



<https://content.api.worksafe.vic.gov.au/sites/default/files/2018-08/ISBN-A-summary-of-Occupational-Health-and-Safety-Act-2004-a-handbook-for-workplaces-2005-06.pdf>



WorkSafe Victoria: Controlling OHS hazards and risks

<https://content.api.worksafe.vic.gov.au/sites/default/files/2018-06/ISBN-Controlling-OHS-hazards-and-risks-handbook-2017-06.pdf>

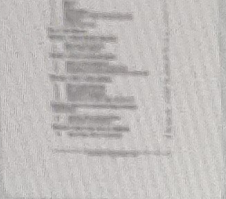


WorkSafe Victoria: A guide to risk control plans

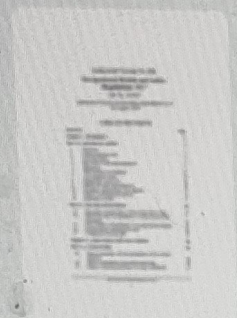
<https://content.api.worksafe.vic.gov.au/sites/default/files/2018-06/ISBN-Risk-control-plans-guide-2017-06.pdf>

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<https://www.legislation.vic.gov.au/in-force/acts/occupational-health-and-safety-act-2004/033>



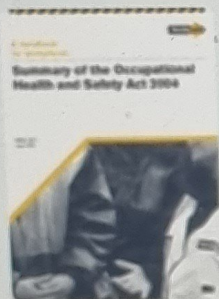
Occupational Health and Safety Regulations 2017

<https://www.legislation.vic.gov.au/in-force/statutory-rules/occupational-health-and-safety-regulations-2017/005>



WorkSafe Victoria

www.worksafe.vic.gov.au

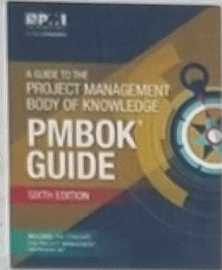


WorkSafe Victoria: Summary of the Occupational Health and Safety Act 2004

<https://content.api.worksafe.vic.gov.au/sites/default/files/2018-08/ISBN-A-summary-of-Occupational-Health-and-Safety-Act-2004-a-handbook-for-workplaces-2005-06.pdf>

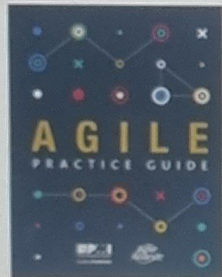


ISO 21500 Guidance on project management



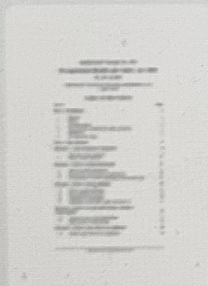
A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - English, 6th Edition

by PROJECT MANAGEMENT INSTITUTE



Agile Practice Guide

by PROJECT MANAGEMENT INSTITUTE

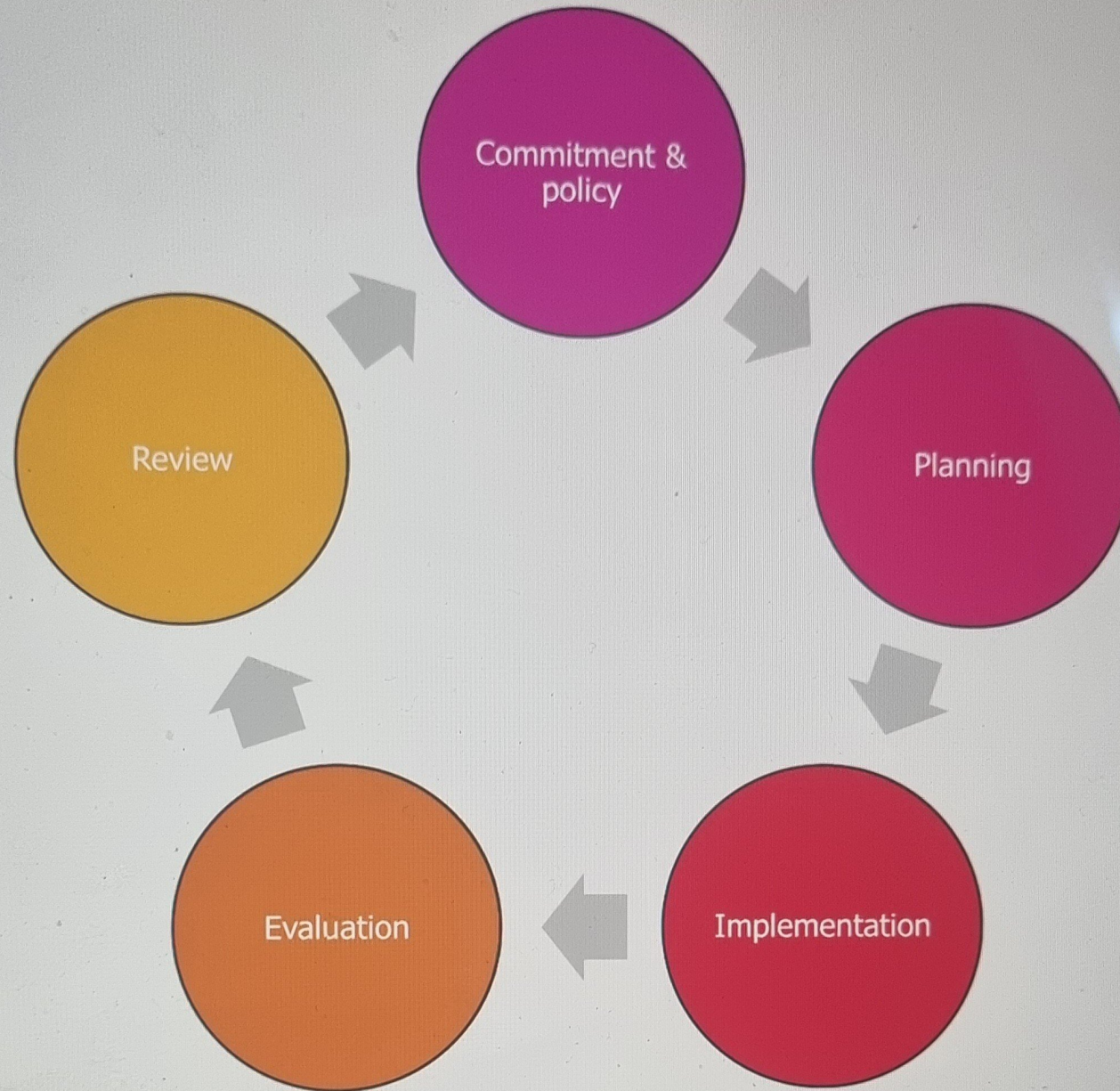


Occupational Health and Safety Act 2004

<https://www.legislation.vic.gov.au/in-force/acts/occupational-health-and-safety-act-2004/033>

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Research into the topic of 'evaluation' will term up many different types of evaluation, and a range of processes. The focus here is on the WHS system, and making sure it is working, so a 'program evaluation' is what is needed. Within this, both quantitative (facts and figures) data and qualitative (how and why) data will be gathered.

Quantitative data might include information about the number of accidents/incidents, hours/days of production lost because of injuries, the amount of chemicals, PPE, consumables used, and so on. The type of information is often gathered by the use of specific or closed questions.

There is a wide range of data that might be collected, and such data can be compared with other data from within the organisation (such as the same data from previous periods), or data from external sources (such as benchmarks for industry sectors) to establish how the OHSMS is currently working.

A review of the OHSMS may look at a range of aspects. It might start by looking at the relevant legislation and associated regulations. A review might also look at the records to see how effective the system is at keeping the workplace safe.

In most cases, a review will find areas for improvement. These can be looked at to see how they fit in with the organisations aims, and then plans developed to implement the improvements. While some may be relatively simple, it's likely that some funding will need to be sourced to get the resources needed to improve some aspects.

For example, training may need to be provided for some staff, or new equipment purchased. In some cases, interim risk control measures may need to be put into place while planning is done for

external sources (such as benchmarks for industry sectors) to establish how the OHSMS is currently working.

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For example, training may need to be provided for some staff, or new equipment purchased. In some cases, interim risk control measures may need to be put into place while planning is done for better control measures.

If the organisation has a quality management system, or is working towards one, there may be opportunities to evaluate the OHSMS as part of the ongoing continuous improvement processes required.

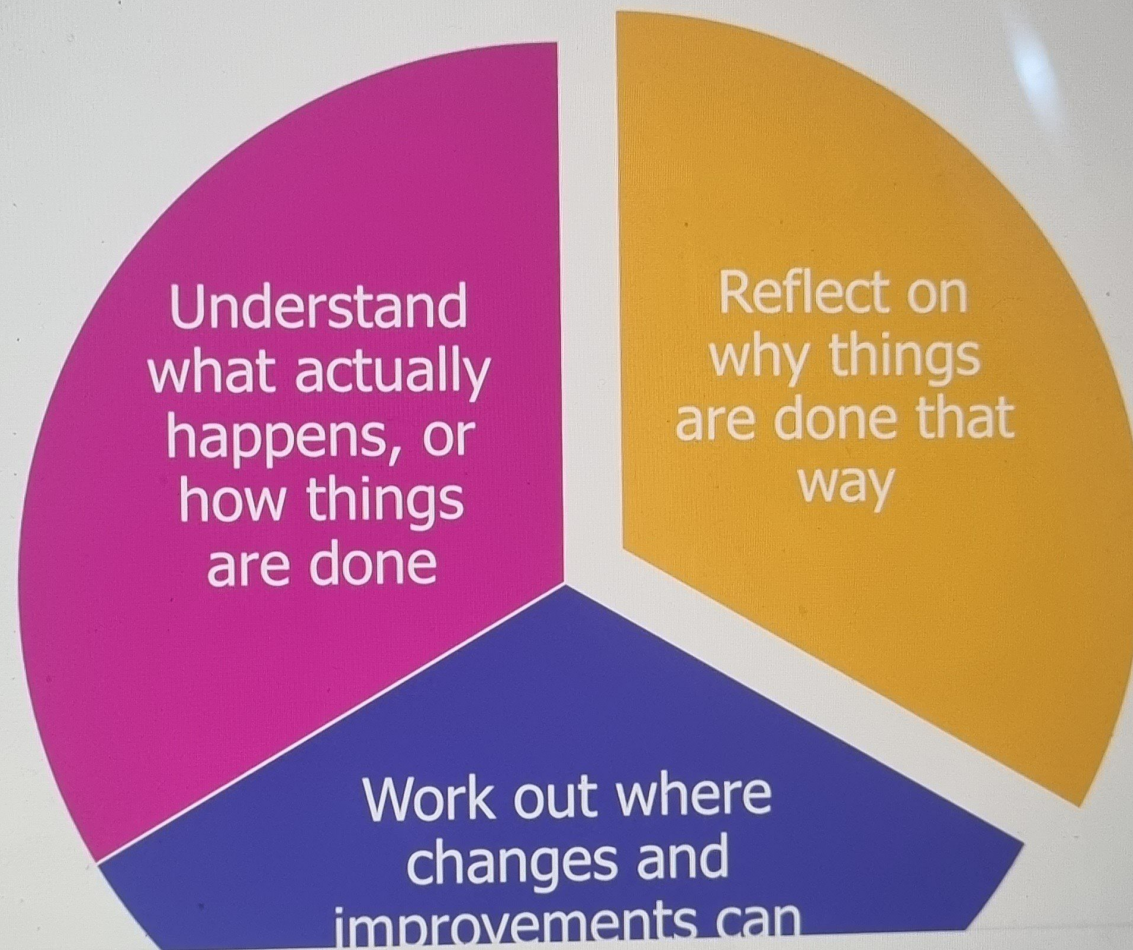
Once the OHSMS has been evaluated, a program to regularly review and improve elements of the OHS will lead to ongoing improvements to workplace safety, and help to effectively manage OHS processes.

