪ Workbook response (below)
Policies, procedures and processes	Workbook response (below)
Providing first aid	Workbook response (below)
Collecting information and data for investigations	Workbook response (below)
Assist incident investigations	Workbook response (below)
Implementing measures and actions	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	Landscape Construction Crew

a)

Identify two (2) parties (apart from yourself) who hold a duty within your workplace regarding notification, reporting and documentation of incidents.

- Identify relevant section of WHS legislation which imposes the obligation.
- Explain what they are obliged to do under the legislation.
- Explain the method by which you, as a workgroup supervisor, would communicate the legislated requirements to the individuals and parties.

10. Explain how you have accommodated the audience's range of abilities and backgrounds.

- Explain how you would assist with meeting the legislative requirements in your role as a workgroup supervisor.

Name of Individual/Party 1
PCBU Or management/ person in control of workplace
Relevant section of WHS legislation
Section 19 WHS Act 2011 (QLD) Section 36 & 38 WHS Act 2011 (QLD) WHS Regulations 2011 QLD Section 77
Obligations

Section 19 – PCBU's primary duty of care, must ensure, so far as reasonably practicable, the health and safety of –

(a) workers engaged, or caused to be engaged by the person; and

(b) workers whose activities in carrying out work are influenced or directed by the person;

while the workers are at work in the business or undertaking.

A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

PCBUs also have a duty to ensure various other points under the Act including–

- the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking; and
- that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

This extends to include incidents and their responses including investigations and implementation of risk control measures in the workplace.

By identifying hazards, assessing risks that may result because of hazards and deciding on appropriate control measures to prevent or minimise the levels of risk are all linked to investigation of incidents and ensuring the health and safety of workers.

Under Section 36 – Defines Notifiable Incident:

- The death of a person
- A serious injury or illness of a person
- A dangerous incident

PCBU has a duty to notify regulator of notifiable incidents under Section 38

PCBU has a duty to notify the regulator of any notifiable incidents.

1) A PCBU must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

2) The notice must be given as required under this section and by the fastest possible means

3) the notice must be given –

- By telephone; or
- In writing.

(4) A person giving notice by telephone must—

(a) give the details of the incident requested by the regulator; and

(b) if required by the regulator, give a written notice of the incident within 48 hours of that requirement being made.

(5) A written notice must be in a form, or contain the details, approved by the regulator.

(6) If the regulator receives a notice by telephone and a written notice is not required, the regulator must give the person conducting the business or undertaking—

- (a) details of the information received; or
- (b) an acknowledgement of receiving the notice.

(7) A person conducting a business or undertaking must keep a record of each notifiable incident for at least 5 years from the

day that notice of the incident is given to the regulator under this section.

Under Section 39 –

The person with management or control of a workplace at which a notifiable incident has occurred must ensure so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs.

A reference to a site includes any plant, substance, structure or thing associated with the notifiable incident.

- does not prevent any action—

- (a) to assist an injured person; or
- (b) to remove a deceased person; or
- (c) that is essential to make the site safe or to minimise the risk of a further notifiable incident; or
- (d) that is associated with a police investigation; or
- (e) for which an

Under Section 16 it is important to remember the following:

- More than 1 person can have a duty
- More than 1 person can concurrently have the same duty
- Each duty holder must comply with that duty to the standard required by this Act even if another duty holder has the same duty
- If more than 1 person has a duty for the same matter, each person—
 - (a) retains responsibility for the person's duty in relation to the matter; and
 - (b) must discharge the person's duty to the extent to which the person has the capacity to influence and control the matter or would have had that capacity but for an agreement or arrangement purporting to limit or remove that capacity

During any WHS incident investigation PCBU's have a duty, as far as it is reasonably practicable to consult with workers. This allows for effective delegation of responsibility during the 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 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.

WHS Regulations 2011 QLD explains what is required by each party involved for different notifiable incidents.

Under Section 38 – it explains a notifiable incident will occur before of the risk.

- (1) A duty holder must review and, as necessary, revise control measures implemented under this regulation so as to maintain, so far as is reasonably practicable, a work environment that is without risks to health or safety. (2) Without limiting subsection (1), the duty holder must review and, as necessary, revise a control measure in the following circumstances— (a) the control measure does not control the risk it was implemented to control so far as is reasonably practicable (b) before a change at the workplace that is likely to give rise to a new or different risk to health or safety that the measure may not effectively control; (c) a new relevant hazard or risk is identified; (d) the results of consultation by the duty holder under the Act or this regulation indicate that a review is necessary; (e) a health and safety representative requests the review under subsection (4).
- If a notifiable incident occurs with connection to the works as defined in sections different – records must be kept for up until 2 years including WHS management plans, SWMS, permits, assessments, etc. (ie. Confined spaces, excavation works)
- Section 711 - Duty to notify of notifiable incidents (1) A relevant person must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the relevant activity has happened. Maximum penalty—100 penalty units. (2) The notice must be given as required under this section and by the fastest possible means. (3) The notice must be given— (a) by telephone; or (b) in writing. Example— The written notice can be given by facsimile, email or other electronic means. (4) A person giving notice by telephone must— (a) give the details of the incident requested by the regulator; and (b) if required by the regulator, give a written notice of the incident within 48 hours of that requirement being made. (5) A written notice must be in a form, or contain the details, approved by the regulator. (6) If the regulator receives a notice by telephone and a written notice is not required, the regulator must give the person conducting the business or undertaking— (a) details of the information received; or (b) an acknowledgement of receiving the notice. (7) A relevant person must keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator under this section.

