BSBWHS501
Ensure a Safe Workplace

Housekeeping

➢ Emergency procedures

➢ Mobiles and security issues

➢ Break times and smoking policy

➢ This course is interactive – ask questions

➢ Respect, confidentiality, practice

➢ Ground rules

Objectives

- ➤ *Discover* how to establish a WHS management system in a work area
- ➤ *Know* how to establish and maintain effective and compliant participation arrangements for managing WHS in a work area
- ➤ *Learn* how to establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in a work area
- ➤ *Understand* how to evaluate and maintain a work area WHS management system
- ➤ *Gain* the skills and knowledge required for this unit

Establish a WHS management system in a work area

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

Manager goal

To develop a dynamic system that is responsive to minimising hazards that can cause:

➢ Injury

➢ Disease and death in the workplace.

Legislative system

Remember that:

➢ Currently, commonwealth law fills the gaps in individual state/territory laws

➢ Each state/territory has its own laws, so learn the laws for the state/territory that you reside in

➢ Australian law is currently being harmonised so there is one national law, not individual state/territory laws.
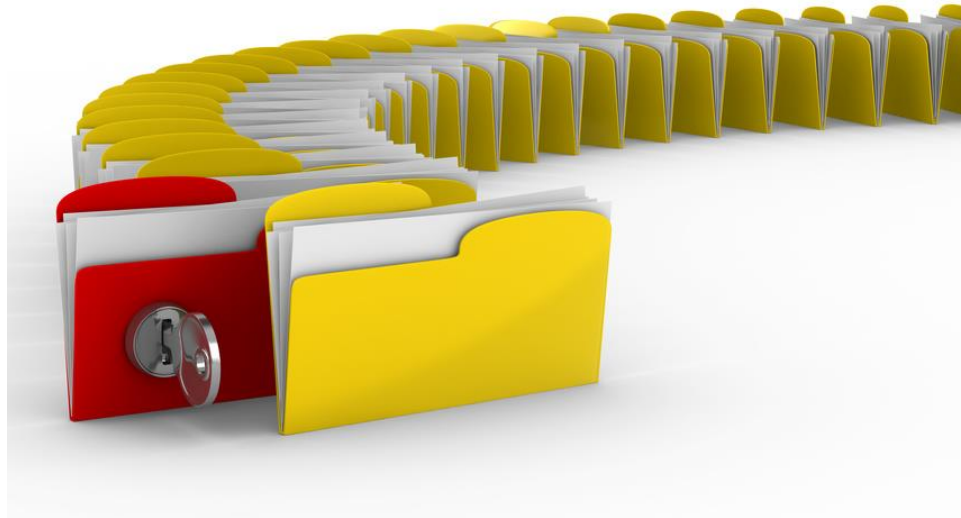
An effective WHS system comprises of:

➢ Control of risks

➢ Contractors and employee's duty of care

➢ Employer's duty of care

➢ Health and safety committees and representatives

➢ Inspections

➢ The recording and/or documenting of WHS information

➢ Training

➢ Workplace discrimination.

WHS policies and procedures are either:

➢ Paper-based format

➢ Electronic format.

The legislative framework consists of:

➤ The Act

➤ Regulations

➤ Codes of practice

➤ Standards Australia

➤ Legislation.

Activity 1A

Establish a WHS management system in a work area

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

Employers should know…

➢ Their legal responsibilities according to the laws of their state/territory.

Comcare

Comcare's role:

➤ To currently administer the WHS Act 2011

➤ To provide you with WHS advice and recommend another body to provide that advice.

Senior management

➢ Must lead by example

➢ Must demonstrate their commitment to WHS because responsibility starts at the top.

The need for management

Management should:

➢ Implement safe work systems

➢ Actively encourage the reporting of incidents

➢ Look for opportunities to improve

➢ Value staff contributions by acknowledging and involving them in the decision making process

➢ Provide safe and effective support to complete their roles safely.

