

BSBWHS406

Assist with responding to incidents



Copyright © 2020 CSTC Pty Ltd

All rights reserved. No part of the contents of this publication may be reproduced or used in any form or by any means – graphic, electronic, or mechanical including photocopying, digitising, recording, or information storage-and-retrieval systems – without the written permission of CSTC Pty Ltd.

ASSESSMENT FOR BSBWHS406

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

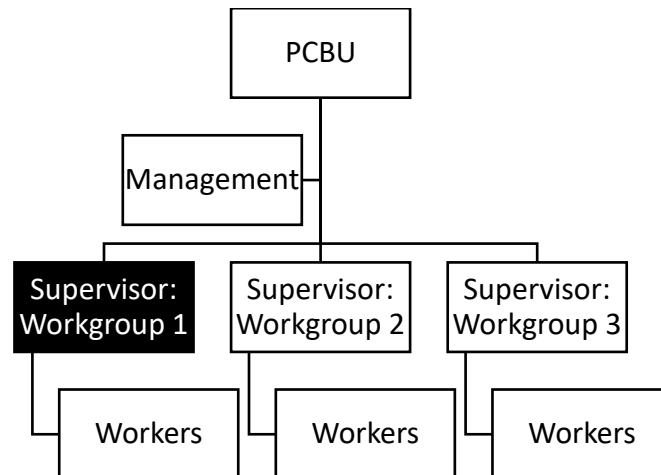
TASK INSTRUCTIONS

- The assessment for this unit of competency consists of the following:
 - **A series of activities:** Some of these activities will require you to provide a response within this document, others will require you to gather evidence to demonstrate your knowledge and skills (overview below)
 - **Quiz:** You will be required to complete a series of questions to demonstrate your knowledge and skills.
 - **Practical task:** You will be required to have an observer attest to your knowledge and skills and sign a report to this effect.
- At times, you will be provided with a specific business context to which you must respond, otherwise it is anticipated that you will use a workplace of your choosing (your own, or hypothetical) to provide the context to the task.
- At all times, the responses in your assessment must reference **Australian** (Queensland or Federal) documentation, including legislation, regulations, codes of practice, standards and guidance publications.

ACTIVITY OVERVIEW	REQUIRED FOR SUBMISSION
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	McIlwain Civil Engineering / RNAJV
Workgroup	HSE

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

HSE Officer

Relevant section of WHS legislation

WHS Act Qld 2011 - 103B General functions of work health and safety officer who is not the person conducting the business or undertaking

(1) This section applies to a work health and safety officer if the officer is not the person conducting the business or undertaking.

(2) The functions of the work health and safety officer are—

notify the person conducting the business or undertaking about work health and safety matters; and

(b) to identify hazards and risks to health and safety arising from the work carried out as part of the conduct of the business or undertaking; and

(c) to report, in writing to the person conducting the business or undertaking, any hazards and risks identified under paragraph (b); and

- (d) to immediately notify the person conducting the relevant business or undertaking about—
- (i) any incident the work health and safety officer is aware has occurred at the business or undertaking; or
 - (ii) any immediate or imminent risk to health and safety at the business or undertaking; and
- (e) to investigate, or assist in the investigation of, any incidents that occurred at the business or undertaking; and
- (f) to accompany and assist an inspector during an inspection of the business or undertaking; and
- (g) to establish educational and training programs on matters relating to work health and safety; and
- (h) any other function prescribed by regulation.

Obligations

The HSE officer has the following obligations:

- Immediately notify the PCBU of any incident regarding healthy and safety
- Identify and report all incidents (including risks, hazards and near misses)
- Stop tasks if something is unsafe
- Advise workers of any notifiable incidents that has the ability to affect their health and safety
- Assist an inspector during inspections
- Conduct and / or assist with investigations

Method for communicating requirements

All reporting should be completed in writing and documented appropriately. Once this has been documented, the report can be shared through any form of communication – email / toolbox / memo / notice / meetings etc. ensure that people without email / internet access can still get their hands on a hard copy and those with internet access have the correct links or attachments provided.

