

BSBWHS406

Assist with responding to incidents



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ASSESSMENT FOR BSBWHS406

Student name	Shanal Singh
Date of assessment submission	18/05/2020
Trainer/Assessor's name	
Date of assessment marking	Click here to enter a date.
Outcome for unit	☐ Competent ☐ Not Yet Competent

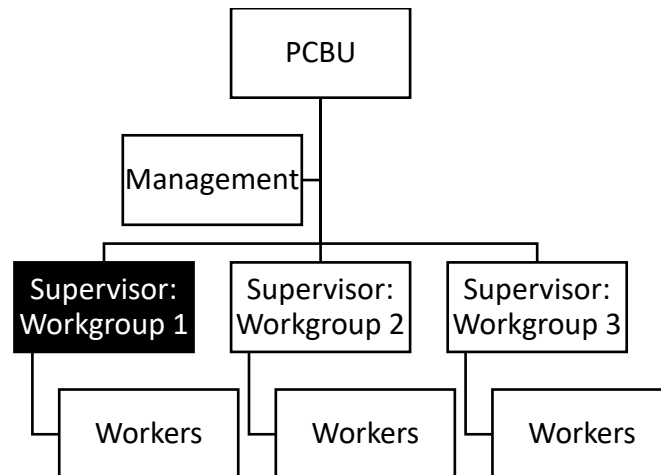
TASK INSTRUCTIONS

- 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
a) Duty holders and duties	• Workbook response (below)
b) Policies, procedures and processes	A. Workbook response (below)
c) Providing first aid	B. Workbook response (below)
d) Collecting information and data for investigations	C. Workbook response (below)
e) Assist incident investigations	D. Workbook response (below)
f) Implementing measures and actions	E. 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	L&D Contracting
Workgroup	Inner City South State School

1.

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.
 - F. 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
Kelvin Roud – Project Manager
Relevant section of WHS legislation
Work Health and Safety Act 2011, Part 3, Section 35 -section 39 found at https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.3
Obligations
- The person with management or control of a workplace at which a notifiable incident has occurred must ensure, so far as reasonably practical, the site where the incident occurred is not disturbed until an inspector arrives at the site or directs otherwise. - The notifier must keep a record of the notifiable incident for at least five years from the date of notification.
Method for communicating requirements
Tangible records keeping of important safety documents, completion of incident reports, communicate incident to supervisors via verbal interaction.
Your role in meeting requirements
Read and interpret documentation from safety documents. Share important information with Management as well as work personnel Developments of response plans and emergency procedures

Name of Individual/Party 2
Keith Hilton – Construction Supervisor
Relevant section of WHS legislation
Work Health and Safety Act 2011, Part 3, Section 35 -section 39 found at https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018#pt.3
Obligations
Notify the regulator of fatalities, serious injuries and illnesses and dangerous incidents that arise out of the conduct of the business or undertaking as soon as you become aware of the incident.
Method for communicating requirements
Notification to the regulator must be by the fastest available means and can be made by phone or in writing (such as fax, email, or other electronic means). If the notification is via phone this must be followed up in writing within 48 hours if the regulator requests, it
Your role in meeting requirements
- Conduct Prestart and Toolboxes with all personal onsite regarding correct notification, mitigation, and documentation for incidents occurring onsite. - Safety document registers, and document keeping. - Engaging with the labourers and HSRs to advise management of any incidents and concerns.

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

2.

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

1. WHS policy
2. WHS procedure
3. WHS process
4. WHS system

For each:

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

Name of WHS policy

L&D Contracting Safety Policy 2020

Summary of requirements

- Provide and allocate resources to maximise safe work practices and productivity. We will actively cooperate with representatives on OS&H issues in the workplace.
- L&D Contracting will provide information, instruction, training, and supervision so that all employees can perform their work safely. It is everybody's responsibility to actively participate in all training activities.
- All L&D Contracting and associated personnel are responsible for identifying hazards in the workplace and addressing them as a priority above all else to reduce or eliminate the risk of injury or harm to themselves or others.
- L&D Contracting encourages all individuals to take responsibility for their own safety and accident prevention. There is no task that cannot be done safely. Safety is the shared responsibility of all L&D Contracting and associated personnel

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Your role with notifying, reporting and documenting incidents

- Record & monitor and safety documentation.
- Provide information, Drawing, Reports, Specifications to ensure work is completed safely.
- Conduct Site walks and identify, document, and report safety hazards

Name of WHS procedure
L& D Company Safety procedure
Summary of requirements
• L&D site management will meet daily to prepare each work Zone and activities all workers are to respect the activities in place to ensure was as a company follow our agreement to the client. • Most of all, every worker is to be respected and treat with respect, no worker is better then the next. • LD personal to complete plant prestart to the requirement of the plant records and to clean cabs out daily.
Your role with notifying, reporting and documenting incidents
• Ensure that appropriate safety measures are in place (e.g. barriers, flagging, etc) • Ensure that records are kept of all prestart, & toolboxes that occur onsite. • Ensure that registers are kept of equipment and PPE that is issued to the labourers & operators.