Senior management

➢ **Senior management should ensure:**

➢ WHS performance levels are competitive

➢ All staff have a clear idea of their roles and responsibilities

➢ They promote a culture of continuous improvement

➢ There is an environment built on trust and co-operation

➢ Consultation takes place

➢ That information is shared by all

➢ Risk management processes are in place.
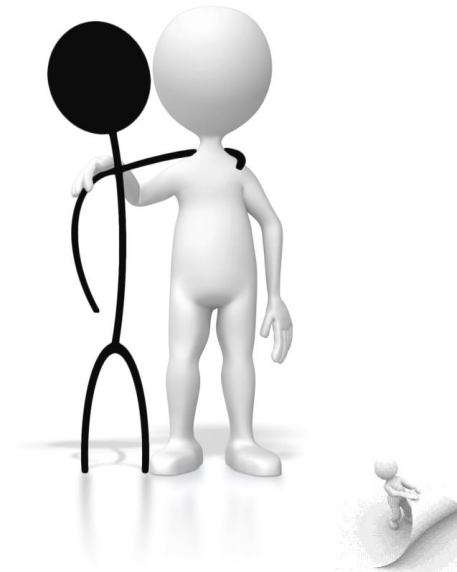
Job descriptions

A well written job description includes:
- ➤ Title of the position
- ➤ Department
- ➤ To whom the person directly reports
- ➤ Overall responsibility
- ➤ Key areas of responsibility
- ➤ Those who the person works with on a regular basis
- ➤ Terms of employment
- ➤ Qualifications.

Procedure requirements

Procedures are either:

➢ **Performance based standards** aim to provide you with what compliance standards you need to demonstrate through goals and outcomes that must be achieved. How to solve a problem or to escalate it to another member of staff to work out.

➢ **Process requirements** or series of steps, that must be followed with the aim of managing specific hazards, or WHS generally.

Role of WHS committee

➢ Encourage personnel to maintain an interest in WHS in the workplace

➢ Identify gaps in skills and arrange for training and development in WHS issues

➢ Keep up to date with changes in legislation

➢ Review and investigate workplace health and safety

➢ Provide advice to employers on how to address safety issues.
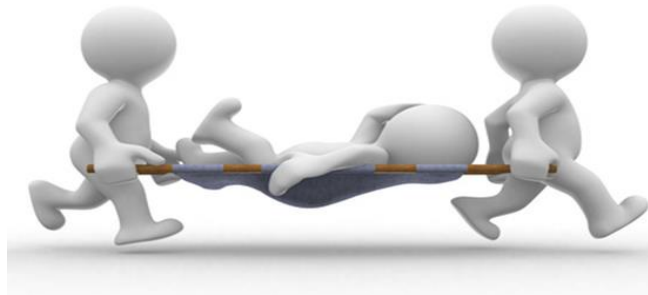
Role of the safety officer

➢ Providing WHS advise

➢ Assisting in risk management

➢ Liaising with WHS representatives

➢ Consulting with HSRS about safety issues

➢ Assisting in the promotion of WHS

➢ Auditing and analysing WHS issues.

Activity 1B

Establish a WHS management system in a work area

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

Organisation resource needs

Resources available include:

➢ Human resources

➢ Financial resources.

Human resources

Human resources can include the costs of:

➤ Contracting personnel as opposed to hiring a full time employee to maintain WHS

➤ Investigating incidents

➤ Non-compliance and the resultant impact they would have on the organisation

➤ Required risk and WHS personnel.

Financial resources

Financial resources can include:

➢ Allocated budget, whether one budget for all or a separate budget for each department

➢ Cleaning

➢ Updating facilities and equipment

➢ Providing materials to minimise risk

➢ Training.

Obtaining approval for a resource

To obtain approval for a resource, you need to demonstrate:

➢ That you have researched it

➢ That you reviewed all of the data

➢ That you considered the risk involved

➢ That you make recommendations based on your findings.

Activity 1C

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

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

For an WHS system to thrive:

➢ Team members must participate in WHS issues; and

➢ Management must consult with employees on WHS issues.
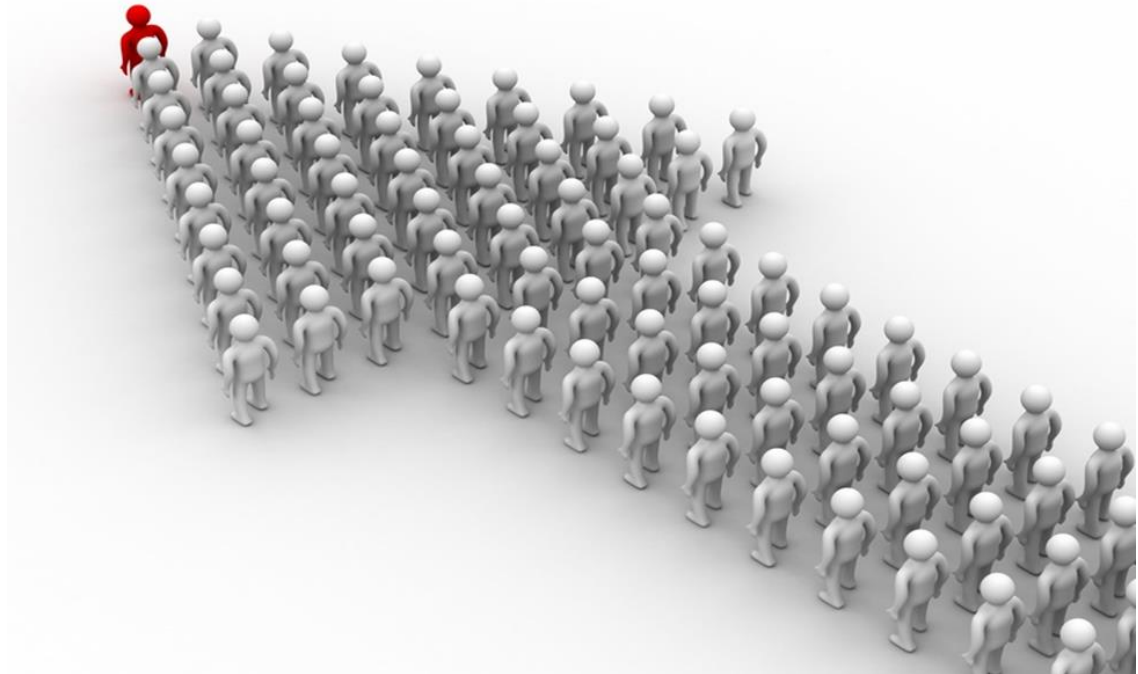
S16 (d) of WHS Act 1991; an employer must:

➢ Enable effective cooperation between the employer and employee's in promoting and developing measures to ensure the employee's health, safety and welfare at work

➢ Provide systems to inform employees, review variations and their effectiveness, provide resolution to disputes and establish a WHS committee if required.

Conversely, under S21, employees have a duty to:

➢ Not put anyone at risk

➢ Follow the employer's instructions

➢ Use equipment in the correct way.

Employee consultations

All employees need to participate in:

➢ Formal consultation

   o When specific information is required, e.g. questionnaire, or staff feedback form

➢ Informal consultation

   o Meetings, telephone calls, discussions, and letters.

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

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

Consultation

Consultation is important to planning as it:

➢ Provides a means in which to resolve WHS issues

➢ Builds a greater sense of commitment

➢ Strengthens relationships and morale

➢ Can provide an increase in productivity.

Consultation

Consultation is needed to:

➤ Improve on processes

➤ Assist in the decision making and resolution process

➤ Assist in consultative procedures.

Participative arrangements:

➢ Are a major characteristic of an effective workplace health and safety (WHS) system

➢ There needs to be a clear channel of communication between all stakeholders in WHS.

Manager priorities

As a manager, recognise that:

➢ Information sharing and consultation provide a balance so that individuals form a whole in which they become unified in WHS

➢ It is your role to ensure that information is accessible to staff and that you consult with your team

➢ They can empower their team by providing feedback

➢ They need to minimise causes of conflict.

Conflict

Causes of conflict include:

➤ The failure of management to resolve an issue fast enough

➤ Failure to react to the problem

➤ Failure to take sufficient action to ensure that the workplace is safe

➤ Failure to provide sufficient information so that staff members can't make informed decisions.

Activity 2A

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

2.3 Promptly provide information about the outcomes of participation and consultation to workers and ensure it is easy for them to access and understand

Employer and employee information sharing

Information provided will vary according to:

➢ The strategic position and policy of the organisation

➢ The organisation's management plan

➢ Risk analysis tools

➢ Access to internal and external specialist assistance

➢ Maintaining the risk register and giving appropriate staff access to historical data

➢ Providing training and support for staff.