Once the data has been collected, a report is written that outlines what the issues are, and often, suggests how changes can be made. When compiling such reports, consideration needs to be given to who the audience is, and what they already know.

Evaluation relates to 'finding the value of something'. In this context, we evaluate the WHS system to find its value, and to make sure it remains of value. An evaluation will establish what happens, look at why it happens, and show what can be done to make the system better.

Evaluation is generally done as part of the organisations Continuous Improvement (CI) processes, which in turn is linked to its Quality processes.

The evaluation process starts with a review. The purpose is to:

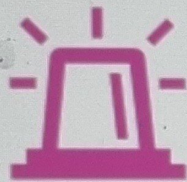




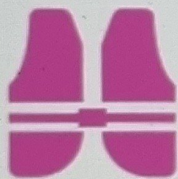
The participative processes used to engage all employees



The risk management processes used to identify hazards, assess risks and control these effectively



Processes for dealing with emergencies



The induction and safety training programs, and all of the records associated with the above

However, there may be a system in place, but is it effective? Is it working as it should be? It is in the organisations best interests to make sure it is. This is why the OHS system needs to be evaluated.

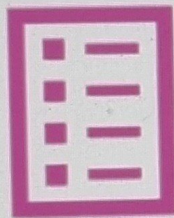
Measure and evaluate WHSMS in line with quality system frameworks

Develop and implement improvements to WHSMS

Ensure compliance with WHS legislative framework to achieve WHS legal requirements

The OHSMS should be designed to keep everyone safe. By doing this, the organisation will be meeting its legal obligations, as well as providing a good place to work. OHS will be part of the organisations other systems, and should be well integrated.

In brief, the OHSMS will consist of:



The policies and procedures related to OHS

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- New equipment risk assessment
- Safe Work Method Statement
- Job Safety Analysis
- Return to work documents
- Safety induction manuals:
 - Induction manual for employees
 - Induction manual for subcontractors
- Policies and procedures manuals:
 - WHS Policies and procedures manual
 - Emergency procedures manual

OHS documentation

Set out below are the names and descriptions of typical documents that a company might keep in its OHS management system:

- Registers and log books could include:
 - Injuries register
 - Hazardous substances register
 - Plant and equipment register
 - Safety hazard log
- Workplace safety inspections checklists
- Minutes of meetings
- Training documents:
 - Training Needs Analysis
 - Training Skills Matrix
 - Assessment Instruments
- Safe Operating Procedures
- Safety Data Sheets
- Risk assessments and reports:
 - Incident report
 - Risk management assessment
 - New equipment risk assessment

Use a system for WHS record keeping to allow identification of patterns of occupational injury and disease in the organisation, and to maintain a record of WHS decisions made, including reasons for the decision

Contents of an OHS management system

OHS policy statement

OHS roles and responsibilities

Targets, goals, planning and resourcing

Consultation and communication

Training and information

Managing hazards and risks

PDF

Operational controls and

First aid & emergency

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Sample Training Record

Business name:

Participant	Course/ topic	Conducted by?	Date completed?	Participant's signature

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Sample Training Plan

Use this plan with your Risk Control Plan to identify training needs and help to you meet your work health and safety responsibilities.

Business name:

Control action	Training required	Who?	How?	When?

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- | | | | |
|----|--|--|--|
| 5 | Have you shown the person what to do in an emergency and identified the location of the: <ul style="list-style-type: none"> ▪ Assembly point and evacuation route? ▪ Closest medical facility? ▪ Contact details of emergency services? ▪ Provisions for emergency communications? | | |
| 6 | Have you shown the person: <ul style="list-style-type: none"> ▪ The location of the first aid facilities / kits? ▪ Who the first aiders are and how to obtain treatment? | | |
| 7 | Have you shown the person where all relevant fire-fighting equipment is located? For example, fire extinguishers, hose reels. | | |
| 8 | Have you introduced the person to their site health and safety representatives (HSRs)? | | |
| 9 | Have you shown the person where the workplace facilities (including toilets and drinking water) are located? | | |
| 10 | Have you explained the procedures for reporting incidents, injuries and hazards? | | |
| 11 | Has the person been trained to set up and use any specialised equipment that is required? | | |
| 12 | Have you explained the site security procedures? | | |
| 13 | Have you explained the site health and safety rules? | | |
| 14 | Have you given the person an opportunity to ask questions about their responsibilities and to have any issues clarified? | | |

WSV1807/02/06.17



Sample checklist for site induction

Note

1. Where there are a number of employers, the employer who has management and control of the site must provide sufficient information to enable contractors to fulfil their site induction obligations.
2. The detail required in the site induction will vary between phases of a construction project.
3. Where the person does not clearly understand English, use an interpreter to assist in translation.

Sample OHS induction checklist



Sample checklist for site induction

June 2017

To assist employers familiarise employees (including independent contractors) with the OHS rules and procedures of the site BEFORE they commence work.

No	Items covered	Yes	No	N/A
1	Have you established the competencies and qualifications (including trade qualifications) of the person?			
2	Have you established proof of the person's construction induction training?			
3	Have you ensured that the person has been taken through relevant safe work method statements (SWMS) for any high risk tasks to be performed?			
4	Does the person have the correct personal protective equipment (PPE) available? • Hard hat • Safety glasses • Safety footwear • Long sleeved shirt • High visibility vest • Other _____			
5	Have you shown the person what to do in an emergency and identified the location of the: • Assembly point and evacuation route? • Closest medical facility? • Contact details of emergency services?			

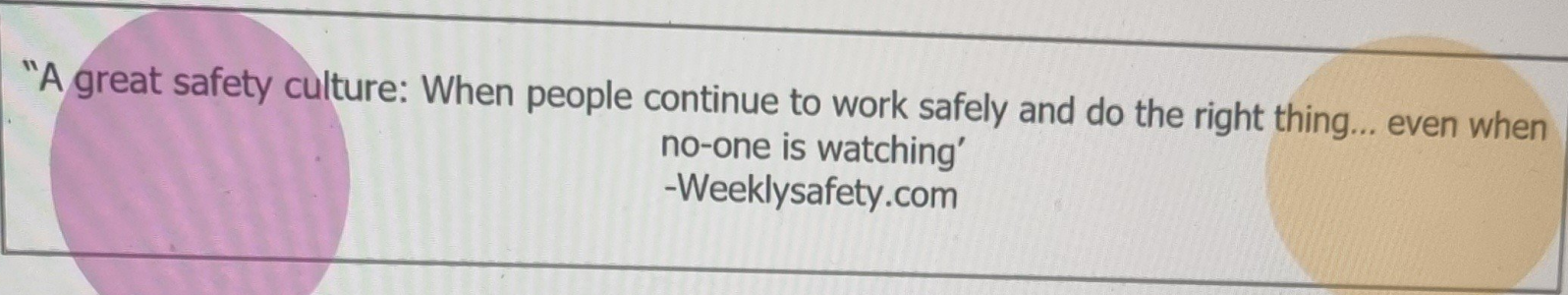
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While this resource doesn't specifically deal with how to set up training, broadly speaking it's a matter of identifying the required topic(s), and then finding the relevant information about that topic. You could begin with a series of dot points that cover the main points. Then expand on those dot points with supporting information.

Where practical, use graphics and diagrams to show points visually. Good sources of information include authoritative sources such as WorkSafe and Safe Work Australia.

The main thing is that the training is relevant and useful, not the 'bells and whistles' of the presentation tools or the location.



"A great safety culture: When people continue to work safely and do the right thing... even when no-one is watching"
-Weeklysafety.com

Formal training

Formal training is a bit more complex and needs to be organised properly to provide the greatest benefit. A question may arise about who should conduct the training. Many people are not comfortable in being in front of a group, even if it consists of people they know.

There are several options available:

- Use an experienced external trainer to deliver the training.
- Train up someone within the organisation who can deliver training as it is needed.

The best option will depend on the organisation. Whoever delivers the training, it is likely to be your role to plan, develop and organise the training. If an external or internal trainer is used, you will need to liaise with them about what training needs to be done, and for whom.

This is generally done in consultation with others in the organisation, for example, those who have a HR role may be involved in recording who has done training and providing information on what further training might be needed to meet legislated requirements.

Other training needs might be identified by management, or by the WHS committee who have noticed some sort of trend that is starting to occur. For example, an evaluation of the WHS system may provide data that indicates there is a need to specific training.