Your role in meeting requirements

Ensure that all of the obligations listed above are followed as per legislative requirements by those that hold a duty of care existing within the process, including myself. Supervision and audits are to be conducted to ensure that the efficiency and standards are being met.

Name of Individual/Party 2

PCBU

Relevant section of WHS legislation

WHS Act Qld 2011 – 38. Duty to notify of notifiable incidents

(1) A person who conducts a business or undertaking must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the conduct of the business or undertaking has occurred.

(2) The notice must be given as required under this section and by the fastest possible means.

(3) The notice must be given—

(a) by telephone; or

(b) in writing.

Example—

The written notice can be given by facsimile, email or other electronic means.

(4) A person giving notice by telephone must—

(a) give the details of the incident requested by the regulator; and

(b) if required by the regulator, give a written notice of the incident within 48 hours of that requirement being made.

(5) A written notice must be in a form, or contain the details, approved by the regulator.

(6) If the regulator receives a notice by telephone and a written notice is not required, the regulator must give the person conducting the business or undertaking—

(a) details of the information received; or

(b) an acknowledgement of receiving the notice.

(7) A person conducting a business or undertaking must keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator under this section.

Obligations

The PCBU has the following obligations:

- Immediately notify the regulator of any incident regarding healthy and safety as soon as possible (by telephone or writing)
- Give a written notice approved by the regulator
- Identify and report all incidents (including risks, hazards and near misses)
- Stop tasks if something is unsafe
- Keep the record of each notifiable incident for at least 5 years from the day the incident is given to the regulator

Method for communicating requirements

All reporting should be completed in writing and documented appropriately. Once this has been documented, the report can be shared through any form of communication – email / toolbox / memo / notice / meetings etc. ensure that people without email / internet access can still get their hands on a hard copy and those with internet access have the correct links or attachments provided

Your role in meeting requirements

Ensure that all of the obligations listed above are followed as per legislative requirements by those that hold a duty of care existing within the process, including myself. Supervision and audits are to be conducted to ensure that the efficiency and standards are being met.

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

Work Health & Safety Management Policy

Summary of requirements

This policy outlines the requirement to provide a safe and healthy workplace for our employees, contractors and the general public by ensuring that we as a company accurately manage all incidents that occur on the job.

Your role with notifying, reporting and documenting incidents

As the HSE Supervisor, I assist by preparing the notifications, reports and documents when an incident occurs on the job, ensuring that enough detail is provided and that all submissions meet the standards.

Name of WHS procedure

Drug & Alcohol Procedure

Summary of requirements

This procedure outlines the requirements for drug & alcohol testing, as well as the procedure to follow if there is a positive result.

In summary, if a drug & alcohol incident was to occur – the individual is to immediately cease work, an incident report is generated, and management notified. All documentation is to be included in the report and saved appropriately.

Your role with notifying, reporting and documenting incidents

As the HSE Supervisor, I assist by preparing the notifications, reports and documents when a drug & alcohol incident occurs on the job, ensuring that enough detail is provided and that all submissions meet the standards. This is also included in the monthly report statistics (confidentially is met as this is only a number)

Name of WHS process
Heat Stress Process
Summary of requirements
This process explains the requirements when someone on site goes down with heat stress related illnesses. If this was to occur on site, the HSE Adviser / Supervisor would be notified by the supervisor. The HSE Adviser / Supervisor would notify the PM and raise an incident report, this needs to be documented accurately with as much information as possible.
Your role with notifying, reporting and documenting incidents
As the HSE Supervisor, I assist by preparing the notifications, reports and documents when a heat stress related incident occurs on the job, ensuring that enough detail is provided and that all submissions meet the standards. This is also included in the monthly report statistics under incidents (confidentially is met as this is only a number)

Name of WHS system
Incident Reporting System
Summary of requirements
This system covers the following: > Immediate verbal notification of an incident > Logging of incidents (Incident Report Form) > Reporting to regulators as required > Investigations into incidents > Debriefing and counselling
Your role with notifying, reporting and documenting incidents
> Where further medical treatment is required, arrange an appointment at an Occupational Physician (Sonic Health Plus) for assessment. > HSE Adviser to notify the site safety representative (If one has been elected for the site). > Obtain witness statements from all relevant parties. > Complete all sections of the incident report form. > To review report and forward reports to the Construction and Systems Manager. > Evidence of corrective actions being completed are to be closed out in the hazard and action register. > Incident to be recorded on the Incident Register. > Completed report to be filed in the project incident file.

