

BSBWHS406

Assist with responding to incidents



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ASSESSMENT FOR BSBWHS406

Student name	Samantha Bailey
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

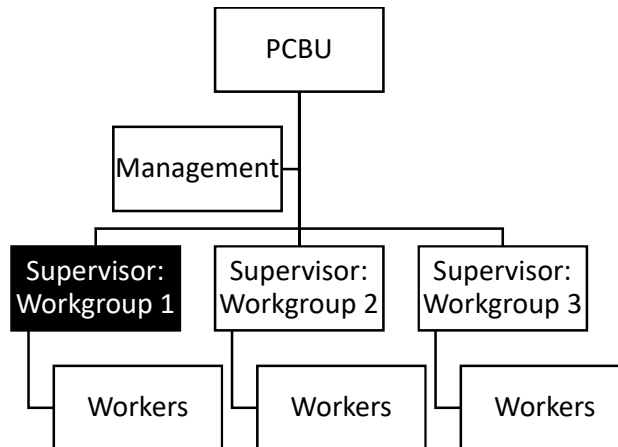
TASK INSTRUCTIONS

- 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	TLCC
Workgroup	Landscape Construction Crew

1.

Identify two (2) parties (apart from yourself) who hold a duty within your workplace regarding notification, reporting and documentation of incidents.

1. Identify relevant section of WHS legislation which imposes the obligation.
2. Explain what they are obliged to do under the legislation.
3. 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.
4. Explain how you would assist with meeting the legislative requirements in your role as a workgroup supervisor.

Name of Individual/Party 1
PCBU Or management/ person in control of workplace
Relevant section of WHS legislation
Section 19 WHS Act 2011 (QLD) Section 36 & 38 WHS Act 2011 (QLD) WHS Regulations 2011 QLD Section 77
Obligations

Section 19 – PCBU's primary duty of care, must ensure, so far as reasonably practicable, the health and safety of –

(a) workers engaged, or caused to be engaged by the person; and

(b) workers whose activities in carrying out work are influenced or directed by the person;

while the workers are at work in the business or undertaking.

A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

PCBUs also have a duty to ensure various other points under the Act including–

- the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking; and
- that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

This extends to include incidents and their responses including investigations and implementation of risk control measures in the workplace.

Under Section 36 – Defines Notifiable Incident:

- The death of a person
- A serious injury or illness of a person
- A dangerous incident

PCBU has a duty to notify regulator of notifiable incidents under Section 38

PCBU has a duty to notify the regulator of any notifiable incidents.

1) A PCBU 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.

Maximum penalty—100 penalty units

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

3) the notice must be given –

- By telephone; or
- In writing.

(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.

Under Section 39 –

The person with management or control of a workplace at which a notifiable incident has occurred must ensure so far as is reasonably practicable, that the site where the incident occurred is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs.

A reference to a site includes any plant, substance, structure or thing associated with the notifiable incident.

- does not prevent any action—

- (a) to assist an injured person; or
- (b) to remove a deceased person; or
- (c) that is essential to make the site safe or to minimise the risk of a further notifiable incident; or
- (d) that is associated with a police investigation; or
- (e) for which an

Under Section 16 it is important to remember the following:

16 More than 1 person can have a duty

- (1) More than 1 person can concurrently have the same duty.
- (2) Each duty holder must comply with that duty to the standard required by this Act even if another duty holder has the same duty.
- (3) If more than 1 person has a duty for the same matter, each person—
 - (a) retains responsibility for the person's duty in relation to the matter; and
 - (b) must discharge the person's duty to the extent to which the person has the capacity to influence and control the matter or would have had that capacity but for an agreement or arrangement purporting to limit or remove that capacity

WHS Regulations 2011 QLD explains what is required by each party involved for different notifiable incidents.

Under Section 38 – it explains a notifiable incident will occur before of the risk.

- (1) A duty holder must review and, as necessary, revise control measures implemented under this regulation so as to maintain, so far as is reasonably practicable, a work environment that is without risks to health or safety. (2) Without limiting subsection (1), the duty holder must review and, as necessary, revise a control measure in the following circumstances— (a) the control measure does not control the risk it was implemented to control so far as is reasonably practicable (b) before a change at the workplace that is likely to give rise to a new or different risk to health or safety that the measure may not effectively control; (c) a new relevant hazard or risk is identified; (d) the results of consultation by the duty holder under the Act or this regulation indicate that a review is necessary; (e) a health and safety representative requests the review under subsection (4).
- If a notifiable incident occurs with connection to the works as defined in sections different – records must be kept for up until 2 years including WHS management plans, SWMS, permits, assessments, etc. (ie. Confined spaces, excavation works)
- Section 711 - Duty to notify of notifiable incidents (1) A relevant person must ensure that the regulator is notified immediately after becoming aware that a notifiable incident arising out of the relevant activity has happened. Maximum penalty—100 penalty units. (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 relevant person 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.

