

BSBWHS507

Contribute to managing WHS information systems



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ASSESSMENT FOR BSBWHS507

Student name	Shaun Coffey
Date of assessment submission	26/12/2018

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

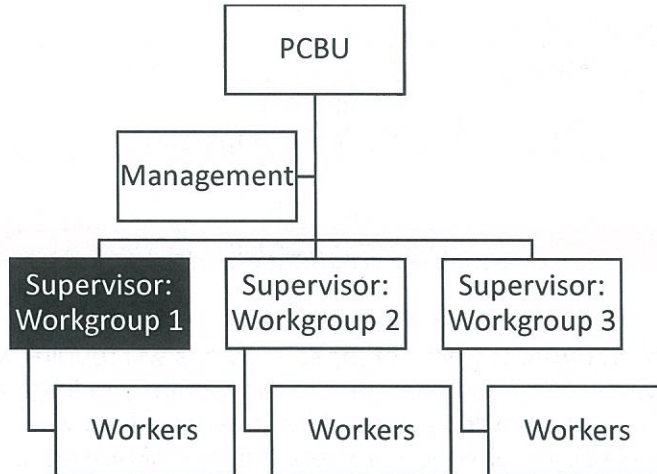
TASK INSTRUCTIONS

- 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. Documents supporting WHSIS	Workbook response (below)
2. Use and operation of WHSIS	Workbook response (below)
3. WHSIS supporting job role	Workbook response (below)
4. Monitoring, evaluating and improving WHSIS	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	Dyno Nobel Moranbah
Workgroup	Operations

ACTIVITY 1

Summarise what the following documents address with respect to a WHSIS (i.e. requirements of duty holders, due diligence obligations, incident reporting requirements, function/purpose of WHSIS, WHS information necessary for effective WHS management):

- Work Health and Safety Act 2011 (Qld)*
- Work Health and Safety Regulations 2011 (Qld)*
- Work Health and Safety Consultation, Co-operation and Co-ordination Code of Practice 2011
- Australian Standard AS/NZS 4804:2001
- Guidance material
- Workplace policies
- Workplace procedures
- Workplace systems

	Summary of contents
a) Work Health and Safety Act 2011 (Qld)	<i>Location of document:</i> https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018 <i>Summary of contents:</i> The document aims to provide a consistent national law for workplace's and related individual's health and safety. It outlines roles and responsibilities that are to be met in the aspiration of minimising risks. Section 19 outlines that PCBUs have a duty of care to ensure health and safety of workers. Section 27 states that officers of PCBUs are required to ensure WHSIS meet the act in terms of appropriateness / capability. This includes understanding risks and their controls, report incidents, transmitting and sharing WHS information, and responding to WHS concerns or matters raised. Section 28 outlines that workers must ensure a healthy and safe workplace. These sections include clauses for the need to deliver / abide by information, training, and instruction of a WHS nature, including

	WHSIS's and their provision / maintenance. This extends to recording and acting on hazards and risks in a timely manner. Section 38 highlights the requirement for PCBU's for notifiable incident reporting. This relates to WHSIS as the information included in the notification would be stored here. Section 47-49 requires PCBU's and workers to facilitate consultation relative to WHS, which would form part of a WHSIS function.
b) Work Health and Safety Regulations 2011 (Qld)	<i>Location of document:</i> https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2011-0240 <i>Summary of contents:</i> This document aims to assist in meeting the WHS Act by providing further detail and prescriptive methods for relevant parties. Sections 35-37 outlines that PCBU's are required to notify regulatory authorities of notifiable incidents. Section 39 outlines that information provided to workers is understandable. Both of these functions would be achieved through a WHSIS.
c) Work Health and Safety Consultation, Cooperation and Coordination Code of Practice 2011	<i>Location of document:</i> https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0020/58205/WHS-consultation-coop-coord-COP-2011.pdf <i>Summary of contents:</i> This document provides PCBU's with practical guidance on consulting with their workers in the context of WHS matters. It includes information on facilitating the consultation process. This document lists what is considered 'reasonably practicable', a term that is allocated to duty holders under the act.
d) AS/NZS 4804:2001	<i>Location of document:</i> https://www.saiglobal.com.ezproxy.newcastle.edu.au/PDFTemp/osu-2019-01-03/4887128742/4804.pdf <i>Summary of contents:</i> Includes guidance on establishing an occupational health and safety management system, continually improving such a system, and what resources can be used to achieve this. If referenced specifically in legislation Australian Standards then

