

BSBWHS403

Contribute to implementing and maintaining
WHS consultation and participation
processes



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ASSESSMENT FOR BSBWHS403

Student name	
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

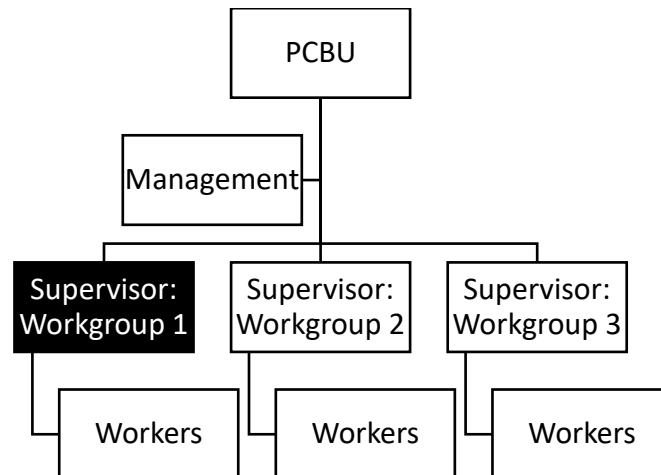
TASK INSTRUCTIONS

- 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
1. Roles, duties, rights, responsibilities	• Workbook response (below)
2. Contribution to processes	• Workbook response (below)
3. Training to achieve effectiveness	• Workbook response (below)
4. Improvement of processes	• Workbook response (below)

ACTIVITIES

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



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

Name of workplace	McIlwain Civil Engineering / RNAJV
Workgroup	Structures Crew

ACTIVITY 1

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

For each individual/party:

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

Your role
As a Safety Administrator, there is a right to be consulted by the PCBU so far as reasonably practicable, to any matter that is likely to directly affect their work health or safety e.g. when planning to make changes such as work rosters and procedures, developing new systems or purchasing new equipment relevant to their position.
Roles, duties, rights and responsibilities regarding consultation and participation
The duties in the process are to contribute to meetings that relate to changes, this means providing feedback and ensuring to voice any concerns on health and safety in the workplace, providing an opportunity for improvement and even addressing issues that maybe a PCBU wouldn't pick up straight away from their point of view. As a worker, if they notice something that may have the ability to affect themselves or others health and safety at work, they have the responsibility to address this.
Documents which outline roles, duties, rights and responsibilities
The Work Health and Safety Act Qld 2011 under Part 5 https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.5 explains that there is a duty to consult workers and give them a reasonable opportunity to express and raise their views on health and safety issues and having these taken into account by the PCBU. The WHS Code of Practice Qld 2011 'Work Health and Safety Consultation, Co-Operation and Co-ordination' https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0020/58205/WHS-consultation-coop-coord-COP-2011.pdf also goes into detail in regards to this process. McIlwain / RNAJV also have internal policies and procedures which can be found via our intranet site under Management System Procedures (Consultation and Communication and HSE Consultation).
Communication method and timeframe
As a supervisor, depending on the level of the matter I would have a discussion with the Safety Administrator on the changes that are looking at being made, ask for any views, concerns or suggestions and ensure that I document this discussion and follow up with any actions to ensure I am giving the opportunity for comment and participation. Once the changes have been implemented and finalised, advise the Safety Administrator as soon as practically possible and provide these changes in writing to provide clarity and certainty.

Name of Individual/Party 1
Health and Safety Representative
Roles, duties, rights and responsibilities regarding consultation and participation
Representing the workers with any health and safety concerns that may directly affect the workers which may involve attending meetings and contributing in reasonable discussions around the best interest of the health and safety of the workers, or any concerns / complaints that the workers have. The Health and Safety representative has a responsibility to build a relationship with their fellow workers and the PCBU. Not only do the Health and Safety Representatives need to monitor their workers, but also the compliance of the PCBU in order to successfully consult and participate in any HSE matters. They have the right to be told about any identifying risks or hazards and also have the right to be involved in deciding on how to control these, as well as any procedure, policy or other general changes that has the ability to directly affect the workers.
Documents which outline roles, duties, rights and responsibilities
The Work Health and Safety Act Qld 2011 under Part 5 – Division 1 / 2 / 3 https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.5 explains that there is a duty to consult workers and give them a reasonable opportunity to express and raise their views on health and safety issues and having these taken into account by the PCBU. The WHS Code of Practice Qld 2011 'Work Health and Safety Consultation, Co-Operation and Co-ordination' https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0020/58205/WHS-consultation-coop-coord-COP-2011.pdf also goes into detail in regards to this process. McIlwain / RNAJV also have internal policies and procedures which can be found via our intranet site under Management System Procedures (Consultation and Communication and HSE Consultation).
Communication method and timeframe
As a supervisor, depending on the level of the matter I would have a discussion with the Health and Safety Representative on the changes that are looking at being made. Allow them time to discuss the changes with the workers and also add that I would be happy to discuss this with the workers as a group myself to answer any questions and have a further discussion. Once the workers and safety representative have had time to discuss, then meet with the representative and ask for any views, concerns or suggestions from themselves or the workers and ensure that I document this discussion and follow up with any actions to ensure I am giving the opportunity for comment and participation. Once the changes have been implemented and finalised, advise the Health and Safety Representative and workers as soon as practically possible and provide these changes in writing to provide clarity and certainty.