Section 712 - Duty to preserve incident sites (1) The person with management or control of relevant premises at which a notifiable incident has happened must ensure, so far as is reasonably practicable, that the site where the incident happened is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs. (2) In subsection (1) a reference to a site includes any goods, plant, substance, structure or thing associated with the notifiable incident. (3) Subsection (1) does not prevent any action— (a) to assist an injured person; or (b) to remove a deceased person; or (c) that is essential to make the site safe or to minimise the risk of a further notifiable incident; or (d) that is associated with a police investigation; or (e) for which an inspector or the regulator has given permission.

Method for communicating requirements

How I would accommodate for different backgrounds or abilities:

- I would ensure that their health and safety obligations and rights are clearly understood
- Work closely with others
- Encourage participation and support
- Relate to how PCBUs may react differently to the incidents
- Communicate effectively and provide supporting documentation
- Provide the opportunity for questions to help share information and confirm responsibilities
- Continue to provide advice and resources
- Communicate using a variety of sources to reflect verbal and non-verbal communication such as – training sessions, ongoing support, conduct drills, provide instructions/ toolboxes, noticeboards and newsletters

Your role in meeting requirements

- I would ensure I have checked all TLCC safety documents such as SMP and existing procedures to be sure I am following the correct steps to assist with the process or identify gaps where procedures or processes need to be developed
- Develop a procedure to ensure all individuals and parties are aware of their responsibilities and steps to be taken to ensure incidents are brought to the relevant individual's attention
- Develop a procedure to ensure health and safety incidents are reported promptly to managers and/ or WHS regulator
- I would check all legislation, code of practices, guidance materials and any external website to ensure compliance – Safe Work Australian information booklet on Notifiable Incidents
- Preserve the site – the immediate area where the incident occurred
- Ensure PCBUs have access to appropriate resources and are using them
- Conduct regular drills and also ensure training is delivered
- Communicate with others – informing them of duties and any outcomes from incidents and investigations
- Internally notify others on the incident that need to be aware
-

Name of Individual/Party 2

Workers

Relevant section of WHS legislation

Section 28 WHS Act 2011 (QLD)

Obligations

Duties of Workers – While at work they must:

- o Take reasonable care for their own health and safety;
- o Take reasonable care that their acts or omissions don't adversely affect health and safety of others;
- o Comply as reasonably able, with any reasonable instruction given by PCBU to allow them to comply with the Act; and
- o Co-operate with any reasonable policy or procedure of PCBU re health or safety at the workplace, that has been notified to workers.

These duties implementation of controls, hazard identification, SWP, SWMS.

This would also extend to how they respond to incidents – first aid, emergency response and their contribution to investigations and the implementing of control measures or ideas they may have including feedback.

Method for communicating requirements

How I would accommodate for different backgrounds or abilities:

- I would ensure that their health and safety obligations and rights are clearly understood
- Work closely with others
- Encourage participation and support
- Relate to each individual and different responses/ reactions they might have to the incident
- Communicate effectively and provide supporting documentation
- Provide the opportunity for questions to help share information and confirm responsibilities – suggestion boxes, toolbox talks
- Continue to provide advice and resources in some cases organise counselling
- Communicate using a variety of sources to reflect verbal and non-verbal communication such as – training sessions, ongoing support, conduct drills, provide instructions/ toolboxes, noticeboards and newsletters
- Work closely with others
- Encourage participation and support
- Carry out regular emergency drills and training sessions to create an understanding
- Regular toolboxes
- Delegate tasks accordingly to balance out the workers abilities
- Be culturally aware, sensitive and respectful
- Continuously ask for opinions and feedback on current emergency plans in place

Your role in meeting requirements

- Develop a procedure to ensure all individuals and parties are aware of their responsibilities and steps to be taken to ensure incidents are brought to the relevant individual's attention
- Develop a procedure to ensure health and safety incidents are reported promptly to managers and/ or WHS regulator
- I would Check all legislation, code of practices, guidance materials and any external website to ensure compliance – Safe Work Australian information booklet on Notifiable Incidents
- Conduct regular training sessions or on-site emergency drills
- Develop Emergency Response Plans specific for each site and ensure it is trained during induction time and displayed at all times throughout the project