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 Procedure

Summary of requirements

The Hazardous Chemicals Procedure refers to the SDS which is in electronic form located on 'chemwatch' it provides the log in details which then take you to the list of chemicals, choose which chemical it is that has caused the need for first aid – it then provides the steps in providing first aid.

Your role in meeting requirements

- Ensuring that chemwatch is up to date with all chemicals that are used on site
- Ensure that everyone has been trained in the use of chemwatch
- Ensure that first aiders have a sticker on their helmet to ensure they are noticeable (as well as providing poster on site with photos)
- Having the procedure reviewed regularly
- Completing all necessary reports / witness statements / notifications
- Ensuring that all first aid kits are available, in date and full

Name of WHS process

Heat Stress Process

Summary of requirements

- Help move person out of the hot environment and into recovery position
- Rest and cool down in the shade or cool place
- Satisfy thirst with water only
- Start with small drinks of water - too much water too quickly may lead to vomiting
- Apply ice pack to cramped muscles
- Slowly reintroduce the person back to the outside temperature once recovered

If the persons condition worsens, call an ambulance immediately

Your role in meeting requirements

- > Ensuring that all Processes are up to date, reviewed regularly and distributed to all
- > Provide first aid
- > Depending on the severity of the incident, if further medical treatment is required, arrange an appointment at an Occupational Physician (Sonic Health Plus) for assessment.
- > Notify the site safety representative (If one has been elected for the site).
- > Obtain witness statements from all relevant parties.
- > Complete all sections of the incident report form.
- > To review report and forward reports to the Construction and Systems Manager.
- > Evidence of corrective actions being completed are to be closed out in the hazard and action register.
- > Incident to be recorded on the Incident Register.

Completed report to be filed in the project incident file

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:

1. Identify the person you would collect the information and data from.
2. Explain the data-collection technique you would use to collect the information and data.
3. Explain why the collection of this information is necessary.
4. 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

Pre Task Assessment (PTA)

Collected from

This is collected from the PTA Coordinator / leading hand / supervisor (whoever is leading the task).

How it is collected

These are hard copies which are kept out on site while the task is being conducted. The PTA is delivered to the HSE Office or the HSE advisor would collect this while at the incident location from the person in control of the PTA.

Necessity of collection

PTA's show in details the steps of the task that was being conducted (including the date, location, coordinator, SWMS they are working under, UHF channel, gate number and must point), what hazards were identified, the controls that were put in place and also who has read and signed on to this document confirming that they understand the task. This assists greatly in an incident investigation.

Additional information

Safe Work Method Statements (SWMS) that were listed on their PTA, these would be located at the task location and should be checked to ensure everyone has signed onto these.

Daily Prestart which lists the sites tasks for the day, ensure that the task was listed and that everyone was signed on as this also lists any concerns and or hazards raised before starting the day.

Name of information/data type 2
Witness Statements
Collected from
This is collected from all who were present during the incident.
How it is collected
All witnesses are to present to the HSE Office to complete individual witness statements, which are then collected by the HSE advisor.
Necessity of collection
The purpose of the witness statement is to provide written evidence to support a party's case that will, if necessary, be used as evidence in court. The statement is a crucial part of the case, designed to show it in its strongest light – this is essential in an incident investigation.
Additional information
Pre Task Assessments show in detail the steps of the task that was being conducted (including the date, location, coordinator, SWMS they are working under, UHF channel, gate number and must point), what hazards were identified, the controls that were put in place and also who has read and signed on to this document confirming that they understand the task. Safe Work Method Statements (SWMS) that were listed on their PTA, these would be located at the task location and should be checked to ensure everyone has signed onto these.

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

1.

