This Assessment Cover Sheet is required to be attached to your   
assessment task prior to submission for marking

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| --- | --- | --- | --- | --- |
| Student Details | | | | |
| Family Name: | Ferro | | | |
| Given Name: | Alessandro | | | |
| Subject Details | | | | |
| Qualification: | Diploma of Web Development | | | |
| Unit Code and Title: | BSBWHS521 Ensure a safe workplace for a work area | | | |
| Trainers’ Name: | Ida Ho | | | |
| Assignment Details | | | | |
| Due Date: | 19/10/2020 | Assessment No:  (If applicable) | |  |
| Date Submitted: | 18/10/2020 | | | |
| Checklist | | | | |
| * I have kept a copy of my assignment before submitting * I have completed and signed this page * I have answered all questions in the assignment * I have attached any relevant evidence/documentation, as required for the assessment | | | | |
| Declaration | | | | |
| I have been advised of the assessment requirements and have been made aware of my rights and responsibilities as an assessment candidate.  I declare that, to the best of my knowledge and belief, this assignment is my own work, all sources have been properly acknowledged, and the assignment contains no plagiarism. This assignment or any part thereof has not previously been submitted for assessment **at this or any other RTO**. | | | | |
| Student’s signature:  Alessandro Ferro | | | Date:  18/10/2020 | |

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| **Assessment Feedback** | | | | |
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| **Result** | **Satisfactory** | **Not Satisfactory** | **RPL** | **RCC** |
| **NYC – New assessment date scheduled or FIR – Further information Required** | | | **Date:** | |
| Trainers/Assessors signature: | | | Date: | |
| **Student Comments** | | | | |
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|  | | | | |
| * I have received my assessment result and am satisfied with the feedback given on this assessment | | | | |
| Student’s signature: | | | Date: | |

1.1

Locate the relevant WHS policies that define your organisation’s commitment to WHS legislation. Read through these policies and summarise the ways in which they meet WHS legislation.

Answer

Although the government of Australia is working to harmonize the legislation and the regulations related to Health and Safety on the workplace, as for now each state and territory has its own set of laws and rules. The gaps between each particular legislation are filled in by the Commonwealth law, in accordance to the Model Work Health and Safety Act 2011, effectively introduced the 1st January 2012.

When a WHS (Work Health and Safety) system is developed, some or more of the following matters should be addressed, accordingly to the type of organization and the business being operated:

* Control of Risk
* Contractor’s and employee’s duty of care
* Employer’s duty of care
* Health and safety committees and rrepresentatives
* Inspections
* Manual lifting
* Risk asessments
* The recording and/or documenting of WHs information
* Training
* Workplace discrimination

The above mentioned policies must be made available to every member of the staff, therefore they can be commonly found in paper format, displayed in strategic locations around the working area.

Copies of the policies are also individually distributed to all staff, be it in paper format or electronically, through the company’s intranet network.

The body of this legislation is comprised by The Act, a set of laws that define responsilities, enforcement and compliance, co-operation between the parts, sharing of information and proceeding, related to the application of Work Health and Safety laws.

Regulations provide the structure to implement the legislation. They details Health and Safety representatives election process, statutory notes, incident notifications, definition of ‘worker’, rights and responsibilities of representatives and committees, WHS inspectors entry rigths and problem resolution procedures.

Part of the legislation are also the Codes of Practice, which specify procedures and behaviours accurately and thoroughly, to provide guidance in maintaining a safe workplace. They are different from the regulations, because not following them wouldn’t cause any charge.

Lastly Standard Australia is a document the define the criteria to ensure the standards relevant to create an maintain a safe work environment.

Next, get into pairs with a fellow learner and highlight the key WHS policies to them, as if they are a new worker at your organisation.

1.2

What is the purpose of a duty holder in the workplace? Identify who this may involve within your organisation.

Define the WHS responsibilities for the following workplace personnel;

|  |  |
| --- | --- |
| Position | Role |
| Senior Management | * Ensuring that WHS performance levels are competitive * Making sure all staff have a clear idea of their roles and responsibilities * Promoting a culture of continuous improvement * Creating an environment built on trust, active particcipation and cooperation * Ensuring that information is shared by all * Ensuring that risk management processes are in place that protect all within the organisation * Developing a WHS management infromation system |
| Safety Officer | * Providing WHS advise * Assisting in risk management * Liasing with WHS representatives * Consulting with Health and Safety Representatives (HSR) * Assisting in the promotion of WHS * Auditing and analysing WHS issues |
| Safety Committee | * Encourage personnel to maintain an interest in WHS in th workplace * Identify gaps in skills and arrange for training and development in WHHS 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 |
| Management | * Implement safe work systems * Actively encourage the reporting of incidents * Look for opportunities to improve * Value staff contributions by acknowledginng and involving them in the decision making process * Provide safe and effective support to complete their roles safely. |
| Workplace personnel | * Take reasonable care of his or her own health and safety * Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons * Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking (PCBU) to allow that person to comply to the act * Cooperate with any reasonable policy or procedure of the PCBU relating to the healt or safety at the workplace that has been notified to the worker. |

1.3

In order to implement a WHSMS (Work Health and Safety Management System) within your organisation, what financial and human resources are required?

