



Construction Skills Training Centre



We are here to improve your future

BSBWHS502A

Manage effective WHS consultation and participation processes

For information on the courses the CSTC offer, please contact:
Brisbane, PO Box 51, Moorooka QLD 4105
Phone: 07 3373 8888, Fax: 07 3373 8899 or Email: brisbane@cstc.org.au

Quality instruction, service, fairness and integrity - always



Our Purpose

CSTC's purpose is to ensure the building and construction industry's long term investment in the workforce through maintaining a commitment to the training and ongoing development of industry workers. CSTC encourages individuals to achieve the highest level of skill and knowledge possible in their chosen vocational area, therefore resulting in improved self esteem, personal growth, employment opportunities, safety into the workplace and quality of life.

Vision

CSTC strives to be recognised as a learning centre of excellence for vocational education and training. We are an organisation that continually strives to achieve the highest possible standards of education, training and consultancy services specific to the building, construction and other related industries.

CSTC provides training in the following areas:

- Occupational Health and Safety
- High Risk Work Licenses – Scaffolding, Dogging, Rigging, Forklift, Crane operation
- Plant Operations
- Confined Spaces
- First Aid
- Asbestos Removal
- Concreting
- Road Construction
- Bridge Construction
- Tunnel Construction
- Pipe Laying
- Trenchless Technology
- Bitumen Surfacing
- And much more!

Copyright © 2015 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, digitizing, recording, or information storage-and-retrieval systems – without the written permission of CSTC Pty Ltd.

This learning product could only be made possible because of the dedicated CSTC team.

ASSESSMENT FOR BSBWHS510A

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

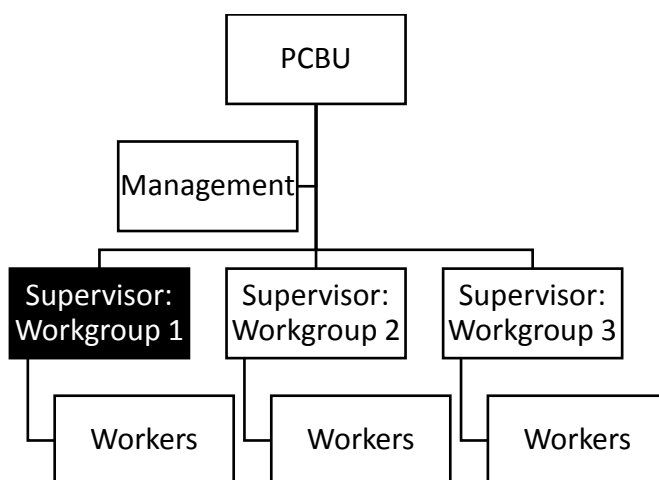
TASK INSTRUCTIONS

- 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)
 - **Knowledge questions:** You will be required to complete a series of questions to demonstrate your knowledge and skills.
 - **Third Party Report:** You will be required to have a third party 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) Identify WHS consultation and participation requirements	• Workbook response (below)
b) Review and evaluate existing WHS consultation and participation processes	1. Workbook response (below)
c) Develop effective WHS consultation and participation processes	2. Workbook response (below)
d) Develop an implementation plan for WHS consultation and participation	3. Workbook response (below)
e) Support and provide advice during the implementation of WHS consultation and participation processes	4. Workbook response (below)
f) Monitor and evaluate WHS consultation and participation processes	5. Workbook response (below)
g) Developing positive performance indicators	6. 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	Condabri Water Treatment Facilities
Workgroup	Commissioning - Mechanical

ACTIVITY 1

When identifying requirements for WHS consultation and participation it is very important to review WHS legislation to identify duty holders and legal requirements for WHS consultation and participation processes, complete the following table for identifying:

1. WHS legislation, duty holders and legal requirements
2. Organisational policies, procedures, processes and systems identifying opportunities for WHS consultation and participation.
3. How you would consult with individuals and parties to identify specific requirements for WHS consultation and participation.

WHS legislation	Duty Holders	Legal requirements	Policies, procedures, processes and systems	Individuals and parties to identify specific requirements for WHS consultation
P&G Act Gas (Production and Safety) Regulation 2004 (QLD)(P&G Reg)	Person in Control of Business Unit (PCBU), Officer (Executive Safety Manager), Workers and others	to facilitate and regulate the carrying out of responsible petroleum activities and the development of a safe, efficient and viable petroleum and fuel gas industry	Simultaneous Operations(SIMOPS) plan, Safety management Plan, Emergency evacuation Plan, HSE Policy, Worksite Transfer System, Community & landowner	Executive Safety Manager s 687 - 691, Operator, Asset manager s673, Site Safety Manager s 692, Commissioning Superintendant, Supervisors, Employees and

Petroleum and Petroleum and Gas (Production and Safety) Regulation 2004 s65 Petroleum and Gas (Production and Safety) Act 2004 s386 and 388		identification and assessment of the potential risk to safe and efficient mining or future mining of coal that may be created by (a) stimulation of a coal seam proposed to be carried out in the prescribed well and (b) the operation of the operating plant if the operating plant is in, or adjacent to, the area of a coal mining lease. requires overlapping CSG tenure holders and Coal & Oil Shale tenure holders to consult to ensure the risks related to interactions are identified, assessed and controlled. Section 388, requires that safety management plans include details of the risk assessment and documents control measures.	Consultation Process, Safety Reporting schedule, Document Control & Information Management.	contractors.
Work Health and Safety Act 2011 QLD	PCBU, Officers, Workers, others	to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces	Safety management Plan, Emergency Evacuation plan, Permit To Work System, Notice of Energisation system, Risk assessment Matrix, Commissioning procedures, Commissioning handover procedures,	Safety management team, Site Safety manager, Site management team, Principle contractor, HSE Committee, HSE Representatives, Workers.
Work Health and Safety Regulation 2011(QLD)	PCBU, Officers, Workers, others	require persons who have a duty to ensure health and safety to 'manage risks' by eliminating health and safety risks so far as is reasonably	Safety management Plan, Change Management Plan, Emergency Evacuation plan, Permit To Work System, Notice of	Safety management team, Site management team, Site Safety manager, Principle contractor,

