

BSBWHS406

Assist with responding to incidents



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ASSESSMENT FOR BSBWHS406

Student name	Sandra McCarthy
Date of assessment submission	07/01/2019
Trainer/Assessor's name	
Date of assessment marking	
Outcome for unit	☐ Competent ☐ Not Yet Competent

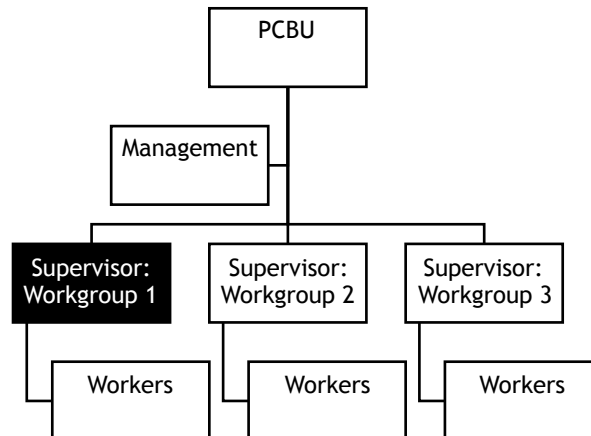
TASK INSTRUCTIONS

- 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. Duty holders and duties	• Workbook response (below)
2. Policies, procedures and processes	• Workbook response (below)
3. Providing first aid	• Workbook response (below)
4. Collecting information and data for investigations	• Workbook response (below)
5. Assist incident investigations	• Workbook response (below)
6. 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	Shamrock Civil
Workgroup	Resource Development

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.
 - 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

Workers within the workgroup

Relevant section of WHS legislation

Work Health and Safety Act (Qld) 2011 Section 28

Obligations

Legislation provides that workers:

- 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).
- This would extend to responding to incidents (e.g. providing first aid and responding to emergencies), investigations and implementation of risk control measures.

"Embark College, Assist with responding to incidents, slide 6"

Method for communicating requirements

The workgroup supervisor should notify workers within their workgroup that it is mandatory to notify the PCBU of any incidents that occur within the workplace as the PCBU hold the primary care of all workers,

This can be communicated through meetings, emails etc and reinforced through any safety inductions, toolbox meetings and safety signage that is visible around the workplace. Due to the diversity of workers backgrounds and abilities it is important to be able communicate through a variety of means and levels of detail e.g use basic language and literacy for everyone to easily understand

Your role in meeting requirements

The workgroup supervisor should ensure that all workers are following the necessary requirements set by the PCBU. this is done by monitoring their work practices and demonstrating by way of best practice

Name of Individual/Party 2

PCBU

Relevant section of WHS legislation

Work Health and Safety Act (Qld) 2011:

- Section 19 outlines that the PCBU's duty of care
- Section 35-37 outlines the types of incidents that require notification
- Section 39 outlines the duty on those who manage or control a workplace to preserve sites where incidents happen

"Embark College, Assist with responding to incidents, slide 6-7"

Obligations

The legislation provides:

- that in holding the primary duty of care the PCBU should ensure, so far as is reasonably practicable, the health and safety of workers affected by the business or undertaking.
- This would extend to responding to incidents (e.g. providing first aid and responding to emergencies), investigations and implementation of risk control measures.

Identifies and explains incidents that require notification:

- Death of a person
- Serious injury or illness of a person
- Dangerous incident

"Embark College, Assist with responding to incidents, slide 6-7"

Method for communicating requirements

The PCBU might not have a detailed knowledge of the complexities of each workgroup. Therefore the workgroup supervisor may notify the PCBU of the extent of their duty by mentioning the more specific work that is undertaken within the workgroup e.g the different types of emergencies that might occur that maybe different from other workgroups i.e electrician might get electrocuted where as a traffic controller might get run over by a vehicle speeding through a work site

Your role in meeting requirements

The workgroup supervisor in assisting the PCBU in meeting their legal requirements must ensure that all incidents are recorded and that the PCBU is notified so that WHSQ can be notified as required. he workgroup supervisor should also ensure that all workers follow the requirements set out by the PCBU

Outcome for Activity 1

- ☐ Satisfactory
- ☐ Not satisfactory

Trainer/Assessor comments

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

- WHS policy
- WHS procedure
- WHS process
- WHS system

For each:

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

Name of WHS policy

Safety Management System - Policy and Procedure Manual

Summary of requirements

Under section 2.10.07b Workplace OHS Injury, Illness and Incident reporting policy outlines that managers and workers, respectively must report on all incidents and near misses.

