

## WorkSafe Plan

WorkSafe Plan was first published in 1999, and the WorkSafe Division of the Department of Consumer and Employment Protection published the revised edition in 2003.

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ISBN: 1-920837-00-0

This workbook is for use by accredited WorkSafe Plan Assessors and others who have been trained in how to apply the WorkSafe Plan rating method. It also provides useful information for anyone who wants to know more about WorkSafe's approach to the systematic management of workplace safety and health.

The WorkSafe Plan is for organisations where there is an "employer" and "employees" as defined in the Occupational Safety and Health Act 1984. The assessment is not intended for use by self-employed persons and others operating businesses without employees, although these people may find the information useful.

WorkSafe Plan is for organisations with workplaces under the jurisdiction of WorkSafe. It is not designed for Commonwealth Government departments or for workplaces covered by legislation administered by the Department of Industry and Resources. WorkSafe Plan may be used as a management tool in these areas, but the organisations would not be eligible for Certificates of Achievement issued by The Department of Consumer and Employment Protection's WorkSafe Division.

## Acknowledgements

WorkSafe Plan was originally based on a scheme administered by WorkCover Corporation in South Australia. WorkSafe acknowledges the support of WorkCover Corporation in the development of the standards used in the WorkSafe Plan document.

WorkSafe also acknowledges the use of material developed by the Victorian WorkCover Authority in relation to contractors and occupational safety and health management systems.

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# INTRODUCTION

"WorkSafe Plan" promotes the management practices needed to establish and maintain safe working environments. Creating and maintaining safe workplaces, plant and systems of work are an important part of the general duties in the ***Occupational Safety and Health Act 1984***.

Effective and systematic safety management results in working environments where risks are controlled, employees are not exposed to hazards, and goods and services are produced efficiently and safely. Although identifying hazards, assessing risks and implementing risk controls form the basis of safety management programs, good safety management is about a demonstrated commitment by the most senior people in an organisation to set safety objectives, oversee planning and implementation, consider feedback from performance reviews and continuously improve the system. WorkSafe Plan is an assessment process that rates safety management systems and directs attention to areas that could be improved. It can be used to compare the performance of organisations in the same industry and it can be repeated to regularly check on progress. The WorkSafe Plan is suitable for organisations of all sizes.

WorkSafe Plan can be used to:

- provide information on desirable safety management practices;
  - identify the strengths and weaknesses of management systems;
  - provide a measure for safety performance; and direct attention to areas that could be improved.
- WorkSafe Plan encourages the continuous improvement of safety performance as part of a best practice approach to safety management.

## WorkSafe Plan Elements

WorkSafe Plan has five elements and each one has a standard that describes the performance expected for that element.

The five elements are:

- Management Commitment;
- Planning;
- Consultation;
- Hazard Management; and
- Training.

The elements have a number of indicators that are used to measure the extent to which the standards have been achieved. There are a total of 50 indicators in the five elements. Each indicator is given a score out of ten, using a graduated rating method, and the scores are averaged to provide an overall rating of performance in each element.

The WorkSafe Plan elements, standards and indicators are summarised in the following sections.

## WorkSafe Plan Elements

ELEMENTS	MANAGEMENT COMMITMENT	PLANNING	
<b>STANDARDS</b>	<p>There is commitment to achieving high standards of occupational safety and health performance through effective safety management.</p>	<p>Planning is used to establish and maintain a safety management system that is set up to continuously improve occupational safety and health.</p>	
<b>INDICATORS</b> <p>The elements have a number of indicators that measure the extent to which the standards have been achieved and direct attention to areas that could be improved.</p> <p>There is a total of 50 indicators in the five elements.</p>	<ol style="list-style-type: none"> <li>1. The employer's responsibilities have been identified.</li> <li>2. General duties are understood.</li> <li>3. The employer is involved in safety management.</li> <li>4. Occupational safety and health activity is coordinated.</li> <li>5. There is an occupational safety and health policy.</li> <li>6. The occupational safety and health policy is understood.</li> <li>7. Resources are provided.</li> <li>8. Safety management activities are completed on time.</li> <li>9. Everyone is accountable for occupational safety and health in their area of responsibility.</li> </ol>	<ol style="list-style-type: none"> <li>1. Safety management is planned systematically.</li> <li>2. There are objectives.</li> <li>3. Performance is measured.</li> <li>4. Specialists are used.</li> <li>5. Safety management is assessed annually.</li> <li>6. Recommendations are acted upon.</li> <li>7. Information is accessible.</li> <li>8. Contractors are selected with safety in mind.</li> <li>9. Contractors work to agreed safety standards.</li> <li>10. There are arrangements for the safety of visitors.</li> <li>11. There are arrangements for employees with special needs.</li> <li>12. There are emergency procedures.</li> </ol>	

	CONSULTATION	HAZARD MANAGEMENT	TRAINING
	<b>A mechanism for consulting with employees has been developed and is working effectively.</b>	<b>There is an effective system to identify hazards and assess and control risks.</b>	<b>Training is organised to reduce the risk of work-related injury and disease and is evaluated to ensure its effectiveness.</b>
	<ol style="list-style-type: none"> <li>1. Consultation requirements are identified.</li> <li>2. Consultation requirements are understood.</li> <li>3. Consultation is planned.</li> <li>4. There is consultation regarding occupational safety and health planning.</li> <li>5. There is consultation regarding hazard management.</li> <li>6. There is consultation regarding occupational safety and training.</li> <li>7. Consultation is evaluated.</li> </ol>	<ol style="list-style-type: none"> <li>1. Requirements for reducing risks at work are identified.</li> <li>2. Requirements for reducing risks at work are understood.</li> <li>3. Injuries and diseases are reported.</li> <li>4. Injuries and diseases are investigated.</li> <li>5. Workplaces are inspected.</li> <li>6. Hazards are identified.</li> <li>7. Risks are assessed.</li> <li>8. Work activities have been analysed.</li> <li>9. Risk controls are planned.</li> <li>10. Risk controls are in place.</li> <li>11. The hierarchy of controls is used.</li> <li>12. Risk controls are evaluated.</li> <li>13. Risk controls are corrected.</li> <li>14. New hazards are managed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Training requirements are identified.</li> <li>2. Training requirements are understood.</li> <li>3. Training needs are analysed.</li> <li>4. Training is planned.</li> <li>5. Training has clear objectives.</li> <li>6. Training is provided.</li> <li>7. Training is evaluated.</li> <li>8. Employees can follow emergency procedures.</li> </ol>

## How WorkSafe Plan is used

### **Organisations may use WorkSafe Plan assessments to improve safety management at any time.**

WorkSafe Plan may be used by an organisation to assess and improve its occupational safety and health performance at any time. The WorkSafe Plan ratings can provide information on the extent to which the organisation has implemented a systematic approach to the management of safety and health and the extent to which the organisation has implemented a systematic approach to the management of safety and health, and the extent to which the employer is meeting their general duties under the Act. An organisation's own employees may be trained to use the WorkSafe Plan. This training is recommended if the organisation is to make the best use of the WorkSafe Plan rating method.

It is also recommended that organisations undertake a preliminary assessment in the initial stages of formalising the approach to safety and health management. This assessment could be conducted "in-house", and will identify what needs to be done to make improvements. However at the stage when the organisation wishes to request a WorkSafe Plan Certificate of Achievement, an Accredited WorkSafe Plan Assessor, who is not an employee of the organisation, must complete an assessment and rate the safety management system.

### **WorkSafe Plan Assessors are trained by an independent training agency to provide a service to industry.**

WorkSafe has set up a system in which private sector Assessors complete WorkSafe Plan Assessments. The Assessors are trained by an independent training agency and accredited by WorkSafe when they have successfully completed all parts of a competency-based assessment.

The Assessors are required to meet certain selection criteria before they begin training in how to use WorkSafe Plan. They are well-qualified and experienced occupational safety and health consultants. The Assessors may be subject to random audits of their assessments, but at all other times, they operate independently of WorkSafe.

There is a list of Accredited WorkSafe Plan Assessors available in SafetyLine on the Internet at the following address: [www.safetyline.wa.gov.au/worksafeplan](http://www.safetyline.wa.gov.au/worksafeplan)

Alternatively, you could phone WorkSafe on 9327 8777 for a current list of accredited WorkSafe Plan Assessors.

WorkSafe Plan Assessors can confirm their current accreditation by producing an identification card issued by WorkSafe.

### **WorkSafe Plan Assessors provide a written report to each organisation when the assessment is complete.**

When an Accredited Assessor undertakes an assessment, a report is provided to the organisation. The Assessor's report contains the levels of achievement for each element of WorkSafe Plan. This report is not submitted to WorkSafe; it is information that remains solely for the use of the Assessor and people inside the organisation. The Assessor can upgrade the ratings as improvements are implemented and produce up to date reports.

If the organisation wishes to apply for a Certificate of Achievement, the Assessor is only required to submit the final results to satisfy WorkSafe that the organisation has achieved a high enough level for a Certificate to be issued. Assessors should not do this until it is requested or approved by the organisation.

## Organisations can compare their performance with others in their industry.

WorkSafe provides frequency and incidence rates for lost time injuries and diseases. The information is updated annually and is available in SafetyLine on the Internet at the following address:

[www.safetyline.wa.gov.au/worksafeplan](http://www.safetyline.wa.gov.au/worksafeplan)

The WorkSafe Plan Assessor calculates the organisation's frequency and incidence rates and these can be compared with the rates for each sub-industry.

WorkSafe encourages best practice by presenting WorkSafe Plan Certificates of Achievement to organisations with high ratings in each element of the safety management assessment.

Certificates are presented at three levels. Silver Certificates are for organisations meeting minimum standards. Gold Certificates are for organisations demonstrating good progress toward a best practice approach to safety and health management, and Platinum Certificates are for those organisations that achieve the highest standards.

To obtain a WorkSafe Plan Certificate of Achievement, each organisation must also show that their rates of work-related injury and disease are reducing or kept at low levels. There are specific requirements for Platinum, Gold and Silver Certificates of Achievement.

The presentation of a WorkSafe Plan Certificate of Achievement does not mean that organisations are relieved of their responsibilities under occupational safety and health laws. A Platinum or Gold Certificate acknowledges the organisation is demonstrating the commitment and management practices that occupational safety and health laws promote. A Silver Certificate acknowledges substantial progress in the development of these practices.

## WorkSafe Plans may be used in conjunction with tendering and contract processes.

An effective contractor occupational safety and health management system clearly identifies the health and safety requirements of the contractor and the principal. Both parties must understand their obligations with respect to legal, contractual and technical aspects of the work to be undertaken. This must be supported by appropriate policies, procedures and work practices that are integrated with the principal's health and safety management system and the day-to-day business operations.

The engagement of a contractor establishes an important partnership with an objective to achieve specific performance outcomes relating to:

- eliminating and controlling health and safety risks to contractor employees, the employees of the principal and the general public;
- maintaining and exceeding required standards in the provision of the specified works and services, and;
- effectiveness in the provision of the required works and services.

There are three important stages of the contracting process in which health and safety issues must be considered when engaging contractors:

- contract specification; the occupational safety and health tender and contract requirements are determined;
- tender evaluation; the tenderer's occupational safety and health capabilities and systems are evaluated, and;
- contract management; the contractor's occupational safety and health performance is monitored and supervised.

Organisations requiring contractors can request details of WorkSafe Plan assessment from potential service providers. Use of the WorkSafe Plan helps organisations tendering for contracts because it demonstrates that comprehensive safety and health management systems are in place.



## The WorkSafe Plan Rating Method

### Anyone is able to use WorkSafe's information on the Internet to learn more about WorkSafe Plan.

WorkSafe's free SafetyLine service on the Internet includes information on WorkSafe Plan at the following address: [www.safetyline.wa.gov.au/worksafeplan](http://www.safetyline.wa.gov.au/worksafeplan)

The information on SafetyLine includes:

- the WorkSafe Plan workbook;
- Platinum, Gold and Silver Certificates of Achievement that have been presented to organisations in Western Australia;
- a list of accredited WorkSafe Plan Assessors; and
- the work-related injury and disease statistics used as benchmarks for WorkSafe Plan Certificates of Achievement.