Name of WHS process
Safety Management Plan – SWMS development Process
Summary of requirements
SWMS's identifying Risks and detailing proposed Control Measures are to be prepared for all works if any or all of the following criteria form part of the project/contract:- • involves a risk of a person falling more than 1.2 m; or • is carried out on a telecommunication tower; or • (c) involves demolition of an element of a structure that is load- bearing or otherwise related to the physical integrity of the structure; or • involves, or is likely to involve, the disturbance of asbestos; or • involves structural alterations or repairs that require temporary support to prevent collapse; or • is carried out in or near a confined space; or • is carried out in or near— • a shaft or trench with an excavated depth greater than 1.0m; or • a tunnel; or • involves the use of explosives; or • is carried out on or near pressurised gas distribution mains or piping; or • is carried out on or near chemical, fuel or refrigerant lines; or • is carried out on or near energised electrical installations or services; or • is carried out in an area that may have a contaminated or flammable atmosphere; • involves tilt-up or precast concrete; or • is carried out on, in or adjacent to a road, railway shipping lane or other traffic corridor that is in use by traffic other than pedestrians; or • is carried out in an area at a workplace in which there is any movement of powered mobile plant; or • is carried out in an area in which there are artificial extremes of temperature; or • is carried out in or near water or other liquid that involves a risk of drowning. • or involves diving work or • "Other Activities" as designated by L&D or Client nominated where the work is considered to be of a Hazardous/High Risk Nature and has the potential to cause death or injuries to personnel and/or damage to plant, equipment, structures etc. One person is to be allocated overall responsibility of the implementation of the SWMS. This will typically be the Site Supervisor, or a person nominated by the Site Supervisor. This person must ensure that the original of the current revision is always on site and available for the workers
Your role with notifying, reporting and documenting incidents
• being responsible for their actions and taking due care; • reporting all incidents, no matter how trivial they seem to be; • complying with all necessary requirements that are put into place to prevent, incident, injury or loss; • fully disclosing all information regarding incidents; • participating in HSE interactions; • using all PPE provided, in such a manner as to ensure the safety of themselves, other personnel, property and the environment; • maintaining the workplace in a clean and tidy state; • providing suggestions for improving work processes;

Name of WHS system
Safety Management Plan – managing and reporting incidents
Summary of requirements
• All personnel working on the project will be instructed in the incident reporting process during induction and incident report forms will be readily available. • All serious incidents must be investigated by adequately trained and competent personnel. L&D will provide a copy of the incident investigation in a timely manner. • L&D will ensure that all injured personnel receive prompt medical assistance and rehabilitation with a prompt return to work without jeopardising the employee's early recovery. Any incident involving medical treatment must have workers compensation forms completed by the employee along with medical certificate completed by the medical practitioner. To ensure this occurs a suitable supervisor must accompany each injured worker to the medical facility as per the L&D Rehabilitation and return to Work Process and the Employee Assistance Program. • L& D shall maintain a register of all reported hazards and incidents and remedial actions from investigations and track actions to close out.
Your role with notifying, reporting and documenting incidents
• reporting all incidents, no matter how trivial they seem to be via; • participating in HSE interactions; • Filing all reports and investigations. • Ensuring the supervisors can implement any corrective measures. • Providing information for recent changes to safety systems to supervisors and HSRs

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

3.

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

1. WHS procedure
2. WHS process

For each:

1. Summarise its requirements regarding providing first aid
2. Explain how you assist with meeting the requirements

Name of WHS procedure

Hazardous chemicals procedures – LD contracting

Summary of requirements

- An effective response to an emergency. Procedures for evacuating the workplace in the case of a hazardous substance related injury;
- Ensure steps are taken in relation to the Hazardous substance Risk Assessment and MSDS.
- Notification of emergency services at the earliest opportunity
- Medical treatment and assistance,
- Effective communication between the person authorised by the person conducting the business or undertaking to co-ordinate the emergency response and all persons at the workplace.