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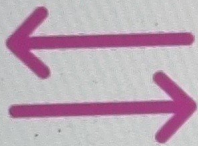
Reminders about legal obligations



Reminders about hazard identification and risk control processes



Information about emergencies and emergency planning



Any changes to equipment, machinery or work practices that affect the entire workplace,



Processes for completing templates and documents

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Information

Much of the information already discussed may be included as part of the induction of workers into a workplace.

To help make sure that everyone gets the same information, a checklist can be developed with specific questions/points that cover the needs of the workplace.

The induction process should be clear, and part of the organisations practices. As more occur in inexperienced staff, a good process is important. The process shouldn't just focus on the work the person will be doing, but include information about how safety is managed.

One of the issues with an induction is that it occurs when the new person is overloaded with information, and so much of what is said can be lost or forgotten. Therefore, there should be a follow up to make sure that the person understood the information, and more information provided as needed.

Watch the following You Tube video: 'Aruma - Diversifying health & safety: Customised and

To demonstrate your competency in this unit you will need to provide evidence of your ability to:

Establish a WHS management system in a work area

- Locate, adapt, adopt and communicate WHS policies that define the organisation's commitment to complying with WHS laws
- Identify duty holders and define WHS responsibilities for all workplace personnel in the work area according to WHS laws, policies, procedures and programs
- Identify and approve financial and human resources required by the WHS management system (WHSMS) according to organisational procedures

Establish and maintain effective and compliant consultative arrangements for managing WHS in a work area

- Work with required personnel to set up and maintain consultative arrangements according to required WHS laws
- Resolve issues raised through participation and consultation arrangements according to required WHS laws and organisational protocols
- Provide information about consultation and participation outcomes to required personnel according to organisational policies and procedures

Establish and maintain procedures for effectively identifying hazards,

This Workbook covers the following unit of competency:

BSBWHS521 Ensure a safe workplace for a work area

This unit describes the skills and knowledge required to establish, maintain and evaluate an organisation's work health and safety (WHS) policies, procedures and programs in a work area to ensure a safe workplace, according to WHS legislative requirements. It takes a systems approach and addresses compliance with relevant legislative requirements.

The unit applies to those working in a range of contexts who have, or are likely to have, responsibility for WHS as part of their broader management role. It is relevant for people with obligations under WHS laws, for example persons conducting a business or undertaking (PCBUs) or officers, as defined by WHS laws.

NOTES

1. The terms 'occupational health and safety' (OHS) and 'work health and safety' (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where model WHS laws have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.
2. The model WHS laws include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

[Resume Lesson →](#)

Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in work area

- Develop procedures for ongoing hazard identification, and assessment and control of associated risks
- Include hazard identification at the planning, design and evaluation stages of any workplace change to ensure that new hazards are not created by proposed changes and existing hazards are controlled
- Develop and maintain procedures for selecting and implementing risk controls according to the hierarchy of control measures and WHS legislative requirements
- Identify inadequacies in existing risk controls according to the hierarchy of control measures and WHS legislative requirements, and promptly provide resources to enable implementation of new measures
- Identify requirements for expert WHS advice, and request this advice as required, according to organisational procedures

Evaluate and maintain a work area WHS management system (WHSMS)

- Develop and provide a WHS induction and training program for required personnel in a work area as part of organisation's training program
- Use a system for WHS recordkeeping to allow identification of patterns of occupational injury and disease in the organisation, and to maintain a record of WHS decisions made, including reasons for decisions
- Measure and evaluate the WHSMS according to organisation's quality systems framework

Locate, adapt, adopt and communicate WHS policies that clearly define the organisation's commitment to complying with WHS legislation

Identify duty holders and define WHS responsibilities for all workplace personnel in the work area according to WHS legislation, policies, procedures and programs

What is workplace safety?

Work health and safety (WHS) is about ensuring safe and healthy working conditions, and preventing illness and injury in the workplace. WHS laws set out the obligations of both employers (your boss) and employees (you).

The Australian OHS/WHS legal framework consists of a tiered hierarchy of Act, Regulation, Codes of Practice and Standards.

Overview

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2. The model WHS laws include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia for further information.

Acts, regulations, codes and standards

Acts

Set out general safety requirements and enforcement policies.

Regulations

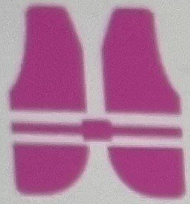
Set out safety requirements for specific industries and tasks – what must be done (i.e. provide safe plant) but give limited details on how to make it safe.

Codes of Practices and Industry Standards

Are guidelines that give examples on how to carry out the task safely. They are the minimum standard to be followed unless an equal or better standard can be provided.

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Relevant state and territory WHS requirements

This includes:

- Employers and self-employed persons
- Persons in control of the work site
- Supervisors
- Designers, Manufacturers and Suppliers of plant and equipment
- Workers/employees/personnel including people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.
- Sub-contractors

Legislation

Federal

Work Health and Safety Act (2011)

ACT

Work Health and Safety Act (2011)

NSW

Work Health and Safety Act (2011)

NT

Work Health and Safety (National Uniform Legislation) Act (2011)

QLD

Work Health and Safety Act (2011)

SA

Work Health and Safety Act 2012

TAS

Work Health and Safety Act 2012

VIC

Occupational Health and Safety Act (2004)

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VIC

Occupational Health and Safety Regulations
(2017)

WA

Occupational Safety and Health Regulations
(1996)

List of 'legislation' websites (where each jurisdiction 'stores' their legislation)

Federal

www.comlaw.gov.au

ACT

www.legislation.act.gov.au

NSW

www.legislation.nsw.gov.au

NT

www.dcm.nt.gov.au

QLD

www.legislation.qld.gov.au

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WA

Occupational Safety and Health Act (1984)

Regulations

Federal

Work Health and Safety Regulations (2011)

ACT

Work Health and Safety Regulation (2011)

NSW

Work Health and Safety Regulation (2017)

NT

Work Health and Safety (National Uniform Legislation) Regulations

QLD

Work Health and Safety Regulation (2011)

SA

Work Health and Safety Regulations (2012)

TAS

Work Health and Safety Regulations (2012)

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TAS	WorkSafe Tasmania	www.worksafe.tas.gov.au
VIC	WorkSafe Victoria	www.worksafe.vic.gov.au
WA	WorkSafe WA	www.worksafe.wa.gov.au

Guidance material

Each statutory authority provides a range of guidance material, such as Compliance Codes, codes of practice, alerts, notes and so on. Often, the guidance material relates to a topic (e.g. PPE) or industry (e.g. Horticulture). Search the relevant authority website for either the topic, industry sector or other suitable term.

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Workplace safety statutory bodies

Federal	Safe Work Australia	www.safeworkaustralia.gov.au
ACT	WorkSafe ACT	www.worksafe.act.gov.au
NSW	SafeWork NSW	www.safework.nsw.gov.au
NT	NT WorkSafe	www.worksafe.nt.gov.au
QLD	Workplace Health and Safety Queensland	www.worksafe.qld.gov.au
SA	SafeWork SA	www.safework.sa.gov.au
TAS	WorkSafe Tasmania	www.worksafe.tas.gov.au

In order to meet these requirements, policies and procedures should be developed for the workplace.

Examples of policies and procedures



Standards



Guideline



Law



Code of Conduct

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Policies and Procedures

An employer should, so far as is reasonably practicable, provide and maintain for employees a working environment that is safe and without risks to health.

'Reasonably practicable' has regard to:

- The severity of the hazard or risk.
- The state of knowledge about that hazard or risk and any ways of removing or mitigating it.
- The availability and suitability of ways to remove or mitigate the hazard or risk.
- The cost of removing or minimising that hazard or risk. [OHS Act Vic 20(2)]

This includes:

- Providing and maintaining plant or systems of work that are, so far as is reasonably practicable, safe and without risks to health.
- Providing information, instruction, training or supervision necessary to enable employees to perform their work in a way that is safe and without risks to health.

In order to meet these requirements, policies and procedures should be developed for the workplace.

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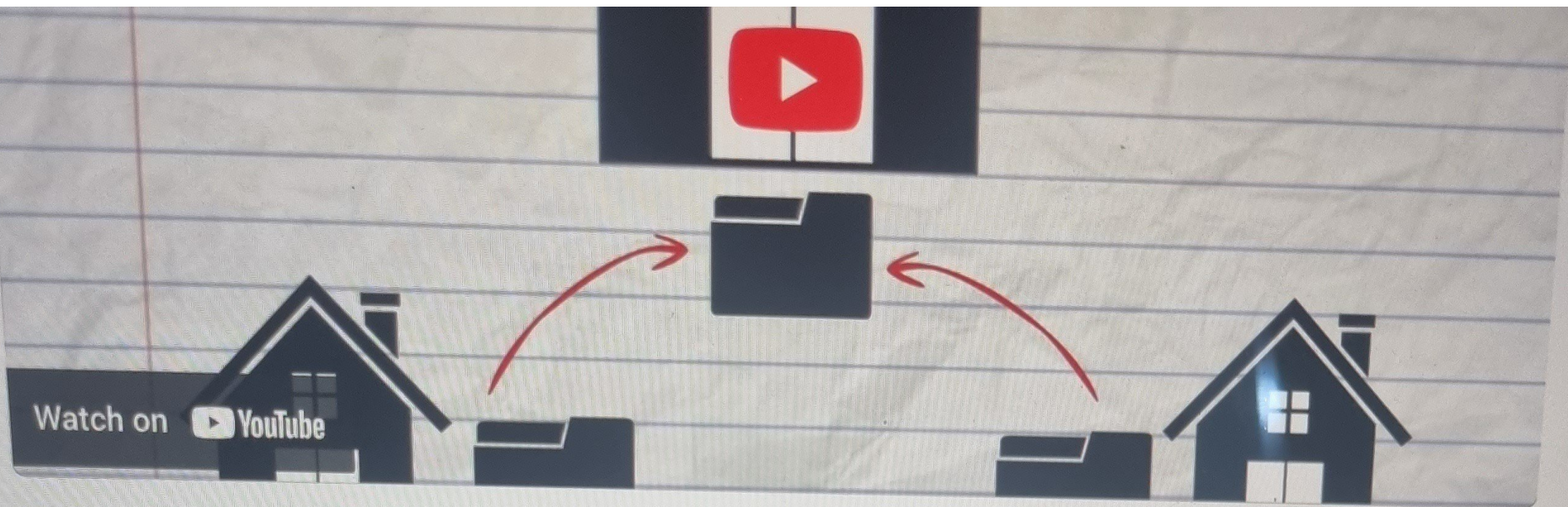
Policies

There may be a need for many workplace policies including general WHS, environmental, workplace bullying and intimidation, alcohol and drugs, etc. A policy describes:

- The desired standard
- A timeframe
- Management's commitment to fulfilling the policy
- What is expected of all employees in relation to the particular issue

What should a policy contain?