Your role with notifying, reporting and documenting incidents

The workgroup supervisor can assist with putting into practice this policy by internally notifying others of incidents.

Name of WHS procedure

Safety Management System - Policy and Procedure Manual

Summary of requirements

Under section 2.10.07b 4. Workplace OHS Injury, Illness and Incident reporting procedure outlines that if required a report must be completed by using a QLD Government supplied incident notification form (Work Health and Safety Act 2011, Qld)

All records of injuries, illnesses and incidents must be kept for a period of at least 5 years and then destroyed.

In the event of a notifiable incident or dangerous incident, WHSQ must be notified by CSTC by submitting an approved form immediately after becoming aware.

Your role with notifying, reporting and documenting incidents

The workgroup supervisor can assist with putting into practice this procedure by internally notifying others of incidents using forms provided e.g. report notification form. They should also attempt to keep records of any incidents within their own records. The workgroup supervisor should also point out notifiable incidents with the PCBU so that he WHSQ can be notified.

Name of WHS process

Safety Management System - Policy and Procedure Manual

Summary of requirements

Under section 2.10.07b 4. outlines that any incident that occurs on the work site must be reported to the Civforce Traffic Management Human Resource Manager and the Health and Safety Advisor immediately

Your role with notifying, reporting and documenting incidents

The workgroup supervisor can assist with putting into practice this process by internally notifying Civforce Traffic Management Human Resource Manager and the Health and Safety Advisor of incidents.

Name of WHS system

Safety Management System - Policy and Procedure Manual

Summary of requirements

Under section 2.10.07b 5. outlines that all incidents shall be reported to ascertain the cause. Investigations must be completed by a suitably qualified and trained person.

Your role with notifying, reporting and documenting incidents

The workgroup supervisor can assist with putting into practice this system by researching, calling and revising of data and information for the incident investigation .
The key things to be collected about incidents include:

- When it happened
- What happened
 - Including factors that contributed to the occurrence and severity of the incident
- Where it happened
- Who was involved
 - Including details of the PCBU and the notifier
- What plant, equipment and materials were involved (and how)
- Witness details
- What has been done in response to the incident

"Embark College, Assist with responding to incidents, slide 10"

Outcome for Activity 2

- ☐ Satisfactory
☐ Not satisfactory

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

- WHS procedure
- WHS process

For each:

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

Name of WHS procedure

Incident Investigation Procedures

Summary of requirements

Under section 3.10.1 outlines that First Aid Officers must treat injuries/illnesses before sending the injured person home or to the doctor

Under section 3.10.2 outlines that when first aid is administered by a First Aid Officer, the First Aid Treatment Registered must be completed and all information retained in a confidential first aid file which is kept in a lockable first aid cabinet.

Your role in meeting requirements

A workgroup supervisor may assist with meeting the requirements by implementing initial incident response procedures e.g. first aid and internally notifying others of the incident e.g. emergency services, Human Resource Manager. The workgroup supervisor may also be involved in the training sessions for staff on how to provide basic first aid.

Name of WHS process

Incident Investigation Procedure

Summary of requirements

Under section 2.10 outlines that the Health and Safety Advisor is to ensure that all incident are reported, record and investigated as soon as possible after the event of an injury or illness occurring and the corrective action is taken.

Under section 3.10.2 outlines that first response is to be take all steps necessary to provide medical attention for the injured persons.