A printed copy of the WorkSafe Plan workbook may be purchased from WorkSafe or you may take as many copies as you wish from SafetyLine on the Internet. Each of the 50 indicators in the WorkSafe Plan is given a **score out of ten** and the total score for each element is averaged to provide a rating of performance for the element. The rating is expressed as a percentage. The lowest scoring element determines whether the overall performance is exemplary, proficient, satisfactory or inadequate. The percentage ranges are below 60% for inadequate performance, 60% or more for the satisfactory level, 75% or more for proficient level and 90% or more for the exemplary level of performance.

### Platinum Certificates of Achievement

A rating of 90% or more in **all five** elements is exemplary, indicating that the organisation is on its way towards best practice in safety management. This level of performance is required for Platinum WorkSafe Plan Certificates of Achievement.

At this level, the safety management system will be well documented and monitoring and review will ensure continuous improvement.

The results in the following bar chart show the organisation has achieved 90% or more in all five elements. This organisation would receive a Platinum Certificate of Achievement.

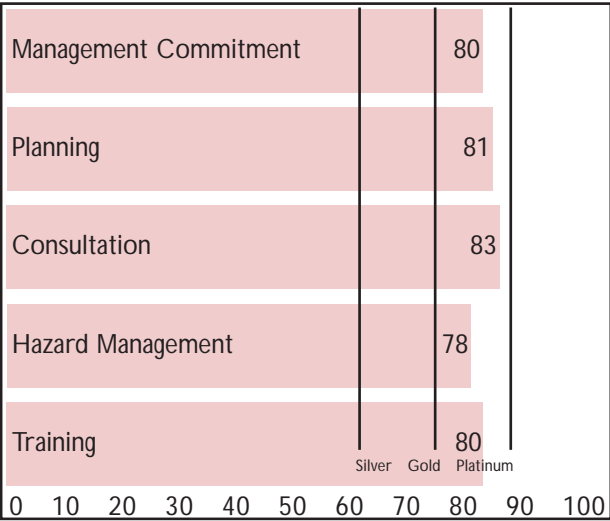


### Example of Results for Platinum WorkSafe Plan Certificate of Achievement

### Gold Certificates of Achievement

The results in this bar chart show the organisation has achieved 75% or more in all five elements. This organisation would receive a Gold Certificate of Achievement.

Example of Results for a Gold WorkSafe Plan Certificate of Achievement



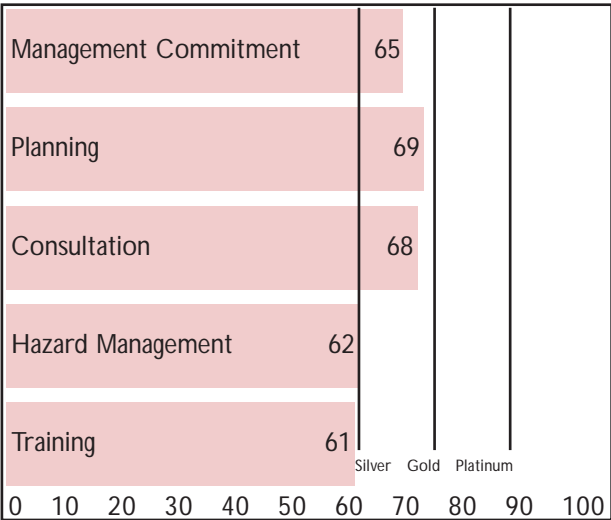
Example of Results for a Gold WorkSafe Plan Certificate of Achievement

### Silver Certificates of Achievement

A rating of 60% or more in all five elements is satisfactory; indicating the organisation has a basic safety management system in place. This level of performance is required for Silver WorkSafe Plan Certificates of Achievement.

At this level, there is strong emphasis on safe work practices that are actually working rather than emphasis on extensive documentation of the system. As the organisation improves, there is more emphasis on written records that support the system of work.

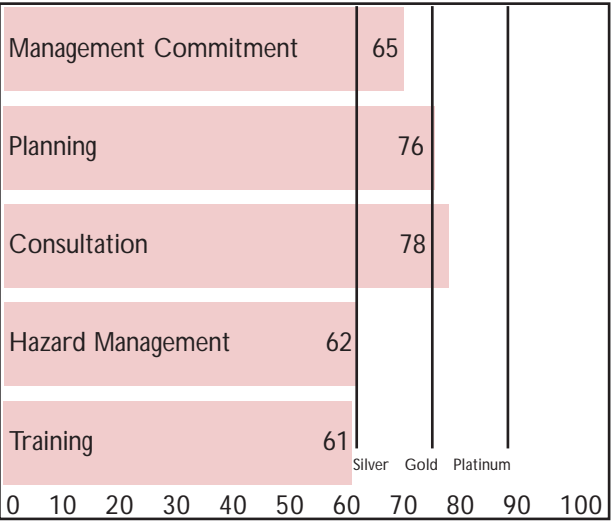
The results in this bar chart show the organisation has achieved 60% or more in all five elements. This organisation would receive a Silver Certificate of Achievement.



Example (1) of Results for Silver WorkSafe Plan Certificates of Achievement

# The WorkSafe Plan Rating Method

The results in the bar chart below show the organisation has achieved 60% or more in all five elements. This organisation would also receive a Silver Certificate of Achievement, even though the scores in some elements are above 75%.



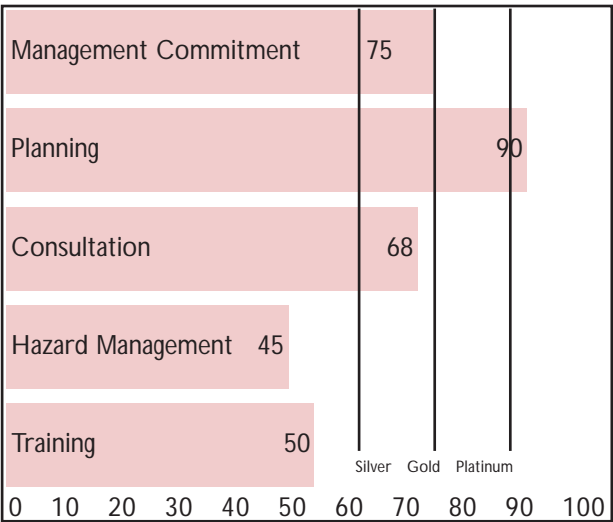
## Example (2) of Results for Silver WorkSafe Plan Certificates of Achievement

Note: For Platinum, Gold and Silver Certificates, organisations must achieve ratings at the level required for the Certificate and demonstrate that they meet the injury and disease criteria set out in the section on Certificates of Achievement.

## Inadequate Safety Management

A rating of less than 60% in any of the elements shows the safety management system is inadequate. There may be some safety management activity but, at this level, there will be many indicators where the organisation does not have basic requirements.

The results in this bar chart show the organisation has achieved less than 60% in some elements. This means the overall level of performance is inadequate, even though the scores in other elements are above 60% or above 75%.



## Example of Results for an Organisation with an Inadequate Safety Management System

In situations where an indicator is based on specific occupational safety and health laws, scores in the inadequate range may indicate that the organisation does not comply with the law.

## The WorkSafe Plan Rating Method

Prior to undertaking the assessment, the Assessor will establish the nature of the organisation, and the size and location of the workplaces. Where the business activity differs along with the management systems, then separate WorkSafe Plans would be performed. In circumstances where the organisation's business activity is spread geographically or their employees are at a range of locations in a typical workday, consideration of obtaining a representative sample is critical to the reliability of data collected.

Within the workplace, the Assessor will review documentation, and verify the information by interviewing persons at the workplace. The interviews may include managers, employees, contractors or even visitors.

### Scoring Indicators

The WorkSafe Plan Assessor is required to verify that the safety management system presented by management of the organisation is consistent with safety-related activity in the workplace. WorkSafe Plan is not a paper audit. It is an assessment of what is actually happening in the workplace.

The WorkSafe Plan Assessor looks for evidence to support the scores for each indicator. The evidence is gathered by observing the work activity, interviewing key personnel and/or by checking relevant documents held by the organisation.

Management information about the way the system works has to be verified by employees in the workplace before the indicator can be scored.

The WorkSafe Plan Assessor will consider all the evidence and decide whether performance is exemplary, satisfactory or inadequate and the indicator is scored accordingly. Scores from 0 to 5 are in the inadequate range; 6, 7 & 8 are in the satisfactory to proficient range; and 9 & 10 are in the exemplary range.

When scoring each indicator, a score of 6 is achieved when performance relating to the requirements of the indicator is just satisfactory. In most cases, a higher score is achieved based on:

- the extent and quality of documentation supporting the indicator;
- consistent application of the requirements of the indicator over time;
- monitoring and review processes that ensure the requirements of the indicator will continue to be improved; and
- evidence that the organisation is striving to achieve best practice in safety management.

If the basic requirements of an indicator are not in place, the WorkSafe Plan Assessor will allocate a score in the inadequate range, somewhere between 0 and 5.

A score of 0 indicates that there is no awareness or understanding of why the indicator is important to safety management. It may also indicate that there is no commitment or intention to implement the requirements of the indicator. Scores of 1 to 5 are allocated based on evidence that the organisation is systematically planning and progressively implementing the requirements of the indicator.

Remember, when all indicators have been scored, the Assessor calculates the average for each element. It is the final average score that determines whether the element is in the exemplary, proficient, satisfactory or inadequate range.

## Certificates of Achievement

Before proceeding with a request for WorkSafe to issue a Certificate of Achievement, an accredited WorkSafe Plan Assessor should check that your organisation meets the following criteria.

### THE WORKSAFE PLAN

Requirement	Platinum Certificates	Gold Certificates	Silver Certificates
<b>WorkSafe Plan ratings.</b>	Ratings of 90% or more in every element.	Ratings of 75% or more in every element.	Ratings of 60% or more in every element.
<b>AND</b>	<b>AND</b>	<b>AND</b>	<b>AND</b>
<b>Reductions in rates of lost time injuries and diseases.</b>	a 15% annual reduction in either the incidence rate or frequency rate of lost time injury and disease.	a 15% annual reduction in either the incidence rate or frequency rate of lost time injury and disease.	a 10% annual reduction in either the incidence rate or frequency rate of lost time injury and disease.
<b>OR</b>	<b>OR</b>		<b>OR</b>
<b>Achievement of low rates of lost time in injuries and diseases.</b>	An incidence rate of lost time injury and disease that is less than 75% of the average sub-industry incidence rate published in SafetyLine on the Internet.		An incidence rate of lost time injury and disease that is less than the average sub-industry incidence rate published in SafetyLine on the Internet.
<b>OR</b>	<b>OR</b>		
<b>Other significant lost time injury and disease performance.</b>	Other indicators showing excellent performance, for example, indicators based on improvements in the number of injuries or diseases resulting in 5 or more working days lost or indicators using the injury index (working days lost per million hours worked). Where indicators of performance of other than injury rates are used, preparation of a detailed case is required. Indicators in this category are available on special application only and must be accepted by WorkSafe.		

The sub-industry incidence rates used by WorkSafe for the purposes of issuing Certificates of Achievement are available in SafetyLine on the Internet at the following address: [www.safetyline.wa.gov.au/worksafeplan](http://www.safetyline.wa.gov.au/worksafeplan)

## Calculating Injury and Disease Rates

The industry and sub-industry incidence rates and frequency rates used by WorkSafe are based on three-year averages. The rates for all individual organisations are also calculated using three-year averages. An organisation's three-year average up to the end of the last financial year is compared with the most recent industry and sub-industry three-year average.

If an organisation has been operating for less than three years, WorkSafe should be satisfied that data available from the commencement of business clearly demonstrates that injury and disease rates have been reduced or maintained at low levels.

## Using Different Financial Years

Usually the financial year for organisations in Western Australia is from 1 July to 30 June. In situations where an organisation is operating on a different twelve-month period, the usual records are acceptable. The organisation is not required to produce special work-related injury and disease reports for the WorkSafe Plan Assessor or for WorkSafe.