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

b)

Identify one (1) of each of the following within your chosen organisation which deals with notification, reporting and documentation of incidents:

- (2) WHS policy
- (3) WHS procedure
- (4) WHS process
- (5) WHS system

For each:

- Summarise its requirements regarding notification, reporting and documentation of incidents
- Explain how you assist with notifying, reporting and documenting incidents in line with these requirements

Name of WHS policy

WHS Policy

Summary of requirements

The IMS has the objective of eliminating work-related injury and illness by:

- Conforming to legislative requirements, being the Qld Act, Regulations and Codes of Practice;
- Managing risks associated with our business activities;
- Providing and maintaining a work environment without risks to health and safety;
- Providing any information training, instruction or supervision that is required;
- Monitoring the health of workers and the conditions at the workplace for the purpose of preventing illness or injury of workers arising from work performed by **TLCC**; and
- Establishing measurable objectives and targets to document and monitor our progress.

TLCC Mission Statement: "Zero Harm"

The above dot points taken from TLCC WHS Policy are a summary of requirements relating to notification, reporting and documentation of incidents. Although there is no direct mention of notification, reporting or documenting of incidents, the policy covers the company's objectives and aims which extends to incidents, and ensuring we comply with legislation, manage risks, provide training, etc.

Your role with notifying, reporting and documenting incidents

- Coordinate and encourage participation and consultation
- Review against legislative compliance and TLCC safety procedures/ processes already in place
- Arrange or conduct training sessions for stakeholders especially induction training and follow up with refresher training.
- Ensure procedures are in place
- Ensure management have access to and are using resources effectively
- Fulfil a role under legislation
- Notifying of incidents & preservation of site
- Write up reports or add to HOIN and continue to monitor until closed out

Name of WHS procedure
An incident resulting in an injury procedure
Summary of requirements
• Injury occurs; • Employee reports injury to supervisor; • First aid administered; • Employee is transported to TLCC offices (in non-emergency cases only). • Supervisor drives employee to medical consultation and completes TLCC documentation; • Supervisor advises HSEQ manager and Office manager; • Medical practitioner is informed of TLCC's back to work policy, and doctor generates a WorkCover report form;
Your role with notifying, reporting and documenting incidents
• Coordinate and encourage participation and consultation • Review against legislative compliance and TLCC safety procedures/ processes already in place • Arrange or conduct training sessions for stakeholders especially induction training and follow up with refresher training. • Ensure procedures are in place • Ensure management have access to and are using resources effectively • Fulfil a role under legislation • Notifying of incidents & preservation of site • Write up reports or add to HOIN and continue to monitor until closed out

Name of WHS process
Incident reporting process
Summary of requirements
1. Injury occurs; 2. Employee reports to supervisor; 3. First aid administered; 4. Employee is transported to TLCC office. Unless the injury is life threatening wherein the Queensland Ambulance Service is to be contacted immediately. 5. Supervisor advises HSQ Advisor, Office Manager and Project Manager. 6. Project Manager advises Principal Contractor & Client of incident. 7. Supervisor drives Employee to medical consultation and completes TLCC / WorkCover documentation; 8. Medical Practitioner is informed of TLCC's back to work policy; and generates a work cover report form; 9. Medical Practitioner forwards a WorkCover Medical Certificate to TLCC specifying injury and treatment and any restrictions to normal duties; 10. Supervisor or Employee complete WHSEF-013 HOIN report and submits to office within 24 hours of incident. 11. HSQ Advisor and/or Office Manager investigates incident and reports to WorkCover; 12. HSQ Advisor and Employee, formulates back to suitable duties plan with consideration of medical practitioner's advice. 13. Employee, Medical practitioner and HSQ Advisor review Suitable Duties Plan weekly or as per Medical Certificate until Medical practitioner issues a clearance to return to normal duties. 14. Employee wage and medical expense reimbursements will be managed by TLCC and/or WorkCover depending on the circumstances.
Your role with notifying, reporting and documenting incidents
• Coordinate and encourage participation and consultation • Review against legislative compliance and TLCC safety procedures/ processes already in place • Arrange or conduct training sessions for stakeholders especially induction training and follow up with refresher training. • Ensure procedures are in place • Ensure management have access to and are using resources effectively • Fulfil a role under legislation • Notifying of incidents & preservation of site • Write up reports or add to HOIN and continue to monitor until closed out

Name of WHS system
Safety Management Plan
Summary of requirements
This written SMP - Safety Management Plan has been developed for this construction project with the purpose of: • Detailing how our Company will discharge our obligations for managing health and safety on the project; • Defining responsibilities relevant to the project; • Communicating project specific requirements to workers, contractors and other interested persons;

- Detailing how contractors will be managed;
- Identifying and managing key Work Health and Safety risks and establishing realistic project objectives and targets;
- Complying as a minimum, with all applicable laws and regulations;
- Integrating WHS management into our project and planning processes complying with the WHS requirements of Client's project sites;
- Providing employees with the training and resources required to fulfil their WHS responsibilities;
- Engaging with our stakeholders regarding our current and planned activities and responding to their concerns in a transparent manner;
- Clearly defining the WHS roles and responsibilities of project personnel involved in the construction of the project;
- Communicating the intent of our Commitment to our contractors and suppliers; and
- Monitoring, reviewing and periodically auditing our WHS performance.