- The health and safety objectives of the business, and how the employer will implement the policy to achieve those objectives.
- The WHS roles and responsibilities of managers, supervisors and all people with a role to play in health and safety.
- That the policy was prepared in consultation with staff or their elected health and safety representatives.
- The policy should be signed off by the business owner and a worker representative, and should have a date for review. All people affected by the policy should be informed about it.
- Everyone should easily understand the policy. It may be necessary to translate it into other



OHS management systems

Occupational health and safety management systems (OHSMS) is the overarching system that coordinates an organisation's safety policies and procedures.

It's fundamental purpose is to enable management to monitor the performance and effectiveness of various components of OHS systems and compliance with legislation and regulations.

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Work with workers and their representatives to set up and maintain participation arrangements according to relevant WHS legislation

Appropriately resolve issues raised through participation and consultation arrangements according to relevant WHS legislation

Provide information about participation and consultation outcomes to workers and ensure it is easy for them to access and understand

Consultation

This is a critical part of controlling and ensuring that OHS hazards and risks are maintained.

Involving HSRs, employees and others is not only required by law in the workplace, but it also makes sense to do this anyway.

The employees are the people who do the job, involving these people will provide an **insight** into how the associated hazards and risks occur, and about the workability and the effectiveness of the potential control measures.

Procedures

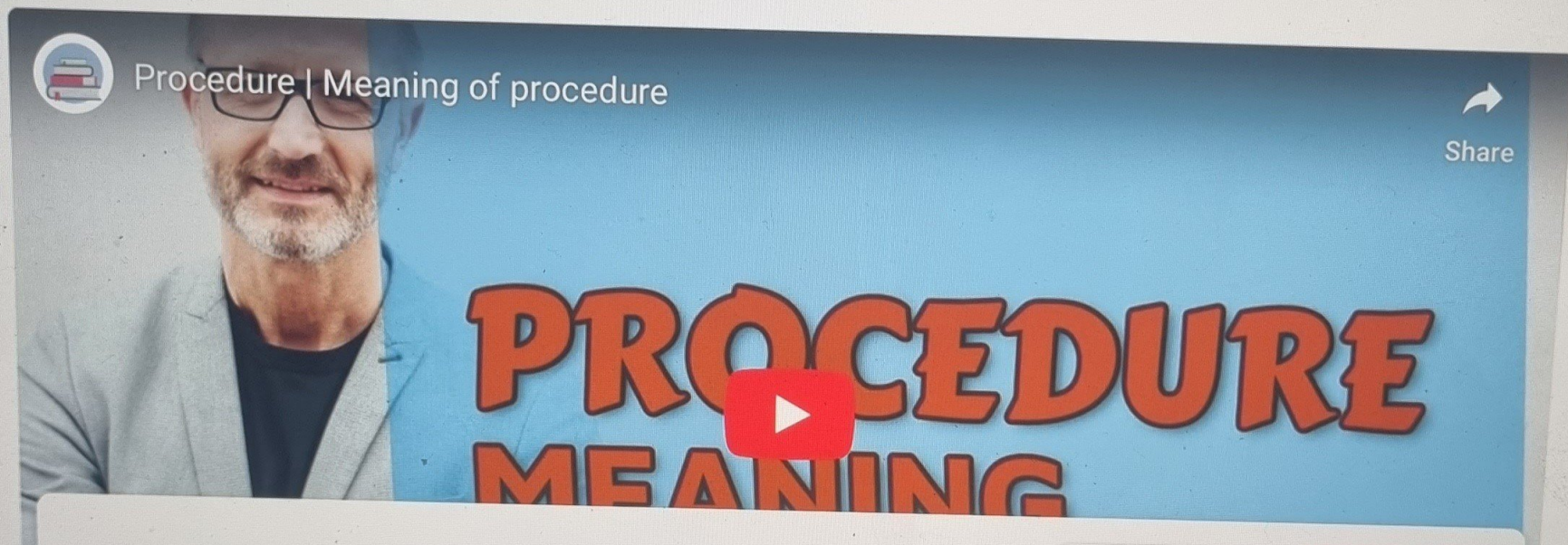
A procedure sets out step-by-step instructions for how to deal with an activity in the workplace.

Where there are workplace hazards and risks to the health and safety of people, the procedure sets out what to do at every stage of the activity to avoid accidents and injuries to all people.

To develop a procedure all potential hazards should be considered. The steps should be in the correct sequence. Developing a safe system of work can be achieved by completing a Job Safety Analysis. Ensure that all aspects have been considered for the procedure.

Once procedures are in place, workers should be trained to follow the procedures. Ideally, Standard Operating Procedures will be developed with the involvement of all people from the workplace who work at the tasks.

Watch the following You Tube video: 'Meaning of procedure'



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The employees are the people who do the job, involving these people will provide an **insight** into how the associated hazards and risks occur, and about the workability and the effectiveness of the potential control measures.

Employees and people who are involved in the work, engage and work closely with the control measures that are implemented, they will do this more effectively if they have an understanding of the reasoning behind them and how they work.

Consultation is required by law when:

- Identifying and assessing hazards and risks
- Making decisions about controlling risks
- Making decisions about the procedures for providing information and training to employees and monitoring the health of employees.

Consultation must involve information sharing at all levels and giving people a reasonable opportunity to express views and ensuring that they are considered. If there is a Health and Safety Committee, it may be useful to engage the committee in the process as well.

Consultation activities

Attending
meetings

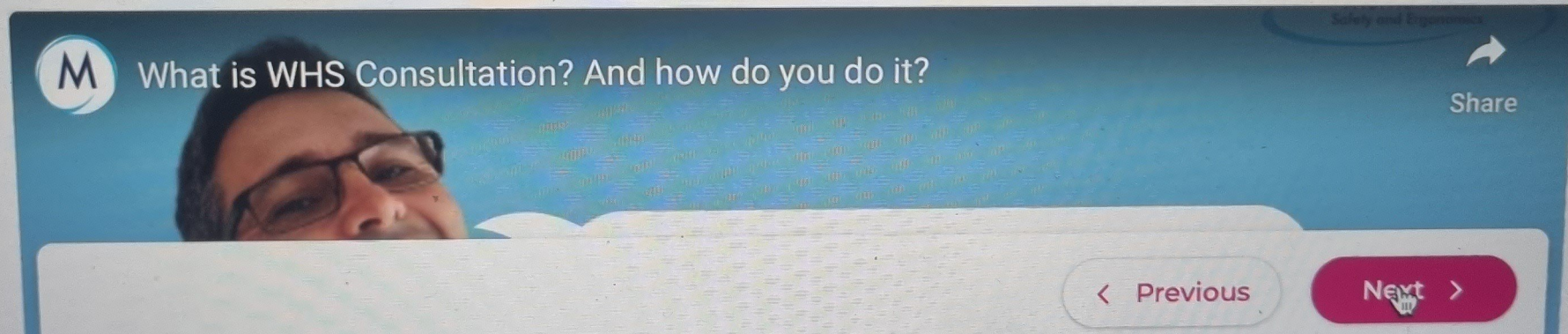
Completing
surveys

Receiving
feedback from
management
about issues

Consultation
process must
acknowledge the
opinions

Consultation can
be achieved
through

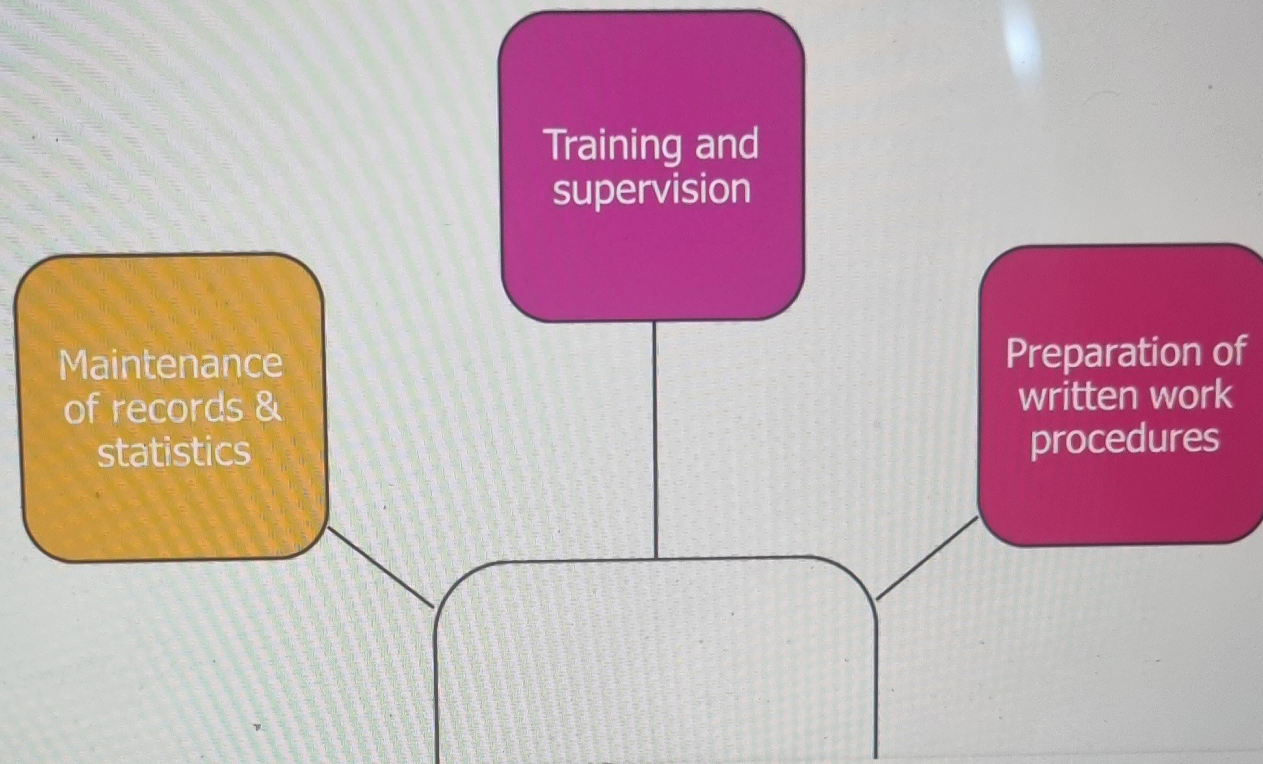
Watch the following you Tube video: 'What is WHS consultations?'