Your role in meeting requirements

A workgroup supervisor may assist with meeting the requirements by implementing initial incident response procedures e.g. first aid and internally notifying others of the incident e.g. emergency services, Human Resource Manager.

Outcome for Activity 3

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments	
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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:

- a) Identify the person you would collect the information and data from.
- b) Explain the data-collection technique you would use to collect the information and data.
- c) Explain why the collection of this information is necessary.
- d) 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

- The key things to be collected about incidents include:
 - When it happened
 - What happened
 - Including factors that contributed to the occurrence and severity of the incident
 - Where it happened
 - Who was involved
 - Including details of the PCBU and the notifier
 - What plant, equipment and materials were involved (and how)
 - Witness details
 - What has been done in response to the incident

"Embark College, Assist with responding to incidents, slide 10"

Collected from

Injured person and first aid officer on duty

How it is collected

The injured person or parties would be interviewed preferably while still at the scene of the incident. The first aid officer that provided the first aid would be required to complete a report. This would contain their personal detail such as phone numbers, email so they can be contacted if they need to be interviewed further

Necessity of collection

It is necessary to collect the information so that the incident investigation procedures can be completed. This is especially important if the incident needs to be notified to WHSQ

Additional information

Additional information maybe obtained by talking to witnesses as they maybe able to provide additional information about the incident, how it happened

Name of information/data type 2

Records of similar incidents that have occurred e.g. worker's leg amputated as forklift strikes bollard

"Embark College, Assist with responding to incidents, slide 11"

Collected from

The PCBU is obligated to keep all records of incidents, they must keep a record of each notifiable incident for at least 5 years from the date notified to WHSQ

How it is collected

It is collected through workplace records such as risk assessments, risk controls, training records, maintenance records

Necessity of collection

It is necessary to collect information to determine if there are any trends with incidents within the workplace, this to help determine if the current measures in place are working or not

Additional information

Additional information may be added to the workplace specific information through statistics about particular types of incidents

Outcome for Activity 4

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

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

- a) Explain how you assist investigators and provide relevant information during investigations.
- b) 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.
- c) Explain why you would review reports on incidents, injuries and illnesses.
- d) Identify responsible persons and relevant authorities you may contact and why you would contact them.

	Explanation
a)	• You may be required to assist an investigator by: • Providing investigators with relevant information • Examining relevant information and data • Reviewing reports on incidents, injuries and illnesses to look for patterns • Contacting responsible persons and relevant authorities when required • This may include PCBU's, legal advisors, police, medical practitioners, building or traffic inspectors, insurance agencies or government agencies • You should keep a record of all communications to assist investigations <i>"Embark College, Assist with responding to incidents, slide 13"</i>
b)	Techniques for collecting data may include: inspections, collecting evidence at the scene, interviews, simulations, timelines of actions and events, and engaging specialist internal or external investigations. <u>Interviews</u> can be conducted via the phone or in person, or using survey forms or unstructured. The benefits of this is they don't require the literacy of the respondent, they allow the interviewer to uncovering deeper insight, clarity and deep diving into the respondents answers, as well as collecting nonverbal data. Phone interviews are less expensive than in person interviews and may encourage the respondent to be more forthcoming with there answers. <u>Collecting evidence at the scene or observation</u> is a simple and unobtrusive way of collecting data. It is gathering information first hand in the field gives the observer a holistic perspective that helps them to understand the context in which the situation observed operates or exists. It is an effective method as it is straight forward and efficient. It can provide both documented information, photos, maps etc. Many data collection techniques place the primary emphasis on the technical cause of the incident. There is usually a very detailed description of the process in which the incident occurred, together with an n-depth analysis of the technical failures that are seen to be the major cause. Reports can generally include recommendations to be implemented. <i>"Embark College, Assist with responding to incidents, slide 11"</i> https://www.fulcrumapp.com/blog/field-data-collection-methods/

c)	You would review reports in incidents, injuries and illness to look for patterns with the workplace. A particular incident may not be a one off, which may indicate that the PCBU is not fulfilling their duties to monitor the health and safety of those in the workplace.
d)	Relevant parties that may be contacted include: • PCBU as they are the duty holder for the workplace and would be obligated to hold records of incident, injuries and illness • Legal advisors as they may be provided information about the PCBU's obligations under the law • medical practitioners as they may provide evidence about the cause of certain ailments Other parties that may be contacted are police, insurance agencies, government agencies, building or traffic inspectors <i>"Embark College, Assist with responding to incidents, slide 13"</i>