Your role with notifying, reporting and documenting incidents

- Coordinate and encourage participation and consultation
- Review against legislative compliance and TLCC safety procedures/ processes already in place
- Arrange or conduct training sessions for stakeholders especially induction training and follow up with refresher training.
- Ensure procedures are in place
- Ensure management have access to and are using resources effectively
- Fulfil a role under legislation
- Notifying of incidents & preservation of site
- Write up reports or add to HOIN and continue to monitor until closed out

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

c)

Identify one (1) of each of the following within your chosen organisation which deals with providing first aid:

- WHS procedure
- WHS process

For each:

- Summarise its requirements regarding providing first aid
- Explain how you assist with meeting the requirements

Name of WHS procedure

An incident resulting in an injury procedure

Summary of requirements

- First aid administered
- Employee reports injury to supervisor
- Employee is transported to TLCC offices (in non-emergency cases only)
- Supervisor drives employee to medical consultation and completes TLCC documentation;
- Supervisor advises HSEQ manager and Office manager;
- Medical practitioner is informed of TLCC's back to work policy, and doctor generates a WorkCover report form
- HSEQ department and employee, formulate back to suitable duties plan with consideration of medical practitioner's advice; and
- Employee, medical practitioner and HSEQ department review suitable duties plan weekly
- HSEQ department investigates incident

Your role in meeting requirements

- Check all legislative requirements including First Aid in the workplace – Code of Practice 2014 and <https://www.safeworkaustralia.gov.au/first-aid> for guidelines to ensure that any procedures and processes I place are inline with the law and follow guides.
- Train workers, site supervisors, provide instructions/ toolboxes regularly – safety folders to explain the steps on site at all times for first aid
- Refill and supply first aid kits to crews – containers/ vehicles and sites – refill/ service annually or as required
- Ensure first aid personnel are on each site and receive correct training and refresher training as required – '5 principles of first aid'
- If on site provide first aid and make sure the worker gets the right care
- Record the injury on a HOIN register and have a HOIN report completed – this can be filed with any supporting documents/ follow up documents, photos, etc and the HOIN will be followed up and monitored until closed out.
- Ensure a first aid officer has been allocated to the work site, and ensure they are aware of their responsibilities to ensure reasonable access to appropriate and adequate first aid equipment and ensure identification, location and contact details of the first aider will be communicated at the site induction and on site signage.
- Continue to monitor workplace hazards and maintain a health and safe workplace

Name of WHS process

Injury steps from SMP – first aid requirements

Summary of requirements

- Site Supervisor is responsible for ensuring reasonable access to appropriate and adequate first aid equipment.
- At a minimum TLCC Site Foreman or Supervisor will have a first aid kit in their vehicle.
- Contractors must ensure that they have appropriate first aid for their workers.
- Identification, location and contact details of the first aider will be communicated at the site induction and on site signage
- If a person requires first aid treatment they will, where possible notify the nominated first aid officer directly, if not possible the Site Manager will arrange for suitable treatment - If no further treatment is required the worker may return to work.

In accordance with the WHS Act and Code of Practice for First Aid in the Workplace TLCC will:

- Assess the requirements for the provision of first aid equipment, facilities and personnel;
- Consult with workers and other organisations;
- Provide and maintain required first aid equipment, facilities and personnel; and
- Define and communicate procedures for accessing first aid in an emergency

First Aid for Projects

Due to the varied nature of projects first aid requirements will be assessed and implemented for each project in consultation with workers and other relevant parties for instance, Principal Contractors, contractors or clients. The outcome of this assessment will be detailed in the Project Management Plan.

This assessment will take into consideration:

- The number of workers on site;
- Hours of work i.e. shift work;
- The types and severity of injuries likely to occur;
- The availability of subsequent medical attention i.e. when working in remote areas; and
- Any other project specific requirements i.e. contractual requirements.

Where required, TLCC will appoint an appropriately trained first aid officer for the project. The identity, location and contact details of the first aider are communicated at the site induction if held or in Tool Box Talks.