Answer

To implement WHSMS, both human and financial resources are needed and it is important to consider them in order for the system to operate and reach its goal.

Things such as lack of the proper training, or sub-par maintenance of machinery, can have disastrous effects, so it is important to consider all the costs involved in the health and safety of the work environment.

Human resources costs:

* 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 costs:

* 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

*Q. As a manager, once you have identified the resources that you require, the next step is to seek stakeholder approval. In order to do this, what would you need to demonstrate?*

Answer

To demonstrate that the organisation is not incurring in unnecessary costs, it is important to be able to demonstrate that the problem has been researched thoroughly. Consulting the company’s records can provide an history of injuries, training, workers compensations, cost of equipment, fire and security records and thir associated costs. In other circumstances, it can be useful consulting with the persons closer to the matter taken in consideration.

The data available should also be reviewed and kept in consideration in order to formulate alternative solutions and come up with the best possible otpion.

The reccomendations should be outcome based.

2.1

Working in pairs, act out a participative arrangement in accordance with legislation. Perform the responsibilities of the health and safety officer and a member of the health and safety committee. You should discuss three possible issues relevant to the workplace.

Answer

Dear representaive of the Health and Safety committee,

I would like to address three issues relevant to the health and safety in your workplace.

1. Being your workplace an office environment, the presence of a multitude of electronical devices has to be expected and as a consequence several cables and power cords to keep them working. Some of the older wires are clipped together and guided along the walls, suggesting that at some point an attempt at keeping them in order and ‘out of the way’ has been made, but as at the time of writing this email, several others are just hanging freely or laying on the floor in serpentines that represent a potential tripping hazard. Even considering that most workers are probably familiar with them and can navigate the office with confidence, all it takes is a moment of distraction and the consequences could be dire. Even more so considering how little it takes to sort the problem out. Moreover please consider that guests could be received in your office and they are not as familiar with the environment.

On top of that, tripping on a cord could cause the connected appliance to fall. This is not only directly dangerous for the obvious injuries it could cause, but the breackage of a machine vital to someone’s work could also lead to unnecessary stress.

1. The position of your work stations is another issue to be considered. You have in place all the evacuation procedures and signals to indicate the proper behaviour and how to reach emergency exit in case of fire or oter emergency. You also check regularly the state and compliance with the standard, of you fire extinguishers, but all of this is made pointless by the positioning of your work stations. They are to close to each other and cut the office in a way that create a wall between the workers and the emergency exit and the fire extinguishers, leaving just a little space on one side for them to pass. Finding themselves stuck during an emergency is not only dangerous because the it slows down the evacuation process at the bottleneck, but it could also result in panic driven behaviour, with all the dangers that it involves.
2. The last thing is related to the employees working conditions. Although you respect the expected minimum break times, working in an office, sitting for prolonged hours in front of a screen can lead to bad posture that can be the cause of health issues and to stress. It is advisable to remind the workers to take a break from time to time to minimise the risk.

2.2

Discuss how you would resolve the issues which were generated in the previous question, and whose responsibility it is that they are solved.

Fortunately all of the issues present an easy solution that would require none if ot miminal investment by the organization.

1. The problem with the cables laying on the floor and hanging from the appliances can be resolved by organizing the workspace better, with consideration for the closer power points and how the power cords can reach them safely without being in the way. Some clips can also been purchased to tie the cords together and keep them along the walls.

New desks, better equipped for cables allocation can be an alternative solution, but it would be more expensive and it is not considered necessary at this stage.

1. Repositioning the work stations would also solve the second issue. Leaving a wide passage in the middle of the room and enough space between the desks would allow the employee to access the emegency exit and the fire extinguishers easily and quickly in an ordinate manner.
2. For the last problem, making available coffe, tea and a snack machine would be a good starting point. It needs to be also considered that the workers are not used to pause from work from time to time and it could be difficult to break the habit. The supervisors and the management should be trained to encourage the employees to take some moments of rest when they need them. It would also be useful to hang some signs on the wall in the working area, where thay are easily seen by everyone, as reminders that when the work become overwhelming a short break can be a valid help.

The proposed solutions are both cost effective and efficient to address the problems mentioned earlier.

2.3

Refer back to activity 2A; in the same pair, act out telling another pair the outcomes as if they are the rest of the workers.

Answer

To all the staff,

As a result of the meeting held between the Health and Safety Officer and the Health and Safety Committee representative, some issues have been identified and the company is working to adress them as quickly and efficiently as possible.

In the current situation three major problems need to be addressed:

The cables on the floor may cause someone to trip on them.

The position of the work stations compromise the workers ability to safely and quickly reach the emergency measures if needed.

The lack of viable means to break from work to freshen up and recharge during the day.

Some changes to the work environment are being taken in consideration, to reasonably ensure the safety and guarantee the wellbeing of every worker in the company.

Office space re-organization

The work stations should be moved and spaced out to leave anough room to maneuver in case of an emergency evacuation.

The new set-up should allow to ‘tidy up’ the cables currently spread across the floor, hiding them and keeping them stuck to the walls. This should prevent any tripping hazard, but your co-operation would as well be required to keep things that way.