## Fatal and Serious Injuries and Diseases

In situations where there has been a fatality or serious injury or disease at a workplace, a WorkSafe Plan Certificate of Achievement would not be issued to the organisation for at least one year after the event and then only when WorkSafe is satisfied that there is a safe working environment. WorkSafe would make that determination by seeking additional information from the WorkSafe Plan Assessor and by arranging a follow-up inspection of the workplace by an inspector.

If a fatality or serious injury or disease occurred at a workplace where the organisation already had a WorkSafe Plan Certificate of Achievement, the validity of the Certificate of Achievement would be reviewed by WorkSafe. The review would include an investigation by an inspector.

## The Life of Certificates of Achievement

Subject to the conditions outlined above, Certificates of Achievement are valid for three years from the date of issue provided the organisation continues to meet the one of the injury and disease rate criteria set out in the Table on page 12. The criteria must be from the same level (Silver, Gold or Platinum) as the original Certificate of Achievement. Reassessment by a WorkSafe Plan Assessor is not required during this time.

Organisations that want to maintain their Certificates of Achievement during the three-year term should forward their injury and disease data to WorkSafe at the end of each financial year. A letter confirming the validity of the Certificate will be returned to the organisation when the data is accepted. WorkSafe reserves the right to request additional data or further information to clarify the status of the organisation.

If the organisation does not meet the required injury and disease rate criteria, the Certificate of Achievement lapses and reassessment is required for renewal.

## Upgrading Certificates of Achievement

To upgrade a WorkSafe Plan Certificate of Achievement from Silver to Gold, or Gold to Platinum, WorkSafe requires confirmation from an accredited WorkSafe Plan Assessor that the organisation's current rating for all elements and injury and disease rates are in accordance with Gold or Platinum level criteria.

## Renewal of Certificates of Achievement

Reassessment by an accredited WorkSafe Plan Assessor is required to renew Certificates of Achievement.

## RECORD OF PERFORMANCE





# Assessment Details

1.

Reference number:

2.

Name of organisation  
to be assessed:

3.

Address:

4.

Postal Address:

5.

Chief Executive Officer

Name:

Position title:

Phone/Fax:

Email:

6.

Contact person

Name:

Position title:

Phone/Fax:

Email:

7.

Name of parent  
organisation (if any):

8.

Name on the workers'  
compensation policy  
covering the organisation  
to be assessed:

9.

Date of initial contact:

10.

Date of report:





## Summary of Scores for each Worksafe Plan Element

Organisation Name: \_\_\_\_\_

Date: \_\_\_\_\_

Assessor: \_\_\_\_\_

Management Commitment										Total	%
1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8	1.9			
										90	
Planning											
2.1	2.2	2.3	2.4	2.5	2.6	2.7	2.8	2.9	2.10	2.11	2.12
										120	
Consultation											
3.1	3.2	3.3	3.4	3.5	3.6	3.7					
										70	
Hazard Management											
4.1	4.2	4.3	4.4	4.5	4.6	4.7	4.8	4.9	4.10	4.11	4.12
										140	
Training											
5.1	5.2	5.3	5.4	5.5	5.6	5.7	5.8				
										80	

1. Record scores for all indicators from the workbook.
2. Calculate each element separately.
3. Add up each row and record the total score for each element.
4. Calculate the percentage achieved in each element.

Note: In situations where an indicator is not applicable and there is no score, adjust the total to disregard that indicator.

## WORKSAFE PLAN WORKBOOK



## Element 1: Management Commitment

In this workbook, "management" refers to an individual or group in the organisation that has the authority and responsibility to make key decisions about the business of the organisation. This may include directors. There is also reference to the "employer" and "employees" and these terms are as defined in the **Occupational Safety and Health Act 1984**. Management of the organisation may be undertaken by the employer and other people who have duties to manage or supervise parts of the business.

Management commitment is an essential ingredient needed by an organisation to build a safe and healthy workplace for everyone - employees, contractors, customers and visitors.

Where occupational safety and health management is taken seriously, management will:

- have an occupational safety and health policy that increases awareness and understanding of the organisation's high level of commitment to safety management;
- promote high standards of achievement;
- lead by being personally involved in safety management activities;
- understand relevant occupational safety and health laws and make arrangements for the organisation to comply with them;
- identify the organisation's occupational safety and health objectives;
- allocate adequate resources to achieve the objectives;
- assign competent people to safety management activities; and
- make accountable those people who are intended to participate in the application of policies, procedures and systems.

### Standard No.1

**There is commitment to achieving high standards of occupational safety and health performance through effective safety management.**

Use the indicators on the following pages to rate your performance against Standard No. 1.

#### NOTE:

Answers to each indicator should be supported by evidence to show what action has been taken. For every indicator, information about the way the safety management system is set up should be checked in the workplace to confirm that the system is working properly.

## Indicator 1.1

**The person who is the employer has identified the general responsibilities that apply to him / her under occupational safety and health laws.**

### Guidance

Whatever structure your organisation has, if there are employees, there will be an "employer" as defined in occupational safety and health laws and this person or group will have a general duty of care to provide and maintain workplaces where employees and other people are not exposed to hazards.

In some situations, including the use of contractors, there may be a "principal employer".

The "employer" (or "principal employer") should understand that he/she is the person defined as the "employer" under occupational safety and health laws. They should be aware of the general duties that apply to them and that they are responsible for employees, contractors and visitors to workplaces under their control. Assessors will look for evidence that the employer has been identified and has an adequate level of understanding of the occupational safety and health responsibilities that are associated with the position.

There should be an effective process that makes all employees and contractors aware of who the "employer" is and that the employer is responsible for providing and maintaining a work environment where they are not exposed to hazards.

There should be documents that identify the employer and make it clear that the employer understands and accepts relevant responsibilities under occupational safety and health laws. Changes to the law should be monitored and supporting documentation should be reviewed and re-endorsed when changes occur or at least once per year.

Examples of Evidence:

- Occupational safety and health policy statement, identifying the responsible parties.
- Safety and health manual.
- The periodic review of documents and laws referring to the responsibilities of the employer.
- The "principal employer" agrees with contractors as to the extent of the matters under their control.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 1.1 \_\_\_\_\_

## Indicator 1.2

**Everyone in the organisation understands the general requirements of occupational safety and health laws.**

### Guidance

In Western Australia, the occupational safety and health laws referred to in this indicator are in the ***Occupational Safety and Health Act 1984***. This indicator is not intended to cover specific regulations or codes of practice. The general requirements include the general duties for employers, self-employed people, people in control of workplaces, employees and others as set out in the Act. Parts of the Act relating to the resolution of safety and health issues, general requirements for consultation, the powers of inspectors and laws relating to discrimination are included.

To achieve a satisfactory rating for this indicator, there should be a process that ensures everyone knows that there are occupational safety and health laws, understands the content in general terms, understands responsibilities that apply to them and understands the consequences of failing to comply. The methods used to achieve a reasonable level of understanding can vary from one workplace to another. The Assessor will look for evidence of how this outcome is achieved and how the employer can be confident that the system will apply to everyone. Employees should verify that they participated in the process and it was effective.

Inductions provide an avenue for new employees or those new to the job to be provided information concerning the general duties as they apply to the employer and employee. Other employees also need to be provided with information or training in the general requirements.

Where there is a tiered management structure within the organisation, the employer is still vicariously liable for any acts and omissions of these people in relation to work. It is essential to provide adequate information, training and clear accountabilities.

Where contractors are engaged for the purpose of providing a service, the organisation should be clear as to their responsibility to these people, and provide suitable supervision whilst they are at the workplace.

Examples of evidence:

- Policy statement.
- Promotional interventions.
- Induction training records.
- Pre-start meeting agenda.
- Toolbox meeting minutes.
- Documented accountability statements.
- Job descriptions.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 1.2 \_\_\_\_\_

## Indicator 1.3

**The employer is actively involved in safety management.**

### Guidance

This indicator is based on the understanding that high level involvement in safety management will demonstrate commitment and reinforce the message that, if safety management is to be successful, it is important for everyone to allocate time to safety management activities.

The employer may appoint a safety coordinator and delegate responsibility for day-to-day activities. However, the fact that someone is coordinating safety activities, should not be seen as reason for the employer to withdraw from any further active involvement in safety management.

The employer should understand the benefits of active involvement in safety management and actually participate in key management activities, including training. Assessors will look for evidence of the extent to which the employer is involved in activities such as planning the organisation's approach to safety management, setting occupational safety and health objectives, regularly evaluating performance measures and reviewing the safety management system. Evidence of the employer placing a high priority on certain activities and completing them on time, would also

indicate active involvement. A proactive safety and health culture should exist, demonstrated by the employer's leadership. Underlying this culture is the understanding that safety and health are not compromised by the need to "get the job done".

The employer's leadership in safety and health would be evidenced by direct and effective intervention in the event of a serious problem.

Examples of evidence:

- Employees are confident that the employer believes safety management is important and sets aside time to make sure safety is managed properly.
- A review of the occupational safety and health policy at least annually to keep it up to date.
- Signing the occupational safety and health policy statement.
- Documentation of individual management responsibilities.
- Personal letter to contractors and new employees.
- Reviewing planning documents.
- Participating in safety and health committees.
- Attendance at occupational safety and health training courses.
- Employer's own safety and health behaviour.
- Empowering line management to achieve excellence in occupational safety and health.
- Recognition of safety and health achievements.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 1.3 \_\_\_\_\_

Indicator 1.4

A competent person in the organisation coordinates safety management activities.

Guidance

The coordinator usually has responsibility for the implementation of high level decisions relating to the safety management system. Duties may include the provision of information and advice that allows the employer and senior managers to make informed decisions about safety management.

The coordinator may have other duties apart from the duties related to safety management. Whatever the arrangement, it is important for the coordinator to have a clear understanding of what the safety management duties are and others should recognise that the duties are part of that person's job.

The coordination of safety management should be assigned to a competent person in the organisation and carried out by that person on a regular basis. The particular experience, knowledge, training, skills and/or qualifications required for the person to be "competent" will depend upon the industry, the type of work and the level of risk that people in the organisation may be exposed to.

The rating for this indicator requires a judgement about whether the person's competencies match the needs of the organisation in relation to safety management. Assessors will look at how the organisation identified the competencies required to carry out the duties of the position and the process used for the selection of the person.

The coordinator should have direct access to the employer, and be present at strategic planning and management meetings.

The organisation would need to assess the extent of resource provided to the coordinator, and this decision is largely dependent upon the size and nature of the organisation.

- Examples of evidence:
- Job description for coordinator.
  - Job development planning for coordinator.
  - Measurable objectives for performance of role.
  - Documented accountability.
  - Organisational chart showing lines of reporting.
  - Minutes of meetings.

Evidence to support rating shown below:

Rating for Indicator 1.4



## Indicator 1.5

**There is an occupational safety and health policy that is up to date.**

### Guidance

There should be an occupational safety and health policy that is finalised and endorsed by the employer. In situations where the "employer" is more than one person, such as with a body corporate, one person would sign as a representative of the group. Where there are safety and health representatives and a committee is established, a joint signature of one representative is a mark of the consultation and cooperation stated within the Act. "Up to date" means that it has been reviewed in the last 12 months and re-endorsed. As a minimum, the policy should contain:

- a statement regarding the organisation's commitment to high standards of occupational safety and health;
- a statement that the employer understands and accepts responsibilities set out in occupational safety and health laws;
- the occupational safety and health objectives for the organisation;

- the employer's signature; and
- the date of issue or re-endorsement.

The process used to achieve this outcome should be well documented. The policy may contain additional information from the planning process, such as the broad strategies to be used to achieve the organisation's objectives. It may be developed consultatively and signed by an employee representative to demonstrate high level commitment to consultative management.

The policy should be reviewed on time or earlier if necessary, and continuously improved to keep up with current developments in safety management or changes in the culture and policies of the organisation.

Examples of evidence:

- Previous policies.
- A current occupational safety and health policy.
- Policy circulated to employees and contractors.
- Terms of reference for the development of the policy.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 1.5 \_\_\_\_\_

# Indicator 1.6

Everyone in the organisation knows about the occupational safety and health policy.