Where first aid kits are provided by TLCC they will be:

- Located in a prominent position;
- Easily recognisable with a prominent first aid sticker on the kit; and
- Regularly checked and restocked

Your role in meeting requirements

- Check all legislative requirements including First Aid in the workplace – Code of Practice 2014 and <https://www.safeworkaustralia.gov.au/first-aid> for guidelines to

ensure that any procedures and processes in place are in line with the law and follow guides. - Train workers, site supervisors, provide instructions/ toolboxes regularly – safety folders to explain the steps on site at all times for first aid - First Aid Officers undergo an approved training course every three years and recommended annual re-training in cardio pulmonary resuscitation. - Refill and supply first aid kits to crews – containers/ vehicles and sites – refill/ service annually or as required - Ensure first aid personnel are on each site and receive correct training and refresher training as required – ‘5 principles of first aid’ - If on site provide first aid and make sure the worker gets the right care - Record the injury on a HOIN register and have a HOIN report completed – this can be filed with any supporting documents/ follow up documents, photos, etc and the HOIN will be followed up and monitored until closed out. - Ensure a first aid officer has been allocated to the work site, and ensure they are aware of their responsibilities to ensure reasonable access to appropriate and adequate first aid equipment and ensure identification, location and contact details of the first aider will be communicated at the site induction and on site signage. - Continue to monitor workplace hazards and maintain a health and safe workplace
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Outcome for Activity 3	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

• Identify two (2) types of information and data that would be collected regarding actions and events leading up to (or occurring during or after) an incident.

For each:

- Identify the person you would collect the information and data from.
- Explain the data-collection technique you would use to collect the information and data.
- Explain why the collection of this information is necessary.
- Explain what type of additional information and data you may access to supplement it and where you would obtain it from.

Name of information/data type 1
Photos and documents – evidence of preparations and controls applied prior to re-commencement of works. The use of these photos and documents includes evidence to keep on file for closing out items on HOIN register and can be used to determine the effectiveness of the control measures and if possible factors or changes are required.
Collected from Site Supervisor and sub-contractors
How it is collected Collected via email or in person. Filed in HOIN files, investigation files and project folders.
Necessity of collection To ensure control measures are being implemented and to provide evidence with the investigation report to the regulator. The photos and documents can also be used for review to ensure correct measures are in place and if further controls may be required. Photos can be compared to photos taken before or at the time of the incident to identify the possible cause of the incident. Documents would be kept on file for future reference or training purposes and kept for 5 years with investigation records.
Additional information HOIN registers and timelines of events can be used to supplement these photos and documents – to determine any factors that may be occurring regularly on sites, where changes need to be made or simply to provide evidence that changes have been made through timelines and statistics from HOIN register. Photos that are taken before the incident or at the time of the incident can be used to supplement these photos as well as documents used prior to the incident occurring. These would be obtained from electronic project folders, site supervisors or sub-contractors and compared to the photos and documents used after the time of incident to determine if control measures are implemented and the effectiveness.

Name of information/data type 2
Safety documents: - TLCC safety documents - Site specific documents - Subcontractor safety documents – if involved in incident The above can include but not limited to: - SMP - Risk assessments - SWMS - Site Specific induction forms - Safe work procedures - DBYD - Daily Pre-Start Checklists - Permit to work for any high-risk works - Site inspection checklists - Site induction or visitor registers - Sub-contractor prequalification - Tickets and licences – qualifications - Maintenance records or plant inspection checklists if involved in incident
Collected from
Site Supervisor, Project Managers and Contract Administrators and subcontractors. In some cases, workers or 2ICs may be responsible for collating documents and sending to the office in a timely manner or as requested.
How it is collected
Collected through TLCC safety document procedure – - Safety documents such as daily pre-starts are sent to the office via email or hand delivered throughout the duration of the project, so these would already be on file and would need to be collated via folders and checking the document register. - Documents that have not already been sent to the office will need to be collected from site, emailed or handed into the office during the investigation process - All SWMS, SMP, inductions, etc. are to remain on site but during an investigation these documents will need to be emailed in or folders/ documents handed to the office in person
Necessity of collection
To provide evidence of site-specific inductions and what was communicated at this time, daily pre-starts, current SWMS in place, safety procedures, permits to work. All of these documents would require on-site training and to be signed off by workers. These documents would determine what changes may need to be made if during the investigation it is identified that the documents are missing steps in procedures or information that may not be clearly communicated to help prevent reoccurrence of the incident and to minimise or eliminate any current or future risk.
Additional information
Licences tickets, general construction white/ blue cards and site specific inductions of workers on site and check Maintenance/ service reports if equipment was involved This information would support the safety documents to provide evidence that steps were followed, checks were completed, and all workers were authorised to be on site or undergoing the specific task. This information would be found on our training register, subcontractor register and files, employee files and site-specific inductions – either via an online system or in person. These may also need to be hand delivered or emailed upon request. All checks for As well as collating evidence to support the documents a check of all legislative requirements should be done to ensure documents being used were correct at the time of the incident – WHS Act & Regulations.