Hazard and associated risk register

Workplace area or grouping						Ref No: _____	
Form completed by:							
_____(print)_____(sign)							
Date form completed: / /							
Ref No.	Hazard	Associated risk	Risk rating	Control Measure	Control measure implemented?		Review Date
					Yes	No	
1264	Electrical shock from exposed computer wire	Worker nearly died from electrocution	H	Turn electrical lead off. Tag the computer. Arrange for technician to repair.	Y Y Y		11-2011

Risk factors

Factors that may impact on risk include:

➢ Commercial and legal relationships

➢ Economic circumstances and scenario

➢ Human behaviour

➢ Natural events

➢ Potential circumstances

➢ Technology – technological issues

➢ Management activities and controls

➢ Individual activities.

Level of authority

➢ Can be found in an employee's job description, and the policies and procedures pertaining to the employee

➢ Level of authority must correlate with level of information access that they have.

Information sharing

When providing information to staff you should:

➢ Ensure that staff are aware of what the problem is

➢ How the problem may affect them

➢ Advise them of suggestions made in managing the risk so other alternatives are considered; and

➢ Assist in determining the feasibility of another suggestion.

Determining the feasibility of the suggestions

➢ The cost or resources that are being recommended

➢ The costs of training

➢ The existing level of skill that your staff has; and

➢ The difference between the current skill level and the future desired level of skills.

Activity 2C

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

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

Considering associated risk

➢ What probability that the hazard will lead to an accident?

➢ The consequences if the accident happens

➢ The stakeholders' degree of exposure to risk.

Qualitative analysis

Qualitative analysis would be used in most cases, but it is used:

➢ As an initial screening exercise to identify risks that require more detailed analysis

➢ Where the level of risk does not justify the time and effort spent on a more detailed analysis.
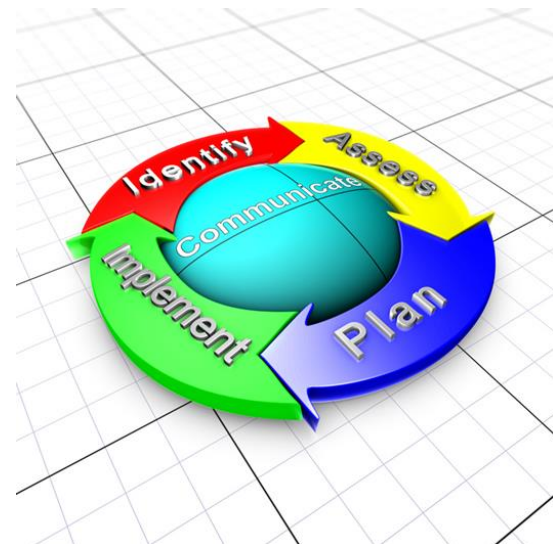
Likelihood

Rating	Expression	Attributes
A	Extremely likely	The incident will most probably occur under most circumstances
B	Likely	The incident will probably occur under most circumstances
C	Possible	The incident may occur under certain circumstances
D	Unlikely	The incident is unlikely to occur
E	Rare	The incident will occur under the most exceptional circumstances

Consequence

Rating	Expression	Attributes
1	Insignificant	No injuries, low financial loss
2	Minor	First Aid Treatment, on-site release contained, medium financial loss
3	Moderate	Medical treatment required, on-site release contained with outside assistance, high financial loss
4	Major	Extensive injuries, loss of production capability, off-site release with no detrimental effects, major financial loss
5	Catastrophic	Toxic off-site release with detrimental effect, huge financial loss

Example of the analysis matrix

Legend for opportunities

Negative Consequence						Positive Consequence				
-H	-H	-H	-S	-S	A	S	S	H	H	H
-H	-H	-S	-S	-M	B	M	S	S	H	H
-H	-H	-S	-M	-L	C	L	M	S	H	H
-H	-S	-M	-L	-L	D	L	L	M	S	H
-S	-S	-M	-L	-L	E	L	L	M	S	S
-5	-4	-3	-2	-1		1	2	3	4	5
Disastrous	Significant	Moderate	Minor	Insignificant	↑ Likelihood	Insignificant	Minor	Moderate	Major	outstanding

Expert advice

➢ Federal, state and local government regulatory authorities

➢ Private consultants appropriate to the risk being evaluated.

Hierarchy of control

➢ Eliminate

➢ Substitute

➢ Isolate/Engineering

➢ Administrative

➢ PPE.