Coffee and Tea

Snacks coffee and tea will be made available for everyone. You are encouraged to used them with no restriction and to remember to ‘break’ from work from time to time.

The over mentioned solutions are the ones proposed during the meeting, but your input on the matter is not just welcomed, but also encouraged.

Should you have any idea or opinion you may want to express, you can contact your Health and Safety representative by email or in person.

A dedicated box will also be set up in the office area if you still want to make your voice heard but want to keep yourself anonymous.

A copy of this letter has been emailed to all the workers and can be found in paper format on the notice board.

The supervisors will hold meetings with the employees to ensure that everyone is on board.

Q. In what ways can management provide information and support to employees in the workplace?

Answer

Information provided to the emplyee should be clear and easy to understand. This translates in making sure that the workers are aware of the risks and dangers, in their work environment and of what is expected from them in relation to their health and safety.

In case of changes the employees should have a chance to express their opinion before-hand and should be effectively communicated how the changes will affect them.

The employer must adopt the most effective way of communication and make sure that everyone is reached by the information.

3.1

What do you need to reflect and consider with associated risks in regards to a hazard?

Answer

When assessing the level and the acceptability of an associated risk, there are three factors that need to be taken in consideration:

* The probability that the hazard will lead to an accident.
* The consequences if the accident happens
* The stakeholders degree of exposure to the risk.

To proper address these criteria and obtain an indication of the risk level, the risk should be properly analysed, using one of the three different types of risk analysis: Qualitative, semi-quantitative or quantitative. The model adopted largely depends on the data available, but most companies use qualitative analysis as a starting point. When more specific data are available, quantitative analysis can be applied.

Q. Develop a procedure for identifying hazards in the workplace, e.g. completing a form.

Answer

Most companies provide a form for the identification and the assessment of hazards in the workplace.

The following tables allow to assess the probability and the consequences related to assessing an associated risk.

Probability

|  |  |  |
| --- | --- | --- |
| Rating | Expression | Attributes |
| A | Extreme likely | The incident 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 |

Consequences

|  |  |  |
| --- | --- | --- |
| Rating | Expression | Attributes |
| 1 | Insignificant | No injuries, low financial loss |
| 2 | Minor | First Aid treatment, on-site release contained, medium financia 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 |

By cross-referencing the two above table, we can obtain the Risk Analysis Matrix.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Likelihood | A | S | S | H | H | H |
| B | M | S | S | H | H |
| C | L | M | S | H | H |
| D | L | L | M | S | H |
| E | L | L | M | S | S |
|  | 1 | 2 | 3 | 4 | 5 |
| Consequence | | | | | | |

3.2

During an economic recession, there was a downturn in demand for your product, which led to the reduction in staff numbers in your factory. However, demand for your product is now increasing. You want to introduce a new piece of equipment to your worksite that will increase productivity and ensure that the worksite and employees are safe.

Q. Use Kotter’s 8 step change model to explain how you would implement the change.

Answer

1. Increase Urgency

The increase in demand cannot be met by the current workforce. Leaving things as they are would either mean giving up on the opprtunity to grow, or overload the burden of work on the employees shoulders without meeting the demand anyway.

The introduction of new equipment would assist the production team in reaching the espected goals, making everyone life easier while allowing the company to enlarge their business.

1. Build a guiding coalition

I would identify the most influential people in the company, with no regards for the traditional roles and ranks, and I would get them on board, committed to the change, to form a team to lead the change.

1. Get the vision right

I would determine the values that drive the future of the organization and I would create a strategy to reach that vision.

1. Communicate for buy-in

I would talk often about the change, to make it tangible, addressing people’s concerns and anxieties and apllying the vision to every aspect of the operation. People should breath the change and feel that is really happening.

1. Empower actions

Obstacles should be removed and people actively participating or contributing to the change hould be rewarded.

1. Create short term wins

Breaking down the project in smaller, easy to achieve targets, setting at the beginning sure-fire target and rewarding the people that help to meet them, would help to increase the morale and the commitment to the change from the get go.

1. Don’t let up

Once the change is successful, it is important to analyse what went right and what needs improvement. We should keep striving for improvement and set new goals to continue buiding on the momentum created. Keep the change coalition alive by bringing in new energies.

1. Make change stick

Change needs to become part of the company’s culture. I would talk about the progress and achievement, include the change ideals and values when hiring new staff, publicly recognizing the key member of the original change coalition and replace them as they move on, to make their legacy relevant.

Q. Before beginning work in a new section of the factory, what do you believe you should do to ensure that the work area is safe?

Answer

Potential hazards should be identified by the team, but also by the supervisors, by audits such as independent, externalinternal and job safety audits, workplace processes and tril of new ideas.

