

BSBWHS513 LEAD WHS RISK MANAGEMENT WORKBOOK

Participant name	
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FOR THE PARTICIPANT

Instructions

- You will complete written activities as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge.
- The timeframe for these tasks will be established by your Assessor or Training Provider. Additional time may be allowed upon negotiation with the Assessor.
- You must complete all questions consistently by the Assessor or other personnel but may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded.
- An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party.
- If any written questions are incomplete, or not answered satisfactorily will need to be completed again after further training support.
- If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).

Resources required

Pen

FOR THE ASSESSOR

Instructions

- Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments)
- All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question).
- Assessors are to complete marking in pen of a different colour to the Participant.
- If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

NOTE

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. For example, in Queensland refer to

<https://www.worksafe.qld.gov.au/>

For the following activities, name a workplace that you wish to examine.

Name of workplace	Construction Skills Training Centre (CSTC)
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ACTIVITY 1

Identify duty holders' obligations regarding risk management (including PCBUs and workers) by explaining the requirements found in:

- WHS Acts
- WHS Regulations
- Safe Work Australia model Code of Practice: How to Manage Work Health and Safety Risks
- Standards
- Organisational policies
- Organisational procedures

Example:

Name and location of Legislation (Commonwealth or State)
<i>Work Health and Safety Act 2011 (Qld) found at www.legislation.qld.gov.au</i>
Relevant excerpt/requirement for chosen workplace
<i>Section 19: A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of workers.</i>

Name and location of Legislation (Commonwealth or State)
Work Health and Safety Act 2011 (Qld) found at https://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_W.htm
Relevant excerpt/requirement for chosen workplace
Section 19(3)(g) of the Work Health and Safety Act 2011 (Qld) outlines that a PCBU must ensure, so far as is reasonably practicable, that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness and injury of workers arising from the conduct of the business or undertaking. Section 28 of the Work Health and Safety Act 2011 (Qld) outlines that workers are to comply, so far as they are reasonably able, with any reasonable instruction given by the PCBU to allow the PCBU to comply with WHS laws, and cooperate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. implement risk controls as specified by the PCBU) Section 18 of the Work Health and Safety Act 2011 (Qld) outlines that 'reasonable practicability' (re: duties held by parties) requires weighing up the likelihood of the hazard or the risk concerned occurring and the degree of harm that might result from the hazard or risk. This is essentially a risk assessment. Section 19(2) of the Work Health and Safety Act 2011 (Qld) outlines that a PCBU 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. Division 3 (sections 20-26) of the Act also outlines other instances in which PCBUs are required to manage risk. Part 5 of the Act specifies that PCBUs are required to consult with other parties when dealing with hazards and risk control.

Name and location of Regulation
Work Health and Safety Regulation 2011 (Qld) found at https://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_W.htm
Relevant excerpt/requirement for chosen workplace
Section 34 of the Work Health and Safety Regulation 2011 (Qld) outlines that a PCBU (as a duty holder) must identify reasonably foreseeable hazards that could give rise to risks to health and safety. Section 33 of the Work Health and Safety Regulation 2011 (Qld) outlines that a PCBU (as a duty holder) must follow any specific requirements of the Regulations when assessing risk. Section 36 of the Work Health and Safety Regulation 2011 (Qld) outlines that a PCBU (as a duty holder) must implement risk control measures.

Name and location of Code of Practice

Safe Work Australia model Code of Practice: How to Manage Work Health and Safety Risks found at https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0022/72634/how-to-manage-work-health-and-safety-risks-cop-2021.pdf

Relevant excerpt/requirement for chosen workplace

Section 1.1 outlines that PCBU's have WHS duties to manage risks if they engage workers, put other people at risk and manage or control the workplace/fixtures/fittings/plant at a workplace.

Section 1.2 outlines that workers need to be consulted as part of the risk management process (e.g. hazard identification).

Section 1.3 identifies when a risk management approach (i.e. identify hazards, assess risk, control risk, review control measures) should be used. This process is outlined in further detail in Sections 2-5.

Name and location of Standard

AS ISO 31000:2018 Risk management – Guidelines found at https://www.intertekinform.com/en-au/standards/as-iso-31000-2018-1134720_saig_as_2680492/

Relevant excerpt/requirement for chosen workplace

This International Standard provides principles and generic guidelines on risk management. It outlines the principles of risk management and outlines that it is essential to review the organisation's risk management framework and objectives.

Name and location of Organisational policies

CSTC's Safety Management System - Policy and Procedures Manual found on aXcelerate

Relevant excerpt/requirement for chosen workplace

CSTC's Safety Management System - Policy and Procedures Manual outlines in Section 4.2.3 identifies that the primary objective of the CSTC OH&S Management System programme is the prevention of personal injury, property damage and environmental impacts.