Associated risks

Other associated risks include:

➤ Counselling/disciplinary processes

➤ Housekeeping and storage

➤ WHS records and maintenance analysis

➤ Issue resolution

➤ Workplace inspection including plant and equipment.

Activity 3A

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

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

Kotter's Model of Change

- ➢ Increase urgency
- ➢ Build the guiding team
- ➢ Get the vision right
- ➢ Communicate for buy-in
- ➢ Empower action
- ➢ Create short-term wins
- ➢ Don't let up
- ➢ Make change stick.

Hazard control

Potential hazards should be identified by:

➢ The team

➢ Supervisors

➢ Audits, such as independent, external, internal and job safety audits

➢ Operational processes

➢ Trials of new ideas.

Common hazards can include:

Hazard	Potential harm
Manual tasks	Overexertion or repetitive movement can cause muscular strain
Working at height	Falling objects, falls, slips and trips of people can cause fractures, bruises, lacerations, dislocations, concussion, permanent injuries or death
Electricity	Potential ignition source. Exposure to live electrical wires can cause shock, burns or death from electrocution,
Machinery and equipment	Being hit by moving vehicles, or being caught by moving parts of machinery can cause fractures, bruises, lacerations, dislocations, permanent injuries or death
Hazardous chemicals	Chemicals such as acids, hydrocarbons, heavy metals and dusts such as asbestos and silica can cause respiratory illnesses, cancers, dermatitis
Extreme temperatures	Heat can cause burns, heat stroke, fatigue Cold can cause hypothermia, frost bite

Employee roles

When identifying risk make sure the employee:

➢ Can perform their tasks safely

➢ Is supplied with appropriate tools and equipment are provided and maintained

➢ Does not take unsafe short cuts

➢ Ensures that changes that occur have not affected WHS.

Assessing risk

➢ Make sure that you can estimate the level of risk

➢ Decide the order in which risk should be resolved.

Minimising risk

When you participate in risk consider:

➢ Equipment used

➢ The nature of the risk

➢ Number of employees involved in the process

➢ Level of exposure to the risk

➢ Required training

➢ The existing controls already in place.

Only use administrative and PPE controls

➢ When no other control measures will work

➢ For a short term until a more effective way of controlling the risk is achieved

➢ To back up the higher levels of controls.

Activity 3B

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

3.3 Develop and maintain procedures for selecting and implementing risk controls according to the hierarchy of control and WHS legislative requirements

Risk controls

Levels of risk control:

- Choosing the best control measure
- Substitute the hazard
- Isolate the hazard
- change equipment, workplace and work process
- Engineering controls
- Administrate – PPE controls.

Factors influencing the final decision

➢ Available funds

➢ Availability of equipment

➢ Its suitability to the workplace.

Operating effectively

To operate effectively, you should:

➢ Develop work procedures

➢ Provide your team with appropriate training, instructions and information

➢ Provide supervision.

Activity 3C

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

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

Inadequacies in existing risk controls

Evaluation should take place to ensure control measures are:

- Effective
- Safe to follow
- Introduced safely
- Reviewed to ensure that all hazards are identified
- Not being superseded with new work methods, equipment or chemicals to make the process safer
- Being clearly communicated.

To ensure that they remain effective

➢ Make team members accountable for health and safety

➢ Regularly review work procedures and consult with internal and external personnel

➢ Use effective communication

➢ Keep information up to date.

Inadequacy controls

Further inadequacy controls can include:

➢ Internal and external audits

➢ Feedback from team members

➢ Feedback from staff

➢ Innovation

➢ Changes to WHS legislation

➢ Through the consultative process.

Activity 3D

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

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

Intervention point

Where changes are introduced to a WHS cycle.

Changes may require expert advice

Advice	WHS experts
Testing and analysis	WHS expert
Recruitment	Human resource expert
Medical and rehabilitation advice Worker cover claims management advice Workplace therapeutic advice Workplace hygiene hazard identification	Medical practitioner
Dangerous goods or chemical spill removal	Supplier
Financial advice	Financial expert
Engineering advice	Engineer

Intervention and assistance

**Intervention and assistance may be required when:**

➢ There is a lack of skill

➢ There is a lack of time

➢ There is a question that needs answering

➢ There are facts that need to be clarified.