		practicable, and if it is not reasonably practicable to do so, to minimise those risks so far as is reasonably practicable	Energisation system, Risk assessment Matrix, Commissioning procedures, Commissioning handover procedures, Audit Assessment and Review Program, Authority to Stop Work, Fitness for Work Directive, Performance Management System, Incidents observations and risk Platform, Engineering and technical data Storage System, JSA, SWMS	HSE Committee, HSE Representatives, Workers, visitors.
Electrical Safety Act 2002 QLD	PCBU, Designer, Manufacturer, Importer, Supplier, Installer, Repairer, Officer, Workers, others	establish a legislative framework for— (a) preventing persons from being killed or injured by electricity; and (b) preventing property from being destroyed or damaged by electricity.	Safety management Plan, Change Management Plan, Emergency Evacuation plan, Permit To Work System, Isolation System, Notice of Energisation system, Authority to Stop Work, Fitness for Work Directive, Engineering and technical data Storage System	Safety management team, Site management team, Site Safety manager, Principle contractor, HSE Committee, HSE Representatives, Workers, visitors.
Electrical Safety Regulation 2013 QLD	PCBU, Officers, Workers, others	(a) ensuring the electrical safety of licensed electrical workers, other workers, licensed electrical contractors, consumers and the general public; (b) enhancing consumer protection for electrical work; (c) stopping cathodic protection systems from damaging or interfering with the property of others; (d) ensuring a safe supply of	Safety management Plan, Change Management Plan, Emergency Evacuation plan, <u>Permit To Work System</u> , <u>Isolation System</u> , <u>Notice of Energisation system</u> , <u>Authority to Stop Work</u> , <u>Fitness for Work Directive</u> , <u>Operations Competency Capability Program</u> , <u>Test and Tag</u> , <u>JSA</u> , <u>SWMS</u> , <u>Prescribed Incident Reporting Procedure</u>	Safety management team, Site management team, Site Safety manager, Principle contractor, HSE Committee, Workers.

		electricity; (e) ensuring electrical equipment hired or sold is electrically safe.	Engineering and technical data Storage System	
National Greenhouse and Energy (NGER) Reporting Act 2007 (Cth) •Environment Protection and Biodiversity Conservation Act 1999 (Cth)(the EPBC Act) Environmental Protection Act 1994 (Qld) Environmental Protection (Noise) Policy 2008 (Qld) Environmental Protection Regulation 2008 (Qld)	PCBU, Officers, Workers, others	The application of principles is fundamental to ensure that GHG-related information is a true and fair account. The principles are the basis for, and will guide the application of, requirements in this part of ISO 14064. Protect Queensland's environment while allowing for development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends (ecologically sustainable development). achieve the object of the Act in relation to the acoustic environment. requirements for an environmental management system to enable an organization to develop and implement a policy and objectives which take into account legal requirements and other requirements to which the organization subscribes, and information about significant environmental aspects.	Environmental Management Plan, Environmental Impact Statement (EIS) Environmental monitoring System, Tracking planned disturbances & GIS Mapping program Safety Security Environmental Review Report Bushfire management plan, Audit Assurance Program, Environmental performance Reporting, Sewage treatment plant, Water treatment Plant, Recycling program	Executive Safety Manager s 687 - 691, Operator, Asset manager s673, Safety management team, Site management team, Site Safety manager, Principle contractor, HSE Committee, Workers, visitors.

Environmental Protection (Waste Management) Regulation 2000 (Qld)		measures to reduce waste generation and landfill disposal and encourage recycling.		
---	--	--	--	--

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

ACTIVITY 2

Reviewing and evaluating the effectiveness of existing WHS consultation and participation processes, in consultation with individuals and parties is important for many reasons.

Explain how you would review the effectiveness of WHS consultation in your workplace. Identify the following in your response:

- A) Process taken for evaluation.
- B) Individuals and parties involved in the review process.
- C) Comparing existing processes with identified WHS legislative requirements.
- D) Process for identifying specific areas for improvement in WHS consultation and participation processes and the individuals and parties consulted with for this.

	Response
a)	1) Relevant HSE information must be provided to all relevant stakeholders i.e. • HSE policy, standards, directives and goals • HSE responsibilities. expected HSE behaviour • Mandatory HSE working practices that must followed by all personnel • Expected outcomes if HSE working practices are not followed • Performance for HSE working practices 2) Establish • HSE communications, bulletin boards, daily pre start communication • HSE Committee and (HSR)Employees and contractors Representatives to monitor implementation and maintenance of the HSE Management System • Regular HSE meeting schedule to include HSE Committee, HSE Representatives, HSE safety officers (WHSOs), representative from management of specific work groups. • Notify worksite of HSE Reps, their role and availability to discuss HSE issues • Routine survey schedule • Method to publish or communicate meeting minutes, survey results 3) Use daily pre starts, toolbox talks, shift pre starts as a forum for HSE communication and feedback • Use feedback for improvement planning • Set work team safety goals, objectives and targets • Communicate regularly on these matters and take on board feedback 4) Regular review of Quantitative, Qualitative performance indicators: • Lead and lag indicators, hazard identification, near misses, incidents • Assurance Audits, Task and Behavioural observations • JSA's, SWMS • Contractor SMP commitment, plant compliance, competency matrix
b)	HSE consultation arrangements between management and designated work groups involve • HSE committees, • HSE representatives, including HSRs and workplace health and safety officers (WHSOs) • Management representatives • Employees and contractors • (External for specific scopes of work
c)	Develop WHS policy and associated procedures/programs based on WHS legislation and suitability for the workplace • Consult with all parties • Provide OHS information and training • Implement a hazard identification and assessment process • Use risk control strategies • Maintain a Compliance Obligation Register (COR) inline with updated WHS legislation • Promote, maintain and continuously improve the system using (COR) parameters • be focused on solutions and improvements with a systematic approach to WHS and overall management process



- | | |
|-----------|---|
| d) | Monitoring and review of Quantitative, Qualitative performance (lead and lag indicators) <ul style="list-style-type: none">• Task and Behavioural observations, Hazard identification, worksite inspections• Plant compliance, risk assessments• Incidents and near misses individuals and parties consulted <ul style="list-style-type: none">• Work groups• HSR / WHSO• Managers / supervisors• (any external stakeholders ie client) |
|-----------|---|

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

ACTIVITY 3

Now that you have identified WHS legislation, duty holders, consultation processes and reviewed this in your workplace, you now need to develop an effective WHS consultation and participation process for that workplace.