Name and location of Organisational procedures
CSTC's Safety Management System - Policy and Procedures Manual found on aXcelerate
Relevant excerpt/requirement for chosen workplace
CSTC's Safety Management System - Policy and Procedures Manual outlines in Section 4.3.4.4 that an Improvement Opportunity Request (IOR) form (FQ001) is to be completed to raise attention to the presence of a hazard. CSTC's Safety Management System - Policy and Procedures Manual references a blank Safe Work Method Statement in Appendix B to be completed for high risk activities. CSTC's Safety Management System - Policy and Procedures Manual outlines in Section 3.9 that workers are to ensure that a Safe Work Method Statement (SWMS) is produced for the use of hazardous substances.

**Satisfactory
Outcome**



ACTIVITY 2

Identify two (2) hazards that may occur in your workplace. For each hazard identified, find information to explain:

- The nature and scope of the hazard, including the incidents/injuries it can cause
- Determine the level of risk for the hazard within your workplace, considering organisation-specific factors
- Determine the application and limitations of each of the following techniques, tools and processes in identifying and controlling your nominated hazard (and associated risk):
 - Hazard/risk checklists
 - Hazard hunts
 - Job safety analysis (JSA)
 - Manifest/register (e.g. dangerous goods, hazardous chemicals and plant)
 - Safe work method statement (SWMS)
 - Surveys (e.g. questionnaires, interviews)
 - Workplace inspections and walk-throughs
- Working through the Hierarchy of Control, name and justify at least two (2) risk controls that may be implemented to address the hazard and risk assessment results
 - Explain which of these risk control options would be the most suitable, considering the organisation's risk appetite

Hazard 1

Chemicals used within the workplace causing injury to personnel.

Nature and scope of hazard

Each chemical used in the workplace has inherent dangers, but there are additional dangers if such chemicals are mixed.

Irritation may be caused through inhalation, skin contact, or ingestion.

Source of information (e.g. website address):

<https://www.business.qld.gov.au/business/running/risk-management/hazardous-chemicals-workplace>

Determine the level of risk

Matrix	A: Death or permanent disability	B: Serious injury	C: Lost time injury	D: Casualty Treatment	E: First Aid
1: Very Likely	E	E	H	H	M
2: Likely	E	H	H	M	M
3: Possible	H	H	M	M	L
4: Unlikely	H	M	M	L	L
5: Very Unlikely	M	M	L	L	L
E: Extreme H: High M: Medium L: Low					

Level of risk: Possible / Casualty treatment = Medium risk

There are a range of chemicals used within the training areas, so there is a higher risk there than the office area.

Techniques, tools and processes to identify hazard/risk

Describe application or limitations for each of the following in identifying the hazard/risk:

- Hazard/risk checklists:

This would provide limited detail about chemical hazards/risks, given that chemicals are supported by their own documentation in the form of a Safety Data Sheet (SDS).

- Hazard hunts:

This would be useful for chemical hazards that are visible. However, as some hazards are invisible (e.g. gasses), this approach may be slightly limited in identifying hazards/risks.

- Job safety analysis (JSA):

JSAs may provide some detail about chemical hazards in the context of analysing a work task to be completed. An SDS would contain more detail to support the analysis of work tasks to be undertaken.

- Manifest/register (e.g. dangerous goods, hazardous chemicals and plant):

This would be the best way to acknowledge the presence of a chemical hazard. The register would be linked to an SDS which would determine how the chemical is identified (e.g. liquid chemicals, gases) and are to be used.

- Safe work method statement (SWMS):

This may provide some detail about chemical hazards in the context of explaining the work process to be completed. An SDS would contain more detail to supplement an SWMS.

- Surveys (e.g. questionnaires, interviews):

This may provide some detail about the human aspect of chemical hazards (e.g. how they arise from work practices, such as the failure to use PPE).

- Workplace inspections and walk-throughs:

This would be useful for chemical hazards that are visible. However, as some hazards are invisible (e.g. gasses), this approach may be slightly limited in identifying hazards/risks.

Risk controls

Personal Protective Equipment (e.g. gloves, goggles) may be provided to staff to reduce the risk of exposure.

The consequences of the risk (combined with the likelihood of its occurrence) will definitely affect the control measure implemented. For example, PPE may be insufficient to deal with an extreme or high risk. Risk elimination or substitution would be a more appropriate control measure. However, the organisation's risk appetite indicates that the company does not accept risks, which would require the highest control method available (i.e. elimination).