How do organisations develop safe work practices and procedures?

The two principal strategies for maintaining workplace health and safety are:

- Hazard management
- Implementation of safe workplace practices and procedures



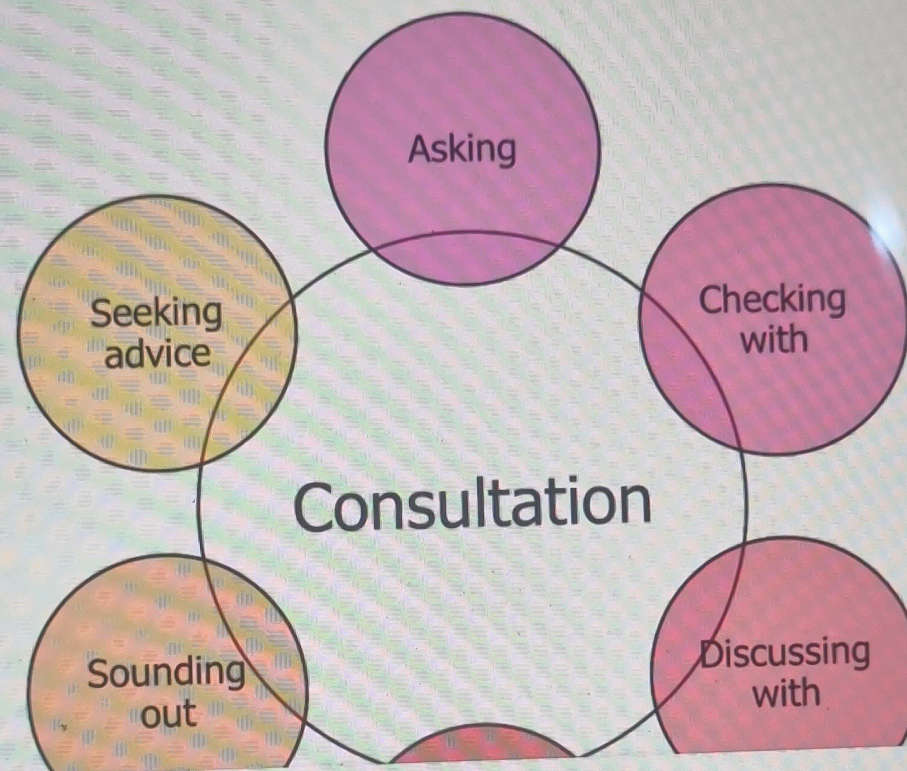
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How does an organisation ensure effective consultation?

Mechanisms within an organisation for encouraging consultation or discussion of health and safety issues include:

- Health and safety committees
- Work or task teams
- Operational teams



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Sample Record of safety discussions

Business name:

Date:

Completed by:

Persons present:

Comments and issues raised:

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Develop procedures for ongoing hazard identification, and assessment and control of associated risks

Include hazard identification at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards are not created by the proposed changes and existing hazards are controlled

Hazards and Risks

It is everyone's responsibility to ensure they identify and report hazards and risks in the workplace.

Hazard	Risk
How great the chance that someone will be	
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Hazard

A 'hazard' can be anything that has the potential to harm. Hazards can include things like – equipment or machinery, exposure to electrical currents, heights, loud noise, dangerous chemicals or substances and so on. A hazard is also known as the 'source' of potential harm/injury.

Risk

A 'risk' is the likelihood or level of impact determined when a hazard has been identified. The important thing to note is that the level of risk is dependent on the hazard and will either increase or decrease in impact and severity.

Safe workplace

A safe work place requires that managers must ensure that workers and those impacted by change are aware of the processes in place for the identification of risk.

Management must ensure that work environment, work tasks, work organisation, structures and relationships are geared towards safety by developing a risk assessment model that ensures that WHS management is supported by the WHS systematic approach to management.

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Hazards and Risks

It is everyone's responsibility to ensure they identify and report hazards and risks in the workplace.

Hazard	Risk		
Anything that can cause harm (e.g. a chemical, electrical, ladders, etc.)	How great the chance that someone will be harmed by the hazard Risk = Hazard + Exposure		
		+	

Watch the following You Tube video: 'Hazard and risk – What's the difference?'

 Hazard and Risk – What's the difference?

 Share



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Safe workplace

A safe work place requires that managers must ensure that workers and those impacted by change are aware of the processes in place for the identification of risk.

Management must ensure that work environment, work tasks, work organisation, structures and relationships are geared towards safety by developing a risk assessment model that ensures that WHS management is supported by the WHS systematic approach to management.

The success of a risk management program is derived by planning, research and a systematic approach to risk control. This means that once workers are engaged that they can identify facts that impact on risk in the risk management process.

Throughout each step of the risk management process, it is important to consider factors associated with a risk. These factors may impact on the actions that are taken.

Factors contributing to risk may include:



Equipment



Frequency and duration of exposure including the type of task

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Tools for development may include:

Investigating near miss and incidents in the workplace



Walk through inspections

Tools to review the impact of new work practices such as flow charts



Incident and injury reports can be assessed to determine trends in injuries or injuries in work area

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INCIDENT REPORT FORM

SECTION 1 – DETAILS OF INJURED PERSON

Full Name:

Contact Tel:

Mobile:

Address:

Email:

SECTION 2 – DETAILS OF INCIDENT

Date of Incident:

/ /

Time:

__ __: __ __ am/pm

Location of Incident:

Reported to:

Position Title:

Description of incident: (What and how the incident occurred)

SECTION 3 – DETAILS OF INJURY AND TREATMENT

Description of injury:

Snip

Treatment Provided:

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Feedback forms from workers who can provide feedback based on their hands-on experience in their work area.



"An accident is just the tip of the iceberg, a sign of a much larger problem below the surface"
- Don Brown

Other recognised processes such as:

Accident/incident reports and health monitoring reports

Increases in accident/incident reports in a specific work area, especially those where the ailment or injury are the same or similar in nature can be utilised to identify potential hazards arising from risk.

Health monitoring reports can assist management in identifying changes to worker health. These changes are a way in which to target processes that need to be reviewed.

An example Incident report form is provided below (sourced from ATAR Design):

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☐ Ambulance called and attended

Treated by:

INCIDENT REPORT FORM

Further Treatment Recommended:

☐

None

☐

Other (please describe)

SECTION 4 – WITNESSES TO INCIDENT

The following persons witnessed the incident:

Name 1:

Contact:

Address:

Signature 1:

Date:

/ /

Name 2:

Contact:

Address:

Signature 2:

Date:

/ /

SECTION 5 – SIGNATURES

Supervisor:

Signed:

Position:

Print Name:

Date:

/ /

First Aider:

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Organisational operational processes

Control processes are always put in place to monitor and review the hazards and its associated risks. When a risk is identified, employers and/or their representatives will consult with workers and other stakeholders to track changes to operations.

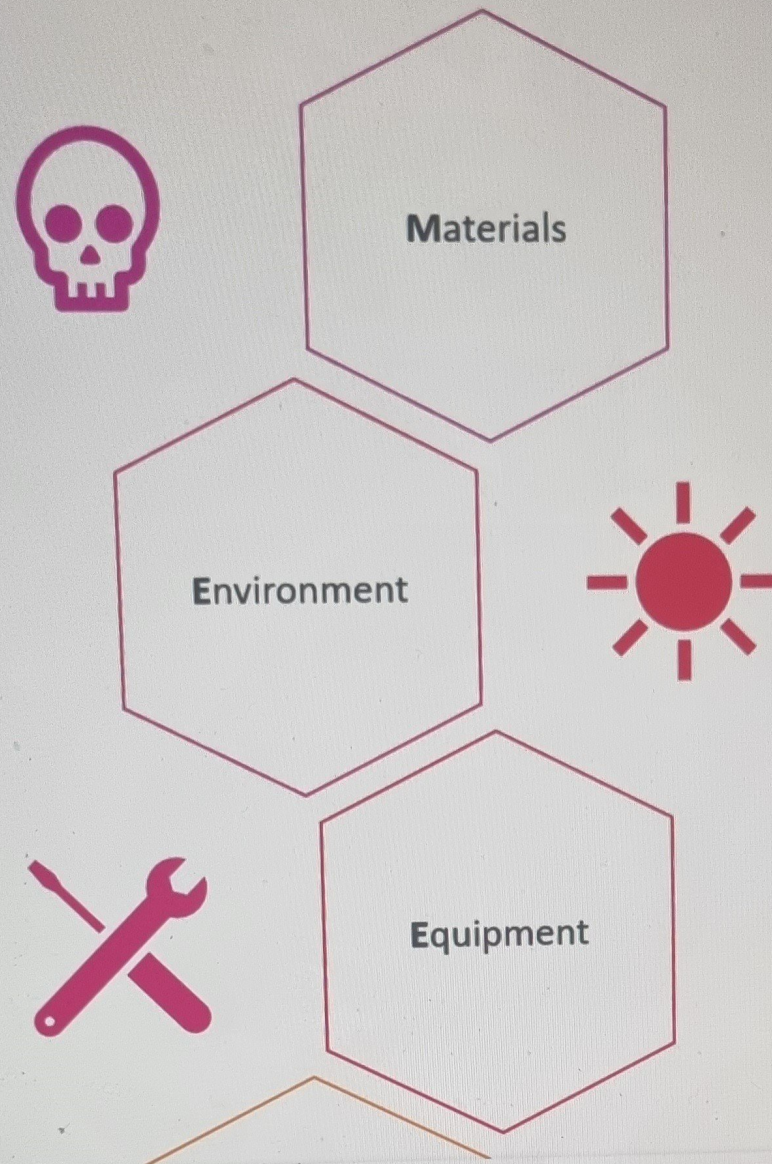
For example, your employer may maintain a record of daily production records, including how many units are made an hour. If there is a variation in worker health, then you should check the production records to determine whether an increase in production or a variation in tasks have increased the chance of risk to workers health and safety.