Outcome for Activity 5	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	

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

- a) 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).
- b) 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.
- c) Identify possible inadequacies of the risk controls identified.
- d) Explain how organisational culture may inhibit the implementation of the recommended measures and actions.
- e) List methods that you would use to assist with implementing the measures and actions.

Name and describe Hazard 1

One hazard that may occur in the workplace is exposure to noise , which is one of the most common contributors to hearing loss and impairment, it contributes to 10% of adult onset hearing loss

Source of information (e.g. website address): <https://www.audioclinic.com.au/hearing-loss/types-and-treatment-for-hearing-loss/workplace-hearing-loss/>

Measures and actions to resolve hazard

Measure and actions that can be taken to resolve the hazard are:

- Inspect the workplace by walking around, talk to workers and observe how things are done, this can help identify noise hazards
- Find out where the noise is going from and which tasks or processes produce noise
- A noise assessment should be done by a competent person in accordance with the procedures in AS/NZS 1269.1 Occupational Noise Management Part 1 Measures and assessment of noise emissions and exposure

The way a noise assessment is done will depend upon:

- the type of workplace
- the number of persons potentially at risk from exposure to hazardous noise
- the information already available on noise at the workplace.

A noise assessment should be done during a typical working shift and should determine:

- the noise levels produced during various tasks carried out during the shift
- how long your workers are exposed to noise during each of these tasks.

An assessment should take into account:

- plant, equipment and other sources of noise in operation at the workplace how work activities are carried out the length of the shift
- environmental factors (e.g. types of walls, surfaces, layout of work stations)

Noise measurements should be taken at 0.1 to 0.2 metres from the worker's ear canal entrance over a period of time that is representative of the noise produced during the tasks.

- Pre-purchase assessment of plant noise emissions.
- Acoustic engineering (noise buffers and dampeners).
- Provision of PPE.
- Job rotation.
- Safety signage.
- Job rotation.
- Implement a hearing protection program.

The results of the noise measurements must be communicated back to the PCBU as there may be a breach in legal requirements e.g. exceed the allowable noise levels.

This information would then be passed down to the workers and how it will effect their day to operations e.g. mandatory servicing of equipment to ensure that the noise levels are kept to a minimum

This would need to be communicated as soon as the noise issues become apparent so that measures can be implemented to reduce the hazard.

For example one of the actions that arise from investigations to resolve the hazard is to provide PPE to workers to reduce the risk of exposure e.g. ear plugs.

PPE is the last option within the hierarchy of controls. Therefore it would be more ideal to eliminate the source of the noise, substitute the plant or equipment that is causing the noise, isolate the source of the noise, mechanically modify the plant causing the noise, changing working hours of the plant causing the noise, change working hours of the plant to reduce exposure to employees e.g. rotating shifts. These maybe impractical options if the plant can not be substituted, modified or needs to be used during business hours. However the use of PPE may cause less disruption and maybe more cost effective.

Source of information (e.g. website address): https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0009/58176/Noise-preventing-hearing-loss-COP-2011.pdf

Wherever there is noise at work you should be looking for alternative processes, equipment and/or working methods which would make the work quieter or mean people are exposed for shorter times. You should also keep up with what is good practice or the standard for noise-control within your industry, e.g. through your trade association, or machinery or equipment suppliers.