Source of information (e.g. website address):

<https://www.business.qld.gov.au/running-business/whs/hazardous-chemicals/assess-risks>

Hazard 2

Loud plant and equipment

Nature and scope of hazard

Many workplaces have the potential for a degree of noise exposure, however, some workplaces are identified as posing a particularly high risk for hearing.

Exposure to loud sound for lengthy periods of time can significantly increase the risk of subsequent hearing loss.

Source of information (e.g. website address):

<https://www.safeworkaustralia.gov.au/safety-topic/hazards/noise/managing-risks#:~:text=Managing%20noise%20risks&text=put%20barriers%20between%20noise%20sources,equipment%2C%20like%20 earmuffs%20or%20earplugs.>

Determine the level of risk

Matrix	A: Death or permanent disability	B: Serious injury	C: Lost time injury	D: Casualty Treatment	E: First Aid
1: Very Likely	E	E	H	H	M
2: Likely	E	H	H	M	M
3: Possible	H	H	M	M	L
4: Unlikely	H	M	M	L	L
5: Very Unlikely	M	M	L	L	L

E: Extreme	H: High	M: Medium	L: Low
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Level of risk: Possible / Permanent disability = High risk.

There is a range of plant used in the training areas, causing a higher risk than in the office area.

Techniques, tools and processes to identify hazard/risk

Describe application or limitations for each of the following in identifying the hazard/risk:

- Hazard/risk checklists:

Hazard/risk checklists could be useful to the extent of ensuring that certain equipment only emits noise at certain times of the day and that equipment has been serviced to ensure that noise is kept to a minimum.

- Hazard hunts:

This approach may be slightly limited in identifying noise-related hazards/risks as they are not physically visible. Apart from identifying the source of noise, a hazard hunt would need to be further supplemented with other documentation and testing (e.g. sound level measurements compared with noise level standards).

- Job safety analysis (JSA):

JSAs would provide a good examination about noise-related hazards in the context of analysing a work task to be completed.

- Manifest/register (e.g. dangerous goods, hazardous chemicals and plant):
A plant register would be useful to the extent of identifying the source of noise-emitting plant. Such a document would likely link to manufacturer's specifications which would provide more detail about the levels of sound produced by plant.
- Safe work method statement (SWMS):
A SWMS would provide detail about noise-related hazards in the context of explaining the work process to be completed.
- Surveys (e.g. questionnaires, interviews):
This would be very useful in identifying noise-related hazards, as they are mostly 'experienced' rather than visibly 'observed'.
- Workplace inspections and walk-throughs:
This would be very useful in identifying noise-related hazards, provided that plant is in use at the time – as such hazards are mostly 'experienced' rather than visibly 'observed'.

Risk controls

For those exposed to noise more regularly, personal protective equipment (PPE) may be provided to staff. Ideally, this should occur before the noise occurs. However, for noises that are too disruptive, perhaps other measures may be considered (e.g. eliminating the risk by having the work completed offsite or after hours). The organisation's risk appetite indicates that the company does not accept risks, which would require the highest control method available (i.e. elimination).

Source of information (e.g. website address):

<https://www.health.gov.au/sites/default/files/2023-05/protect-your-hearing.pdf>

<https://knowyournoise.nal.gov.au/>

**Satisfactory
Outcome**



ACTIVITY 3

Referring to the hazards identified in Activity 2, consider the implementation of the proposed control measures.

- a) What impact will the organisation's WHS management system (WHSMS) have on the implementation process?
- b) Explain which individuals/parties need to be consulted when determining the suitability of the proposed risk controls.
 - Describe the formal/informal communication and consultation processes used when addressing these individuals/parties
- c) Outline how both risk controls will be implemented in the form of an action plan
 - Identify resourcing requirements, allocate roles and responsibilities, and training needs required for implementation
 - Prioritise tasks and specify timelines for implementation
- d) How will the risk control processes be recorded?
 - How will the organisation's WHS information system (WHSIS) influence this?

Impact of WHMS

CSTC's WHSMS outlines the roles and responsibilities of parties within the workplace, requirements for consultation and how safety aligns with other systems in the workplace.

With regards to implementing PPE or changing work rosters, the WHSMS would provide direction regarding resources (i.e. human, physical and financial) and support provided by the organisation (e.g. through management, HSRs).

Consulting individuals/parties

In the first instance, it would be best to talk to those exposed to the hazard to determine the suitability of the proposed risk controls. This is likely to happen in informal communication and consultation processes (e.g. during a walkthrough), although their feedback may be taken in more formal contexts, such as a hazard report form, incident investigation or meeting scenario. Workers' feedback may have also been provided through HSRs.