Once you have reviewed the relevant standards for variations and compared them to the tools used to identify variations in worker health to see if there is a correlation between increases in production or changes in processes and changes to worker health.

Once you have established the hazards and their associated risks, then you need to prioritise hazards to determine which order they shall be addressed. Costs are important part of this process. If costs exceed what is reasonably practicable, steps should still be taken to control the risks.

Remember it is not a good enough excuse that you could not afford to put control strategies in place, you must demonstrate that you have taken action that is reasonably practicable.

Types of hazards (MEEPS)



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Identify the hazard: examine work areas or consider the task or process and then identify hazards/ potential threats to Health and safety of works



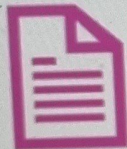
Identify the risk: potential consequences of a hazard



Assess the risk: Evaluate likelihood of injuries occurring with its probably consequences. Identify the impact, probability or likelihood



Control the risk: elimination, substitution, engineering, administrative, PPE



Document: Hazards identified, assessment of risks associated with hazards, control measures & how they are being implemented, evidence of monitoring, review of controls, checklist, administrative controls, PPE

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Hazard identification, risk assessment and control

If you identify a hazard in your workplace you are obliged under the law to report it. Usually the employer will have a form to be completed. The information required includes; your name, the date and time, area and your supervisor's name. You need to describe what happened or the nature of the hazard. The form also asks you to suggest some possible solutions to the problem.

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Types of risks

Inherent risk	The combination of likelihood and consequence assigned to a particular hazard under the assumption that there are no control measures in place
Residual risk	The risk assessed with the control measures in place. To manage the residual risk, every effort must be made to ensure the implemented control measures have taken into account both the reduction of 'likelihood' and 'consequence'. Residual risk is assessed to ensure the implemented control measures provide appropriate protection, thereby resulting in an acceptable level of risk.

Typically, if the residual risk is:

- Low, then the approval of the relevant supervisor is required prior to the job commencing
- Moderate/Medium, then the approval of the relevant department supervisor is required prior to the job commencing
- High/Extreme, then the approval of the department manager or superintendent is required prior to the job commencing

If the inherent and residual risks that have been identified, you will then need to assess the consequences of those risks. Once you have determined the consequences, you can implement

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Assess risks associated with identified hazards

'Risk' is the probability (or likelihood) of harm or damage occurring from exposure to a hazard, and the likely consequences of that harm or damage.

Each hazard you have identified can be ranked according to the likelihood that an accident will occur and how serious the result could be. Therefore, an event that is very likely to occur and could kill or seriously injure someone would be a top priority and should be addressed first.

One that is unlikely to happen, and would need only minor First Aid treatment if it did happen, would be a low priority, and could be taken care of after more serious risks have been addressed.

Risk assessment is a judgement of the 'chance' of an event actually occurring – it is any event which may cause injury or harm to a person.

In simple terms:



What's the thing that is going to hurt?

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Develop and maintain procedures for selecting and implementing risk controls

Identify inadequacies in existing risk controls according to the hierarchy of control and WHS legislative requirements, and promptly provide resources to enable implementation of new measures

Identify and approve financial and human resources required by the WHS management system (WHSMS)

Types of risks

Inherent risk

The combination of likelihood and consequence assigned to a particular hazard under the assumption that there are no control measures in place

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Training needs

Other training needs will vary according to the needs of the individual. For example, some staff may work in the office, while others work out in the field. While some of the training will be for everyone (as discussed above), those who work in the office probably don't need to know about safe spraying techniques, or how to deal with moving machinery parts.

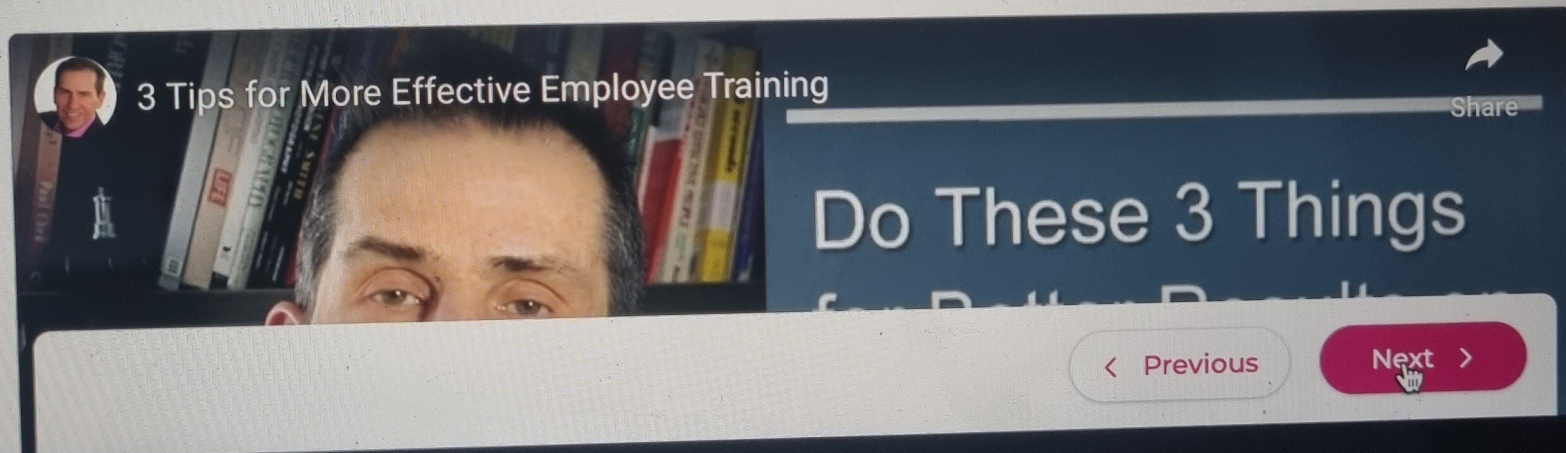
Supervisors may need other training, such as on dealing with conflict, or psychological issues such as workplace stress and bullying. They may receive other information that needs to be passed on to staff; in some cases, this may need to be 'translated' into a language better understood by staff.

Whatever the case, the induction and ongoing training programs need to:

- Be relevant to the workplace
- Meet the needs of the individuals
- Help ensure the workplace meets its legal obligations, and
- Lead to improvements in safe work practices.

Training can be formal or informal. Informal training happens when people share what they know with others. This may be one-to-one, or in a small group; often valid and useful information can be shared easily at team meetings or during lunchtimes.

Watch the following You Tube video: '3 tips for more effective employee training'



There is also an ongoing need for training for all staff and supervisors. As already mentioned, change happens all the time. We also tend to forget some things, especially if not used for a while. And we can become complacent; perhaps taking a shortcut with safe work practices, and when nothing happens, we keep doing things that way.

To counteract this, an ongoing safety training program should be developed and implemented. There may already be a professional development program or similar to help staff keep up to date with work practices.

A safety training program will help everyone keep up with safe work practices. This program may consist of two parts:

1. The information about safe work practices that everyone needs to know, and
2. Specific training for selected personnel.

The generic information might include such things as:



Reminders about legal obligations



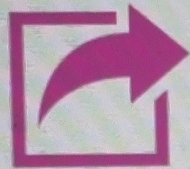
Reminders about hazard identification and risk control processes

Designing

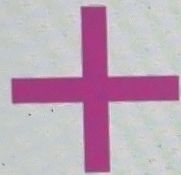
When designing the WHS induction and training program it is important to consider the following components:



Motivation



Transfer of information



Opportunities to practice new skills



Demonstration of competence

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Develop and provide a WHS induction and training program for all workers in a work area as part of the organisation's training program

A key way to keep people safe at work is to give them the correct information on how to be safe right from the start. If new workers are inducted correctly, this reduces the risks of injury and death.

New workers in an industry, or new to an activity have an increased risk. As such, most OHS legislation requires appropriate training and induction.

Induction is a key way to maintain a safe work place, as it sets the correct tone for the new staff member as soon as they arrive, and promotes good communication. If it is clear to them that the workplace has good procedures in place, they will be able to do their part in helping everyone be safe.

Designing

When designing the WHS induction and training program it is important to consider the following components:



Motivation

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A timeframe for review



Documenting actions allows you to identify what actions are required to achieve change. A tool that you may use to action or implement control strategies is the action plan.

All actions should be identified and documented so that you will have a running record of the risk and how it was controlled.

For every action identified:

- Establish timeframes and priorities
- Assign responsibility for implementing actions
- Determine how performance is to be measured

This information can be used to action the control measures and can be used to demonstrate to regulative and legislative authorities that you have met your legal objectives. Even when the action plan fails to meet its objectives, you can reassess and redefine the original objectives and strategies to improve or abandon the plan. If you abandon the plan, you can start at the beginning and avoid wasting the resources of a plan that is not working.



Training – if required to perform new tasks (should be completed before new process or new equipment is implemented).

Make sure that you continuously update your schedule if resources are not readily available. Communicate these changes to appropriate personnel so that they will update the processes and procedures at the same.

If the changes to schedules are not communicated, then workers may be placed at risk.

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Risk management planning

Very few risks are static and are subject to change so the risk management process needs to be continuously updated so new risks are identified and managed. Organisations should use a risk management plan to manage risk. Risk management plans outline the risks an organisation faces and provides guidance for strategy control.