Your role in meeting requirements

Provide MSDS and ensure all Risk assessments and MSDS's for hazardous substances are onsite,

Name of WHS process

Hazardous chemicals first aid treatment process – LD contracting

Summary of requirements

- Ensure the correct type of first aid kits are used, and where they are located.
- Ensure people who are responsible for the first aid kits and facilities and how frequently they should be checked and maintained.
- ensure rapid emergency communication with first aiders
- arrangements to ensure first aiders receive appropriate training
- Ensuring that workers receive appropriate information, instruction, and training in relation to first aid for treating /caring for injuries relating to hazardous substances.
- Information about a worker's health must be kept confidential and only provided to first aiders with the worker's consent
- report injuries and illnesses because of the hazardous substance.
- access to debriefing or counselling services to support first aiders and workers after a serious workplace incident

Your role in meeting requirements

- A record of any first aid treatment given should be kept by the first aider and reported to managers on a regular basis to assist reviewing first aid arrangements. First aid treatment records are subject to requirements under Health Records legislation

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

1.

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

For each:

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

Name of information/data type 1
Safe work method statement – Procedures prior to incidents occurring
Collected from
The SWMs should be available to all the workers on-site. A swms should be provided to the worker/ operator that conducts activities specific to the SWMS. For example, plant machinery swms are available to all operators. Therefore, to develop SWMS the works must be discussed with the operators, Supervisors, and safety officers
How it is collected
• It is collected after observing construction processes and being aware of construction measures. • It is necessary to have meeting with supervisors, and site foremen to gain a understanding of measures that can be implemented that can both help productivity and ensure safe processes
Necessity of collection
The reason data is collected, is to ensure that the procedures written in the swms are accurate, and depict the works happening in site. Otherwise, the works outlined within the swms are inaccurate and therefore, no safe work measures are discussed.
Additional information
Additionally, a WHS officer can be implemented to ensure that all safety measure comply with all Australian regulations which update on a regular basis

Name of information/data type 2
Incident Report – After the incident
Collected from
Witnesses, site safety representative, project manager, victim
How it is collected
Information in a incident report is collective from several sources; • A statement from the person involved in the incident is recorded, and attached to a witness template, statements from witnesses that were present for the incident is also included. • A medical examination report is taken on the victim to ensure that there are no injuries. Minor injuries are recorded, and medical practitioners are called. • A report is conducted by the engineer, supervisor, or manager onsite with closing out statements.
Necessity of collection
• Record keeping of all statements are vital as it contains tangible records of the incidents that occur on-site. • It is evidence for any workplace claims, in the instance that the victim suffered mentally or physically as a result of the incidents. • Lastly, if all details are included with relation to the incident, procedures can be implemented to ensure that it does not occur again.
Additional information
Supplementary information can be retrieved form the victim, such as pre- medical conditions, as well as any medical examinations after the incident.

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

1.

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

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

	Explanation
a)	• Provide statements made by entities involved, as well as, workplace health and safety documents with any relevance to the incident. • I can also provide photographs, programming, and safety documentations such as SWMS for the work being conducted, as well as, plant risk assessments and service history, training, and records of tickets if any plant is involved.
b)	• Interviews are a key method to extract information from entities involved, as you can instantly get information from the personnel involved. • A sequence of events leading up to the incident can also be established after reviewing prestart documents, and plant logs
c)	• Reviewing reports on injuries are extremely important for future as injuries that occur due to an incident can become an issue later documents that are reviewed are documents such as training records, medical certificates, and first aid reports.
d)	• Relevant parties may include the safety team from the PCBU, or any health and safety representatives. • Additionally, depending on the incident the personnel employee may contact you for and explanation.

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

1.

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

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

Name and describe Hazard 1

Truck incident: Delivery truck falls over on-site.

Measures and actions to resolve hazard

- The truck driver was agitated, and frustrated accessing the site, he was unaware of the correct route to enter site, therefore a truck route was established for all HV's to safely enter site.
- Also, a toolbox was conducted with all drivers to ensure they are aware of the correct channel.

Essentially this is controlling the hazard by administrative means.

They affect workflow and planning as the supervisor will need to advise the drivers because delivering anything on-site.

Communication of recommendations

As it is impossible to physically toolbox all drivers delivering to site, a tmp and heavy vehicle haulage route was established and forwarded through to the allocation team that allocated drives to each job.

Secondly, an email was sent through to ensure that a written warning was issued that all trucks are to call up on ch 27 before entering site. Once onsite they are to switch over to ch 33

Possible inadequacies of risk controls

Inadequacies are miscommunication in the toolbox meeting as well as , audiences that aren't familiar with the area so a haulage route would essentially be useless to them

Effect of culture on implementing measures and actions

As truck drivers can be quite stubborn sometimes there is a culture of truck drivers no listening to traffic controller and , not taking direction