List the hazards that you may find in an office. What potential harm can arise from this risk?

|  |  |
| --- | --- |
| **Hazard** | **Potential harm** |
| Repetitive work | The reduction in physical activity can lead to injuries that can cumulate over time, hard to detect on a day to day basis. |
| Sitting for long periods of time | As for repetitive work, sitting for long periods, can lead to a pletora of pysical problems that can go undetected for a long time. |
| Poorly designed work stations | Can lead to bad posture and increase the stress level on the workspace. Again the consequences are subtle and can take a long time to become apparent. |
| Lifting, handling and moving office equipment and supplies | Lifting and moving heavy materials with bad posture can cause back injuries for the person and damages for the object being lifted or carried in case of fall. |
| Tripping on objects on the floor or power cords | It can cause injuries can potentially damage object falling on the floor. |
| Workplace bullying, harassment and occupational violence | It can increase stress and make the working environment feel hostile. The effects have strong ripercussion even outside the workplace and can cause psychological damage. |
| Work-related stress | In the long termm can lead to anxiety and depression |
| Environment toxins | Chemicals outgassed by floors and furniture in a close, thight environment could lead to poisoning, compromising the health of the workers. |
| Poor lighting | Apart for the obvious risk of collision due to poor lighting, another major issue is that it can contribute to vision problems such as eyestrain, headaches and even vision impairment on the long term. |
| Fire hazard | Electrical equipment could lead to fire. This is not just dangerous for people that could incur in injuries or even death, but also for important documentation that could be destroyed. |

Choose three risks and then use the likelihood, consequences and analysis matrix to determine the level of for each.

|  |  |  |  |
| --- | --- | --- | --- |
| **Hazard** | **Likelihood** | **Consequence** | **Analysis Matrix** |
| Work related stress | B | 3 | S |
| Fire Hazard | B | 5 | H |
| Lifting Handling and moving office equipment and supplies | A | 2 | S |

Q. Choose one of the hazards that you chose and explain how you determined the level of risk for the hazard.

Answer

Fire hazard – Electrical equipment can possibly lead to fires. For as unlikely as it is to happen, it already happened and can happen again. Fire extinguishers and workers trained to deal with minor fires can make a difference in keep the situation under control and even to solve the problem withouth any external intervention, but a fire can quicly outgow the workers capacity to deal with it.

The consequences of a fire in an office, can be insignificant if the fire is suppressed immediately, or Catastrophic if the fire becomes uncontrollable, representing a potential danger for human life and the office assets as well.

3.3

Using the example of likelihood, consequence and analysis matrix, write a control measure for each level of the six levels of control.

Risk: Lifting, handling and moving office equipment and supplies.

|  |  |
| --- | --- |
| **Level of control used** | **Control Measure** |
| Choosing the best control measure | The work and the supplies deliveries should be planned to ensure that no one is left to lift or move heavy objects alone |
| Substitute the hazard | If there is no assistance available, the heavy object can be left where it is. A note signaling of its presence can be left on the door to notify the other persons of the object’s presence. The risk of tripping is less likely to happen than an injury trying to lift something too heavy. |
| Isolate the risk | Whenever someone needs to lift or carry something heavy that may cause injury, the person can ask for assistance to a colleague. |
| Change equipment, workplace and work process | Trolleys or other means to move equiment in an office space should be provided to the personnel. |
| Administrative control | A procedure to notify the colleagues of the problem should be in place, so that at the next occasion that two persons are available can solve it, or if other people find themselves alone, know what to be aware of. |
| Use PPE | The use of adequate protective gloves, made in a material that would prevent the heavy object from slipping. |

Q. Choose the correct control measure. Now list the steps that you believe you should follow to ensure the change is updated smoothly.

Answer

* Develping work procedures.
* Provide appropriate training, instruction and information
* Provide supervision.

3.4

You have been asked to review an engineering control that is too expensive in regards to adding an extra guard onto equipment. List and explain two ways in which you can identify any other inadequacies that may arise.

* Feedback from team members.

The persons that are in closer contact with the risk can give a valuable perspective that may be worth keeping in consideration when trying to identify inadequacies of a system.

* Changes to WHS legislation

A procedure can become outdated following changes in the legislation, thus requiring a re-thinking of the processes and the procedures.

3.5

What is an intervention point? Give an example.

Answer

An intervention point is a change that are introduced to a WHS cycle. Often this changes require assistance from a specialist.

For example, a change in the legislation can require additional training to the staff emplyed and the company may need the service of a training organization.

Q. Using the intervention point that you have used in the last question, what WHS expert advice would you request and why?

Answer

The company would need the expertise of a training organization to provide the training required. As an example, if medical training is required, a college or a school prepared to offer this type of specific training should be contacted.

Q. What questions should you ask when you choose an expert?

Answer

* 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 organizations?
* Are they member of a professional association?

4.1

You have been asked to perform a gap analysis on your team member. Choose a partner and design a gap analysis form for a WHS representative. Ask your partner to complete the form. Your partner should rate their experience level from one to five with one being low experience and five being high level of experience.

Review your partner’s responses. Develop a WHS induction and training program to meet the needs of your partner. Next, provide them with the necessary information you have developed to fill their knowledge gap.