Guidance

In this indicator, "everyone" refers to employees and contractors used by the organisation.

The organisation should have a process to provide a copy of the policy to every employee and contractor. The process should also ensure that the policy is read and understood. Where necessary, there should be special arrangements for people who cannot read English for any reason. Employees do not have to have a personal copy of the policy, but they should have access to a copy within a reasonable time. The policy could be accessible via a computer system. Assessors will look for evidence of how this outcome is achieved and how the employer can be confident that the system applies to everyone.

Contractors may have their own policy statement, however, they also need to understand the policy of the principal employer at the workplace.

Examples of evidence:

- Employees confirm that they are aware of the policy, they have seen it, they know what is in it and the policy is easily accessible if they want to read it again.
- The policy statement is written into a safety management plan.
- Policy is provided within the induction training manual.
- Reviews are circulated as "draft" documents for the occupational safety and health committee and safety and health representatives to make comment.
- The policy is discussed at toolbox meetings.
- The policy is displayed on noticeboards.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 1.6 \_\_\_\_\_

## Indicator 1.7

### Adequate resources are provided for all aspects of safety management.

#### Guidance

This indicator looks at whether the resources are available to support safety management decisions that are in the best interest of the organisation. It covers direct costs, such as the provision of safety equipment, the use of occupational safety and health specialists and the cost of training. It also covers costs that may be less obvious, such as funds to purchase alternative machinery or substances that may cost slightly more but reduce the risk of work-related injury or disease. Resources may also be the provision of information that is up-to-date and competent people, who may be from inside or outside the organisation. Time is also a resource, but it is covered by the following indicator at 1.8 and should not be scored here.

Resources should be provided to allow the implementation of decisions regarding occupational safety and health. Decisions to reduce risk should not be based on cost alone or deferred because funds are not available. Proper planning should ensure that funds are available when they are needed. It is acceptable to implement risk controls progressively to spread the cost over the year, provided this is done following proper assessment of risks with high priorities addressed within a reasonable time. Assessors will look

for evidence of the extent to which the allocation of resources is adequate for the industry, type of work and level of risk.

The ***Occupational Safety and Health Act 1984*** requires an employer to provide a safe workplace, so far as practicable. Therefore the level of risk, knowledge about the risks and exploring options for reducing the risk should be a systematic process. It begins with the identification of hazards and a detailed risk assessment in order to establish the suitability of control measures. High risk activities in the workplace cannot be ignored due to the cost of implementing changes. The employer should be actively seeking ways to reduce the risk, and plan for these contingencies. There should be an annual budget or project budget based on an organisation's plan for achieving OSH objectives. The budget should cover fixed costs such as the services of the safety and health coordinator, cost of personal protective clothing and equipment, annual assessment of safety and health management systems, running of planned promotional campaigns and external training.

Examples of evidence:

- Detailed budget allocation.
- Dissemination of budget information to safety and health committee.
- Strategic planning documentation.
- Risk assessments and control measures identified.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 1.7 \_\_\_\_\_

Indicator 1.8

All employees have sufficient time to carry out specific tasks related to occupational safety and health.

Guidance

This could be considered as part of resource allocation but has been included as a separate indicator because lack of time appears to be a common excuse given to justify why occupational safety and health activities have not been completed. It is a factor of work organisation and the priority that is assigned to safety management by everyone in the organisation.

Everyone should understand their occupational safety and health duties and complete set tasks in an agreed time. Time management processes would be well documented, monitored, reviewed and continuously improved. In situations where lack of time is a problem, there should be effective processes to correct the situation before a person fails to complete a task on time. Employees should confirm that the system is working and, as a general rule, there is enough time to complete the

occupational safety and health tasks allocated to them. Assessors will look at how this outcome is achieved and how the employer can be confident that the system applies to everyone.

Examples of evidence:

- Employees confirm that the system is working.
- Regular inspections performed by safety and health representatives.
- Regular workplace inspections conducted by supervisors.
- Allocation of time for pre-start meetings.
- Allocation of time for toolbox meetings.
- Employees attending training courses.
- Safety and health representatives are provided with time to undertake 5-day accredited training course.
- Job descriptions of employees, supervisors and managers.
- Regular reporting of safety related activities.

Evidence to support rating shown below:

Rating for Indicator 1.8

## Indicator 1.9

**All employees are accountable for occupational safety and health in their area of responsibility.**

### Guidance

For employees to be "accountable" they should have the authority and the resources to achieve the objectives set for them. Everyone should understand their occupational safety and health duties, they should have set tasks or objectives to achieve by an agreed time, there should be a way of evaluating their performance and performance should be reviewed at set intervals or as problems arise. It is not sufficient for an employer to tell someone they are accountable, without setting up the processes that are necessary for the system to work properly.

Every employee will have some responsibility, even if it is simply to meet the employees' general duty in occupational safety and health laws. The accountability processes should include an individual check to ensure these responsibilities are understood and taken seriously.

There should be processes to support accountability for occupational safety and health performance at all levels in the organisation. Assessors will look for evidence of how this outcome is achieved and how the employer can be confident that the system applies to everyone.

There should be at least annual review of the occupational safety and health objectives that underpin accountability at all levels of the organisation. These objectives would be consistent with the organisation's high level occupational safety and health objectives referred to in indicator 2.2.

Examples of evidence:

- Employees and contractors confirm that the system is working.
- Legal responsibilities.
- Job descriptions.
- Training courses specifying individual areas of responsibility.
- Safety management plan.
- Contractual arrangement.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 1.9 \_\_\_\_\_

## Element 2: Planning

Planning is needed to work out how the organisation is going to put the occupational safety and health policy statement into practice. It includes setting the high-level occupational safety and health objectives for the organisation and establishing broad strategies to be used to achieve those objectives. The planning process should result in decisions about who is responsible for various aspects of safety management, what resources are required and when objectives are to be achieved.

Planning should consider all factors likely to affect the achievement of occupational safety and health objectives, including the internal environment and culture of the organisation and external factors, such as the review and development of occupational safety and health laws and the development of industry Standards and codes of practice.

Integration of all elements of the safety management system is an important part of the planning process. Consultation, hazard management and training should all be planned so specific objectives and strategies in these areas complement the high-level occupational safety and health objectives of the organisation. Planning should also determine the organisation's overall approach to the evaluation of occupational safety and health performance and the way the system is to be continuously improved.

### Standard No.2

**Planning is used to establish and maintain a safety management system that is set up to continuously improve occupational safety and health.**

Use the indicators on the following pages to rate your performance against Standard No. 2.

#### NOTE:

Answers to each indicator should be supported by evidence to show what action has been taken. For every indicator, information about the way the safety management system is set up should be checked in the workplace to confirm that the system is working properly.

Indicator 2.1

The organisation's approach to safety management is planned in a systematic way.

Guidance

This indicator refers to high level planning of the safety management system. It would include setting the organisation's objectives and establishing the broad strategies to be used to achieve those objectives. The planning process should result in decisions about who is responsible for various aspects of safety management, what resources are required and when objectives are to be achieved. There should also be decisions about the way occupational safety performance is to be measured at the corporate level, and the information required by management to monitor and review the system.

There should be evidence of a systematic approach to occupational safety and health planning, as outlined above. There should be a major planning exercise at least once a year. The planning process should result in strategies that suit the organisation's needs. It would not be acceptable to take an occupational safety and health plan that has been developed elsewhere, and simply adopt it.

Information from previous reviews should feed into the planning forum. Those involved in the planning of occupational safety and health management should be informed of the expectations within the legislation and the employer's responsibility to fulfil the duties. Objectives should be set that are measurable.

Future planning should form part of the strategic direction of the organisation, particularly if it is anticipating growth or a change of direction.

- Examples of evidence:
- Previous planning documents.
  - The basis of decision making relative to future planning.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 2.1 \_\_\_\_\_

## Indicator 2.2

**There are occupational safety and health objectives for the organisation.**

**Guidance**

This indicator refers to the organisation's high level occupational safety and health objectives and includes objectives for the whole of consultation, hazard management and training. It is not intended to cover lower level objectives, such as objectives for training courses or those included in the performance appraisals of individuals or groups within the organisation.

Occupational safety and health objectives should be developed annually, and be measurable. The progress of the objectives should be reviewed regularly within the year to track progress against the objective milestones. The objectives should result from systematic planning and be based in proper analysis of the needs of the organisation. The Assessor will look at the process used to develop the objectives and to make them clear to everyone in the organisation.

Example of evidence:

- Employees confirm that there are occupational safety and health objectives and they understand what they are.
- Occupational safety and health objectives are incorporated into the policy statement.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 2.2 \_\_\_\_\_



## Indicator 2.3

**The organisation measures its occupational safety and health performance.**

### Guidance

The safety management system should include occupational safety and health performance measures. There is considerable debate about the usefulness of different types of performance measures, and "WorkSafe Plan" does not prescribe a particular approach. The main point is that organisations understand the need to measure whether they are successful and use the information for continuous improvement of occupational safety and health performance. The extent to which recommendations for improvement are acted upon is covered in the indicator at 2.6.

Performance measures usually incorporates injury data such as lost time frequency and incidence rates that can be compared over time and across organisations ("lag indicators"). Performance measurement also includes indicators of positive activities that form the basis of the occupational safety and health management systems ("lead indicators"). There should be reliable methods of data collection, analysis and reporting.

Recommendations based on information in the reports would be developed and presented to management in a reasonable time. Assessors will look for evidence of the methods used to ensure the system is reliable.

The degree of sophistication in data collection and analysis, along with the depth and breadth of performance measurement will be assessed. Performance measurement processes should be well documented, monitored, reviewed and continuously improved.

Where contractors are engaged, there should be accountability in the collection of data. The parties involved are to agree whether this is provided on a regular basis by the contractor or obtained by the organisation. Accurate and timely information should be compiled.

Examples of evidence:

- Employees confirm that they understand how the process works and contribute relevant data.
- Written performance indicators for each operational business unit within the organisation.
- Data is collected for "lead" and "lag" indicators.
- Safety committee minutes detail accidents and incidents.
- Feedback into occupational safety and health management systems.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 2.3 \_\_\_\_\_

## Indicator 2.4

The organisation uses occupational safety and health specialists in areas where they are needed.

## Guidance

"Occupational safety and health specialists" means people with specific competencies required for any aspect of safety management. The competencies may be related to the safety management system and the people may be skilled in areas such as interpretation of the law, planning and auditing or issue resolution. Competencies may be related to the management of specific hazards, such as noise, manual handling or hazardous substances, or they may be required in areas such as the design and delivery of training and competency assessment. Occupational safety and health specialists may be involved in the writing of procedures and preparing detailed risk assessments.

The organisation should identify the competencies that it requires to manage its occupational safety and health priorities. It is acceptable to use competent people or "specialists" from within the organisation, but if necessary, the specialists should be brought in from outside. Assessors will look for evidence of the process used to identify and locate the specialist services required.

Examples of evidence:

- Tender documents for the service provider.
- Interviews detailing tender applications.
- Analysis of the suitable tender.
- Feedback from clients.
- Evaluation forms for services provided.
- Scope of work for the consultant.
- Copies of reports provided by consultants.
- Copies of training courses designed by consultants.

Evidence to support rating shown below:

### Rating for Indicator 2.4

## Indicator 2.5

There is an assessment of the safety management system at least once a year.

## Guidance

At least once a year, a formal review of the organisation's approach to safety management should occur. It would be acceptable to use any systematic method of auditing or assessing the safety management system, including use of "WorkSafe Plan". Ideally, the organisation has planned for the review and allocated time to prepare and undertake the assessment.

A person who has been trained in the use of the particular audit method should complete the assessment. The person may be from inside or outside the organisation. There should be examination of the way the safety management system is set up and verification that it is working properly in the organisation's workplaces. The assessment should result in recommendations that are based on factual information gathered by the Assessor.

Examples of evidence:

- Employees confirm that they contributed to the assessment by providing information on the way the safety management system works in their area.
- Agreement on audit/assessment tool.
- Terms of reference for performing assessments.
- Allocation in budget.
- Previous assessments.
- Gap analysis.
- Comparison of performance from one year to the next.