Document your response in a form of a report ensuring you address the following:

- Factors that may impact on the design of the WHS consultation and participation process
- Methods utilised to consult with individuals and parties to achieve required improvements through formal and informal communication.
- How improvements integrate with existing WHS and other systems

Report

Consultation and Communication Directive

Released on Friday 13 March 2015 - Version 1

1. Purpose and application

The Consultation and Communication Directive details the requirements for HSE Consultation and Communication arrangements with employees, contractors and other stakeholders.

This directive applies to all business units, sites, activities, managers, employees, contractors, consultants and partners.

This directive supports the implementation of HSEMS Standard 6 – Communication, Consultation and Community Engagement.

2. Responsibilities

All employees and contractors are responsible for advising their manager or HSE representative of any HSE concerns they have about the workplace, so the issue can be promptly addressed.

2.1 General Managers

General Managers are responsible for ensuring that:

- consultative arrangements are in place to allow employees to participate in relevant HSE decision-making processes
- consultative arrangements are in place to allow contractors and external stakeholders to be involved in HSE processes
- HSE communication forums and HSE management committees are established and are functioning effectively.

2.2 Line managers

Line managers are responsible for ensuring that:

- HSE is the first agenda item at management and operational meetings
- a process for proactive and positive communication is planned and implemented
- a system of monthly HSE managers' meetings is implemented and maintained
- general and HSE communication signage and posters are used to the best effect possible, and that dedicated HSE notice boards are installed, inspected and regularly updated
- meetings are properly conducted and correctly recorded and actions arising from meetings are dealt with promptly
- persons frequently involved in preparing and delivering HSE communication meetings have access to adequate training or coaching
- a register of HSE committees and HSE representatives are recorded and maintained
- HSE committees have facilities and support to operate effectively

- HSE committee members have appropriate training
- Personnel comply with local Consultation and Communications legislation.

2.3 Supervisors and team leaders

Supervisors and team leaders are responsible for:

- preparing for their toolbox meetings
- involving participants in the meeting
- Ensuring toolbox meetings are adequate and appropriate, duties are shared and all members are actively involved in the meeting.

2.4 HSE Managers

HSE Managers are responsible for:

- communicating relevant HSE information within their business unit
- providing support and advice to HSE committees
- providing support and advice to management on HSE Consultation and Communication arrangements

2.5 Health and safety representatives (HSRs)

Health and safety representatives (HSRs) are responsible for:

- helping to develop a safe working environment and safe systems of work
- keeping under review the measures taken to ensure the health, safety and welfare of persons in the workplace
- bringing attention to, and investigating, any situation which they or an employee thinks is unsafe
- improving company systems for managing health and safety, particularly regarding hazard identification, risk assessment and risk control processes
- recommending to the company better ways to protect the health and safety of people at work
- inspecting the workplace in a manner determined by company
- Carrying out other duties and responsibilities as detailed within the relevant state jurisdictions, as regards WHS consultation.

2.6 HSE committees

HSE committees are responsible for:

- advising management on HSE issues relating to the workplace
- advising on the workplace HSE plan
- helping management by identifying unsafe acts and conditions, and offering solutions
- initiating programs aimed at arousing and maintaining an interest in workplace HSE
- reviewing the circumstances surrounding recent work-related injuries, illnesses and dangerous occurrences
- Advising on the continuous improvement program in place at the site.

Please note: HSE committee members and HSRs are, in some circumstances, the same person.

3. Requirements

Consultation and communication arrangements must be established and maintained in each business unit. Employees and contractors must be involved at all levels, to ensure the ongoing improvement of HSE standards and HSE performance.

Consultation and Communication arrangements must include and comply with relevant legislation. Open consultation and communication regarding HSE matters must be maintained with stakeholders at all times,

both proactively and in response to stakeholders' requests.

All HSE communication must be in accordance with the company HSE communications plan. Relevant HSE information must be provided to all relevant stakeholders. Such information includes (but is not limited to):

- Company HSE policy, standards, directives and goals, and what these mean in practice
- HSE responsibilities
- expected HSE behaviour
- mandatory HSE working practices that must followed by all personnel
- what will happen if HSE working practices are not followed
- where to get more information, instruction or training
- how well people have performed HSE working practices
- The importance of communicating with other colleagues and stakeholders.

3.1 Consultative arrangements

Consultative arrangements must be in place to provide employees, contractors and external stakeholders with an opportunity to contribute to HSE decision making, and to comply with legislative requirements.

Consultation is based on recognition that input and participation by all employees, contractors and stakeholders or their representatives is fundamental in HSE-related decision making.

3.1.1 Designated work groups

Business units must consult with employees and contractors or their representatives regarding the identification of designated work groups and the respective consultation arrangements to be implemented in relation to each work group. Business units must then consult with employees and contractors of designated work groups in regular meetings.

A register of designated work groups and consultation arrangements must be in place and maintained by each business unit.