Expert advice

When you choose an expert, ask the following questions:

➢ Does the expert have the skills, knowledge and experience to give you the best advice?

➢ Does the expert have the required qualifications?

➢ Are their skills up to date?

➢ Have they done similar work for similar organisations?

➢ Are they a member of a professional association?
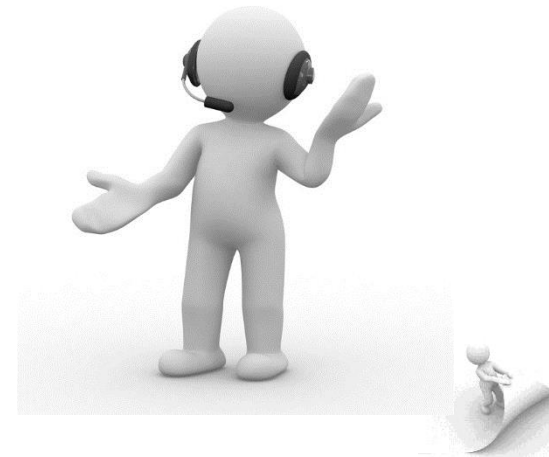
Activity 3E

Evaluate and maintain a work area WHS management system

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

Training needs analysis

When you perform a training needs analysis, you should cover:

➢ The needs of the business

➢ Gap analysis

➢ Assessment

➢ Check point

➢ Agree to training outcomes

➢ Delivery methods.

Training programs

➢ Enterprise based delivery

➢ Provider based delivery

➢ School based delivery

➢ Combination of the above.

Training methods

➢ Demonstration

➢ Discussion and debate

➢ Discussion groups

➢ Lecture presentation

➢ Problem solving and experimentation

➢ Role-playing

➢ Research

➢ Games

➢ Electronic media such as TV, video, and film.

Activity 4A

Evaluate and maintain a work area WHS management system

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

Record keeping

Record keeping may include:

➤ Audit and inspection reports

➤ Induction, instruction and training

➤ Hazardous substance registers

➤ Plant and equipment maintenance and testing reports

➤ Workers compensation and rehabilitation records

➤ First aid/medical post records.

Activity 4B

Evaluate and maintain a work area WHS management system

4.3 Measure and evaluate the WHSMS in line with the organisation's quality systems framework

Measurements taken

➢ Self assessments

➢ Physical inspections

➢ Checking and monitoring of actions

➢ Audits

➢ Key dates, time frames and deadlines.

Ask the following questions

➢ Has the WHS system added value for your company?

➢ Are the outcomes of the program measurable?

➢ Would you make a decision to contract or expand the risk program based on this information?

Who should you consult with?

➢ Workers, supervisors and health and safety representatives

➢ Staff members who may be exposed to the control measure

➢ Consult and monitor incident reports and review safety committee meetings where possible.

Activity 4C

Evaluate and maintain a work area WHS management system

4.4 Develop and implement improvements to the WHSMS to achieve organisational WHS objectives

Continuous improvement

➢ ISO standards

➢ KPIs.

KPIs and quality improvement

➢ Improve productivity without putting employees at risk

➢ Define areas in which an organisation needs to improve

➢ Minimise risk

➢ Improve training and the attendance of training

➢ Reduce time lost due to incidents.

Elements of WHS System

➤ Policy

➤ Planning

➤ Implementation

➤ Measurement and evaluation

➤ Management review and implementation.

Activity 4D

Evaluate and maintain a work area WHS management system

4.5 Ensure compliance with the WHS legislative framework to achieve, as a minimum, WHS legal requirements

Compliance

➢ Duty of care

➢ Informing the team

➢ Team to assist in compliance.

Compliance consists of:

➢ A safety management system

➢ Responsibilities and accountabilities

➢ Consultation

➢ Risk management

➢ Information, instructions and training

➢ Managing injuries

➢ Record-keeping

➢ Monitoring, review and improvement

➢ Resource management.

Activity 4E

Skills and Knowledge Activity

Major Activity

➤ This activity should take anywhere between 1-2 hours to complete and can be found at the end of your workbook.

➤ Your instructor will let you know whether they wish for you to complete it in session time or your own time.

Summary and Feedback

➢ Did we meet our objectives?

➢ How did you find this session?

➢ Any questions?

Congratulations!

You have now finished the unit…

'Ensure a Safe Workplace'