Evidence to support rating shown below:

### Rating for Indicator 2.5

# Indicator 2.6

Recommendations to improve safety management are acted upon.

Guidance

This indicator refers to recommendations arising from any reliable source. The recommendations may come from the annual assessment of the safety management system, they may be based on the organisation's performance measures or they may be developed following the investigation of accidents and injuries that occurred in the organisation's workplaces or other similar workplaces.

The recommendations should be considered and implemented if it is reasonable to do so. Implementation of risk control measures should be part of the review process, but they should be acted upon within a reasonable time. It would not be acceptable to save all the recommendations for consideration as part of an annual review, especially if recommendations are made following investigation of accidents. They may be prioritised according to the level of risk.

Examples of evidence:

- Employees confirm that recommendations affecting their work area were acted upon in a reasonable time.
- Hazard register and reports.
- Risk assessment and prioritisation.
- Incident/accident reports.
- Workplace inspections.
- Safety and health committee minutes.
- Audits/assessments of management systems recommendations.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 2.6 \_\_\_\_\_

## Indicator 2.7

## Guidance

The organisation should have identified relevant information. As a minimum, information should be as required by occupational safety and health laws. This would include items such as, copies of the legislation, relevant standards, codes of practice and material safety data sheets. The quality and scope of the information could be developed beyond the minimum required by law. Assessors will look for evidence of the methods used to ensure the information is easily accessible.

- Employees confirm that they can obtain the information they require in a reasonable time.
- Documented list of all copies of the Act, regulations, Codes of Practice and Australian Standards kept at the workplace.
- Information on health hazards relevant to the industry – e.g. material safety data sheets.
- Listing of emergency contacts.
- Information for employees posted on noticeboards.

### Rating for Indicator 2.7

Indicator 2.8

Management selects contractors who will operate in a safe manner.

Guidance

Under the *Occupational Safety and Health Act, 1984*, when an organisation uses a contractor to carry out some of the work associated with its trade or business, the "employer" becomes the "principal" and is deemed to be the employer of the contractor and any subcontractors. Employers have the same duty to these people as they have to their own employees, although the situation is limited to matters that are under each employer's control. There are some situations where the "principal" and the contractor share the control.

The organisation should have contractor selection criteria that includes minimum requirements for occupational safety and health procedures and performance. These requirements should be available when the work is advertised. The selection process should assess the extent to which each contractor complies with the selection criteria and contractors should only be selected when they meet the minimum requirements. Each organisation's minimum requirements should be set according to the industry, the type of work and the level of risk.

Contractor performance should be monitored and evaluated and the information obtained a consideration for obtaining any future work.

Examples of evidence:

- Tender document specifying occupational safety and health performance criteria.
- Submission of a safety management plan.
- Contractor insurance information.
- Identification and supply of personal protective clothing and equipment.
- Quality and extent of training/qualifications/competencies of contractors and subcontractors.
- Contractor involvement in incident and injury investigation.
- Accountabilities for the management of occupational safety and health performance.
- Quality and extent of the job or project hazard analysis and management plan.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 2.8 \_\_\_\_\_

## Indicator 2.9

**Contractors are managed to make sure safety standards are maintained.**

### Guidance

Generally, the same occupational safety and health standards that apply to employees in the organisation should apply to contractors. Arrangements for occupational safety and health should be agreed prior to the contractor commencing work.

The organisation should have procedures for managing contractors, including induction checks when they arrive at the workplace and communication systems to notify others that contractors are on site. The organisation's hazard management processes should cover the contractors' work, although this may have been dealt with to some extent in the selection process referred to in indicator 2.8.

Performance indicators (see indicator 2.3) should be agreed with the contractor prior to work beginning. The contractor should understand the consequences of not performing to the agreed standards, and a process for regular feedback to the contractor should be established.

There should be a process for resolving issues between the principal and the contractor as well as between other contractors.

Examples of evidence:

- Employees should understand the process for managing contractors, and where it is relevant to them, any special arrangements that are part of the agreement between each contractor and the employer.
- Agreed and clearly defined performance criteria.
- Documents showing job observations of contractors to assess whether they are adhering to the organisation's standards.
- Performing documented inspections of the work area that contractors are engaged in.
- Contractor monitoring checklist.
- Contractor induction.
- There is a process to ensure all contractor plant, tools and equipment are of an acceptable standard.
- Maintenance records of contractor plant, tools and equipment are available.
- Contractor participation at safety and health committee meetings.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 2.9 \_\_\_\_\_

# Indicator 2.10

The safety management system includes arrangements for the safety of visitors.

## Guidance

This indicator combines all of the features of the safety management system that are required to provide for the safety and health of visitors to the organisation's workplaces. "Visitor" means any person who is not an employee or a contractor, and includes students on work experience programs, family members who may be involved in the work, children who are in the workplace for any reason, customers and clients. The process for managing visitors will depend upon the industry, the type of work and the level of risk.

To achieve a satisfactory rating, there should be procedures for managing visitors, including checks when they arrive at the workplace and communication systems to notify others that visitors are on site. The organisation's hazard management processes should cover the hazards that visitors may be exposed to and the new hazards that the presence of visitors may bring in to the organisation. There should be a process that ensures visitors are supervised at all times.

Examples of evidence:

- Employees understand the process for managing visitors and any special arrangements that are necessary to ensure the safety of particular groups.
- Employees confirm that notification and communication systems associated with the control of visitors are working properly.
- Entry/visitors log.
- Identification of visitor by tag, coloured hard hat etc.
- Induction for visitors.
- Demarcation areas where visitors are not authorised.
- Employees empowered to question visitors in situations where they may be at risk or unsupervised.
- Incidents involving visitors investigated.
- Provision of personal protective clothing or equipment where appropriate.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 2.10 \_\_\_\_\_



## Indicator 2.11

Hazard management includes arrangements for employees with special needs.

## Guidance

"Employees with special needs" includes any employee that requires personal consideration of their occupational safety and health needs because of something that may not be considered as part of the usual hazard management process. Special needs may include pregnancy, a medical condition such as epilepsy or asthma, physical disabilities of all types, intellectual disabilities, dyslexia or any other condition that means the person is unable to read, people who are unable to speak English or understand the English language and people who are young and inexperienced. Employees who are returning to work after an injury or illness may require special arrangements while they are participating in a rehabilitation program or until they are fully recovered.

To achieve a satisfactory rating, the hazard management process should take people with special needs into account. The process should be working properly. It would not be acceptable for parts of the system of work to be overlooked, even if hazard management for some groups is thorough. In organisations where there are no people with special needs, there should be evidence that the special needs of individual employees were evaluated and it was reasonable to conclude that no special arrangements were required.

Examples of evidence:

- Employees confirm that they contribute relevant information to the hazard management process for people with special needs in their work area.
- Training or instruction to employees on "special needs" policy.
- Determination of supervision required for "special needs".
- handling tasks assessed for their suitability to the person with "special needs".

Evidence to support rating shown below: \_\_\_\_\_

Rating for Indicator 2.11

Indicator 2.12

The organisation has relevant emergency procedures.

Guidance

Emergency procedures should be relevant to the organisation and the unplanned disruptive incidents that are likely to occur. They will usually include emergency evacuations from a building or other place such as a construction site, ship, vehicle or a remote location. The disruptive incidents may include hazardous substance spills, explosions, fire, flood, power failure, bomb threat, robbery, civil protest and vehicle accidents and breakdowns. There should be a first aid service in all workplaces as part of the management of emergencies, and everyone should understand the procedure to obtain assistance.

The organisation should identify the various types of disruptive incidents that may occur, and plan and implement appropriate action. The extent of the type of emergency and the procedures to overcome it should reflect the risks.

Emergency management should include action to be taken after a disruptive incident to restore order and provide assistance to employees who may require it. This is important for people who may suffer long term psychological effects following incidents such as robbery or other forms of workplace violence. This may be required, even if the employee is not physically injured or was not directly involved.

Examples of evidence:

- Employees confirm that relevant emergency procedures have been developed, including arrangements for visitors and any special arrangements that are necessary to ensure the safety of particular groups in their work area.
- Display of evacuation procedure.
- Trained first-aid attendants.
- Training of personnel involved with coordinating emergency procedures.
- There are regular scenario drills to identify areas for improvement.
- Feedback is documented.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 2.12 \_\_\_\_\_

## Element 3: Consultation

Consulting with employees regarding the organisation's safety management is a legal requirement and it makes good business sense.

When management works with employees to achieve shared objectives employees are more likely to understand management decisions and actively support and action them.

Employees often have a good understanding of high risk activities in their work areas. By setting up a system for two-way communication, where management listens to and cooperates with employees, management can make sure safety management decisions are based on all available information.

Occupational safety and health laws are based on consultation and cooperation between employees, their elected representatives and employers. If everyone in the organisation understands the legal requirements, they will be in a better position to comply with them.

### Standard No. 3

**A mechanism for consulting with employees has been developed and is working effectively.**

Use the indicators on the following pages to rate your performance against Standard No. 3.

#### NOTE:

Answers to each indicator should be supported by evidence to show what action has been taken. For every indicator, information about the way the safety management system is set up should be checked in the workplace to confirm that the system is working properly.

## Indicator 3.1

**Management has identified the requirements for consultation under occupational safety and health laws.**

### Guidance

In Western Australia, the occupational safety and health laws referred to in this indicator, and other indicators in this element, are the ***Occupational Safety and Health Act 1984*** and the Occupational Safety and Health Regulations 1996.

The employer or principal contractor and the most senior management group or person at the workplace should understand that they have responsibilities under occupational safety and health laws to consult and cooperate with safety and health representatives, if any, and other employees at the workplace. Employers and managers should also have a general understanding of the rights and responsibilities in laws relating to safety and health representatives and committees. This is required, even if safety and health representatives and committees have not been established under the Act.

The premise is that the laws should be understood so the employer can deal with requests made in accordance with the laws. Assessors will look for evidence of the methods used to achieve an adequate level of awareness and understanding.

A method for resolving safety and health issues should also be developed for use by managers, employees and contractors.

Examples of evidence:

- Employees are aware that the employer understands and accepts responsibilities for consulting and cooperating with them regarding occupational safety and health at the workplace.
- A policy statement stating commitment for consultation and cooperation.
- Safety and health committee terms of reference.
- Resolution of issue procedure.
- Pre-start meetings.
- Toolbox meeting agenda and minutes.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 3.1 \_\_\_\_\_

### Indicator 3.2

**Employees understand the requirements for consultation under occupational safety and health laws.**

**Guidance**

There should be a process that ensures all employees know there are occupational safety and health laws regarding consultation and cooperation with employers. Employees should understand the content in general terms, including the rights and responsibilities of employers and employees. They should also understand the consequences of failing to comply with requirements to cooperate with their employer. The methods used to achieve a reasonable level of understanding can vary from one workplace to another. The Assessor will look for evidence of how this outcome is achieved and how the employer can be confident that the system will apply to everyone.

## Guidance

There should be a process that ensures all employees know there are occupational safety and health laws regarding consultation and cooperation with employers. Employees should understand the content in general terms, including the rights and responsibilities of employers and employees. They should also understand the consequences of failing to comply with requirements to cooperate with their employer. The methods used to achieve a reasonable level of understanding can vary from one workplace to another. The Assessor will look for evidence of how this outcome is achieved and how the employer can be confident that the system will apply to everyone.

Examples of evidence:

- Employees verify that they participate in the consultation process and it is effective.
- Reference to consultation in the induction training manual.
- Training sessions.
- Information distribution forms.
- Communication procedure.

- Employees verify that they participate in the consultation process and it is effective.
- Reference to consultation in the induction training manual.
- Training sessions.
- Information distribution forms.
- Communication procedure.

Evidence to support rating shown below: \_\_\_\_\_

### Rating for Indicator 3.2

# Indicator 3.3

Consultation is planned in a systematic way to fit in with work arrangements throughout the organisation.