3.1.2 Employees and contractors

HSE consultation arrangements between management and designated work groups must involve:

- HSE committees
- HSE representatives, including HSRs and workplace health and safety officers (WHSOs)

Consultation must occur on matters including (but not limited to) the following:

- Development or review of HSE policy
- HSE improvement plans
- HSE goals, objectives and targets
- Identification of HSE hazards, assessment of risk, and implementation of control measures (including job safety analyses (JSAs))
- Work processes and procedures
- Matters that directly affect or have the potential to affect HSE in the workplace, such as changes to standard work practices, premises, work environment, plant, equipment systems of work or substances used for work
- Incidents, illnesses or injuries (in a way that protects the confidentiality of personal information).

Employees and contractors within the designated work group must be able to discuss health and safety issues with HSRs when required.

When an HSE issue is raised either by the HSR or by an employee or contractor, the HSR must consult with members of their designated work group. The HSR must also provide feedback to their designated work group on the outcomes of any HSE committee meeting or other consultative meetings.

3.1.3 HSE committees

Business units must have in place, either site-based HSE committees and/or a consolidated area HSE committee as agreed by the designated workgroup to:



- monitor implementation and maintenance of the HSE Management System (HSEMS)
- discuss HSE matters
- Make recommendations to management to help resolve any HSE-related issues.

HSE committees must comprise relevant management and employee representatives and HSRs, and the arrangement and functions of each committee must comply with relevant legislation.

3.1.4 Health and safety representatives (HSRs)

Health and safety representatives (HSRs) are elected by the employees of a designated work group. The election of HSRs must be according to a democratic process. Elections must also comply with the statutory requirements in place in the relevant jurisdiction.

3.1.5 Conflict resolution

HSE committees and/or HSRs must be involved in resolving HSE conflicts. In the event that an employee or contractor reports an HSE concern to their manager or other person and that employee or contractor feels there has been no action regarding the issue, the employee or contractor must discuss their concerns with the HSR.

Where issues cannot be resolved with the HSR, the conflict resolution process is as follows:

- Consult with the line supervisor and then the senior manager, to consider and attempt to resolve the HSE issue
- Refer unresolved HSE issues to the HSE committee
- Refer unresolved HSE issues to the business unit General Manager
- Refer unresolved HSE issues to the HSE Group Manager
- Involve the HSE authority and its inspectors.

Any action taken to resolve the HSE conflict must be recorded. Where an issue requires referral to an authority, the HSR must advise the relevant manager prior to the referral.

3.2 Display and provision of information in the workplace

The following HSE information must be displayed in all workplaces:

- The health and safety representatives (HSRs) at each site
- Workers compensation requirements, including how to report an injury and how to make a claim
- Evacuation procedures
- Statements of self-insurance or policies of insurance for workers compensation
- Details of any rehabilitation and return to work program.

3.3.1 HSE noticeboards

Business units must provide dedicated HSE noticeboards as required. These noticeboards must be erected in prominent locations throughout the workplace.

Noticeboards must display HSE information and alerts, and must be kept neat, tidy, relevant and up-to-date at all times.

Notices and alerts must be updated or removed at least monthly, and posters updated or removed every three months.

A summary of the site emergency procedures must be prominently displayed as a poster on prominent noticeboards in the workplace. Emergency procedures must be inspected and replaced if they are updated, damaged or defaced in any way.

Review and inspection of notice boards must be included in the relevant workplace inspection.

3.3.2 HSE alerts

HSE alerts must be communicated to relevant personnel and displayed in prominent positions in the workplace.

Outcome for Activity 3

- ☐ Satisfactory
- ☐ Not satisfactory



Trainer/Assessor comments

ACTIVITY 4

Continuing on from the development of the WHS consultation and participation process, develop an action plan for how you are going to implement this process. Ensure you identify:

- Resourcing requirements, roles and responsibilities, and training needs required
- Allocated responsibilities and timelines for the plan to be effective
- Prioritisation of activities for implementation
- Who and how consultation of decisions was made relating to a, b & c.

Response

Implementation Plan

HSE Business need	Responsibilities	People involved	Training	Timeline & Responsible
HSE Team Competency alignment	Overall monitoring and safety compliance	Safety Professional (Advisers)	• 30896QLD - Course in Alcohol Testing in the Workplace. • HLTAID003 Provide First Aid • . • PUAWER005B Operate as part of an emergency control organisation • Training & Assessment • Worksite induction, • OCIC Risk Assessment /Incident System training	Complete before mobilising to site ready for workers mobilisation - HSE Manager, General Manager, Training Coordinator
HRS Representatives	Assisting to develop a safe working environment and safe systems of work. Reviewing, alerting, improving company systems for managing health and safety.	Workers	• HSR Training Course • HLTAID003 Provide First Aid • PUAWER005B Operate as part of an emergency control organisation • KPI	Committee election -4 weeks from mobilisation / Training completion 21 days of election - HSE Manager, Training coordination

			Commitment Schedule workshop	
HSE Committee	Assisting to develop a safe working environment and safe systems of work. Reviewing, alerting, improving company systems for managing health and safety.	Workers, HSE Advisers, Supervisors	• HSR Training Course • First Aid Emergency Evacuation Workshop, • KPI Commitment Schedule workshop	Committee election -4 weeks from mobilisation / Training completion 21 days of election – HSE Manager, Training coordinator
HSE KPI Commitment Schedule	Assisting to develop a system of lead indicators for monitoring and review	HSE Manager, HSE Advisers, Environmental Advisers, Superintendents, supervisors, HSE Representatives	HSE KPI Commitment Activity workshop	4 weeks from mobilisation / include contractor supervisors and HSE Advisers – HSE manager / HSE Administrator
HSE Bulletin Boards	Site wide communication channel	HSE Advisers & Administration, Environmental Advisers, Site Safety manager, Rehabilitation Coordinator	Review WHS information in Workplace guidelines	Week 1 of mobilisation – HSE Administrator
Safety meeting Schedule	Communication sharing, forum to formally raise issues and ideas	HSE Advisers, Supervisors, Rehab Coordinator, HSE Reps	How to formally manage a meeting training	4 weeks from mobilisation / include contractor supervisors and HSE Advisers Complete at initial meeting
Daily Pre Start Template Toolbox Talk Template Shift Pre Start Template	Daily site communication including weather, learning's, issues, work schedule, recognition, Risk management	All worksite	Review WHS information in Workplace guidelines	Week 1 of mobilisation – HSE Adviser, HSE Administrator



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

ACTIVITY 5

Throughout the implementation phase you will need to support and provide advice on particular items.