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

○

In your role as workgroup supervisor, explain your role in incident investigations:

- Explain how you assist investigators and provide relevant information during investigations.
- Identify and explain techniques that you would use in workplace investigations (e.g. interviews, simulations, timelines of actions/events). Justify why they are appropriate techniques.
- Explain why you would review reports on incidents, injuries and illnesses.
- Identify responsible persons and relevant authorities you may contact and why you would contact them.

	Explanation
a)	- To comply with WHS ACT investigators powers to seize dangerous workplace, plant, substances, issue improvement, infringement or non-disturbance notices. Police also have authority when it comes to investigations. As a person at the workplace I would provide reasonable help to exercise the inspectors powers and not to obstruct them. It is my obligation to cooperate and provide assistance and ensure a consultative and participative investigation - I would document the incident as soon as possible – this can also be done by PCBU, supervisor, HSR or other specialists. Documentation would include – when, where, how, why, who, what. Further steps I would take to document: • Check the site – ensure no one else on site is at risk of injury and ensure the area of the incident is preserved • Interview co-workers and injured person/s, witnesses – take notes • Observe the task that was being performed at the time of the incident – look for any failures, maintenance/ equipment faults, any contributory factors • Draw a diagram – conditions, what was around, any factors - Following on from the above steps I would develop an investigation plan to determine: • Time frames • Who is involved? • Any documents I need to collect or provide as evidence? • Any research into legislation? • Who do I report the investigation findings to? - I would collect all data and information from TLCC safety systems - Assisting with investigations through – inspections, collecting evidence from incident scene, interviews, engaging investigators - Collecting additional information related to an incident – workplace records and internal and external stats about that particular incident that has occurred - Gather information of the incident - events leading up to the accident - facts of the incident itself - facts regarding what occurred immediately after the incident – this can assist with TLCC systems and procedures in place and if changes need to be made or more training given to workers and/ supervisors - Essential factors and causes - Communicate with all involved as well as management within the organisation to inform them of any duties or requirements as well as outcomes - I would prepare initial incident report on TLCC behalf - Finally, I would report on outcomes, make recommendations and analyse and review all information we have gathered.

	During the investigation process I would be checking TLCC SMP and any Standards that are recommended for ensure that our system complies with these Standards for investigation and managing records. I would ensure I was following all current steps for TLCC investigation procedure and if any gaps identified I would develop new procedure to include these required steps. The main objective of an investigation is prevention. A good investigation aims to establish a series of events that should have taken place and compares it to what actually happened to identify areas that need changing.
b)	Techniques used in workplace investigations I would use: - Interviews – these can be informal or formal and internally or externally. Ensure notes are taken. Supervisors, witnesses and injured person/s are to be interviewed. I would interview the project manager also for the specific project. - Timelines – can be a timeline showing a series of events that should have taken place compared to what actually happened to identify areas that need changing. Timelines can include all information from the incident – before, during and after as well as the investigation itself, ie. When information was received, dates of interviews, phone calls, etc. - To get the most accurate information and details of the incident which occurred I would use a systematic approach and ensure a plan is in place and follow all TLCC investigation procedures and inspector instructions. - Support and methods in place for all PCBUs, officers and workers to be involved - Gather information and photos of evidence before scene can be tampered with - Ensure all workers involved are provided support and are reassured all information provided by them is kept private, no judgements are made, no biased influences or speculations. Ensure that all documentation are facts and refrain from releasing information that does not need to be provided to everyone. - Speak to people separately, privacy and follow privacy policy if in some cases reiterate the policy to workers before interviews, allow support persons to be present, simple language Privacy Act 1988 Schedule 3
c)	- Continuous improvement - To monitor control measures to ensure they are effectively working - To identify if further training is required or if toolboxes need to be sent to workers as follow up training or to provide updates - Part of reviewing the system/ audits/ management reviews – to ensure organisation is meeting Standards and comply with legislation - Stats review – which can reflect on company reputation or work productivity, etc. - Requirements of TLCC SMP and QMP processes - Ensure all evidence and information has been collected - Ensure items are closed out and control measures have all been implemented - To determine any gaps in procedures or current control measures - Can assist with identifying the cause of incident - Can assist with identifying if procedures or processes need to be amended to help prevent reoccurrence of the incident and to minimise or eliminate any current or future risk.

d)	- WHS Regulator – They're responsible for inspecting incidents, may also contact for advice and help, they are the ones who are handing out notices and penalties where necessary – so therefore I would be assisting them with investigation process and providing them with as much evidence/ information - Work Cover – if injured worker/ workers have put in a work cover claim - Insurance companies – contact for any insurance claims that may have risen from the incident - Police – police could be called to site, ongoing reports/ interviews – assist with investigation - Hospitals/ doctors – if there is injured person/s, contact at time of incident and continuous contact for updates, suitable duty plans if required, rehabilitation, etc. - Supervisors/ Project Managers – project contact – may or may not be a witness as well, can provide project information, documents, etc. - Injured worker/ workers – victim of incident – provide evidence, interview of what happened, ongoing contact required if suitable duty plans are required, rehabilitation, follow up on progress/ recovery - Witnesses – provide evidence, present at the time of incident can be used in court if required, etc.
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Outcome for Activity 5	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