## Guidance

This indicator refers specifically to the planning of the consultative mechanism to be used by the organisation. It would include arrangements to achieve the organisation's high level objectives for consultation (if they exist), to implement broad strategies to achieve the objectives and to comply with relevant occupational safety and health laws relating to consultation. Planning should result in decisions about who is responsible for various tasks, what resources are required and when tasks are to be completed. There should also be decisions about the way the effectiveness of the consultative mechanism is to be monitored, measured and reviewed at various levels within the organisation.

To meet the requirements of this indicator, the organisation does not have to plan for safety and health representatives and committees, set up in accordance with the *Occupational Safety and Health Act 1984*, unless there is a request made by employees in accordance with the Act.

There should be evidence of a systematic approach to planning the organisation's consultative mechanism, as outlined above. There should be a major planning exercise that considers the organisation's consultative mechanism at least once a year. The planning process should result in strategies that suit the organisation's needs. It would not be acceptable to simply adopt a plan for consultation that has been developed elsewhere.

Planning may be in accordance with a recognised quality assurance, safety management or similar Standard.

Examples of evidence:

- Employees are represented at planning meetings that deal with the consultative mechanism for the organisation.
- forums involving safety and health representatives and management.
- Surveys of employees and contractors to evaluate effectiveness of communication.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 3.3 \_\_\_\_\_

## Indicator 3.4

### Employees are consulted regarding occupational safety and health planning.

#### Guidance

This indicator looks at the implementation of an effective process for consultation regarding occupational safety and health planning at various levels in the organisation.

There should be a consultation mechanism that allows all employees, including shift workers and employees at remote locations, to contribute to occupational safety and health planning. The consultation mechanism should be working effectively and comply with relevant laws.

To meet the requirements of this indicator, the organisation does not have to have safety and health representatives and a committee set up in accordance with the **Occupational Safety and Health Act 1984**, unless there is a request made by employees in accordance with the Act. However, if the consultative mechanism is set up in accordance with the Act, the organisation must comply with the laws relating to safety and health representatives and/or committees to achieve a satisfactory rating for this indicator.

Employees should be able to confirm that they are consulted regarding high level planning of the safety management system and at various stages of the process when broad strategies for consultation, hazard management and training are planned. Employees may not have been consulted personally, but they should confirm that the process set up for them to have some input, possibly via representatives, is working.

Examples of evidence:

- Employee involvement in the hazard identification, risk assessment and risk control process.
- Feedback from employees on occupational safety and health matters is available to safety and health representatives/committee members.
- There is employee involvement in selection of specialist occupational safety and health consultants.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 3.4 \_\_\_\_\_

## Indicator 3.5

**Employees are consulted regarding hazard management.**

### Guidance

This indicator looks at the implementation of an effective process for consultation regarding hazard management for occupational safety and health at various levels in the organisation. It requires the Assessor to evaluate the organisation's approach to hazard management, to test the effectiveness of the consultative mechanism that is in place.

To achieve a satisfactory rating, there should be a consultation mechanism for all employees, including shift workers and employees at remote locations. In relation to hazard management, the consultation mechanism should be working effectively. The consultation mechanism used by the organisation should comply with relevant laws.

To meet the requirements of this indicator, the organisation does not have to have safety and health representatives and a committee, set up in accordance with the ***Occupational Safety and Health Act 1984***, unless there is a request made by employees in accordance with the Act. However, if the consultative mechanism is set up in accordance with the Act, the organisation must comply with the laws relating to safety and health representatives and/or committees to achieve a satisfactory rating for this indicator.

Employees should be able to confirm that they are consulted regarding the implementation, monitoring and review of measures used to reduce risk, especially in their area of responsibility. For general matters, employees may not be consulted personally, but they should confirm that the process set up for them to have some input, possibly via representatives, is working. For matters relating specifically to their job, employees should confirm that they have opportunities to provide personal comment.

Examples of evidence:

- Employees confirm that they are consulted regarding hazard management.
- Joint inspections of the workplace with employee and management representatives.
- Joint involvement in hazard identification, risk assessment and control.
- Training records to verify understanding of hazard management principles.
- Toolbox meeting agenda and minutes.
- Safety and health committee minutes.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 3.5 \_\_\_\_\_



## Indicator 3.6

### Employees are consulted regarding occupational safety and health training.

#### Guidance

This indicator looks at the implementation of an effective process for consultation regarding occupational safety and health training at various levels in the organisation. It requires the Assessor to evaluate the organisation's approach to occupational safety and health training, to test the effectiveness of the consultative mechanism that is in place.

To achieve a satisfactory rating, there should be a consultation mechanism for all employees, including shift workers and employees at remote locations. In relation to training, the consultation mechanism should be working effectively. The consultation mechanism used by the organisation should comply with relevant laws.

To meet the requirements of this indicator, the organisation does not have to have safety and health representatives and a committee, set up in accordance with the ***Occupational Safety and Health Act 1984***, unless there is a request made by employees in accordance with the Act. However, if the consultative mechanism is set up in accordance with the Act, the organisation must comply with the laws relating to safety and health representatives and/or committees to achieve a satisfactory rating for this indicator.

Employees should be able to confirm that they are consulted regarding the implementation, monitoring and review of occupational safety and health training, especially in their area of responsibility. For general matters, employees may not be consulted personally, but they should confirm that the process set up for them to have some input, for example via representatives, is working. For matters relating specifically to their job, employees should confirm that they have opportunities to provide personal comment, possibly via toolbox meetings or staff meetings.

Examples of evidence:

- Employees confirm that they are consulted regarding occupational safety and health training.
- Evaluation sheets are provided after each training session to enable feedback of effectiveness.
- Survey of employee opinion as to training requirements.
- Individual or group facilitate meetings to determine training requirements/content.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 3.6 \_\_\_\_\_

## Indicator 3.7

## The consultative mechanism is evaluated.

## Guidance

This indicator covers the evaluation process, including the presentation of results and recommendations for improvement to management. The implementation of recommendations to improve the safety management system is covered in the Planning Element and should not influence the rating for this indicator.

To achieve a satisfactory rating, the process used to evaluate the effectiveness of the consultative mechanism should provide information on the extent to which occupational safety and health consultation with employees is effective and operating as planned.

Examples of evidence:

- Employees confirm that they contribute relevant information as part of the evaluation process.
- Survey information.
- Dissemination of survey information.

Evidence to support rating shown below:

### Rating for Indicator 3.7

## Element 4: Hazard Management

For the purpose of "WorkSafe Plan" hazard management refers to three steps used to achieve reductions in work-related injuries and diseases. They are as follows:

- **Hazard identification**  
identify all situations where employees, contractors and visitors to a workplace may be exposed to hazards.
- **Risk assessment**  
work out which situations are more likely to cause injury or harm to the health of employees, contractors and visitors and how serious the injuries or the harm might be.
- **Risk reduction**  
take action to prevent the injuries and harm that may occur.

These steps are set out in occupational safety and health laws. The responsibility for completing the three steps rests with any person who is an employer, main contractor, self-employed person or person with control over the workplace or access to it.

The three-step hazard management approach should be part of a safety management system that integrates planning, implementation, monitoring, review and continuous improvement.

### Standard No. 4

**There is an effective system to identify hazards and to assess and control risks.**

Use the indicators on the following pages to rate your performance against Standard No. 4.

#### NOTE:

Answers to each indicator should be supported by evidence to show what action has been taken. For every indicator, information about the way the safety management system is set up should be checked in the workplace to confirm that the system is working properly.

# Indicator 4.1

Management has identified the legal requirements for reducing risks at work.

Guidance

In Western Australia, the occupational safety and health laws referred to in this indicator, and other indicators in this element, are the *Occupational Safety and Health Act 1984* and the Occupational Safety and Health Regulations 1996.

To achieve a satisfactory rating, the "employer" and the most senior management group or person at the workplace should understand the full extent of their responsibilities under occupational safety and health laws to reduce risk, so far as is practicable. Employers and managers should have a general understanding of laws relating to the process of hazard identification, risk assessment and risk reduction, including specific references to areas such as manual handling, the safe use of plant, hazardous substances and the use of protective clothing and equipment. They should also understand that in certain situations, the possible means of reducing risks is prescribed, such as in the case of the prevention of falls at workplaces. Assessors will look for evidence of the methods used to identify the requirements and achieve an adequate level of awareness and understanding.

There should be documents that make it clear that the employer understands and accepts relevant responsibilities under occupational safety and health laws. Changes to the law should be monitored and supporting documentation should be reviewed and reendorsed when changes occur or at least once per year.

Examples of evidence:

- Employees confirm they are aware that the employer understands and accepts responsibilities for reducing the risk of work-related injuries and diseases.
- Occupational health and safety policy statement contains reference to hazard management.
- Training sessions involve management.
- Management signature on risk assessment form.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.1 \_\_\_\_\_

## Indicator 4.2

Employees understand the legal requirements for reducing risks at work.

## Guidance

To achieve a satisfactory rating for this indicator, there should be a process that ensures all employees know that there are occupational safety and health laws that require hazard identification, risk assessment and risk reduction generally and in relation to specific hazards that may apply to them.

Employees should understand the consequences of failing to comply. Employees should also be aware of the employer's responsibility to conduct an appropriate investigation where there is a reported hazard or injury. Employees should also be made aware of the need to document hazards formally. This is a necessary

step for input into the organisation's hazard management process. The methods used to achieve a reasonable level of understanding can vary from one workplace to another. The Assessor will look for evidence of how this outcome is achieved and how the employer can be confident that the system will apply to everyone.

Examples of evidence:

- Employees verify that they participated in an effective process to increase their awareness and understanding.
- Induction training.
- Involvement at toolbox meetings.
- Employee understanding of the determination of risk.
- Employee completion of hazard report forms.

Evidence to support rating shown below: \_\_\_\_\_

### Rating for Indicator 4.2

# Indicator 4.3

**There is a process for reporting work-related injuries and diseases, including first aid treatments.**

**Guidance**

The requirements of this indicator support the hazard identification process. It is important for the organisation to collect information about the work-related injuries and diseases that are occurring so action can be taken to prevent similar events in the future. This is consistent with the overall approach to reduce the risk of work-related injuries and diseases.

Serious accidents and minor injuries resulting in the need for first aid treatments should be recorded using the same basic principles. This is because sometimes a minor injury could have been much worse in slightly different circumstances. This indicator refers to internal arrangements for reporting work-related injuries and diseases, as well as the reporting of prescribed injuries as set out in occupational safety and health laws.

There should be systematic reporting and recording of all work-related injuries and diseases. Where there is a requirement to report injuries or diseases to WorkSafe, this should be complied with. Assessors will look for evidence of how this outcome is achieved and how the employer can be confident that all work-related injuries and diseases are recorded. "Near misses" or incidents where there was potential for serious injury or disease should also be reported. The reporting and recording system may be set up in accordance with a recognised Standard.

Examples of evidence:

- Employees understand the reporting process and confirm that data collection is accurate and reliable.
- First aid register.
- Process for the raising of an incident investigation.
- Analysis of injury data.
- Completed forms for prescribed injury or disease according to the Occupational Safety and Health Regulations 1996.
- Safety committee minutes detail accidents and incidents.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.3 \_\_\_\_\_

## Indicator 4.4

**All work related injuries and diseases are investigated.**

### Guidance

The requirements of this indicator support the hazard identification process. It is important for the organisation to investigate work-related injuries and diseases to determine the causes and take action to prevent similar events in the future. This is consistent with the overall approach to reduce the risk of work-related injuries and diseases.

Serious accidents and minor injuries resulting in the need for first aid treatments should all be investigated, but it is reasonable to expect serious events to be investigated more thoroughly. The extent of time and other resources to complete an investigation should be congruent with the level of risk associated with the injury, disease or potential. The requirements of this indicator cover investigations up to the point when a final report is presented to management with recommendations for future improvements. Indicators 4.9 and 4.12 cover implementation of risk control measures included in the recommendations.

There should be systematic investigation of all work-related injuries and diseases by a competent person or investigation team. Assessors will look for evidence of how this outcome is achieved and how the employer can be confident that all events are investigated.

This indicator does not require the investigation of accidents or incidents that did not result in injury or disease, however, "near misses" or incidents where there was potential for serious injury or disease should be investigated to achieve a higher rating.