Explain how you would:

1. Provide this to individuals and parties and who these parties are
2. Monitor and support the implementation through consultation
3. Recommend and support changes to the plan as they are required.

	Response
a)	Use communication tools • Task Specific Toolbox Talk to initiate program • Weekly Shift Pre Start to communicate site wide process and timelines • Daily Pre Starts to communicate via supervisor and provide reminders, ballot papers, detailed information • Safety Bulletin Board to post meeting minutes ballot results • Weekly Shift Pre Start to communicate, introduce HRS Representatives and advise role • Daily Pre starts to engage HRS rep with specific tasks or communications
b)	• HSE Administration responsible to assist and monitor set timelines for establishment • Weekly HSE /Management meeting - with WHS Consultation and Participation on the agenda • HSE Advisers to attend daily Pre Starts and identify leaders within the work groups – have discussion • Shift Pre Starts / Daily Pre Starts to advise training times and locations • Issue ballot papers and monitor response – follow up if soft, engage HSE Advisers and supervisors to have conversations with identified leaders • Post progress on bulletin board and in daily pre start
c)	• Minute progress, issues, ideas, concerns • Liaise with Site Safety manager, site supervisors, project manager • Raise any issues or ideas by workers, follow up and communicate outcomes • Engage HRS reps and build relationships • Ensure all issues and ideas are discussed and an outcome delivered and posted

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

ACTIVITY 6

Upon the completion of the implementation of the WHS consultation and participation process it is very important monitor and evaluate process that have been implemented.

Develop an evaluation protocol in consultation with individuals and parties ensuring you:

1. Plan for collecting information
2. Include the process for analysing and evaluating the information
3. How recommendations for improvement are to be managed
4. Individuals and parties to be involved in the evaluation process
5. Action planning for ongoing improvements

Response**WHS consultation and participation - evaluation protocol****Site Wide Safety Survey – Quarterly**

- Include Questions regarding HSR, HSE Committee, site safety
- Outcome to be posted and discussed at Shift Pre Start

Workplace inspections and audits

- HSE Reps together with a senior manager, to perform workplace inspections on a monthly basis
- HSE Reps to be included in an annual audit of work areas

½ Yearly

- A plan to be prepared to drive discussion topics at HSE committee meetings.
- Topics for each month must include HSE promotions, risk reviews and risk assessments, and special guest presentations, among other matters.
- Plan must also drive outcomes from the HSE committee

Escalation of HSE issues

- Where the committee identifies a significant HSE issue for communication with other areas of the business, a HSE alert process must be followed.
- Where the committee after consultation with employees, management cannot resolve an issue, assistance in resolving the issue must be sought from internal resources, external specialists or the appropriate legislative body, in accordance with the appropriate legislation.

Outcome for Activity 6

- ☐ Satisfactory
☐ Not satisfactory

Trainer/Assessor comments

ACTIVITY 7

Positive performance indicators and outcome indicators are used widely in WHS systems. Identify the following factors for consideration when developing positive performance indicators:

1. The difference between positive performance indicators and outcome indicators
2. What positive performance indicators can be developed/utilised for evaluating the effectiveness of WHS consultation and participation processes
3. Positive performance indicator information and items to be included during development
4. Consultation requirements for development of positive performance indicators

Response

E) Positive indicator - Proactive approach to safety with Input, Process, Output

- Training, equipment provided,
- Worksite inspections, Safety Task and behavioural Observations
- Assurance audits, Hazard Identification

Outcome indicator - Reactive approach to Safety

- Injuries recorded, Near miss investigation
- Incident and investigation, Non compliance reporting

- Personal Take 5 / Start_Stop Start cards
- Worksite inspections, Safety Task and behavioural Observations
- Assurance audits, Site Leadership walks
- JSA / SWMS/ Take 5 audits to review quality
- Hazard Identification, near miss identification
- Training, Verification of Competency Training
- HSE KPI Commitment Activity Schedule

C)

Quantities HSE information - man hours, injury frequency rates

number of audits, observations, hazards identified

Training compliance, plant compliance

Qualitative HSE information – HSE activity performance by person / by Discipline / by worksite

Worksite inspections, Safety Task and behavioural Observations, Assurance audits,

Outcome Targets

D) Review risk profile for the project in consultation with management, supervisors

- Establish quantitative qualitative performance measures
- Discuss and agree on a schedule in line with scope of work specific to project - Set outcome targets, method of collecting and frequency rate
- Plan rollout and implementation
- Develop measurement and evaluation tools, review timelines