Section 712 - Duty to preserve incident sites (1) The person with management or control of relevant premises at which a notifiable incident has happened must ensure, so far as is reasonably practicable, that the site where the incident happened is not disturbed until an inspector arrives at the site or any earlier time that an inspector directs. (2) In subsection (1) a reference to a site includes any goods, plant, substance, structure or thing associated with the notifiable incident. (3) Subsection (1) does not prevent any action— (a) to assist an injured person; or (b) to remove a deceased person; or (c) that is essential to make the site safe or to minimise the risk of a further notifiable incident; or (d) that is associated with a police investigation; or (e) for which an inspector or the regulator has given permission.

Method for communicating requirements

How I would accommodate for different backgrounds or abilities:

- I would ensure that their health and safety obligations and rights are clearly understood
- Work closely with others
- Encourage participation and support
- Relate to how PCBU's may react differently to the incidents
- Communicate effectively and provide supporting documentation
- Provide the opportunity for questions to help share information and confirm responsibilities
- Continue to provide advice and resources
- Communicate using a variety of sources to reflect verbal and non-verbal communication such as – training sessions, ongoing support, conduct drills, provide instructions/ toolboxes, noticeboards and newsletters

Your role in meeting requirements

- I would ensure I have checked all TLCC safety documents such as SMP and existing procedures to be sure I am following the correct steps to assist with the process or identify gaps where procedures or processes need to be developed
- Develop a procedure to ensure all individuals and parties are aware of their responsibilities and steps to be taken to ensure incidents are brought to the relevant individual's attention
- Develop a procedure to ensure health and safety incidents are reported promptly to managers and/ or WHS regulator
- I would Check all legislation, code of practices, guidance materials and any external website to ensure compliance – Safe Work Australian information booklet on Notifiable Incidents
- Preserve the site – the immediate area where the incident occurred
- Ensure PCBU's have access to appropriate resources and are using them
- Conduct regular drills and also ensure training is delivered
- Communicate with others – informing them of duties and any outcomes from incidents and investigations
- Internally notify others on the incident that need to be aware
-

Name of Individual/Party 2
Workers
Relevant section of WHS legislation
Section 28 WHS Act 2011 (QLD)
Obligations
Comply, so far as 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 and safety at the workplace that has been notified to workers – implementation of controls, hazard identification, SWP, SWMS This would also extend to how they respond to incidents – first aid, emergency response and their contribution to investigations and the implementing of control measures or ideas they may have including feedback.
Elaborate further into investigations- check ACT
Possibly – need to check – preserve sites where incidents occur – don't tamper with
Method for communicating requirements
How I would accommodate for different backgrounds or abilities: - I would ensure that their health and safety obligations and rights are clearly understood - Work closely with others - Encourage participation and support - Relate to each individual and different responses/ reactions they might have to the incident - Communicate effectively and provide supporting documentation - Provide the opportunity for questions to help share information and confirm responsibilities – suggestion boxes, toolbox talks - Continue to provide advice and resources in some cases organise counselling - Communicate using a variety of sources to reflect verbal and non-verbal communication such as – training sessions, ongoing support, conduct drills, provide instructions/ toolboxes, noticeboards and newsletters - Work closely with others - Encourage participation and support - Carry out regular emergency drills and training sessions to create an understanding - Regular toolboxes - Delegate tasks accordingly to balance out the workers abilities - Be culturally aware, sensitive and respectful - Continuously ask for opinions and feedback on current emergency plans in place
Your role in meeting requirements

- Develop a procedure to ensure all individuals and parties are aware of their responsibilities and steps to be taken to ensure incidents are brought to the relevant individual's attention
- Develop a procedure to ensure health and safety incidents are reported promptly to managers and/ or WHS regulator
- I would Check all legislation, code of practices, guidance materials and any external website to ensure compliance – Safe Work Australian information booklet on Notifiable Incidents
- Conduct regular training sessions or on site emergency drills
- Develop Emergency Response Plans specific for each site and ensure it is trained during induction time and displayed at all times throughout the project

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

WHS Policy

Summary of requirements**Your role with notifying, reporting and documenting incidents****Name of WHS procedure****Summary of requirements****Your role with notifying, reporting and documenting incidents****Name of WHS process****Summary of requirements****Your role with notifying, reporting and documenting incidents**

Fulfil a role under legislation – what are legislation requirements
Notifying of incidents, preservation of site

Name of WHS system
Safety Management Plan
Summary of requirements
Your role with notifying, reporting and documenting incidents

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

An incident resulting in an injury procedure

Summary of requirements

- First aid administered
- Employee reports injury to supervisor
- Employee is transported to TLCC offices (in non-emergency cases only)
- Supervisor drives employee to medical consultation and completes TLCC documentation;
- Supervisor advises HSEQ manager and Office manager;
- Medical practitioner is informed of TLCC's back to work policy, and doctor generates a WorkCover report form
- HSEQ department and employee, formulate back to suitable duties plan with consideration of medical practitioner's advice; and
- Employee, medical practitioner and HSEQ department review suitable duties plan weekly
- HSEQ department investigates incident