The processes used to investigate work-related injuries and diseases and "near misses" should be well documented, monitored, reviewed and continuously improved. There should be emphasis on the improvement of specific accident investigation competencies internally or the use of competent external investigators.

Examples of evidence:

- Employees understand the accident investigation process and confirm that they contributed to investigations where they were able to provide relevant information.
- Training records for investigation process.
- Selection and training for the investigation team.
- and health representative involvement.
- Completed investigations.
- Investigation recommendations captured by the hazard and risk management system.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.4 \_\_\_\_\_

# Indicator 4.5

**Workplaces are regularly inspected.**

**Guidance**

The requirements of this indicator support the hazard identification and risk reduction processes. Hazards can be identified during workplace inspections and it may be possible to take immediate action to reduce risk. Where immediate action is not possible, the information can be used in the risk assessment and risk reduction processes and controls implemented at a later date. The workplace inspection procedure should include vehicles where they are used as part of the work. The requirements of this indicator cover inspections up to the point when the findings are presented to management with a list of items that require further attention. Indicators 4.9 and 4.12 cover implementation of risk control measures included in recommendations. In this indicator, "regularly" means at least quarterly and on time, although it may be appropriate to inspect workplaces more often.

There should be systematic inspection of the organisation's workplaces. Information collected should be in a form that can easily be understood by others.

The focus of inspections may be general workplace condition, hazardous substances, or specific hazards such as manual handling. Employees, safety and health representatives and contractor work teams may be involved in inspections of work areas prior to commencement of an activity. This is particularly important in a changing work environment, where new hazards are introduced as part of the work in progress.

Examples of evidence:

- Employees understand the inspection process and contribute relevant information.
- Hazard identification checklist.
- Specific hazard checklists.
- Involvement of safety and health representatives.
- Electrical inspections.
- Inspections of lifting gear.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.5 \_\_\_\_\_



## Indicator 4.6

### The organisation's hazards are identified.

#### Guidance

A hazard is anything that may result in injury to a person or harm to the health of a person. The injury or harm may be physical or psychological. The hazard identification process should cover the human resources, physical resources and information needed for safe systems of work; all work processes and the management of outputs, such as waste. All hazards associated with the goods and services produced by the organisation should be identified as part of the process to reduce risks for people who use those goods and services.

Hazard identification should take people who are not employees into account. These people may be visitors to the workplace, students on work experience programs, patients in a hospital, students in a school, customers in a shop or other people who may be at a workplace for any reason.

To achieve a satisfactory rating, there should be a comprehensive hazard identification process that is working properly. The process should include at least three different sources of information. These could include analysis of the organisation's work-related injury and disease records, accident investigation reports, information from workplace inspections, information from the analysis of work activities, hazards reported by employees or any other reliable source that is appropriate for the industry and type of work. It would not be acceptable for parts of the system of work to be overlooked, even if hazard identification is thorough elsewhere.

#### Examples of evidence:

- Employees should confirm that they contribute relevant information to the hazard identification process and it is working properly in their work area.
- Job hazard analysis.
- Hazard register.
- Analysis of the organisation's work-related injury and disease records.
- Information from workplace inspections.
- Hazard reports from employees.
- Inspections of the workplace.
- Accident investigation reports.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.6 \_\_\_\_\_

# Indicator 4.7

**Risks are assessed for all hazards that people may be exposed to in the workplace.**

**Guidance**

A competent person should assess the risks associated with all hazards identified by the organisation. The competent person may come from inside or outside the organisation. "Competent" in this case, refers to a person who has the experience, knowledge and skills to gather relevant information and make a reasonable decision about the degree of risk for particular hazards. The requirements of this indicator have been met when risks for each situation have been assigned high, medium or low priority and the findings have been presented to management. Indicators 4.9 and 4.12 cover implementation of risk control measures included in recommendations.

The degree of risk associated with all hazards should be assessed. This may include a panel of individuals from the workplace or external representation. The Assessor is required to make a judgement about the quality and quantity of risk assessments; whether they are appropriate to the industry and type of work; and the extent to which they are based on information provided by the hazard identification process. The risk assessments would need to be more thorough where there are likely to be many injuries or very serious injuries as a result of exposure to a hazard.

Where there are intended changes to the workplace, such as purchase of new plant, a detailed Risk Assessment should be conducted, and form part of the proposal procedures.

Examples of evidence:

- Employees confirm that they contribute relevant information to risk assessments and the process is working properly in their work area.
- Hazard register.
- Risk assessment forms.
- Proposals include risk assessments.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.7 \_\_\_\_\_

## Indicator 4.8

**Work activities are analysed to develop safe working procedures.**

### Guidance

In some situations, the hazards an individual worker or group of workers may be exposed to will not be obvious until the work activities undertaken by those people are analysed in a systematic way. The analysis of work activities prevents injury and disease because the process identifies particular hazards associated with the work, assesses risk and leads to the development of safe working procedures where risks are controlled. Analysis of work activities involves identifying the types of work activity to be analysed, analysing a small sample and then developing safe work procedures to be used by everyone who carries out that type of work.

Analysis of work activities, specifically to improve safety, is a process that applies hazard management principles to certain types of activities in workplaces. These are usually work activities where there is the potential for serious injury or disease, infrequent activities that may be overlooked by other hazard management processes and/or work activities where there are changes to standard operating procedures.

The procedures for analysis of work activities and associated safe working procedures should be updated within a reasonable time when changes occur and they should be reviewed at least annually. As part of continuous improvement, the scope of the analysis of work activity may broaden to include areas where the potential for injury or disease is less serious.

Examples of evidence:

- Employees confirm that they contribute relevant information when work activities are analysed in their work area.
- Job hazard analysis.
- Safe operating procedures.
- Job observations.
- Use of references, such as Australian Standards, Codes of Practice and Regulations.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.8 \_\_\_\_\_

Indicator 4.9

**Risk controls are planned in a systematic way using information from risk assessments.**

**Guidance**

This indicator refers to the planning decisions that have to be made for the orderly implementation of risk controls, including decisions about who is responsible for various tasks, what resources are required and when tasks are to be completed. There should also be decisions about the way the effectiveness of all risk controls are to be measured, monitored and reviewed at various levels within the organisation. Planning at this level should complement the organisation's high level objectives for hazard management (if they exist) and ensure compliance with relevant occupational safety and health laws

To achieve a satisfactory rating, there should be evidence of a systematic approach to planning risk controls. Planning should provide for risk controls to be implemented as required and in accordance with priorities. There should be a major planning exercise that considers the organisation's approach to hazard management at least once a year. The planning process should result in strategies that reduce risks in accordance with information from the organisation's risk assessments. It would not be acceptable to take hazard management plans that have been developed elsewhere and simply adopt them.

Planning should be in accordance with the hierarchy of controls (see Appendix).

- Examples of evidence:
- Employees are represented at planning meetings.
  - Selection of risk controls.
  - Budget planning for risk control implementation.
  - Written risk control objectives.
  - Corrective action register.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.9 \_\_\_\_\_

Indicator 4.10

Effective risk control measures are implemented.

Guidance

Risk controls are "effective" when they reduce risks for the major hazards that employees may be exposed to and the organisation complies with relevant occupational safety and health laws. "Major hazards" are those that have a high or medium priority, based on the outcome of risk assessments. Low priority areas could be covered as part of the organisation's continuous improvement process.

Risk controls should be implemented throughout the organisation. The type of risk controls used should be reasonable in the circumstances. It would not be acceptable for people in different parts of the

organisation to be overlooked, even though hazard management elsewhere may be thorough. It would not be acceptable for risk controls to be unplanned or poorly implemented. Assessors are required to make a judgement about the quality and quantity of risk controls and whether they are appropriate for the industry, type of work and level of risk. Implementation should be in accordance with the hierarchy of controls (see Appendix).

Examples of evidence:

- Employees confirm that action has been taken to reduce the risk of work-related injury and disease in their work area.
- Provision of suitable training for risk controls.
- Reduction in accident/incident reports associated with risk.
- Planning and investigation of control options.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.10 \_\_\_\_\_

Indicator 4.11

Risk controls are in accordance with the hierarchy of controls.

Guidance

Information on the hierarchy of controls has been included in this document in the Appendix.

This indicator looks at whether the risk control measures that are in place in the organisation have been planned and implemented in accordance with the hierarchy of controls rather than using personal protective clothing and equipment as the first and only means of reducing risks.

There should be emphasis on the use of higher order controls, or combinations of higher order controls. Personal protective clothing and equipment should be used appropriately to reduce the risk of work-related injuries and diseases. It may be used to protect employees whilst other risk control measures are being developed or to protect them from the risks that

remain after other measures have been used to reduce risks so far as is practicable. Personal protective clothing and equipment may be the only permanent measure used to protect employees, but in these situations there should be evidence that management considered other risk control measures and it was reasonable to conclude that none were practicable.

The processes used to plan and implement the application of the hierarchy of controls should be well documented, monitored, reviewed and continuously improved.

Examples of evidence:

- Employees confirm that the management approach is to implement risk control measures in accordance with the hierarchy of controls in their work areas.
- Training in the application of the hierarchy of controls.
- Job observations to confirm the application of risk controls.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.11 \_\_\_\_\_

## Indicator 4.12

## Indicator 4.13

Risk controls are corrected when they are not effective.

## Guidance

This indicator covers the process used to correct specific risk controls that are not working as well as planned.

Risk controls should be corrected or improved within a reasonable time, once it has been determined that action is required. Individual employees should understand when they have the authority to make immediate changes to reduce risk and when higher approval is required. There should be evidence that this process is working.

Examples of evidence:

- Employees confirm that there is action to correct or improve the risk control measures within a reasonable time in their work area.
- Hazard register.
- Risk controls are monitored and evaluated.

Evidence to support rating shown below:

### Rating for Indicator 4.13



## Indicator 4.14

**The organisation manages new hazards that may be introduced when work arrangements are changed.**

### Guidance

Changes to work arrangements include changes to the human resources, physical resources (such as chemicals and machinery), or information needed for safe systems of work; changes to the work processes; and changes to outputs, such as waste. This indicator covers changes to the goods and services produced by the organisation because that should be part of the process of reducing risks for people who use the goods and services.

There should be comprehensive hazard management processes that are working properly for new hazards that may be introduced. Purchasing procedures and the hire and lease of machinery and equipment should be included. There should also be a process for evaluating the competencies of employees that are new to the organisation or new to the particular work area. Action should be taken to provide these people with the

information, instruction, training and supervision required to reduce the risk of harm for themselves and others at the workplace. It would not be acceptable for parts of the system of work to be overlooked, even if hazard management for new hazards is thorough elsewhere.

Examples of evidence:

- Employees confirm that they contribute relevant information to the hazard management process for new hazards that may be introduced when work arrangements are changed in their work area.
- The hazard management process for new hazards is well documented, monitored, reviewed and continuously improved.
- Memos informing staff and contractors of changes.
- Planning and investigation of control options.
- Written procedures to accommodate changes in the system or process.
- Material safety data sheets are required and reviewed.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 4.14 \_\_\_\_\_

## Element 5: Training

Employers need to provide all employees with training to make sure everyone in the organisation understands and can meet their responsibilities under occupational safety and health laws. New employees and employees who change their work duties, or who have been away from work for an extended period, are particularly vulnerable to injury. It is essential these employees are given adequate training and supervision.

Training could be a balance of structured on-the-job training and formal training sessions provided internally or externally. In many cases safety training can be incorporated into skills and task training already provided by the organisation.

Traditionally employees in some sectors of industry learnt the job by being assigned a "buddy". This method is not acceptable to satisfy the duty of care requirements, and this is often made evident during an injury investigation. Training must be planned, systematic and assessed.

Competency based assessment is required for persons engaged in activities involving scaffolding erection, use of industrial forklift trucks, crane operation and use of fall arrest equipment. These assessments can only be undertaken by an Accredited Assessor.

To evaluate the effectiveness of training and instruction, particularly when the tasks are medium to high risk, the employer should develop a detailed set of criteria against which performance is assessed. Organisations utilising contract labour need to have a mechanism for ensuring that the individual possesses the level of competency required for safe conduct.