A risk management plan should include:

A list of identified risks

Impact rating

Likelihood rating

Actions to mitigate / eliminate each risk

and other stakeholders will assist you in determine how much resources should be allocated.

Resources may be deployed from:



Organisational stock – resources already available



Purchasing – research to find the appropriate resources to meet your needs



Training – if required to perform new tasks (should be completed before a new process or new equipment is implemented).

Make sure that you continuously update your schedule if resources are not readily available. Communicate these changes to appropriate personnel so that they will update the processes and procedures at the same.

Implement control measures

Once the workgroup knows this information, they are then empowered to take action to implement the control measure with clear responsibility and authority on the decisions they are allowed to make.

The making or breaking of a control strategy for risk can be based on whether resources are used effectively and efficiently. Resources are allocated so that workers can do their job. The aim of allocating resources is to ensure that the organisation does not fail due to lack of capital.

Economic factors such as a recession can affect the amount of resources allocated. This is one of the reasons why costs are considered when choosing control measures as part of the outcomes of a risk assessment or as part of the hierarchy of risk control.

Organisations have different policies and procedures in regard to the allocation of resources. It is important that you obtain the correct combination of resources to meet your needs and their availability will impact on when the control measure may be implemented.

If you identify that there is going to be a delay in resources, make sure that appropriate measures are in place to control the hazard and minimise the risk.

To estimate the resources you need, it is important that you estimate the resources that you require for each activity and then deploy it in an effective way. Experience and knowledge of the workers and other stakeholders will assist you in determine how much resources should be allocated.

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Potential factors impacting on the effectiveness of controls

Australia is a country of cultural diversity. When you implement any form of change in most worksites, it is essential that you take precautions to ensure that you are able to consult with personnel and to implement interventions to control the risk.

If controls are not effective, then workers and other personnel at the worksite will be exposed to risk.

The aim to minimise or eliminate the hazard and its associated risk will not reach the expected outcomes. This means that you are not meeting your role outcomes as a worker within the workplace under the OHS Act.

Obtain relevant resources to initiate and maintain controls

When management makes a decision on viable options, they are usually making decisions based on a series of criteria. In most instances, when options are chosen, the budget allocated to the control of the risk will have a large impact on the options and levels of the hierarchy of control that are available to work area.

The amount allocated usually correlates with the level of associated risk that hazard has and which the organisation deems as practicably reasonable.

[BSBWHS521] Ensure a safe workplace for a work area - Lesson

[? Ask a Question](#)

The amount allocated usually correlates with the level of associated risk that hazard has and which the organisation deems as practicably reasonable.

In turn, the information provided to the work group and other parties impacted by the hazard are not as comprehensive as that given by management. Instead of being allocated a budget, they are given the facts about different controls and then need to make recommendations and voice opinions, ideas and concerns, which will then be considered in the final decision making process.

Once a decision is made, the manager or work group leader will provide them with the decision and who influenced the decision. Workers are then given time lines, the amount of hours allocated and equipment allocated to minimise or eliminate the hazards and associated risks to implement the change.

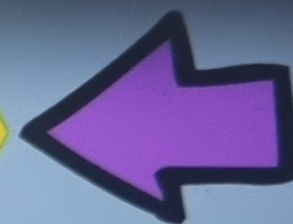
Watch the following You Tube video: 'Hierarchy of controls in hazard control'



Hierarchy of Controls in Hazard Control

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**Elimination
(Substitution)**



A

**Engineering
Controls**



B

**Administrative
Controls**



**Personal Protective
Equipment**

Medium

Low

BSBWHS521 Sample Risk Control Plan

Physical, chemical, biological hazards:

1. Physical

- Noise
- Electrical
- Radiation
- Structural collapse/damage
- Slips/falls

- Temperature
- Holes/trenches
- Electrical safety work
- Falling objects
- Excavations, including trenches

2. Chemical

- Gas
- Dusts
- Inhalation

- Intoxication
- Skin exposure
- Chemical spills

3. Biological

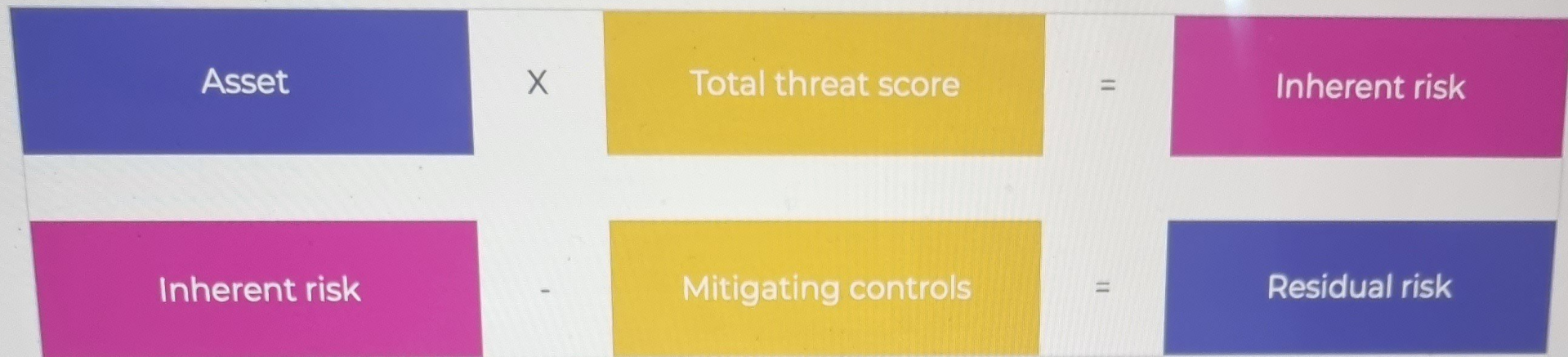
- Bodily fluids
- Viruses
- Bacteria

- Blood borne diseases
- contracted diseases
- HIV & other infectious diseases

Watch the following You Tube video: 'Hazard management'

- High/Extreme, then the approval of the department manager or superintendent is required prior to the job commencing

If the inherent and residual risks that have been identified, you will then need to assess the consequences of those risks. Once you have determined the consequences, you can implement appropriate safety measures/controls



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What's the thing that is going to hurt?



How likely is this to happen?



... and if it does, how bad will it be?

What to consider:

- The number of times tasks are undertaken which could result in an accident
- The number of people performing the task(s), and,
- The likelihood of the incident occurring while the task is being performed (what controls already exist?)

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Likelihood

The likelihood or probability of injury, illness or damage occurring is categorised as follows:

Level	Description
Almost certain	Most likely outcome, could occur any time (daily)
Likely	Likely to occur, even 50/50 chance (weekly)
Possible	Might occur at some time (monthly)
Unlikely	Unlikely to occur, but history of the event exists within the industry (yearly)
Rare	Practically impossible, no known history of event occurring, in exceptional circumstances

Consequence

The consequence for injury and illness is categorised as follows:

Risk assessment rating matrix

The risk assessment rating matrix is used to determine the current risk and residual risk for each identified task and hazard.

Consider the following:

1. What is the worst possible consequence of this hazard?
2. What is the likelihood of this occurring?

		Consequence				
		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	Almost certain	High	High	Extreme	Extreme	Extreme
	Likely	Moderate	High	High	Extreme	Extreme
	Possible	Low	Moderate	High	Extreme	Extreme
	Unlikely	Low	Low	Moderate	High	Extreme
	Rare	Low	Low	Moderate	High	High

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Risk management priority

Risks will be prioritised and managed as follows:

Priority	Description
Extreme	- Action to reduce risk is mandatory - If work is in progress and an activity is identified as extreme risk – cease work immediately - Work will not commence until action has been taken to lower the risk to another category
High	- Action to reduce risk is mandatory - If work is in progress and an activity is identified as high risk – consider ceasing work - Immediate action must be taken, or controls implemented to reduce the risk - Approval must be obtained from management to continue work
Moderate	- Action to reduce risk should be taken - Action must be based on the Hierarchy of Controls - Short-term action can be administrative controls or protective equipment

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The consequence for injury and illness is categorised as follows:

Severity	Description
Catastrophic	Multiple fatalities, extensive financial loss, severe business disruption, severe environmental damage
Major	Fatality, significant financial loss, major business disruption, major environmental damage
Moderate	Serious injury with a long period (10 days or more) off work and/or permanent impairment, substantial financial loss, notable business disruption (more than 1 day)
Minor	Lost time injury but not permanent impairment with less than 10 days off work, contaminant release contained without outside assistance, notable financial loss, a slight business disruption (property damage)
Insignificant	Superficial injury or illness such as minor cuts and bruises, first aid treatment, negligible financial loss, minor property damage, contaminant

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Moderate

- Short-term action can be administrative controls or protective equipment
- Employees must be made aware of the risk and controls to be taken
- Plans for further mitigation must be implemented

Low

- Action to reduce risk should be taken
- Action must be based on the Hierarchy of Controls
- Administrative procedures or protective equipment may control the risk

Hierarchy of Control

The Hierarchy of Control outlines the types of controls that can be implemented to mitigate and eliminate safety hazards.

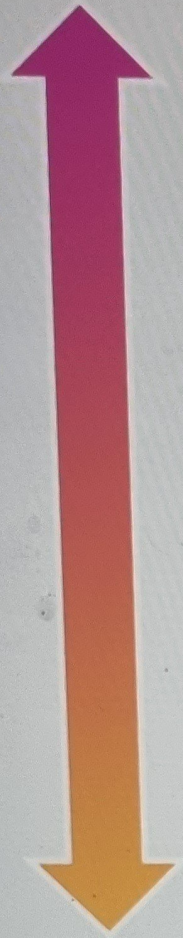
Effectiveness	Type of control	Example
Most effective	Elimination	Discontinue use of product or equipment, and cease work process.
	Substitution	Can the task, process, equipment be substituted with a less hazardous one?



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Most effective



Least effective

Elimination

Discontinue use of product or equipment, and cease work process.

Substitution

Can the task, process, equipment be substituted with a less hazardous one?

Isolation

Can the hazard be isolated to prevent exposure?

Engineering controls

Can the task, equipment, process be re-designed to reduce the risk?