For chemical and noise-related hazards, there may also be some benefit in talking to experts, particularly if guidance is needed with specialised chemicals or with using technical equipment to measure/manage risk (e.g. volume meter).

It would be appropriate to consult with supervisors/management (i.e. PCBU) as they can implement processes and required training (e.g. communicate requirements to staff, via a toolbox talk).

Action plan

Implementing PPE:

- Task: Implement PPE for chemical and noise hazards to reduce worker exposure
- Role/responsibility: PCBU
- Timeframe: Must be implemented prior to workers undertaking tasks using chemicals or tasks where workers are exposed to noise hazards (e.g. at toolbox talk).
- Resourcing requirements: PPE for all workers exposed to hazards, costs for additional storage (e.g. for chemicals and PPE).
- Training requirements: As required (e.g. for PPE which is unfamiliar to workers)

Changing rosters for noise-related hazards:

- Task: Changing rosters to avoid noises that are too disruptive
- Role/responsibility: PCBU
- Timeframe: Must be timetabled work and communicated to workers prior to job
- Resourcing requirements: Timetabling based on workers' availability outside of normal hours
- Training requirements: Nil

Recording risk control process

Risk control processes will be documented in a risk register, SWMS, JSA and in any other relevant communications (e.g. toolbox talk record, meeting minutes).

CSTC's WHSIS will provide templates for recording such information and a repository for the storage of such information, which can be referred to as necessary.

**Satisfactory
Outcome**



ACTIVITY 4

Referring to the hazards identified in Activity 2, consider the effectiveness of the proposed control measures.

- a) Identify factors that may impact on the effectiveness of the risk controls and how they might be addressed. Consider the impact of:
 - Workers with specific needs and limitations (e.g. cultural background and diversity, low language, literacy and numeracy levels)
 - Structure and organisation of the workforce (i.e. part time vs casual vs contract workers; shift rosters; geographical location)
 - Workplace culture relating to gender and alcohol/drug use
- b) How will you monitor and review the success of each risk control?
 - What impact will the organisation's WHSMS have on this process?
 - Identify the criteria used for the evaluation (i.e. key performance indicators).
 - Who should the findings of your evaluation be reported to?

Factors impacting on risk management

Workers' specific needs and limitations:

- Cultural background may cause some issues (e.g. when required to work outside of hours for modified rosters).
- Low language, literacy and numeracy levels may cause issues if workers do not understand new requirements (e.g. using complex PPE or other equipment)

Structure and organisation of the workforce:

- There may be issues if rosters change and part-time, casual or contract workers are not available. Similarly, such workers may not be available for training purposes.
- If work is completed at various different locations, there may be a need to have additional equipment at both locations

Workplace culture:

- Workplace culture may cause issues with implementing risk controls (e.g. after-hours work which conflicts with after-hours activities such as alcohol and drug use).
- Workers may believe that persons of the other gender may be less effective at implementing risk controls.

Monitoring

In monitoring and reviewing the success of each risk control, positive key performance indicators may be used – such as noting how many times PPE is used when dealing with chemicals and around noisy plant and documenting the number of tasks that have been successfully completed at non-peak times. Alternatively, key performance indicators may review the number of incidents that have occurred in breach of the risk control process.

CSTC's WHSMS outlines the organisation's WHS goals. This will influence the type of information gathered when monitoring. Section 4.2.3 of CSTC's Safety Management System – Policies and Procedures Manual outlines that prevention of personal injury, property damage and environmental impacts are the primary objective. Accordingly, information that meets these goals will be collected.

The WHSMS outlines the methods for collecting and reviewing such information. Section 4.2.3.1 of CSTC's Safety Management System – Policies and Procedures Manual outlines that internal audits, annual reviews and monthly inspections will be implemented. It also outlines the KPI's used to measure such information. Section 4.5.2 identifies that conformity will be measured through audits, and analysis of data.

Sections 4.3.4.3 and 4.3.4.5 identify that findings shall be recorded and made available to staff via the electronic library, aXcelerate.

**Satisfactory
Outcome**



BSBWHS513

LEAD WHS RISK MANAGEMENT

QUIZ

Participant name	
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FOR THE PARTICIPANT

Instructions

- You will complete written questions as outlined on the following page. You must attempt all questions and provide enough detail in your response to demonstrate your knowledge.
- It is anticipated that you should complete this assessment within one (1) hour, but additional time may be allowed upon negotiation with the Assessor.
- You must complete all questions unsisted by the Assessor or other personnel but may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment to be awarded.
- An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party.
- Any written questions that are incomplete, or not answered satisfactorily will need to be completed again after further training support.
- If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).