Source of information (e.g. website address): <https://www.worksafe.qld.gov.au/injury-prevention-safety/hazardous-exposures/noise/noise-control-measures>

https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0009/58176/Noise-preventing-hearing-loss-COP-2011.pdf

Managing noise and preventing hearing loss at work, Code of practice 2011 Section 4 outlines if you have identified any noisy activity that might expose workers or others at the then you should assess the risks by carrying out a noise assessment, which determine what noise sources and process are causing the risks, this can only be done by a competent person in accordance with AS/NZS 1269.1 Occupational Noise Management - Part 1. The way a noise assessment should be done depends on several factors, one being the number of persons potentially at risk from exposure to the hazardous noise. It should be done for the length of the shift. A noise assessment report should show that the assessment was done correctly, that all factors were taken into account. The report should be used to select the appropriate control measure. This report should be made available to managers, HSR and regulators/

https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws/laws-and-legislation/codes-of-practice/search-codes?queries_keyword_query=noise&search_page_58211_submit_button=Submit¤t_result_page=1&results_per_page=10&submitted_search_category=&mode=

Communication of recommendations

If an administrative control was to be implemented such as changing the working hours of the plant to reduce exposure to employees e.g. rotating shifts. This would be communicated to staff via meetings, emails. Communicating in various methods would accommodate the audiences range of abilities and backgrounds as they would have opportunities to ask questions as well as be reminded regular in their day to day jobs.

Possible inadequacies of risk controls

Administrative controls are the second least effective control measure, as the hazard is still present to those operating the noisy plant or working around the noisy plant as well as some plants are required to be operating during business hours.

Effect of culture on implementing measures and actions

Some people may disregard/ignore the administrative controls and continue to use noisy plant and equipment as they see fit.

Assisting with implementation

To assist with implementing a workgroup supervisor should demonstrate best practice as well as observing the actions of those within the workgroup. For those who have to work outside of normal hours in order to use noisy plant/equipment maybe offered time off in lieu.

Name and describe Hazard 2

Irritation due to exposure to chemicals

Measures and actions to resolve hazard

When controlling the risks of hazardous chemicals, your first strategy must always be to eliminate the hazard and associated risk. If this is not reasonably practicable, the risk must be minimised by using one or more of the following approaches:

- substitution
- isolation
- engineering controls.

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

Administrative controls e.g. procedures, employee training, and signs and warning labels, so far as is reasonably practicable. Any remaining risk must be minimised with suitable PPE.

Administrative control measures and PPE rely on human behaviour and supervision and, when used on their own, tend to be the least effective ways of minimising risks.

<https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-risks-hazardous-chemicals-workplace>

As stated above by Business Queensland Government one action that might arise from an investigation to resolve the hazard is to provide PPE to workers to reduce the risk of exposure.

PPE is the last within the hierarchy of controls. Eliminating the use of the chemical or substituting the chemical with another would be more ideal though this might not be possible as the task involves might require this particular chemical. However the use of PPE may cause less disruption and maybe more cost effective.

<https://www.safeworkaustralia.gov.au/ppe#risk-management>

Communication of recommendations

If the use of PPE was the recommendation of an investigation the workgroup supervisor could communicate this to staff via meetings, emails and reminder signs.. Communicating in various methods would accommodate the audiences range of abilities and backgrounds as they would have opportunities to ask questions as well as be reminded regular in their day to day jobs.

Possible inadequacies of risk controls

PPE is the least effective control measure as the hazard is still present, it also relies on the workers to implement it, which may not always be heard to or forgotten.

Effect of culture on implementing measures and actions

Some workers may feel that PPE is not necessary which not only effects their own work in the event of an injury but encourages other workers to not wear the correct PPE as well therefore promoting this culture to other workers and trainees.

Assisting with implementation

To assist with implementing a workgroup supervisor should demonstrate best practice as well as observing the actions of those within the workgroup. For those that consistently adhere to wearing correct PPE may be rewarded for doing so e.g. WHS certificate

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.  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	☐
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
A. Respond to a workplace incident by providing first aid.	☐
B. Complete WHS regulator's incident notification form, outlining incident details, treatment details and business details.	☐
C. Explain events to an investigator, review incident notification form and seek additional information to assist (via inspections, interviews, simulations and/or timelines).	☐
D. 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	