	compliance is mandatory, however, they can be used to determine what is considered 'reasonably practicable'.
e) Guidance material	<i>Location of document:</i> https://www.worksafe.qld.gov.au/data/assets/pdf_file/0005/58172/Managing-risks-of-hazardous-chemicals-COP-2013.pdf <i>Summary of contents:</i> A Code of Practice that assists PCBU's manage the health and safety risks associated with hazardous chemicals. This document lists what is considered 'reasonably practicable', a term that is allocated to duty holders under the act.
f) Policies	<i>Location of document:</i> https://thehub.iplgroup.net/en/HSE/HSECPolicy.aspx <i>Summary of contents:</i> Outlines the company's commitment to obtaining Zero Harm for everyone, everywhere, and caring for the community and environment. It applies to all employees and contractors on our sites, and breaches or actions not aligned with this can result in significant repercussions.
g) Procedures	<i>Location of document:</i> Cyberdocs / eDOCS: http://cyberdocs-mor/cyberdocs/cyberdocs.asp <i>Nexus:</i> http://noteshttp.incitecpivot.com.au/dn/dnap/apcu050a.nsf/GroupMain?OpenFrameSet <i>Summary of contents:</i> Site Safe Operating Procedures (SOPs) are kept on an online database "eDOCS" (also called Cyberdocs), this is for all large or high-risk tasks. The company global procedures are kept on online databases called "NEXUS". This includes standards on high risk tasks, these often represent issues that have arisen from large incidents and can include standards that are higher than legislation / Australian Standards and other guidance materials.
h) Systems	<i>Location of document:</i> SHEARS: http://uswejci01.dynonobel.net/NetForms/jsf/main.jsp?command=new&bpid=ABNyGGXMjQ2ODk2MDI0MzM4&workspaceid=ABNyGGXMjQ2ODk2MDI0MzM4&title=Incident ChemAlert: http://iplmsds:8080/chemical/ <i>Summary of contents:</i> SHEARS is a safety management system that is used to report hazards / incidents / safety events, it includes risk ranking, investigation, corrective actions, and automated email / tracking of status of hazards / incidents / safety events. ChemAlert is the Safety Data Sheet database. It is the system used to store all SDS's related to chemicals contained on our sites and includes the assessment process for the introduction of new chemicals (such as compatibility / hazard / storage issues).

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

ACTIVITY 2

Describe the use and operation of the WHSIS:

- a) Identify the WHSIS users you would consult with to determine requirements of the WHSIS.
 - Describe which aspects of the WHSIS each user would need to access.
 - What training, advice and support could you offer to users to assist with using the WHSIS more effectively and to meet their WHS responsibilities and objectives?
- b) Name workplace factors that may impact on the design, development and use of the WHSIS.
 - Consider the impact of language, literacy and cultural factors.
 - Provide recommendations for dealing with such factors.

Consulting WHSIS users

All personnel, from workers to supervisors or managers and the safety department should be consulted on their requirements / expectations of a WHSIS. In larger organisations this could include corporate safety team or other sites that have an existing WHSIS. There should be initial introductory training held for all site personnel. The introductory training should include the operation and functions of the overall system, centring on the generic elements of the WHSIS such as accessing WHS docs or information, hazard/incident reporting, accessing previous hazards/incident. The supervisory training should include risk assessing, and preliminary incident investigation aspects of the WHSIS. The management and safety team training should include allocating corrective actions, final investigation, close out and report generating / distribution.

The three sessions should be facilitated by the training department, include live use of the WHSIS and associated systems. Support can be given by having quick reference guides for WHSIS functions (i.e. entering incidents, accessing critical documents etc) and having clear role responsibilities and expectations of roles in the training and position descriptions.

Design, development and use of WHSIS

Factors that can impact on the design, development and use of WHSIS include; Resources / capital, organisational structure, general and computer literacy, language and cultural barriers, WHS knowledge (many WHSIS and processes rely on basic WHS knowledge), computer or security access within linked programs.