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

1. Explain how you assist investigators and provide relevant information during investigations.
2. 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.
3. Explain why you would review reports on incidents, injuries and illnesses.
4. Identify responsible persons and relevant authorities you may contact and why you would contact them.

	Explanation
a)	Supplying all documentation relevant to the incident that occurred and working along side them to reach an outcome. Ensuring that all documentation has been recorded accurately and it reviewed prior to the investigators arrival to ensure a smooth process.
b)	1. PEEPO Investigation – this is drawn up in a table on a white board and all those that were involved in the incident, as well as management, HSE personnel and supervisors sit in on this meeting while as a group, the ‘People, Environment, Equipment, Procedures and Organisation’ involved in the lead up to the incident, the incident itself and after the incident is discussed – once the meeting has ceased, this is transferred to an official document. All relevant information is discussed here amongst all involved which means nothing is missed and questions / concerns can be raised. 2. Timeline – this is also drawn up on a whiteboard and includes the same people as listed above, sticky notes are used (so that they can easily be moved around when discussing the occurrence order) to write down relevant information and determine an accurate timeline from the lead up to post incident.
c)	To discover any gaps that are in processes / policies / procedures so that amendments can be made to ensure control measures are put in place to prevent these from occurring again. Assess whether those involved were conducting the correct tasks and following appropriate instructions / procedures.
d)	- PCBU – to notify them of the incident and keep them up to date with the process - Legal Advisor – if an incident were to have the ability to become a court case, legal advise is required - Police – if there was an incident involving something illegal, the police need to be involved – e.g. theft, harassment, illegal substances etc. - Medical Practitioners – advise or assessment of an injury

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

Powered Mobile Plant

Measures and actions to resolve hazard

- Plant separation (Elimination Control) – affects workflow by adding additional resources and planning for materials utilised for separation
- Positive Comms (Administration) – affects planning by having to address the need for a spotter for certain situations
- Daily inspections (Administration) – affects workflow by having to ensure that each day an inspection is carried out and this needs to have time allocated for the task daily
- Competent Operators (Administration) – affects by having the need for operators and spotters to be trained, costing money, time and additional resources
- Delineation (Isolate) – affects by having to include delineation processes into the planning of tasks

Regulations Qld 2011:

215: Powered mobile plant—specific control measures

(1) This section applies to a person with management or control of powered mobile plant at a workplace.

(2) The person must ensure, so far as is reasonably practicable, that a suitable combination of operator protective devices for the plant is provided, maintained and used.

(3) The person must ensure, so far as is reasonably practicable, that no person other than the operator rides on the plant unless the person is provided with a level of protection that is equivalent to that provided to the operator.

(4) The person must ensure that the plant does not collide with pedestrians or other powered mobile plant.

(5) Without limiting subsection (4), if there is a possibility of the plant colliding with pedestrians or other powered mobile plant, the person must ensure that the plant has a warning device that will warn persons who may be at risk from the movement of the plant.

Communication of recommendations	
1.	Meetings
2.	Toolbox Talks
3.	Email
4.	Notices
5.	Pre start
By utilising all of the above methods of communication, I am covering those that have the ability to attend face to face meetings, those who have email accounts and are unable to attend face to face meetings and those who do not have access to email.	
Possible inadequacies of risk controls	
- Plant separation - May cause additional planning to ensure that there is adequate room for the required plant separation - Positive Comms – workers not being on the correct UHF channel - Daily inspections – if the inspections are not done correctly and are ‘ticked and flicked’ - Competent Operators – complacency - Delineation – restricting work area	
Effect of culture on implementing measures and actions	
Additional work loads, costs and processes may have an impact on others – these measures and actions need to be discussed with all involved so that everyone has a say and a reasonable solution can be implemented.	
Assisting with implementation	
Reviewing safety documents which may include Safe Work Method Statements, Policies and Procedures relating to Mobile Plant. Ensuring that the measures and actions are communicated through toolbox talks, meetings, pre-starts and in person (reminders, warnings etc) VOC operators Check all operators licences, tickets, assessments have been received prior to operation Inspections and audits of work areas, speaking with the work teams and advising of any changes	

Name and describe Hazard 2
Falls
Measures and actions to resolve hazard
Regulations Qld 2011: 79: Specific Requirements to minimise risk of fall (3)The person provides adequate protection against the risk if the person provides and maintains a safe system of work, including by— (a)providing a fall prevention device if it is reasonably practicable to do so; or (b)if it is not reasonably practicable to provide a fall prevention device, providing a work positioning system; or

(c) if it is not reasonably practicable to comply with either paragraph (a) or (b), providing a fall arrest system, so far as is reasonably practicable.