Name of Individual/Party 2
PCBU
Roles, duties, rights and responsibilities regarding consultation and participation
The PCBU is to ensure that there is a collaborative process between the PCBU and the workers by sharing information about health and safety. The PCBU must give workers who are, or are likely to be, directly affected by a matter relating to health and safety and providing an opportunity for them to express views or raise issues. This may include changes to policies, procedures, new equipment, rosters, risks / hazards / near misses etc. Encourage workers to raise concerns, make recommendations, ask questions etc. The PCBU has the responsibility to take all suggestions and concerns on board when making changes and implementing new processes / procedures and to ensure that the health and safety of the workers are at the forefront of any decision. Examples of how to ensure participation and consultation is taking place are: holding meetings, advertising notices, data reports, suggestion boxes (giving those who are not comfortable speaking up an opportunity to have their say as well) these are just a few. It is a good idea to document consultation and participation meetings etc. When new changes are made and have been implemented, hold training and information sessions.
Documents which outline roles, duties, rights and responsibilities
The WHS Code of Practice Qld 2011 'Work Health and Safety Consultation, Co-Operation and Co-ordination holds the relevant information to the roles, duties, rights and responsibilities. https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/consultation-representation-and-participation https://www.worksafe.qld.gov.au/data/assets/pdf_file/0020/58205/WHS-consultation-coop-coord-COP-2011.pdf McIlwain / RNAJV also have internal policies and procedures which can be found via our intranet site under Management System Procedures (Consultation and Communication and HSE Consultation).
Communication method and timeframe
As a supervisor, depending on the level of the matter I would have a discussion with the Manager regarding any ideas or bring up suggestions or concerns from workers or myself etc. even notifying them of legislation changes if they are not aware already. Once the Manager has had time to review, I would ask for a timeframe on when I will hear back. I would follow up with any actions I promised and also ensure that I am actively participating in the consultation. Once the changes have been implemented and finalised, I am to be advised as soon as practically possible and provide these changes in writing to provide clarity and certainty.

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

ACTIVITY 2

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

For each process:

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

Name of process

Work team meetings

Describe process

A meeting agenda is created based on the topics that require discussion, time of the proposed meeting, attendees required, the delegated chair and minute taker for the meeting etc. anyone can add a topic into the team meeting agenda. During the meeting, each topic is discussed, and everyone has an opportunity to comment and ask questions. Any topic that has an action tied to it, will be noted in the minutes with the responsible person's name attached. These meetings are designed to capture and provide updates, progress, answer questions, bring up any issues and ensure that everyone is on the same page. This meeting is for engineers, supervisors, admin, management etc.

Your involvement in set up and running of process

My role in this meeting as a supervisor is to ensure that I have my relevant statistics up to date so that I can share them with the team, as well as any incidents, changes, updates that are occurring in my area. This is also my opportunity to let everyone know where we are at and if we are lacking somewhere and to also provide positive feedback to the team and individuals for recognition of good work.

How you communicate with individuals and parties about process

In relation to any meeting communications, either speak with, or send an email to the person in charge of the agenda and notify them of any topics I wish to discuss (these also include any topics my crew has mentioned), or I will address an issue during the meeting if it is a last minute notification. If an action is assigned to myself or to someone in my crew, I will communicate this to them in person and assign as action in Lucidity to track the progress and this will also send out reminders to complete the action before the due date. I will meet with my crew afterwards and advise them of any important information that was discussed during the meeting that applies to them.

How you support participation of individuals and parties in process

I support the participation of individuals by asking if anyone has any questions or suggestions on improvements and if they think of any afterwards, they can email me or come and see me, some people may not want to speak out in meetings.