Administration controls

Provide training, information to employees to ensure they can work safely.

Personal protective equipment

Equipment provided to place a barrier between employee and the hazard.

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Analyse risks that have been identified



Evaluate the risks



Determine treatment



Monitor and report on effectiveness of treatments

At this stage you are analysing the risks. As you complete each step of your research and analysis

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Document method and outcomes of risk assessment

Care should be taken to ensure that you separate the main information that will influence the outcomes of the risk assessment.

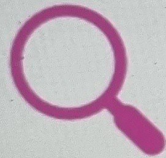
Before a final decision is made on the control measure implemented, make sure that you clearly state why you did not implement a specific control measure. This may mean that you should consider the organisations policies and procedures as they may influence your final decision.

If you are not sure about the final control measure the final influence will be the control measure that is highest in the hierarchy of risk control.

Risk assessments basic steps:



Establish appropriate goals



Identify risks (including potential)

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At this stage you are analysing the risks. As you complete each step of your research and analysis, information should be filed as per organisational procedures.

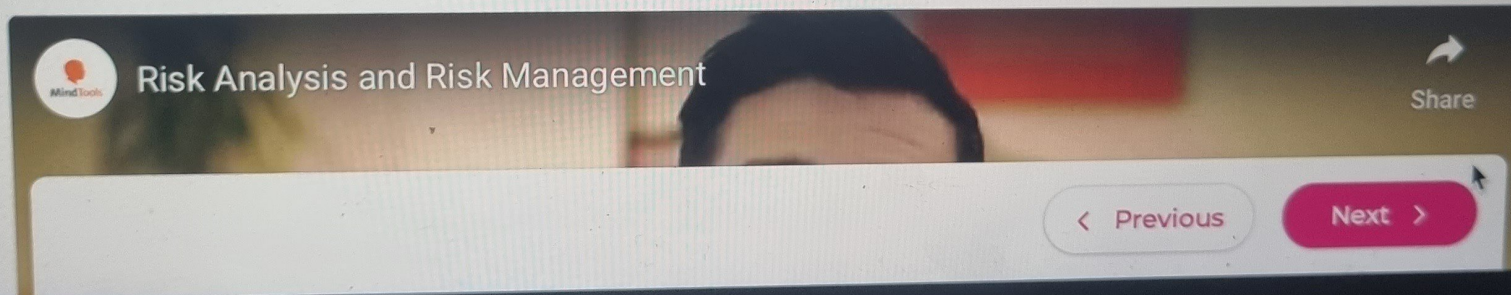
Documents are maintained as a historical record of the decisions that are made and why specific options were not chosen. This information can be used as part of the continuous improvement process.

Documented records are also kept to provide evidence that the organisation has met their legal obligation of ensuring that the work environment is safe and that the organisation is consistently improving its processes.

Records kept until the analysis phase of the risk assessment may include:

- A list of resources reviewed for the hazard
- Potential risks and control measures used to minimise, eliminate or control the risk
- How information was communicated which may include copies of the communications.
- The personnel consulted and feedback received
- An outline of the procedures followed
- Control measures and how they were prioritised.
- How the risk assessment was evaluated and the processes that will influence the decision.

Watch the following you Tube video: 'Risk analysis and risk management'



Sample Hazard list and risk assessment

Business name:

Date:

Completed by:

Hazard	Risk severity/ consequence	Likelihood	Risk level

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Developing options for risk control

The hierarchy of risk control and the outcomes of the risk assessments should be reviewed on a continuous basis. The results of the outcomes of the risk assessment and the hierarchy of controls must result in a decision that is influenced by workers and stakeholders who address their views and voice their concerns.

As a manager you must take these views and concerns into consideration when you make a decision. Once a decision has been made, change needs to be implemented. Managers must act as change agents and support workers as part of empowering them.

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Develop control options in consultation with stakeholders

Costs are not the only constraints in the process of change. Even though a decision is made, implementing the plan can sometimes not be viable. This highlights the importance of ensuring that you consider the feedback received in consultation with stakeholders. Uninformed decisions can be very costly and will place your workers at risk.

There are many theories of change available in the workplace. Efficient change is only achievable if you are prepared for it.

It is essential that you make sure that:

- Workers are trained and their skills are developed before the change is implemented (where feasible)
- Make sure that workers have the emotional maturity and integrity to implement the changes. Attention to this is more important than learning the skills and processes. Just check and analyse the root causes of the failure of the implementation of change within your work environment.
- Workers are given choices – they are more likely to take ownership of the change
- Focus on empowering your workers and encouraging them to develop the skills to meet their legal obligation to participate in the consultation process.
- You explore the process of aligning the aims of your business with the aims of your people so that you're more responsive to changes in the work environment. Demonstrating you care

Sample Risk control plan

Business name:

Date:

Completed by:

Hazard	Actions to control hazard	Completion date	Responsible person
Extreme			
High			

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You explore the process of aligning the aims of your business with the aims of your people so that you're more responsive to changes in the work environment. Demonstrating you care about their needs builds rapport with workers

- Operations must continue. Workers are not able to drop everything when change is implemented. It is essential that change is woven into their jobs and that they are not overloaded trying to maintain their productivity and implement change.
- You continuously re-align the values and aims of everyone impacted by change. Management must make time to ensure that operations are continuously updated.

Consultation and outcomes of risk assessment and hierarchy of risk control

The aim of consulting with workers and/or their representatives or those impacted by a risk is to obtain as much diverse information of the risk outcomes as possible so that workers will be able to use their experience and skills to make recommendations about the control measures that would work in their work area.

They would also be able to address their concerns and views so that you would be able to make an informed decision to meet your legal obligations.

Make sure that you demonstrate a systematic approach to managing this process. If you are not systematic, the decision that you make may not be the correct decision.

"Risk management should be an enterprise wide exercise and engrained in the business culture of an organisation"
-Julie Dickson

High

Medium

Identify requirements for expert WHS advice, and request this advice as required

In certain situations, you and your team may not have the required knowledge to resolve certain hazard without assistance. When this happens, an external OHS specialist may need to be consulted.



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Consultation and
communication

Training and
information

Managing
hazards and risks

PPE

Operational
controls and
procedures

First aid &
emergency
management

Monitoring
health,
inspections and
audits

Performance
reporting and
monitoring

Documentation
and record
keeping

OHS documentation

Set out below are the names and descriptions of typical documents that a company might keep in its OHS management system:

- Registers and log books could include:
 - Injuries register
 - Hazardous substances register

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Corrective action	Action by	Action complete	
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Occupational health and safety committees

OWHS committees are composed of members of management and representatives of employee groups. If run effectively, the OHS committee is a useful way of involving employees in the health and safety program.

While committees can be slow and cumbersome at times, they can be effective in making broad policy decisions and drawing the attention of a large number of people to important issues. OHS committees are a good means of securing co-operation, co-ordination and an exchange of ideas among a group that does not normally meet.

When starting an OHS committee, there should be a written statement (terms of reference) stating:

- The mission or responsibility of the committee
- Authority, including a budget, of the committee
- Committee procedures

In general, the OHS committee has the following three main functions:

- To develop company OHS policy and procedures
- To review potentially unsafe work practices and conditions
- To educate employees in the workplace

Watch the following You Tube video: 'Effective OHS Committees & meetings trailer'

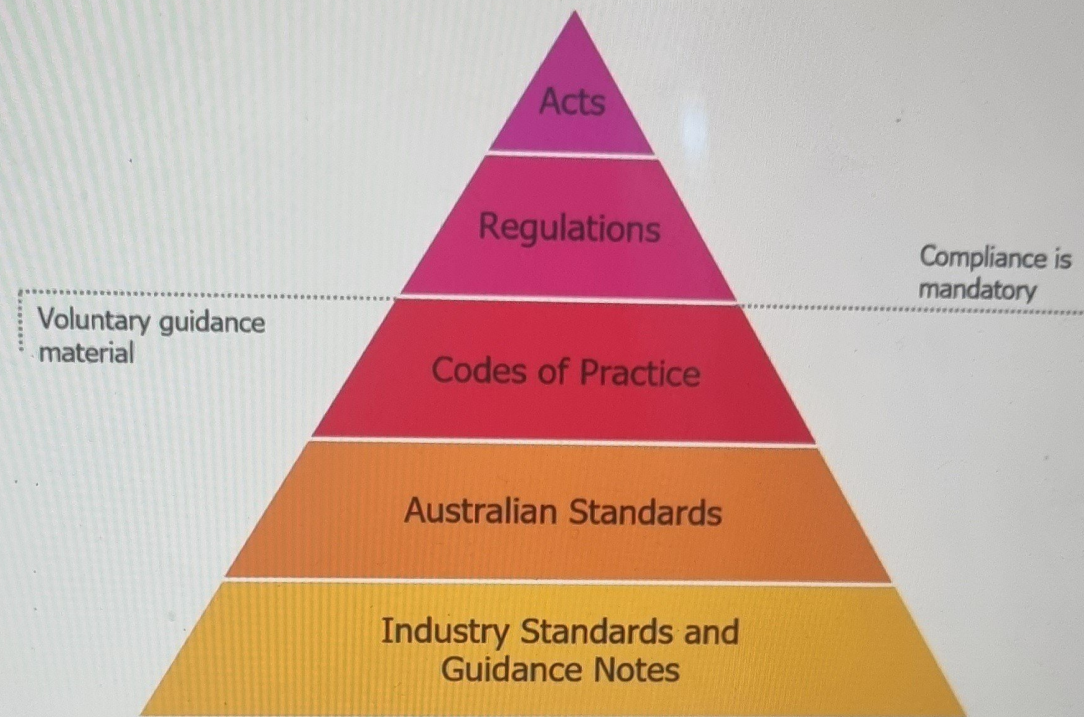


Effective OHS Committees & Meetings Trailer

Share

WHS legal pyramid

Elements of the WHS legislation and how they fit together.



List of WHS legislation, regulations and workplace safety authorities

(current as of January 2019)

Duty of Care

All personnel have legal responsibilities under duty of care, that is to do everything they can to protect workers and others from harm by complying with safe work practices, including activities that need:



Licences



Tickets



Certificates of competency

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