Outcome for Activity 7

☐ Satisfactory

☐ Not satisfactory



Trainer/Assessor comments

Knowledge Questions																	
QUESTIONS	CORRECT																
1. Explain from the WHS Act the duties of inspectors. WHS Act 11 Part 9 Div 2 - Provide information and advice about compliance with the Act Assist in the resolution of - WHS issues, including issues relating to right of entry of WHS entry permit holders, negotiation of work groups and training of HSR - issue improvement notices, prohibition notices and non-disturbance notices where necessary to ensure compliance with WHS Act Review a disputed provisional improvement notice (PIN) Investigate contraventions of the model WHS Act Assist in the prosecution of offences, and attend coronial inquests	☐																
2. What section of the WHS Act can you find discriminatory, coercive and misleading conduct? What does this information state. WHS Act 11 Part 6 Div 1 104 Prohibition of discriminatory conduct (1) A person must not engage in discriminatory conduct for a prohibited reason. Maximum penalty—1000 penalty units. (2) A person commits an offence under subsection (1) only if the reason mentioned in section 106 was the dominant reason for the discriminatory conduct.	☐																
3. How do the following characteristics and composition of the workforce impact on WHS risk and the management of WHS? <table border="1"> <tbody> <tr> <td>a) Communication skills</td><td>High - misinterpretation</td></tr> <tr> <td>b) Cultural background and diversity</td><td>High – misinterpretation</td></tr> <tr> <td>c) Gender</td><td>High</td></tr> <tr> <td>d) Labour market changes</td><td>High – financial pressures</td></tr> <tr> <td>e) Language, literacy and numeracy levels of the workforce</td><td>High – misinterpretation, lack of understanding, incorrect data and evidence</td></tr> <tr> <td>f) Structure and organisation of the workforce, including part time, casual and contract workers; shift rosters; and geographical location</td><td>High – communication breakdown</td></tr> <tr> <td>g) Workers with specific needs and limitations</td><td>High – tools and equipment specific to needs of worker</td></tr> <tr> <td>h) Workplace culture towards alcohol and other drug use</td><td>High – monitoring, complacency,</td></tr> </tbody> </table>	a) Communication skills	High - misinterpretation	b) Cultural background and diversity	High – misinterpretation	c) Gender	High	d) Labour market changes	High – financial pressures	e) Language, literacy and numeracy levels of the workforce	High – misinterpretation, lack of understanding, incorrect data and evidence	f) Structure and organisation of the workforce, including part time, casual and contract workers; shift rosters; and geographical location	High – communication breakdown	g) Workers with specific needs and limitations	High – tools and equipment specific to needs of worker	h) Workplace culture towards alcohol and other drug use	High – monitoring, complacency,	☐
a) Communication skills	High - misinterpretation																
b) Cultural background and diversity	High – misinterpretation																
c) Gender	High																
d) Labour market changes	High – financial pressures																
e) Language, literacy and numeracy levels of the workforce	High – misinterpretation, lack of understanding, incorrect data and evidence																
f) Structure and organisation of the workforce, including part time, casual and contract workers; shift rosters; and geographical location	High – communication breakdown																
g) Workers with specific needs and limitations	High – tools and equipment specific to needs of worker																
h) Workplace culture towards alcohol and other drug use	High – monitoring, complacency,																
What are the requirements for workplace permit entry holders, as stated in the WHS Act and WHS Regulations? Act 11 Part 7 Div 2 s119 Notice of entry (1) Before entering a workplace under this division, a WHS entry	☐																

permit holder must give notice of the proposed entry and the suspected contravention to— (a) the relevant person conducting a business or undertaking; and (b) The person with management or control of the workplace. (2) The notice must comply with a regulation made for this section. (3) The notice must be given during usual working hours at that workplace at least 24 hours, but not more than 14 days, before the entry. WHS Regulation Part 23 20A Notice of entry for person assisting health and safety representative—Act, s 68 (1) A notice of entry given under section 68(3B) of the Act must— (a) be written; and (b) include the following— (i) the full name of the health and safety representative giving the notice; (ii) the full name of the assistant whose entry is proposed; (iii) the name and address of the workplace proposed to be entered; (iv) the date of proposed entry; (v) a statement of the reasons why the health and safety representative considers it is necessary for the assistant to enter the workplace to assist. (2) If the assistant is a WHS entry permit holder, the notice must also include— (a) the name of the union the assistant represents; and (b) a declaration stating that the assistant's WHS entry permit is not revoked or suspended. 4.	
5. What are the training requirements for health and safety committees, and health and safety representatives? WHS Regulations Chap 2 Part 2.1 s21 (1) For section 72(1) of the Act, a health and safety representative is entitled to attend the following courses of training in work health and safety— (a) an initial course of training of 5 days; (b) one day's refresher training each year, with the entitlement to the first refresher training commencing 1 year after the initial training.	☐
6. How you would manage your time to meet consultation and participation deadlines? Approach consultation and participation holistically as a part of daily work schedule Spend time in the field with workers and HSR Involve workers / HSR in discussion, identifying hazards and looking for solutions Use HSE Lead indicator tools to record interaction Conduct quick meets or regular meetings to ensure compliance to timelines Record meetings and publish Delegate actions to teams to distribute workload	☐

7. What positive performance indicators can be used to evaluate consultation and participation processes Quantitative Audits against targets, Quality Audits, Worksite safety surveys, discussion and feedback from worksite Audit of processes and compliance Review Of Risk Management Survey of HSE Committee and HSR Reps	☐						
8. Explain how you would review the effectiveness of existing WHS consultation and participation processes in the workplace and who you would consult with when reviewing this? Review and audit for quality, input and content: • Daily Pre Starts / Shift Pre Starts • Lead indicator evidence • Safety Bulletin Boards • HSE Committee meetings and regularity, minutes and posts • Current Committee members (are all seats filled) Complete worksite survey for HSE in the Workplace, HSR / Worker consultation Review	☐						
9. How would you compare existing processes with identified requirements for WHS consultation and participation processes in the workplace Audit Worksite Safety Management Plan for compliance against WHS Act / WHS regulations Obtain evidence of processes completed to align Complete a gape analysis	☐						
10. How would you consult with individuals and parties to identify specific areas for improvement in WHS consultation? Who are the individuals and parties that you would consult with? Field activity , conversations Task and behavioural Observations Attend HSE Committee meetings – if not being conducted initiate Request meeting with SSM to raise concerns and solutions Workers, Supervisors, HSE Team, Site Safety Manager, (including contractors)	☐						
11. Explain what you would include in an action plan when developing a WHS consultation and participation process. (Insert a table if this help to explain your response). <table border="1" data-bbox="193 1912 1225 2054"> <thead> <tr> <th>Responsibilities</th> <th>Owner</th> <th>Task</th> </tr> </thead> <tbody> <tr> <td>Consultative arrangement are in place and form and integral part of the</td> <td>Senior management</td> <td>Review guidelines / SMP</td> </tr> </tbody> </table>	Responsibilities	Owner	Task	Consultative arrangement are in place and form and integral part of the	Senior management	Review guidelines / SMP	☐
Responsibilities	Owner	Task					
Consultative arrangement are in place and form and integral part of the	Senior management	Review guidelines / SMP					