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Identify two (2) hazards that may occur in your workplace. For each hazard:

- Identify and justify possible recommended measures and actions that may arise from an investigation in order to resolve the hazard.
 - Identify regulations, codes of practice, standards and guidance material you used as the basis for the recommendation.
 - Explain where these controls sit within the hierarchy of control.
 - Explain how these controls affect workplace processes (work flow and planning).
- Explain how you, as a workgroup supervisor, would communicate recommendations arising from investigations to relevant others.
 - Explain how you have accommodated the audience's range of abilities and backgrounds.
- Identify possible inadequacies of the risk controls identified.
- Explain how organisational culture may inhibit the implementation of the recommended measures and actions.
- List methods that you would use to assist with implementing the measures and actions.

Name and describe Hazard 1
Working underground services
Measures and actions to resolve hazard

- Request dial before you dig information
- Carefully locate actual position of service (excavation, pipe locators, vacuum excavation, hand digging techniques, etc. or survey if required)
- Ensure written consultation with asset owner – obtain data on relevant rules, service guidelines, etc.
- Where required by asset owner – no excavation unless their representative present.
- Ensure an authorised/experienced spotter works with plant operator
- Use vacuum excavation if unsure about conventional plant
- Competent Safety Spotters, exclusion zones and barriers are among some of the principal control measure to be instigated when operations come within a safe working distance of existing services
- Develop permit to work
- Ensure site specific training is done as well as ongoing training within the company on working near OH or UG services and training on green boys
- Ensure training is done on the importance and worth of WHS legislation and safety management systems, site specific training, documentation,

The above controls are using administration, substitution and isolation from the hierarchy of controls system.

The above controls can affect work flow and planning if works are put on hold due to waiting for approval or a Permit to Work, waiting on further information on the location of live services in the work area, or if design is used as a control measure and the job may require to be redesigned to avoid hitting live services.

Source of Information:

- Excavation Work Code of Practice 2013 (QLD)
- Electrical Safety Code of Practice 2010
- WHS Regulation 2011

Communication of recommendations

After recording the incident in the HOIN register and an investigation has been completed I would check the TLCC SMP for communication procedures regarding incidents and general consultation procedures.

Consultation is essential to ensure WHS compliance and effective implementation of legal requirements. During consultation it allows workers to raise concerns or provide any feedback or opinion in regard to the recommendations arising from investigations. This achieves solutions or outcomes which are more effective and are agreed upon by all parties.

I would conduct team or separate department and management meetings to discuss or present. Meetings can be conducted with presentations as visuals or as formal or informal to accommodate for different learning abilities. I would ensure I encourage participation and encouragement by all involved to ensure all parties involved feel comfortable.

I would communicate recommendations or changes to procedures made through Tool box talks. Toolbox talks can be done internally and are a great way to communicate to specific work groups as well as giving opportunities to workers to provide feedback. Toolbox talks can also be used as forum to allocate tasks and responsibilities for what investigation procedures. Usually as toolbox talks can be done informally, workers will feel more at ease and comfortable within their workgroup to want to participate and contribute their feedback and opinions.

I would send a safety alert to all subcontractors that have to all subcontractors who come to TLCC sites with plant or equipment.

I Would also consult and co-operate with the client and contractors to ensure provision of recommendations.

I would also use other communication channels ensure relevant persons are aware such as:

- Notice Boards
- Email
- Phone
- Word of mouth
- Newsletter; and/or
- Internal surveys
- Memo.

Possible inadequacies of risk controls

Workers learning difficulties

Lack of communication or understanding – site specific induction training, green boy Communication can affect these risk controls if not everyone involved in the works has been advised of the requirements for the live services, no DBYDs provided or training has not been understood.

It is important that all workers on site are clearly aware of any live services and all workers are to read and sign sit specific training, SWMS, etc. before commencing works

Lack of supervision

Effect of culture on implementing measures and actions

Poor communication - communication needs a method of delivery (system) to communicate up and down, and also needs people to be able to communicate clearly and also needs the right environment to be delivered in

Assisting with implementation

Toolbox to all workers

Training and refresher training

Amendments made to SWMS and site induction documents

Develop procedures to put into place
 Follow any other suggested control measures and actions on an improvement notice given by the Regulator if an incident occurs.
 Follow all TLCC safety procedures and ensure compliance with legislation and standards
 Email out a safety alert to all subcontractors who come to TLCC sites with plant or equipment

Name and describe Hazard 2

Extreme heat – physical hazard
 Workers are working outdoors during summer in the sun.