Answer

|  |  |  |  |
| --- | --- | --- | --- |
| Competency/ Skills | Rating | Gaps | Notes |
| New technologies | 5 | None | Aware of the most recent innovation in the field. |
| Clear written communication | 3 | Written communication is clear but not up to par with verbal communication. | Not a native speker.  English is a second language. |
| Risk assessment | 4 | Minimum gap.  Unfamiliar with Australian standards. | Extremely experienced in the field (over ten years). |
| Risk control | 3 | Tendency to under-estimate less obvious risks. | e.g. Too much time seated in front of the screen. |
| Housekeeping | 4 | Can always be improved | Working premises are spotless and well organised. |
| Manual handling | 2 | Lacking the physical fitness level for manual work. | Mostly unreqired for the job. |
| Waste management | 5 | None | Standard and policies followed scrupulously. |
| Accident record keeping | 3 | Only major accidents are recorded. | Minor accidents are usually dealt with and forgotten soon after. |

Training program

The gap analysis identified minor areas of improvement necessary. For the most part, the employee is competent and higly experienced and th use of external resources, such as third party training providers, is deemed unnecessary.

For those skills that the employee has marked as four or five, no training is necessary.

Skills that have been marked as three are indicative of areas where eperience is lacking and some internal training on organisational procedures is required.

The only skill scored below three is not considered relevant for the role and job profile of the employee, thus no training is necessary.

Training methods

The training will consist in a review of the organisational standards and procedures conducted by the person responsible for the health and safety in the company.

The proficiency in the wrritten english language is not going to be addressed. The gap will be fikked organically by the experience in the company’s day to day operations.

4.2

You should locate your organisation’s WHS records to identify a history of occupational injury and disease. Review these records and make note of any patterns and areas for concern.

You have been provided with a list of hazards. What records would you use to identify an internal problem?

|  |  |
| --- | --- |
| **Internal problem** | * Internal audit reports * External audit reports * Inspection reports |
| **Low skill level** | * Induction records * Training reports * Instruction manuals * Operational procedures * Workers compensation records * Performance apprisal and training records |
| **Results of risk assessment** | * Maintenance record sheets * Housekeeping record sheets * Hazardous substances registers * First aid/accident reports * Workers compensation and rehabilitaion records * Workplace envirronmental monitoring record |
| **Reports that chemicals keep mixing** | * Hazardous substances registers * Testing reports * Safety data sheets * Workers history to exposure |
| **Electrical lead keeps obtaining holes in it** | * Housekeeping records * Manufacturers and suppliers information * Plant and equipment maintenance. * Workplace environmental monitoring record. |

4.3

You need to measure and evaluate the WHS system as part of continuous improvement. In the table below, there is a list of possible assessment tools that can be used. In the second column; in point form explain what you would monitor and in the third column explain how you would measure it.

|  |  |  |
| --- | --- | --- |
| **Method** | **What would you monitor?** | **How would you measure it?** |
| **Self-assessment** | * Skill level * Risk to health and safety * Exposure to hazards * Adherence to standards and procedures | * Performance measurements * KPI * Incident investigation * Records of corrective actions. |
| **Physical inspection** | * Life safety measures * Workplace environment safety. * Hazard management | * Incident investigation * External audit * Internal audit |
| **Checking and monitoring success of actions** | * Effectiveness of corrective actions * People involvement * Hazard management | * Performance measurements * Incident investigation * Records of compliance * Internal and external audit * Implementation review |
| **Audit and reassessment of risk to achieving objectives** | * Life safety measures * Health and safety procedures * Health and safety policies * Workplace operations * Emergency procedures | * Internal and external audit * Incident investigation * Records of compliance * Implementation review * Performance measurement |
| **Key dates, time frames and deadlines for communicating** | * People involvement * Importance given to WHS in the organisation culture * Procedures * Policies | * Records of compliance * Meetings minutes * Records of communications * Policies and procedures sign-offs * Staff interviews * Documentation version tables. |

4.4

Identify ways in which the WHSMS does not meet current organisational WHS objectives, and suggests ways in which it could. Consider quality improvement and key performance indicators (KPIs).

Answer

The measures currently adopted by the organisation to record and trace measurements and evaluations are not precisely defined, resulting in lacking documentation and poor data mangement.

Improvement in this area can be achieved by implementing a formal procedure to produce the required documentation and record the necessary data.

The first step should be to identify those elements that need to be recorded and subsequently dentify appropriate methods to record and trace them.

Some of these methods are:

* KPIs
* Implementation review
* Internal auditing
* External auditing
* Records of complinace
* Incident investigation
* Records of testing and monitoring of corrective actions
* Records of testing and monitoring of quality improvements.