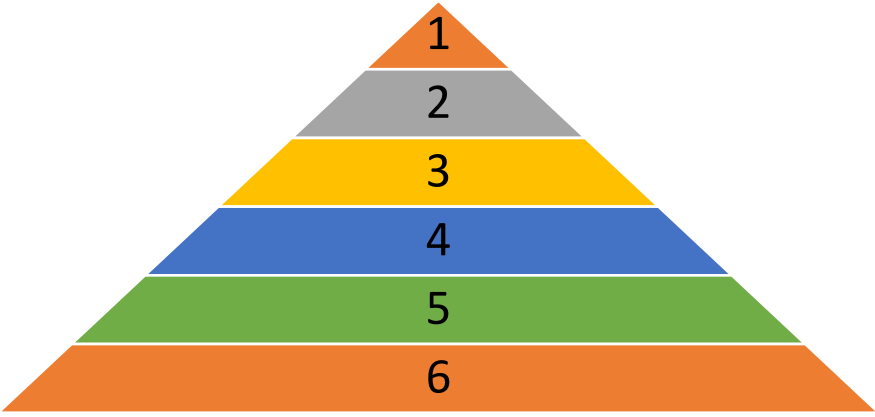
Assisting with implementation

- First and last warning. To ensure that this incident doesn't happen again, any truck driver caught not following instructions from the traffic controllers or not following the routes indicated on the haulage routes will be signed off from the job. This essentially means that the driver will not be allowed back on-site.
- The toolbox will be signed by all drivers delivering to site. Their signature is a record that they must abide to the information mentioned in the toolbox

Name and describe Hazard 2
Water truck incident: The truck driver entered the water truck without completing a swms or signing onto the sign on sheet
Measures and actions to resolve hazard
The mechanic was inducted, and a SWMS developed for the work he is doing, Additionally, the was given a written warning to ensure that he no longer conducts work without addressing the appropriate safety measures
Communication of recommendations
• A toolbox was conducted with the mechanic, as well as a VOC, and induction. • Furthermore, the supervisor called him into the office to discuss appropriate safety techniques, and the procedure to conduct any works onsite.
Possible inadequacies of risk controls
• Lack of understanding of correct safety measures and procedures that need to be in place to carry out the works. • Lack of communication between the supervisor and the technicians
Effect of culture on implementing measures and actions
Safety measures are in place to ensure that incidents do not occur because of not understanding the corrects procedures, the effect on culture is that workers understand that if safety measures(not matter the circumstance) are not taken then there will be consequences,. Whether they be a warning from management or a injury as a result.
Assisting with implementation
• Developing and reviewing SWMS with the assistance of the supervisor or HSR personnel. • Completing permits, to ensure that the Principal contractor and safety team are aware of the works.

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

QUIZ

QUESTIONS	CORRECT														
ACTIVITY 5 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	☐														
ACTIVITY 6 Identify the elements of the hierarchy of control, using the labels 1 – 6 below.  <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th>Label (1 – 6)</th><th>Element</th></tr> </thead> <tbody> <tr> <td style="text-align: center;">2</td><td>Isolate the hazard</td></tr> <tr> <td style="text-align: center;">1</td><td>Provide and use Personal Protective Equipment (PPE)</td></tr> <tr> <td style="text-align: center;">6</td><td>Eliminate the hazard</td></tr> <tr> <td style="text-align: center;">4</td><td>Control the hazard by engineering means</td></tr> <tr> <td style="text-align: center;">3</td><td>Control the hazard by administrative means</td></tr> <tr> <td style="text-align: center;">5</td><td>Substitute the hazard</td></tr> </tbody> </table>	Label (1 – 6)	Element	2	Isolate the hazard	1	Provide and use Personal Protective Equipment (PPE)	6	Eliminate the hazard	4	Control the hazard by engineering means	3	Control the hazard by administrative means	5	Substitute the hazard	☐
Label (1 – 6)	Element														
2	Isolate the hazard														
1	Provide and use Personal Protective Equipment (PPE)														
6	Eliminate the hazard														
4	Control the hazard by engineering means														
3	Control the hazard by administrative means														
5	Substitute the hazard														
ACTIVITY 7 What might you consider when choosing between different risk controls? Select all that apply. ☒ Cost ☒ Fit for organisational culture ☒ Effect on work flow of organisation ☒ View of workers ☒ Guidance from codes of practice, standards and WHS regulator	☐														

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

PRACTICAL TASK

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

TASKS	VERIFIED
1. Respond to a workplace incident by providing first aid.	☐
2. Complete WHS regulator's incident notification form, outlining incident details, treatment details and business details.	☐
3. Explain events to an investigator, review incident notification form and seek additional information to assist (via inspections, interviews, simulations and/or timelines).	☐
4. Determine recommendations and implementation requirements according to hierarchy of control, communicating these with others in the workplace (e.g. PCBU, workers).	☐
Name of observer	
Role of observer (Confirm their suitability to sign)	☐ Trainer/Assessor ☐ Other (specify):
Phone number of observer	
Email address of observer	
Signature of observer	
Date	Click here to enter a date.
Comments	

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