Your role in meeting requirements

- Check all legislative requirements including First Aid in the workplace – Code of Practice 2014 and <https://www.safeworkaustralia.gov.au/first-aid> for guidelines to ensure that any procedures and processes I place are inline with the law and follow guides.
- Train workers, site supervisors, provide instructions/ toolboxes regularly – safety folders to explain the steps on site at all times for first aid
- Refill and supply first aid kits to crews – containers/ vehicles and sites – refill/ service annually or as required
- Ensure first aid personnel are on each site and receive correct training and refresher training as required – '5 principles of first aid'
- If on site provide first aid and make sure the worker gets the right care
- Record the injury on a HOIN register and have a HOIN report completed – this can be filed with any supporting documents/ follow up documents, photos, etc and the HOIN will be followed up and monitored until closed out.
- Ensure a first aid officer has been allocated to the work site, and ensure they are aware of their responsibilities to ensure reasonable access to appropriate and adequate first aid equipment and ensure identification, location and contact details of the first aider will be communicated at the site induction and on site signage.
- Continue to monitor workplace hazards and maintain a health and safe workplace

Name of WHS process
Injury steps from SMP
Summary of requirements
Your role in meeting requirements

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
Maintenance schedules Legislation Stats
Collected from
How it is collected
Necessity of collection
Additional information

Name of information/data type 2
TLCC safety documents including site specific documentation – SWMS, current procedure and processes, SMP, site specific inductions, safe work procedures, daily pre-starts
Collected from
How it is collected
Collected through TLCC safety document register Project Manager and Site Supervisor
Necessity of collection
To provide evidence of site specific inductions, daily pre-starts SWMS in place
Determine what changes may need to be made
Additional information
Sub-contractor forms, copies, SWMS,

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)	- I would document the incident as soon as possible – this can also be done by PCBU, supervisor, HSR or other specialists. Documentation would include – when, where, how, why, who, what. Further steps I would take to document: • Check the site – ensure no one else on site is at risk of injury and ensure the area of the incident is preserved • Interview co-workers and injured person/s, witnesses – take notes • Observe the task that was being performed at the time of the incident – look for any failures, maintenance/ equipment faults, any contributory factors • Draw a diagram – conditions, what was around, any factors - Assisting with investigations through – inspections, collecting evidence from incident scene, interviews, engaging investigators - Preparation of an initial incident report - Collecting additional information related to an incident – workplace records and internal and external stats about that particular incident that has occurred - Communicate with all involved as well as management within the organisation to inform them of any duties or requirements as well as outcomes
b)	Interviews Timelines To get the most accurate information and details of the incident which occurred Evidence
c)	Continuous improvement Are control measures effectively working Is training further training required/ toolboxes Part of review system/ audits Stats review Management review Requirements of TLCC SMP and QMP processes Ensure all evidence and information has been collected Ensure items are closed out and control measures have all been implemented
d)	WHS Regulator Police Hospitals Supervisors Injured worker/ workers Witnesses

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

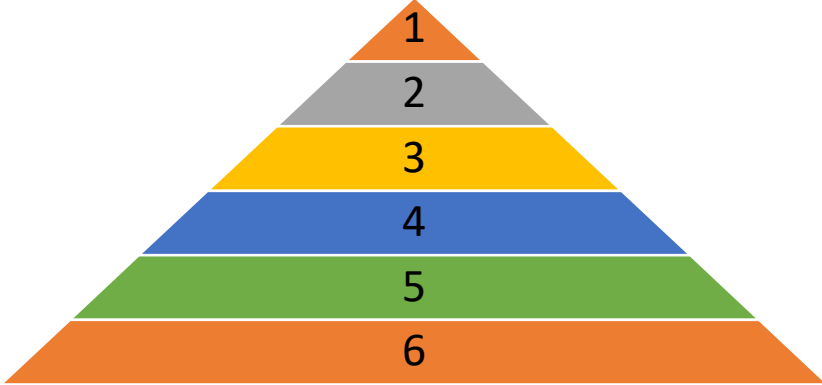
1. Identify two (2) hazards that may occur in your workplace. For each hazard: - Identify and justify possible recommended measures and actions that may arise from an investigation in order to resolve the hazard. - Identify regulations, codes of practice, standards and guidance material you used as the 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). - 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. - Identify possible inadequacies of the risk controls identified. - Explain how organisational culture may inhibit the implementation of the recommended measures and actions. - List methods that you would use to assist with implementing the measures and actions.
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Name and describe Hazard 1 Hitting a live electrical conduit whilst excavating or augering on site
Measures and actions to resolve hazard
Communication of recommendations HOIN Register Meetings Interviews Toolbox internally Safety alert to all subcontractors
Possible inadequacies of risk controls
Effect of culture on implementing measures and actions
Assisting with implementation Toolbox Training Amendments made to SWMS and site induction documents Procedures put into place

Name and describe Hazard 2
Measures and actions to resolve hazard
Communication of recommendations
Possible inadequacies of risk controls
Effect of culture on implementing measures and actions
Assisting with implementation

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="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	