Name of process 1
Monthly HSE Meeting
Describe process
A meeting agenda is created based on the topics that require discussion, time of the proposed meeting, attendees required, the delegated chair and minute taker for the meeting etc. anyone can add a topic into the team meeting agenda. This meeting involves staff from each Mcilwain Project, who take in turns discussing all HSE topics including incidents, notices, common occurrences, solutions and ideas to benefit each team and share insight and views. During the meeting, each topic is discussed, and everyone has an opportunity to comment and ask questions. Any topic that has an action tied to it, will be noted in the minutes with the responsible person's name attached. These meetings are designed to capture provide updates, progress, answer questions, bring up any issues and ensure that everyone is on the same page. Important notes are taken and shared with the team at the next team meeting.
Your involvement in set up and running of process
My role in this meeting is to ensure that I have my teams HSE statistics up to date so that I can share them with the team. In this meeting each team also share 2 incidents that have occurred over the past month and it is my job to choose 2 and speak about them and in detail explain our solution and follow up. I also share what has been working well for my team, hoping that it may assist other teams if they are struggling in a certain area and I also take on suggestions from others that may benefit my team.
How you communicate with individuals and parties about process
In relation to any meeting communications, including agenda items, I will send an email to the Systems Administrator who organises the meeting. The rest of the team will be notified of any updates and or alerts that arose from the meeting via our weekly team meeting.
How you support participation of individuals and parties in process
I support the participation of individuals by asking if anyone has any questions or suggestions on improvements and if they think of any afterwards, they can email, call or come and talk to me. We really emphasis the appreciation of different views or asking if anyone else has any similar occurrences on their project and of so what was the process they took.

Name of process 2
Toolbox Talks
Describe process
There is a minimum of 1 Toolbox Talk to be held per week. The topic for the toolbox can come from head office with a topic they believe is important which may be legislation changes, common incidents across the companies projects etc. otherwise Toolbox Talk topics can be based on the changes on the particular project itself (SWMS updates, incident alerts, reminders about any risks that may have arose from an incident or general topics such as heat stress, PPE, snakes etc. A Toolbox Talk / agenda is created based on the topics that require discussion, time of the proposed meeting and the delegated chair which can be anyone but is usually the Supervisor, Leading Hand or HSE Officer. This meeting is held during their daily pre-start meeting. It involves all employees and there is a sign on sheet on the back of the sheet to document everyone that agrees they understand and took part. During the meeting, each topic is discussed, and everyone has an opportunity to comment and ask questions. These meetings are designed to capture provide updates, changes, hazards, risks and answer questions as well as bring up any issues and ensure that everyone is on the same page, which provides the safest work environment possible for the workers.
Your involvement in set up and running of process
The supervisor's role in toolbox talks is to ensure that I collect the toolbox talk from the administrator and have all of the relevant documents together before attending the pre-start with my team. I chair the meetings and participate in the discussion, ensuring that everyone signs on to the Toolbox Talk and has blown into the breathalyser. Once they understand and have had the opportunity to ask any questions or make suggestions, they can sign on to the toolbox talk and start their days work.
How you communicate with individuals and parties about process
I would take into account any incidents, risks or hazards that we have had over the past week that can be linked into the toolbox meeting to ensure that everyone is aware and can be extra cautious. Anyone is welcome to discuss ideas for toolbox talks and I would encourage people to put their views forward and I would reiterate that everyone has rights and duties when it comes to changes and should be involved in the consultation and participation process.
How you support participation of individuals and parties in process
I support the participation of individuals by asking if anyone has any suggestions for toolbox topics and during the meeting if there are any questions or suggestions on improvements and if they think of any afterwards, they can email, call or come and talk to me. We really emphasis the appreciation of different views, concerns and solutions. The more input we have, the more chance we have at controlling any incident / hazards / risks and ensuring the health and safety of our workers.

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

ACTIVITY 3

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

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

Name of Individual/Party 1

Health and Safety Representative

Required for effective involvement in consultation and participation

In order for a Health and Safety Representative to be effectively involved in consultation and participation, the Health and Safety Representative needs to ensure they are conscious of what is happening in their work environment and how their workers are going – so a good relationship with their workers is crucial. The PCBU also needs to ensure that the Health and Safety Representatives know how to access any information required to complete their job to its full capacity, the PCBU needs to show their support and also ensure to keep the representative up to date with any concerns, SWMS, Health and Safety Meetings, incidents, risks or hazards, they need to be invited to meetings etc. that have any involvement with the health and safety of their workers.