Measures and actions to resolve hazard

The use of Administrative controls and PPE.
 Safe Work Procedure – Procedures in place for working in the heat – which advises workers to apply sunscreen and cover up their skin, limit the time working in the sun, drink plenty of fluids, look out for their mates on site and site supervisor can also determine length of breaks and how many are taken as it is advised to take regular breaks to get out of the sun, hydrate and rest.
 Wear PPE correctly including broad-brim hat
 Provide regular reminders and training for working in heat – this can include symptoms to look for in other workers or yourselves.
 Site supervisor to schedule work if practicable where workers won't be affected as much by the heat

Source of information:

- Work Safe Australia, Managing the Risks of Working in Heat – Guidance Material
- Safe Work Australia
- WHS Regulation 2011

Communication of recommendations

I would check TLCC SMP for current procedures on communication.
 Communication processes would include:

- Via staff emails, industry and weather alerts
- Toolbox training regularly
- Advising workers of any incidents which do occur and how to prevent from happening again or to them

Possible inadequacies of risk controls

Workers may unfortunately not follow company PPE requirements or in some cases not follow procedures when working in extreme heat which can cause harm to them
 Workers may not have correct PPE, damaged or lost

Effect of culture on implementing measures and actions

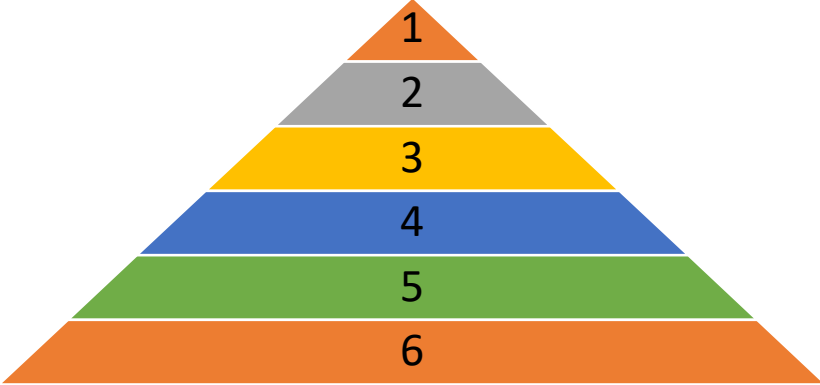
Group pressure – what others think, is it considered cool? – may effect the implementation
 Differing perception – where people might see no problem with what they are doing and may refuse to take on the new implemented actions

Assisting with implementation

Toolbox to all workers
 Training and refresher training
 Amendments made to SWMS and site induction documents
 Develop procedures to put into place
 Follow any other suggested control measures and actions provided by external consultants, WHS Regulator
 Follow all TLCC safety procedures and ensure compliance with legislation and standards

Outcome for Activity 6	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

QUIZ

QUESTIONS	CORRECT														
1. Legislation requires that in some circumstances, it is mandatory to notify the regulator about an incident, as well as preserve the incident site. ☒ True ☐ False	☐														
2. Identify the elements of the hierarchy of control, using the labels 1 – 6 below.  <table border="1" data-bbox="285 993 1164 1255"> <thead> <tr> <th>Label (1 – 6)</th><th>Element</th></tr> </thead> <tbody> <tr> <td>3</td><td>Isolate the hazard</td></tr> <tr> <td>6</td><td>Provide and use Personal Protective Equipment (PPE)</td></tr> <tr> <td>1</td><td>Eliminate the hazard</td></tr> <tr> <td>4</td><td>Control the hazard by engineering means</td></tr> <tr> <td>5</td><td>Control the hazard by administrative means</td></tr> <tr> <td>2</td><td>Substitute the hazard</td></tr> </tbody> </table>	Label (1 – 6)	Element	3	Isolate the hazard	6	Provide and use Personal Protective Equipment (PPE)	1	Eliminate the hazard	4	Control the hazard by engineering means	5	Control the hazard by administrative means	2	Substitute the hazard	☐
Label (1 – 6)	Element														
3	Isolate the hazard														
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1	Eliminate the hazard														
4	Control the hazard by engineering means														
5	Control the hazard by administrative means														
2	Substitute the hazard														
3. What might you consider when choosing between different risk controls? Select all that apply. ☒ Cost ☒ Fit for organisational culture ☒ Effect on work flow of organisation ☒ View of workers ☒ Guidance from codes of practice, standards and WHS regulator	☐														

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 (using the handout provided) or real.

TASKS	VERIFIED
1. Respond to a workplace incident by providing first aid.	☐
2. Complete WHS regulator's incident notification form, outlining incident details, treatment details and business details.	☐
3. Explain events to an investigator, review incident notification form and seek additional information to assist (via inspections, interviews, simulations and/or timelines).	☐
4. Determine recommendations and implementation requirements according to hierarchy of control, communicating these with others in the workplace (e.g. PCBU, 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	