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

ACTIVITY 3

The WHSIS supports job roles in a number of ways:

- a) Consider the role of the WHSIS with regards to hazards and risk management.
 - What information might a WHSIS hold to assist with recording data collected about hazards and risks? Who should receive such information and in what timeframe? What legislation needs to be considered when recordkeeping (e.g. privacy, secure storage of data)?
 - What information might a WHSIS hold with regards to previously reported hazards and risks?
 - How can such data be used to evaluate WHS performance and identify areas for WHS improvement? Who should be consulted as part of this analysis? Is this an on-going requirement?
- b) Consider the role of the WHSIS with regards to industrial relations.
 - What information might a WHSIS hold to assist with industrial relations matters (e.g. grievance procedures)?
 - What legislation should be referenced in such information?
- c) Consider the role of the WHSIS with regards to equal employment opportunity.
 - What information might a WHSIS hold to assist with equal employment opportunity matters?
 - What legislation should be referenced in such information?
- d) Consider the role of the WHSIS with regards to workers' compensation and rehabilitation.
 - What information might a WHSIS hold to assist with workers' compensation and rehabilitation matters?
 - What legislation should be referenced in such information?

Hazards and risks

WHSIS holds information on previous incidents, including risk assessment and agreed controls and corrective actions from incidents. Additionally, it may include procedures and standards for tasks, associated information such as SDS's, risk assessment documents such as company risk matrix's, templates for JSA's, formal risk assessments and procedures for escalation of high / unacceptable risks. All personnel should have access to such information prior to being exposed to risks or prepare for tasks unsupervised. When record keeping the Privacy Act, WHS Act and Regulation, and company image/reputation need to be considered.

A WHSIS might include the following information on a previously reported hazards / risks: A detailed description of the hazard / risk, an assessment / classification of the hazard, an investigation identifying the root cause, the corrective actions undertaken and preventative actions (and responsible person / due date), the status of the risk / hazard.

By tracking incidents / hazards statistics can be realised showing trends of improvement and opportunities for improvement. These provide an effectiveness measure of control or preventative measures. Trends indicating multiple high potential near misses or incidents (or trends showing an increase of occurrence) allow identification of opportunities / the need to implement WHS improvement. Workers that have the potential to be impacted, persons that have expertise in the relevant process, safety personnel, and management should take part in the consultation of safety data analysis. It is an ongoing requirement to monitor and review the effectiveness of WHSIS.

Industrial relations

A WHSIS would hold procedures and guidance material that assists in meeting legislation for industrial relations matters. This could include the appropriate channels for concerns to be raised and the processes to be followed. A WHSIS also facilitates consultation and feedback sharing for raised issues.

Legislation that should be referenced are the WHS Act & Regulations, in addition to the privacy act where sensitive information is concerned.

Equal employment opportunity

A WHSIS should contain information that aligns employment / promotion opportunities with the WHS Act and the Anti-Discrimination Act 1991. This will ensure that equal opportunity is given to workers and prospective workers, regardless of race, religion, sex, age, etc.

Workers' compensation and rehabilitation

A WHSIS might hold the requirements, documents, and channels for worker's compensation & rehabilitation. In addition to the information surrounding the incident / cause, the relevant documents such as applications or return to work plans for doctor / physio approval, insurance agency / regulator forms, etc.

Legislation referenced should include the Worker's Compensation and Rehabilitation Act 2003.

Outcome for Activity 3

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 4

As with the data contained within the WHSIS, it is important to monitor, evaluate and improve the WHSIS itself:

- a) How would you, as the workgroup supervisor, facilitate the review process?
 - Outline processes for monitoring the effectiveness of the WHSIS.
 - Who should be consulted to determine how frequently reviews should occur?
 - Explain how users can assist to monitor, evaluate and improve the WHSIS.
 - What records need to be kept to show consultation has taken place?
- b) How can recommended WHSIS improvements be implemented?
 - What processes should be implemented to ensure that information within the WHSIS is current?
 - Name the individuals/parties within the workplace management structure who would be involved with implementing change?
 - What training should occur when information changes?
 - What records need to be kept to provide evidence of compliance with legislation?

Monitor and evaluate

The process for monitoring and reviewing the effectiveness of the WHSIS should be structured on set frequencies for informal and formal meetings involving discussion of the WHSIS, utilising anonymous feedback surveys on the WHSIS, and evaluating the user's ability to use the system and comprehend the information in the WHSIS.