Examples of a safe system of work could include—

- providing temporary work platforms (Engineering) – affects by having to incorporate the requirement into the engineering plans, as well as adding more cost
- providing training in relation to the risks involved in working at the workplace (Administration) – affects by having the need for those working at heights to be trained, costing money, time and additional resources
- providing safe work procedures, safe sequencing of work, safe use of ladders, permit systems and appropriate signs (Administration) – affects by having to incorporate the requirement into the engineering plans, as well as adding more cost

Note—

A combination of the controls set out in this subsection may be used to minimise a risk, so far as is practicable, if a single control is not sufficient for the purpose.

(5) In this section—

fall prevention device includes—

- (a) a secure fence; and
- (b) edge protection; and
- (c) working platforms; and
- (d) covers.

Communication of recommendations

1. Meetings
2. Toolbox Talks
3. Email
4. Notices
5. Pre start

By utilising all of the above methods of communication, I am covering those that have the ability to attend face to face meetings, those who have email accounts and are unable to attend face to face meetings and those who do not have access to email.

Possible inadequacies of risk controls

- providing temporary work platforms – faulty work platforms
- providing training in relation to the risks involved in working at the workplace – complacency and having to spare time and costs to attend training
- providing safe work procedures, safe sequencing of work, safe use of ladders, permit systems and appropriate signs – if these procedures are not used correctly creating additional hazards and confusion

Effect of culture on implementing measures and actions

Additional work loads, costs and processes may have an impact on others – these measures and actions need to be discussed with all involved so that everyone has a say and a reasonable solution can be implemented.

Assisting with implementation

Ensuring that everything has been tested and tagged when conducting audits and inspections.

Reviewing safety documents which may include Safe Work Method Statements, Policies and Procedures relating to Falls / working at heights.

Ensuring that the measures and actions are communicated through toolbox talks, meetings, pre-starts and in person (reminders, warnings etc)

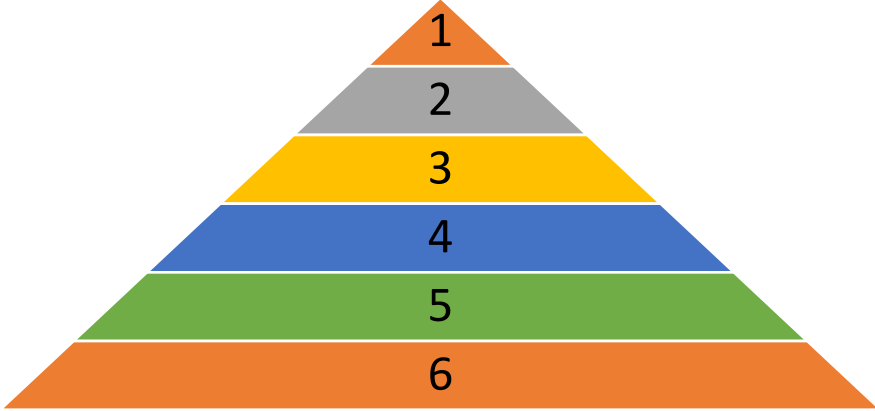
Inspections and audits of work areas, speaking with the work teams and advising of any changes

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-top: 10px; width: 100%; 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;">3</td><td>Isolate the hazard</td></tr> <tr> <td style="text-align: center;">6</td><td>Provide and use Personal Protective Equipment (PPE)</td></tr> <tr> <td style="text-align: center;">1</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;">5</td><td>Control the hazard by administrative means</td></tr> <tr> <td style="text-align: center;">2</td><td>Substitute the hazard</td></tr> </tbody> </table>	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	☐
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														
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	