workplace			
A process of proactive and positive communication is planned and implemented	Senior management / supervisors	Behavioural leadership Bullying & Intimidation in the workplace	
Documentation	management / HSE manager /supervisors	Meeting schedule established, process for recording, actioning, communicating. Templates	
Consultation for HSE Committee	HSE Advisers /supervisors	Communication Ballot box and slip	
Review Of Risk Management Plan	HSE Advisers /supervisors	Identify focus areas	
Announcement of HSR	SSM /HSE Advisers /supervisors	Shift Pre Start / Daily Pre Start	
Meeting Schedule	HSE Advisers	Meeting to establish roles, process, timelines, communication methods	
Worksite communication	HSE Advisers / HSE Administration	Bulletin Boards Pre start Templates	
Safety Incentive Program	SSM /HSE Advisers /supervisors	Recognition program	
12. How would you monitor and support the implementation of WHS consultation and participation arrangements through consultation with individuals and parties? Site Wide Safety Surveys Site Safety audits Workplace inspections and audits involving HSR HSE Meeting audits and self assessments Field work and conversations Established topics for each month to include HSE promotions, risk reviews and risk assessments Drive outcomes from the HSE committee			☐
13. Explain how you would recommend and support changes to the implementation plan for WHS consultation and participation processes. Complete audit of existing Complete report highlighting areas with opportunities for improvement supported with evidence Consultation with leadership, HSE Committee, Safety Team Request and discuss ideas for improvement Collectively identify solutions that work and meet the needs of workers and business			☐

14. How would you consult with individuals and parties on the outcome of evaluation and recommend an action plan for ongoing improvements. Publish outcomes – Bulletin Boards, posts in Pre –Starts, Toolbox if level of importance or change was high Gain feedback with open forum periods at pre starts - Survey work teams for feedback	☐

15. When identifying areas for WHS improvement what information and data would you analyse and why? TRIFA / Incidents, near misses, hazards Identifications, training gap analysis, Why – identifies areas requiring immediate review and improvement HSE performance targets and current output – Audits, Inspections, Observations, Plant Risk analysis, VOC, Training Compliance Pre Start sign on sheets, supervisor reporting Why – identifies strengths and weaknesses in proactive approach to Health and Safety Current job scope Why – changes due to stages of work may require specific monitoring	☐
16. How would you conduct formal and informal meetings and communicate effectively with personnel at all levels of the organisation? Have discussion with SSM to determine best time Send meeting request / Advise or post notice of meeting intention Clearly outline purpose, agenda, time frame commitment, time and location of meet Invite other parties to speak assisting with open dialogue Remain focused on the agenda, take other issues off line Gain outcomes and agreeance, timelines and owners, set follow up meeting Minute meeting and send to all attendees	☐
17. Explain how would prepare reports for a range of target groups within an organisation and what factors would need to be considered when preparing these reports. Set up a weekly reporting sheet for each workgroup Agree and set timelines for completing and returning to HSE Set measurements against set HSE compliance targets (KPI's) and Safety management plan Measure performance by % against targets for individual / and by discipline Record man hours / incidents / near misses / Training compliance / plant compliance Collate each workgroup into a project dashboard Include graphs for easy interpretation Consider: Each target groups set HSE compliance schedule Contractor SMP Lead indicators (and specific contractor naming conventions) Scope of work ie manual labour verses plant operation	☐
18. What does, use language and literacy skills appropriate to a work team and task mean to you when you're developing and communication information?	☐

Keep it simple, clear and concise, use visuals, give examples in relationship to the specific workplace, rewrite ambiguous or overly complex documents	
19. When developing plans and implementing and monitoring designated actions what consultation and negotiation skills do you feel are required? Preparation, Questioning, Listening, Interpretation, Clarification, strategic thinking,	☐
20. What information and technology skills would be required to develop, implement and communicate WHS consultation and participation information and data in a workplace? BSBWHS502A - Manage effective WHS consultation and participation processes BSBWHS401A - Implement and monitor WHS policies, procedures and programs to meet legislative requirements	☐
21. What numeracy skills would be required to analyse workplace information and data? Basic mathematics – percentage, addition, division, Algebra -	☐
22. What are the principals of conducting effective meetings? Clear objective, consideration for who should attend, set agenda and stick to it, set timeframe for meeting, start on time and finish on time, set parameter for meeting before you start, minute meeting, actions, owners timelines, set and agree of follow up meeting Send minutes to all concerned	☐
23. What are WHS policies, procedures, processes and systems A method of stating how our company, our employees, contractors and visitors are expected to behave when we are on Company property or performing Company related activities. As an employer or responsible contractor, we are required by law to provide a 'safe system of work'. This means we need a method of communicating, duplicating and implementing a safe way of working..	☐
24. What are roles and responsibilities of individuals and parties as stated in WHS legislation? Division 4 Duty of officers, workers and other persons 27 Duty of officers (1) If a person conducting a business or undertaking has a duty or obligation under this Act, an officer of the person conducting the business or undertaking must exercise	☐

due diligence to ensure that the person conducting the business or undertaking complies with that duty or obligation.