4.5

Use the WHS compliance self-assessment form located at the back of the learner guide to evaluate your organisation’s compliance to the legislation.

|  |  |
| --- | --- |
| WHS Policy | Yes/No |
| Do you understand your company’ legal WHS obligations? | Yes |
| Do you a WHS policy? | Yes |
| Do you WHS objectives and targets? | Yes |
| Do you review and evaluate your WHS effectiveness? | Yes |
| Are your WHS policies and procedures documented? | Yes |
| Are your WHS systems regularly reviewed and kept up to date? | Yes |
| Do you provide financial, physical and human resources for WHS? | Yes |
| Are WHS responsibilities outlined in your position descriptions? | Yes |
| Process and Systems | Yes/No |
| Do you have a senior manager who is responsible for WHS? | Yes |
| Do you jkeep a register of injuries and first aid treatment? | Yes |
| Do you have a system for reporting & investigating accidents? | Yes |
| Do you conduct regular inspections of your workplace? | Yes |
| Do you have an induction program for new staff? | Yes |
| Do you a WHS committee in place that meets regularly? | Yes |
| Are signs/notices displayed in accordance with legal requirements? | Yes |
| Do you have a documented WHS training program in place? | Yes |
| Do you emergency procedures and evacuation plan in place? | Yes |
| Do you documented procedures in place for resolving disputes? | Yes |
| Do you documented work procedures for hazardous tasks? | Yes |
| Are your first aid resources adequate? | Yes |
| Do you have a documented process for risk assessment and control? | Yes |
| Do you keep a register of your plant and equipment? | Yes |
| Are material safety data sheets for all chemicals on site? | Yes |
| Are material safety data sheets for all chemicals used on site? | Yes |
| Do you keep a register of dangerous goods or hazardous substances? | Yes |
| Do you have a process in place to collect, file and retain WHS records? | Yes |

Skills and Knowledge Activity

**Complete the following individually and attach your completed work to your workbook.**

The answers to the following questions will enable you to demonstrate your knowledge of:

* Reading
* Writing
* Oral communication
* Numeracy
* Navigate the world of work
* Interact with others
* Get the work done
* Relevant WHS Acts, regulations and codes of practice
* Relevant WHS organisational policies, procedures, programs and practices
* Hazard identification and risk-management processes
* The hierarchy of risk control and how it is applied in the workplace
* In-house and WHS legislative reporting requirements.

**Answer each question in as much detail as possible, considering your organisational requirements for each one.**

*All answers will vary depending on the learner and the organisation they work for but the learner should be able to answer each question competently.*

**Your organisation has been advised that an auditor from the WorkSafe/Work Cover Office in your state/territory is going to be in the office in three weeks. The aim of the audit is to ensure that your organisation has continuously improved their processes in the last twelve months.**

1. You have been delegated with the task of reviewing WHS policy and procedures within the organisation. Using the table below, briefly outline the current procedures of your organisation in the second column. In the third column make recommendations in regards to ways in which the procedure can be improved.

|  |  |  |
| --- | --- | --- |
| **Procedure** | **Current practice** | **Recommendation** |
| **Ongoing hazard identification, assessment and control of associated risks.** | Daily morning staff meetings  Annual internal audit  Annual external audit  Annual fire department inspections  Risk assessment and review in response to any change in the company’s procedures and equipment. | Scheduled periodic physical inspection of the workplace.  Implementation of “suggestion boxes” around the company. |
| **Policies and procedures on who to consult for various WHS issues** | Supervisors are also trained health and safety representatives.  Supervisors form an health and safety committee  Employee can refer to their supervisors for WHS relted issues. | Current measures do not take in consideration contractor and member of the public. New procedures should be designed and implemented to ensure that every person accessing the workplace is properly inducted. |
| **Induction and training plan for new employees in regards to WHS policy and procedures.** | Health and safety handbook is distribbuted to every new employee prior the commencement of employement.  Each new employee receives a copy of the company’s policies and procedures.  Each new employee receives and sign-off a contract with the relevant agreements. | Each new employee should be guided by a supervisor through the workplace their first time in the company. |
| **Measuring and using WHS records** | Every sector of the company keeps their own records.  Improvements and modification to policies and procedures are planned and implemented with consideration to the results of measurments, testing and their records.  Daily morning meetings. | Records should be organized by WHS category, non by sector. |
| **WHS consultation** | Staff member can consult with their supervisor, who act as the health and safety representative for their area.  Staff member have a chance to raise concerns in the daily morning meetings | Consultation for external contractors and for the public should be implemented.  Health and safety representatives should be nominated between the workers. |

1. Complete the two rows on your own. Make at least one recommendation for each procedure.

|  |  |  |
| --- | --- | --- |
| Procedure | Current practice | Recommendation |
| WHS committee meetings and training | The WHS committee hold monthly meetings to review and discuss incidents, procedures and changes in the WHS legislation.  The meetings result in a report that is printed and made available on the company’s notes board. | To ensure the involvement of all the staff members, the results of the WHS committee meetings should be communicated verbally during the morning meetings on the first available following day. |
| Incident report | General incident report forms and medical incident report forms are available for the staff in the management offices.  Incident reports are filled following the occurrence of an incidennt, are reviewed by the supervisor and are recorded for analysis by the WHS committee and by the management. | The forms should be made immediately available to stafff members in every sector. |

1. Committee meeting – for this step, your team must use your recommendations as part of a brain storming session.

Answer

The following considerations are the results of the analysis of the current procedures:

* There is a separation between WHS and people which isn’t ideal.
* Records and documentation need to be organized better.
* The formal procedures for reporting and record keeping discourage people from implementing them, depriving the compan from precious data.
* The involvement of workers at every level in WHS is minimal.
* People other than the employees that may have access to the company premises are not considered in the current policies, procedures and operations.