Training that may be provided to assist

Health and Safety Representatives are welcome to participate in any work safe approved relevant training courses that are relevant to their role. This includes an accredited introductory training course and 'Functioning as a health and safety representative' which will help them understand and exercise their powers effectively so that they are confident when consulting and participating with the PCBU.

Your involvement in delivery of training

Allow time for the trainee to participate in relevant training.

Name of Individual/Party 2

PCBU / Manager

Required for effective involvement in consultation and participation

The PCBU / Manager needs to ensure that when looking into making any changes that may affect workers, they are providing as much clear and precise information, updates and accessibility as possible. They need to be open to listening and should encourage everyone to make comments which means taking on concerns and suggestions from workers and to work alongside them developing a process that is focused and providing the best health and safety for everyone.

Training that may be provided to assist

These can include 'Front Line Management Courses' and Communication and Participation Courses. GOOGLE

Your involvement in delivery of training

As the Manager / Supervisor, they would need to make themselves available to attend any training that will assist in developing communication and consultation skills.

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

ACTIVITY 4

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

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

Describe barrier 1

Physical barriers, workers on night shift / being away not being able to attend meetings with updates

Measure to remove barrier

Hold an effective handover meeting including notes and any updates, information and contacts that the workers can speak with in regard to any further questions or suggestions.

Contribution to development of measure

Develop an agenda and hand over minutes with all relevant information and requirements to provide accurate instructions for the following shift.

Contribution to implementation of measure

Ensuring that the hand over meeting includes the 'changes' looking at being implemented that were discussed in the initial meeting. Be the person that explains the details and encourage comments and a discussion.

Contribution to evaluation of measure

Attend the hand over meeting to review minutes from previous shifts work.

Describe barrier 2

Poor / unclear consultation process, due to a disorganised management structure, inefficient WHS system, lack of WHS consultation training or general lack of understanding of WHS rights and responsibilities.

Measure to remove barrier

Revise and ensure that there are relevant policies and procedures in place to consult workers and make WHS consultation training sessions a priority for those involved. Always participate revisions, meetings and training opportunities. This topic (clear communication, processes and training) should also be including in weekly meeting agendas so that the progress can be managed and tracked appropriately which will easily show where there is something lacking or if more training / information sessions are required.

Contribution to development of measure

Carry out a compliance audit to ensure that all relevant policies and procedures are in place and provide the requirements as outlined under the Work Health and Safety Act.

Contribution to implementation of measure

Utilise the company's internal audit format and procedure to evaluate the compliance of the relevant policies and procedures against Work Health and Safety Act.

Contribution to evaluation of measure

Compile an audit report and review the identified non-conformances and develop and implement an action plan and control measures.

Describe barrier 3
People being unclear of their rights and duties with consultation and participation.
Measure to remove barrier
Consultation with all stakeholders to discuss roles, responsibilities and rights of the individuals.
Contribution to development of measure
Providing position descriptions to all stakeholders and discussing any arising concerns they may have.
Contribution to implementation of measure
Hold a minute meeting with all stakeholders to explain in depth what their roles, responsibilities and rights are.
Contribution to evaluation of measure
Continually monitoring performance and activities being carried out by stakeholders.

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

QUIZ

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

Outcome for Quiz	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

PRACTICAL TASK

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

TASKS	VERIFIED
A. Conduct a meeting with a PCBU, using appropriate language, to identify requirements for WHS consultation and participation, as identified in Acts, regulations, codes of practice, policies and procedures.	☐
B. Highlight the roles of those within the organisation (including duties, rights and responsibilities) regarding WHS consultation and participation.	☐
C. Identify and discuss WHS consultation and participation processes, and highlight potential barriers.	☐
D. Offer solutions to barriers, evaluating and considering time/resource constraints and the needs of others.	☐
E. Use questioning and active listening to identify and discuss PCBU's views on barriers to WHS consultation and participation processes.	☐
F. Use questioning and active listening to identify and discuss PCBU's views on training requirements for effective WHS consultation and participation.	☐
G. Write down adjustments to offered solutions, as necessary, addressing PCBU's views on barriers and training requirements.	☐
Name of observer	
Role of observer (Confirm their suitability to sign)	☐ Trainer/Assessor ☐ Other (specify):
Phone number of observer	
Email address of observer	
Signature of observer	
Date	Click here to enter a date.
Comments	

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