Work Health and Safety Act 2011 - Part 2 Health and safety duties [s 27]

28 Duties of workers

While at work, a worker must—

- (a) take reasonable care for his or her own health and safety; and
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- (d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

29 Duties of other persons at the workplace

A person at a workplace, whether or not the person has another duty under this part, must—

- (a) take reasonable care for his or her own health and safety; and
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- (c) comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

25. Explain how would you ensure continuous improvement is part of the ongoing review process?

Continuous consultation with the worksite, ensure actions, issues and concerns are addressed, discussed and an outcome achieved
Publish and discuss all outcomes with the worksite
Monitor and review

☐

26. Explain how you would prepare and action plan for implementing WHS consultation and participation processes.

Action	Owner	Due by
Review of Risk Management Plan	(SSM) / HSE Manager / HSE Advisers / Supervisors	
Positive Performance Indicators – set against Risk Register	HSE Manager / HSE Advisers	
HSE Commitment Schedule – Development/Consultation Rollout	HSE Manager / HSE Advisers / Supervisors	
Set up HSE Committee - Communication Ballot box and slips	Supervisors / HSE Advisers	
HSE Meeting schedule established	(SSM) / supervisors	
Announcement of HSR	Supervisors	
Worksite communication	HSE Advisers / HSE	

☐

channels	Administration																																						
Safety Incentive Program	SSM /HSE Advisers /supervisors																																						
Assurance Audit Schedule	(SSM) / HSE Manager / HSE Advisers																																						
27. What is a positive performance indicator? A method to measure quantifiable, qualitative actions by which the performance, efficiency, achievement, can be assessed, by comparison to a set of standards (Work Health and Safety Act 2011 QLD) .			☐																																				
28. Explain how you would prepare positive performance indicators for evaluation of WHS consultation and participation processes. <table border="1"> <thead> <tr> <th>Positive Performance Indicators</th> <th>INPUT - Key Activities</th> <th>PROCESSES - Monitoring Key Risks</th> <th>OUTPUTS - Milestones progress towards goals</th> <th>GOALS</th> <th>TARGETS</th> </tr> </thead> <tbody> <tr> <td>RISK MANAGEMENT - Extent to which workplace hazards are identified and associated risks eliminated and controlled</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>MANAGEMENT OF WORK PROCESSES - Extent to which established safe systems of work are actually implemented</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PARTICIPATION, COMMUNICATION AND SKILLS Extent to which the working environment provides people with opportunities and capabilities to effectively contribute to WHS management.</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>MONITORING AND REVIEW Extent to which WHS is self-assessed and/or independently audited for effectiveness of systems and practices</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td><i>Commitment and Effort</i></td> <td><i>Used to Monitor Key Risks</i></td> <td><i>Achievement of Objectives</i></td> <td><i>Key OHS Outcomes</i></td> <td></td> </tr> </tbody> </table>			Positive Performance Indicators	INPUT - Key Activities	PROCESSES - Monitoring Key Risks	OUTPUTS - Milestones progress towards goals	GOALS	TARGETS	RISK MANAGEMENT - Extent to which workplace hazards are identified and associated risks eliminated and controlled						MANAGEMENT OF WORK PROCESSES - Extent to which established safe systems of work are actually implemented						PARTICIPATION, COMMUNICATION AND SKILLS Extent to which the working environment provides people with opportunities and capabilities to effectively contribute to WHS management.						MONITORING AND REVIEW Extent to which WHS is self-assessed and/or independently audited for effectiveness of systems and practices							<i>Commitment and Effort</i>	<i>Used to Monitor Key Risks</i>	<i>Achievement of Objectives</i>	<i>Key OHS Outcomes</i>		☐
Positive Performance Indicators	INPUT - Key Activities	PROCESSES - Monitoring Key Risks	OUTPUTS - Milestones progress towards goals	GOALS	TARGETS																																		
RISK MANAGEMENT - Extent to which workplace hazards are identified and associated risks eliminated and controlled																																							
MANAGEMENT OF WORK PROCESSES - Extent to which established safe systems of work are actually implemented																																							
PARTICIPATION, COMMUNICATION AND SKILLS Extent to which the working environment provides people with opportunities and capabilities to effectively contribute to WHS management.																																							
MONITORING AND REVIEW Extent to which WHS is self-assessed and/or independently audited for effectiveness of systems and practices																																							
	<i>Commitment and Effort</i>	<i>Used to Monitor Key Risks</i>	<i>Achievement of Objectives</i>	<i>Key OHS Outcomes</i>																																			

29. What organisational policies, procedures, processes and systems would you review when identifying requirements for WHS consultation and participation? Work Health and Safety Act 2011 QLD Work Health and Safety Regulation 2011(QLD) Company Directive – Communication and Consultation Risk Management Plan / Safety management plan / Contractor Safety management Plan	☐				
30. When developing an evaluation protocol for WHS consultation and participation what information and criteria would you use and who would you consult with to ensure it meets organisational requirements? Work Health and Safety Act 2011 QLD part 5 Div 1 - 3 Company Directive – Communication and Consultation SSM – Site Safety manager / HSE Manager / HSE Committee / workers	☐				
31. Explain what you would include in a plan for collecting WHS consultation and participation monitoring and evaluation information <table><tr><td>Worksite HSE Consultation Survey – evaluation of facilities, HSE Health Check Forum for open discussion</td></tr><tr><td>Audit of HSE Committee – membership, training, meeting compliance, meeting minutes, action plans and outcomes.</td></tr><tr><td>Audit Risk assessments / hazard Identification / new procedures</td></tr><tr><td>Review against HSE Committee Meeting</td></tr></table>	Worksite HSE Consultation Survey – evaluation of facilities, HSE Health Check Forum for open discussion	Audit of HSE Committee – membership, training, meeting compliance, meeting minutes, action plans and outcomes.	Audit Risk assessments / hazard Identification / new procedures	Review against HSE Committee Meeting	☐
Worksite HSE Consultation Survey – evaluation of facilities, HSE Health Check Forum for open discussion					
Audit of HSE Committee – membership, training, meeting compliance, meeting minutes, action plans and outcomes.					
Audit Risk assessments / hazard Identification / new procedures					
Review against HSE Committee Meeting					

Outcome for Knowledge Questions	☐ Satisfactory ☐ Not satisfactory
Trainer/Assessor comments	