As a result of the brain storming session the following suggestions have emerged:

* Suggestions forms and boxes should be made available in every sector of the company.
* Workers should be selected to be health and safety representatives and participate in the health and safety committee.
* Records, records and documentation should be categorised and collected on a daily basis.
* External people accessing the building should be informed of the policies and procedures and should sign an induction form.
* Scheduled physical inspections of the workplace are necessary to guarantee the workers health and safety.
* New employees should be given a tour of the company with related explanation of the risks and hazards.
* The result of the WHS committee meetings should be communicated in the mornig meetings to the rest of the staff.
* Incident report forms should be made readily available to all staff in every sector.

1. Discuss each recommendation and:
   * **Identify the best improvement for each procedure**
   * **Write the name of the person who made the recommendation, write the recommendation**
   * **Briefly write in your own words why this procedure was recommended over any others listed in the brainstorming session.**

**Answer**

|  |  |  |  |
| --- | --- | --- | --- |
| **Procedure** | **Suggestion** | **Reasons why the suggestion was chosen** | **Person that made the suggestion** |
| **Ongoing hazard identification, assessment and control of associated risks.** | Installation of suggestion and incident report boxes with relative forms in every sector of the company. | 1 . It would improve people involvement in WHS.  2 . Increased involvement would result in increased care for hazarrd identification, assessment and risk control | Alessandro Ferro |
| **Policies and procedures on who to consult for various WHS issues** | Induction and induction form sign-off for external people that have access to the company. | External people may be anaware of the hazards related to the workspace. | Alessandro Ferro |
| **Induction and training plan for new employees in regards to WHS policy and procedures.** | New employees should be given a tour of the company with related explanation of the risks and hazards. | WHS handbook and induction documentationmay not fully highlight the hazards present in the company.  Some people are more receptive to a “show and tell” kind of approach. | Alessandro Ferro |
| **Measuring and using WHS records** | Records, records and documentation should be categorised and collected on a daily basis. | Better organization would result in better use of the documentation, speeding up and making more effective the improvement process. | Alessandro Ferro |
| **WHS consultation** | Workers should be selected to be health and safety representatives and participate in the health and safety committee. | To develop a genuine and active interest in WHS, the workers should be directly involved in its practices and in the decision making process. | Alessandro Ferro |

|  |  |  |  |
| --- | --- | --- | --- |
| **Procedure** | **Suggestion** | **Reasons why the suggestion was chosen** | **Person that made the suggestion** |
| **WHS committee meetings and training** | The result of the WHS committee meetings should be communicated in the mornig meetings to the rest of the staff. | It is important ot keep everyone on the same boat and up to date with any information and decision relevant to WHS. | Alessandro Ferro |
| **Incident report** | Incident report forms should be made readily available to all staff in every sector. | A more agile reporting structure would increase the amount of data produced, hich can be collected and analysed to further improve the company’s WHS culture. | Alessandro Ferro |

1. If no recommendation for improvement is recommended, explain why.

## Major Activity

***This is a major activity –* your instructor will let you know whether you will complete it during class or in your own time.**

***Completed answers should be attached to the workbook.***

*You must individually, answer the following questions in full to show your competency of each element:*

1. *Establish a WHS management system in a work area*
2. *Establish and maintain effective and compliant participation arrangements for managing WHS in a work area*
3. *Establish and maintain procedures for effectively identifying hazards, and assessing and controlling risks in a work area*
4. *Evaluate and maintain a work area WHS management system*
5. **In your own words, what does the Work and Safety Act 2011 seek to ensure?**

**Answer**

The Work Health and Safety Act 2011 seeks to ensure that all organization develop and implement a WHS system to avoid or minimize hazards to the health on safety of people on the workplace.

The bulk of the WHS system is constituted by policies and procedures aimed at formalise:

* Control of risks
* Contractor’s and employee’s duty of care
* Employer’s duty of care
* Health and saffety committees and representatives
* Inspections
* Manual lifting
* Risk assessment
* The recording and/or documenting of WHS information
* Training
* Workplace discrimination.

1. **What does Section 28 of the WHS require of the worker?**

**Answer**

Section 28 of the WHS Act defines the duties and obligation of workers on the workplace.

Workers have a legal obligation to follow the health and saffety procedures to ensure their and the safety of the other people in the workplace.

The main points are:

1. Workers must take reasonable care of their own health and safety.
2. Workers must take reasonable care of their own acts and omissions to not cause or not prevent hazards to the health and saffety of other persons.
3. Workers must try to comply at the best of their capabilities, with the instructions of the person conducting the business or undertaking, aimed at complying with the act
4. Workers must comply with any reasonable policy and procedure relating to WHS they have been notified of.
5. **For a manager to obtain approval for a resource, what should they be able to demonstrate?**

**Answer**

A manager needs to demonstrate:

* That within reasonable limits of time and effort, research on the problem has been conducted
* That within reasonable limits of time and effort the data have been reviwed..
* That different options and the risk involved have been taken in consideration.
* That recommendations have been derived by findings and facts.

1. **Under Section 16 of the Commonwealth WHS Act 1991, what must an employer ensure?**

**Answer**

Section 16 defines the duties and responsibilities of an employer in regard of health and safety on the workplace.