Resources required

Pen

FOR THE ASSESSOR

Instructions

- Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments)
- All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question).
- Assessors are to complete marking in pen of a different colour to the Participant.
- If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

- Q1. True or False (Tick your response): A systematic approach to managing WHS risk in the workplace involves: Assessment of hazards/risks, consultation with workers, development and implementation of risk controls by PCBU, and review/modification of risk controls.

Answer

✓	True
	False

☐

- Q2. Which of the following may impact on WHS risk and the management of WHS? Tick all that apply.

Answer

Choice	Possible Answers
✓	Consultation meetings being too long and boring
✓	Language, literacy and numeracy levels of the workforce
✓	Workplace culture (e.g. risk appetite, attitudes towards gender and alcohol/drug use)
✓	Having separate work sites
✓	Workforce structure (e.g. full time vs casual workers)

☐

- Q3. Which of the following can be used for identifying and controlling WHS hazards and risks? Tick all that apply.

Answer

Choice	Possible Answers
✓	Hazard and risk checklists
✓	Hazard hunts
✓	Job safety analysis
✓	Manifests and registers
✓	Safe work method statements
✓	Surveys
✓	Workplace inspections and walk-throughs
✓	WHS management system
✓	WHS information system

☐

Q4. Which of the following are limitations of using a generic hazard/risk assessment checklists and risk ranking processes? Tick all that apply.

Answer	Choice	Possible Answers	☐
	☒	Specifics of the workplace are not considered	
	☒	Not all checklist points will be applicable	
	☐	Such checklists/processes must be completed on a computer	
	☐	You always have to purchase these checklists	

Q5. Which of the following is best suited to establishing the level of risk? Tick your response.

Answer	Choice	Possible Answers	☐
	☒	Risk matrix	
	☐	Hierarchy of control	
	☐	Legislation	

Q6. A risk determined to be 'Extreme' should be addressed with which of the following hierarchy of control measures as the first option? Tick your response.

Answer	Choice	Possible Answers	☐
	☒	Elimination	
	☐	Substitution	
	☐	Engineering means	
	☐	Administrative controls	
	☐	Personal Protective Equipment	

Q7. Which of the following control measure types do not control the hazard at the source? Tick all that apply.

Answer	Choice	Possible Answers	☐
		Elimination	
		Substitution	
		Engineering means	
	✓	Administrative controls	
	✓	Personal Protective Equipment	

Q8. True or False (Tick your response): The controls identified in Q7. rely on human behaviour and supervision.

Answer	✓	True	☐
		False	

Q9. True or False (Tick your response): The controls identified in Q7. are the most effective at addressing hazards.

Answer		True	☐
	✓	False	

BSBWHS513

LEAD WHS RISK MANAGEMENT

PRACTICAL ASSESSMENT

Participant name	
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FOR THE PARTICIPANT

Instructions

- The tasks outlined on the following pages will require performance of normal workplace activities, as a result of a structured activity set by an Observer in the workplace or a simulated activity set by your Assessor/Observer.
- The timeframe for these tasks will be established by your Assessor/Observer in consideration of location conditions and industry requirements.
- You must complete all tasks assisted by the Assessor or other personnel, unless the steps note this assistance.
- You must attempt all task (and itemised steps) for a 'Satisfactory' assessment outcome to be achieved.
 - For an observation conducted that is incomplete, or without satisfactory performance, the observation will need to be completed again after further training support.

FOR THE ASSESSOR/OBSERVER

Instructions

- The following observation record should be used to judge and record your observations of the Participant as they complete the task(s) set. You must record your observations of the Participant's performance.
 - For each occasion, indicate the task performed and whether it was a simulation or workplace-based task.
 - Any simulated assessment must ensure the Participant still performs under workplace conditions which reflect industry standards.
 - In the comments, provide clear detail regarding the task that the Participant was required to do (e.g. PPE used, materials handled, attachments connected, plant types).
- All steps must be satisfactorily demonstrated by the Participant for a 'Satisfactory' determination (indicated by an Assessor tick to the right of each itemised step, or an Observer tick to the right of each itemised step, and confirmation by an Assessor in the Assessor Comments).
 - Where you have determined that one or more task steps have not been satisfactorily demonstrated, provide the Participant with additional support and outline details of such assistance in the Assessor/Observer Comments. Allow the Participant two (2) further opportunities to demonstrate the task again to allow an opportunity for a 'Satisfactory' assessment outcome to be achieved.
 - If after three (3) attempts the Assessor determines that the Participant cannot demonstrate the required steps, a 'Not Satisfactory' outcome is to be determined.

ASSESSOR COMMENTS: GENERAL

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