Management needs to analyse where training is needed across the whole organisation, and set priorities. Training should be designed to:

- enable employees to work in a safe manner;
- enable the organisation to achieve its occupational safety and health objectives; and
- meet training requirements in occupational safety and health laws.

### Standard No. 5

**Training is organised to reduce the risk of work-related injury and disease and is evaluated to ensure it is effective.**

Use the indicators on the following pages to rate your performance against Standard No. 5.

#### NOTE:

Answers to each indicator should be supported by evidence to show what action has been taken. For every indicator, information about the way the safety management system is set up should be checked in the workplace to confirm that the system is working properly.

## Indicator 5.1

**Management has identified the requirements for training under occupational safety and health laws.**

### Guidance

In Western Australia, the occupational safety and health laws referred to in this indicator, and other indicators in this element are the ***Occupational Safety and Health Act 1984*** and the Occupational Safety and Health Regulations 1996.

To achieve a satisfactory rating, the "employer" and the most senior management group or person at the workplace should understand the full extent of their responsibilities under occupational safety and health laws to provide training for employees and for safety and health representatives, if any. Employers and managers should also understand that in certain situations training is prescribed in regulations, such as those applying to people who may be exposed to a hazardous substance at the workplace. Assessors will look for evidence of the methods used to identify the training requirements and achieve an adequate level of awareness and understanding.

The system should be documented and changes to the law should be monitored and supporting documentation should be reviewed and reendorsed when changes occur, or at least once per year.

Examples of evidence:

- Employees confirm they are aware that the employer understands and accepts responsibility for the provision of occupational safety and health training.
- Employees confirm their participation in training.
- All legislative training requirements for employees and contractors have been identified.
- Records of training requirements and dates for completion or renewal are available for all employees.
- There is an allocation for safety and health training in the annual budget.
- Plant operators satisfy competency assessment requirements.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 5.1 \_\_\_\_\_

# Indicator 5.2

**Employees and contractors understand the requirements for training under occupational safety and health laws.**

**Guidance**

To achieve a satisfactory rating for this indicator, there should be a process that ensures all employees and contractors know there are laws relating to the provision of occupational safety and health training generally and in relation to specific situations that might apply to them. They should also understand the requirement to comply with work safety instructions provided by their employer.

The methods used to achieve a reasonable level of understanding can vary from one workplace to another. The Assessor will look for evidence of how this outcome is achieved and how the employer can be confident that the system will apply to everyone.

Examples of evidence:

- Employees verify that they participated in the process and it was effective.
- Training needs analysis.
- Employee involvement in identifying occupational safety and health related training needs.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 5.2 \_\_\_\_\_

### Indicator 5.3

Management has identified the occupational safety and health training needed by each of their employees.

## Guidance

To achieve a satisfactory rating, there should be a training needs analysis conducted that covers general and specific training required by employees so they are able to work in a safe manner. It should determine the current competencies and the gaps where training is required. The analysis would be completed at least once per year, or as required, such as when work arrangements are changed. Assessors will look for evidence of the extent to which the needs analysis

covers the work undertaken by each employee, including new employees. Information from the analysis of work activities and associated safe work procedures (referred to in indicator 4.8) should also be used as a source of information. The requirements of this indicator cover the training needs analysis up to the point where findings are presented to management. Indicator 5.6 covers the implementation of training.

Examples of evidence:

- Employees confirm that they contribute relevant information to the analysis of their occupational safety and health training needs.
- Training needs analysis documentation.

Evidence to support rating shown below:

### Rating for Indicator 5.3

# Indicator 5.4

Training is planned in a systematic way using information from a training needs analysis.

## Guidance

This indicator refers to planning of the occupational safety and health training to be provided by the organisation. It would include arrangements to achieve the organisation's high level objectives for training (if they exist), to implement broad strategies to achieve the objectives and to comply with relevant occupational safety and health laws. Training may be provided in various ways, including formal training courses, mentoring and on-the-job training. Planning should result in decisions about who is responsible for various tasks, what resources are required and when tasks are to be completed. There should also be decisions about the way the effectiveness of all forms of training is to be evaluated at various levels within the organisation.

There should be evidence of a systematic approach to planning the organisation's occupational safety and health training, as outlined above. There should be a major planning exercise that considers the organisation's approach to training at least once a year. The planning process should result in strategies that suit the organisation's needs as identified in the training needs analysis. It would not be acceptable to simply adopt an occupational safety and health training plan, that has been developed elsewhere.

Planning for training may be in accordance with a recognised quality assurance, safety management or similar Standard.

Examples of evidence:

- Employees are represented at training planning meetings.
- There are reviews of individual performance and follow up action is taken if necessary.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 5.4 \_\_\_\_\_

## Indicator 5.5

Occupational safety and health training has clear objectives.

## Guidance

This indicator covers objectives at the lower level where training is delivered. There should be clear objectives for each training course and for different types of training, such as mentoring and on-the-job training. These objectives should complement the higher level objectives for the role of training in the overall safety management system.

The training objectives should be clearly stated at the beginning of each training exercise, and they should be measurable. Assessors would look for evidence of the processes used to ensure all types of occupational safety and health training has objectives that are linked to the organisation's overall approach and the needs of individuals.

Examples of evidence:

- Employees confirm that occupational safety and health training in their work area has the objectives described above.
- Objectives are written for long-term evaluation.
- Job observations to confirm whether training course information is transferable to the workplace.

Evidence to support rating shown below: \_\_\_\_\_

### Rating for Indicator 5.5

Indicator 5.6

Appropriate occupational safety and health training is provided.

Guidance

Occupational safety and health training is "appropriate" if it is required by the organisation to achieve its objectives and required by employees to improve their ability to work in a safe manner.

Occupational safety and health training should be an integral part of the management of safety and health hazards and programs at the workplace. Delivery would be at various levels of the organisation. Managers and supervisors or team leaders are to receive training appropriate to their level. The type of training would be relevant to the circumstances. It would not be acceptable for people at different levels in the organisation to be overlooked, even though training elsewhere may be thorough. It would not be acceptable for training to be unplanned or poorly implemented, in situations where there was some evidence of delivery.

The specific hazards that the employees and contractors are exposed to provide a minimum for the information and training required to be considered acceptable. Higher level training, such as auditing occupational safety and health performance or accident investigation techniques might be available only to selected personnel.

Assessors are required to make a judgement about the quality and quantity of training and whether it is relevant to the needs of the industry, type of work and level of risk.

Examples of evidence:

- Employees confirm that occupational safety and health training is delivered to a reasonable standard.
- Training records are logged and information can be readily retrieved.
- There is a mechanism for identifying further training or refresher training.
- The extent of training is commensurate with the extent of hazards and type of workplace.

Evidence to support rating shown below:

Rating for Indicator 5.6



Indicator 5.7

Occupational safety and health training is evaluated.

Guidance

This indicator covers the evaluation process as it applies to individual training courses and different types of training, such as mentoring and on-the-job training. It covers the presentation of results and recommendations for improvement.

The process used to evaluate the effectiveness of individual training courses and different types of training should provide information on the extent to which the training objectives are achieved. Employees' perception of the relevance and benefits of training, recorded when training courses are completed, is one

method of evaluation that could be used for this indicator. In situations where training is provided to develop workers' ability to work safely, there should be feedback from supervisors or others in the workplace, that the person has acquired the necessary competencies and is able to apply them to their work activities. It is not necessary to formally test changes in employees' attitudes to occupational safety and health at this level.

Examples of evidence:

- Employees confirm that occupational safety and health training relevant to their work area is evaluated.
- Reduction in injury rates as a result of specific training.
- Reviews of individual performance.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 5.7 \_\_\_\_\_

Indicator 5.8

All employees are able to follow emergency procedures.

Guidance

This indicator presumes that there are emergency procedures that suit the organisation's needs. The indicator cannot be scored if these procedures do not exist.

Employees should receive training in emergency procedures. Training should include practice of procedures, such as emergency evacuations, including practice of arrangements for employees with special needs, such as physical disability. Training should not be limited to evacuations. Other emergency procedures for situations, such as bomb threats, robbery, civil protest and vehicle accidents and breakdowns should be included if they could occur at a workplace or as

part of the work. Assessors will look for evidence of how this outcome is achieved and how the employer can be confident that the processes will apply to everyone.

Employees should understand procedures for emergency evacuations, including arrangements for visitors and any special arrangements that are necessary to ensure the safety of particular groups.

Examples of evidence:

- Emergency evacuation procedures have been developed.
- Employees confirm that they have practiced emergency procedures
- Communication systems associated with emergency procedures are working properly.

Evidence to support rating shown below: \_\_\_\_\_

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Rating for Indicator 5.8 \_\_\_\_\_

## Appendix

### How to reduce risk using the hierarchy of controls

Risk reduction is required for all people who may be exposed to hazards in workplaces. The emphasis should be on establishing a safe system of work using the risk reduction methods in the order below rather than recommending personal protective clothing and equipment as the first and only means of reducing risks. In many cases a combination of different actions may be required to reduce risk to an acceptable level.

The idea is to start at the top and reduce risk using that method as much as possible before moving to different methods further down the list. This is sometimes called a "preferred order of risk control" or "hierarchy of control". It is included here as a guide only. There may be other versions that are slightly different. As long as the basic principles are the same, variations are acceptable under the WorkSafe Plan.

FIVE WAYS TO REDUCE RISK		
Start at the top and work down the list	What are you trying to do?	Examples
<b>ELIMINATION</b>  Eliminate the hazard	This is the most effective way to make the workplace safer. Always try to get rid of the hazard completely.	A kitchen hand spent many hours operating machines to slice onions and chip potatoes. This involved moving sacks of vegetables out of the store and lifting them into feed hoppers. The manual handling activity was eliminated when the owner of the kitchen decided to purchase onions and chips that were already sliced by a specialist company with mechanical equipment for lifting the large quantities that were processed.
<b>SUBSTITUTION</b>  Use a safer alternative	If you cannot eliminate the hazard, replace the machinery, substances or work processes with something less hazardous.	In a restaurant kitchen, where a pedestal fan was likely to be knocked over, the owner was able to reduce the risk of injury by replacing the pedestal fan with a ceiling fan.

<p><b>ENGINEERING CONTROLS</b></p> <p>Use engineering solutions</p>	<p>Make changes to the workplace or to equipment and machinery to reduce the risk of injury or harm.</p> <p>This would include guarding the moving parts of machines, building barriers and having machinery serviced so it was less noisy.</p>	<p>In a deli or supermarket, the blade of a meat slicer was guarded to protect workers as they cut cold meats. In situations where the worker used a portable hand-held electric knife, the knife was plugged into a socket protected by a residual current device, to guard against electric shocks.</p>
<p><b>ADMINISTRATIVE CONTROLS</b></p> <p>Reorganise the work and provide training</p>	<p>Make changes to the way work is organised to reduce the risk of injury or harm.</p> <p>This would include changing the pace of work for inexperienced workers, job rotation and providing instruction, training and supervision. It would also include implementing safe working procedures, such as restricting access to certain areas for some people.</p>	<p>When rosters are set up, when possible, try to ensure that young workers are not working together without the support of more experienced workers. Young workers should be trained to deal with all types of customer service situations, including customers who may be aggressive, but the support of experienced workers is important in places, such as inquiry counters. In other workplaces, such as construction sites, there may be a policy that children are not permitted to enter the site.</p>
<p><b>PERSONAL PROTECTION</b></p> <p>Add personal protective clothing and equipment</p>	<p>Personal protective equipment (PPE) should be used to provide extra safety or as a temporary measure whilst other risk controls are being organised. PPE should not be used in place of more permanent controls. It is the least effective way of dealing with hazards.</p> <p>PPE may be used with other methods to reduce risk.</p>	<p>Workers in a laboratory should be provided with PPE needed to prevent exposure to chemicals, when it is not possible to eliminate the hazardous substance or use a safer alternative. There should be training in how to use, fit, store and maintain PPE and supervision to ensure it is used properly at all times.</p>