All users (workers, contractors, managers, safety personnel) should be consulted with the initial review frequency with this later including data from monitoring and reviewing of the WHSIS.

Users can assist by provide honest feedback, speaking up when they are having difficulty using or understanding aspects of the WHSIS, participating in consultation process and proactively seeking to improve the WHSIS. Additionally, taking part in process audits as both observer and observed person / work group. These combined with a willingness to partake in the improvement process (such as assisting in updating of safe operating procedures or developing quick reference guides) will ensure the WHSIS is improved.

Records of consultation and all monitoring and reviewing of the WHSIS should be kept. This includes meeting minutes, capturing of suggested improvements, the implementation of these improvements, and records of the personnel participating in the process.

Implementing improvements

Excel or programs can be used to set review frequency of WHSIS information review with automated email allocation to appropriate people. This allows tracking of the reviewing and responsible persons.

The process owners of the relevant part of the system should ultimately be responsible for implementing changes. They can delegate to workers and afford them the support / resources they need to implement the changes. For example, the Operations manager would be responsible for facilitating changes to operating procedures and the HSEC manager would be responsible implementing changes to standardised forms (JSAs / company risk matrix, etc).

Changes should be integrated with training so that training modules reflect the changes and that changes to the WHSIS are communicated and taught to users. This can include presentations and interactive sessions demonstrating the system changes. Additionally, audits tailored to monitoring the effectiveness of change training can be used to ensure their effectiveness.

Maintaining records that reflect consultation has taken place. For example, meeting minutes (HSEC, or WHSIS related meetings) and proof of their communication, feedback from concerns raised, discussion sessions, records of escalations, etc. can be used to prove compliance with legislative requirements concerning consultation.

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

QUIZ

QUESTIONS	CORRECT
1. The function and purpose of a WHSIS includes which of the following? Select all that apply. ☒ To document and communicate WHS and other relevant policies, procedures, processes and systems ☒ To facilitate keeping track of legal requirements and compliance ☒ To facilitate and support consultation and participation ☐ To provide a system that is for management use only ☒ To provide an easy way to put information back into the system	☐
2. Which of the following types of WHS information may be obtained from a WHSIS? Select all that apply. ☒ JSA, SWMS and SDS ☒ Incident reports ☒ Internal and external inspection results ☒ Safety manuals for plant and tools ☒ Rehabilitation and return-to-work programs ☒ Records of meetings (e.g. training, consultation)	☐
3. Which of the following factors may impact on a WHSIS? Select all that apply. ☒ Workplace commitment to WHS (including management) ☒ Organisational structure (e.g. size, multiple sites, shift work) ☒ Required level of security for WHSIS (e.g. access security level) ☒ Available resources ☒ Staff profile (e.g. language, literacy, numeracy, cultural diversity)	☐
4. WHSIS users should be consulted to assist with designing, developing, monitoring, evaluating and improving the WHSIS. ☒ True ☐ False	☐

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.	Work with others to determine WHSIS requirements from: • Legislation • Workplace policies, procedures, processes and systems • Consulting with WHSIS users	☒
B.	Support a user to access WHSIS to obtain the following forms and determine if they are current copies from the regulator: • Incident notification form • Hazardous chemicals health monitoring report	☒
C.	Outline the legislated reporting requirements for the forms (e.g. time requirements for submission to regulator).	☒
D.	Work with others to evaluate WHSIS and offer feedback including: • Improvements for identified issues, ensuring legislative and organisational requirements are met • Requirements for review processes (e.g. frequency, method, scope) • Prevention strategies (e.g. training needs)	☒
E.	Present improvements and prevention strategies to duty holders (e.g. PCBU or Trainer/Assessor) for implementation.	☒
Name of observer		<i>Allan Martin</i>
Role of observer (Confirm their suitability to sign)		☒ Trainer/Assessor ☒ Other (specify): <i>Operations Team leader</i>
Phone number of observer		<i>(07) 4840 3756</i>
Email address of observer		<i>allan.martin@incitecpivot.com.au</i>
Signature of observer		
Date		Click here to enter a date. <i>13/01/2019</i>
Comments		

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