An employer must take care to protect the health and safety of employees by developing WHS policies and procedures and by developing a system to share the information with all the parties involved.

Together with section 21, section 16 define WHS as a co-operative effort between employer and employees.

1. **What are the benefits of consultation?**

**Answer**

* Consultation with experienced and knowledgeable team member represents a resource to resolve WHS issues.
* Allows workers to be more involved in WHS.
* Encourage team building and increases employees sense of self worth.
* Impact positively the employees perception of WHS.
* Helps in developing a sense of cooperation.
* Facilitate communication between all the duty holders.
* It creates a sense of belonging.
* It creates a sense of empowerment.

1. **How does your organisation provide WHS information to its employees?**

**Answer**

Relevant information need to be shared with in a way that is easily accessible to them. There is no universal solution valid for everyone and when developing the policies and procedures that deal with the sharing of information this has to be kept in cosideration.

Although a general understandig of all the policies and procedures is certainly useful, workers should be only given the information that concern their job, position and level of authority, so that information relevant and pertinent.

When internal resources are inadequate, access to external resources, such as specialists, should be guaranteed.

Data, records and reports should also made available for consultation by the employee.

When necessary training and support should be provided to staff members.

Whatever the method adopted to share information, it needs to be easily accessible and understandable by by staff members.

1. **What are the stages of the hierarchy of controls?**

**Answer**

* **Elimination** of the risk
* **Substitution** of the risk with a risk easier to control
* **Isolation** of the dangers from people.
* **Engineering** of plants, structures, equipment and processes to reduce risks associated with storage handling.
* **Administrative** practices aimed at reducing the risk.
* **PPE** use of protective personal equipment.

1. **In brief, what are the eight steps of Kotter’s model of change?**

**Answer**

1. **Increase urgency –** Call to action by making the goals real, reachable and relevant.
2. **Build the guiding team –** Involve the right people to inspire and guide everyone else.
3. **Get the vision right –** Establish the right vision to inspire people.
4. **Communicate for buy-in –** Simplify communication.
5. **Empower actions –** Work to make other people work easier. Reward and recognize progress and achievements.
6. **Create short-term wins –** Make goals achievable. Many manageable initiatives work better than a single overwhelming one.
7. **Don’t let up –** Don’t loose momentum.
8. **Make change stick –** Welcome change and encourage people to approach change with a positive attitude.
9. **When you have decided on a course of change in the workplace, what should you do for it to operate effectively?**

**Answer**

* Develop work procedures to ensure that the employees work consistently.
* Provide your team with appropriate training, instruction and information, to ensure that everyona is on the same boat, moving in the same direction
* Provide supervision to ensure that workers at any level of experience can perform proficiently.

1. **Once controls are implemented and employees trained, what should you look for when evaluating how effective the controls have been?**

**Answer**

* Effectiveness of controls
* Safety of following controls
* Safety of introducing controls
* That controls have been reviewed to ensure that all hazards have been identified
* That controls are current with the actual operations
* That controls have been communicated and training has been delivered
* That controls have been understood
* That controls are in line with the legislative requirements and that the severity of the risks on the health and safety of the workers doesn’t exceed minimal.

1. **Under what circumstances would expert WHS advice be needed?**

**Answer**

* Skills are found to be lacking
* There is not enough time
* There is one or more questions that need to be answered
* There are facts that need clarification

1. **When planning a needs analysis for a training induction, what points should you cover?**

**Answer**

* What the business need – what are the reasons for the training
* Gap analysis – what the organisation wants but doesn’t have yet.
* Assessment – Skills, knowledge and experience of the people participating in the training
* Check point – if the proposed training would fill the gap
* Agree to training outcomes – if the training would meet the objectives and outcomes required
* Delivery methods – themost appropriate delivery methods to ensure that the training is effective in providing the team or the individual with the required skills needed?

1. **What records-keeping systems does your organisation use and what information does it contain?**

**Answer**

* Database – Identifies patterns and recurrences in relation to accidents/incidents, or peaks in the ammount of injuries in some areas.
* Audit and inspection reports – faulty equipment.
* Workplace environmental monitoring records – increases in emissions, variances in exposure and other environmental changes that affect the company’s operations.
* Consultation – meetings minutes and reports, work groups, forms and documentation.
* Induction, instruction and training reports – skill assessment, gap analysis and training results.
* Manufacturers documentation – information on dangerous goods.
* Hazardous substances register – identifies which substances are present on the workplace.
* Plant and equipment maintenance and testing records – faulty equipment and maintenance patterns.
* Workers compensation and rehabilitation records – costs of workers compensation and variances in workers rehabilitation.
* First aid/medical post records – increase or decrease in the number of injuries.

1. **What methods can be used to evaluated WHS management systems comply with the organisational quality systems framework?**

**Answer**

* Self-assessment
* Physical inspection
* Checking and monitoring success of actions
* Audit and reassessment of risk to achieving objectives
* Key dates, time frames and deadlines for communicating

1. **A WHS system contains five elements, what are they?**

**Answer**

* Policy
* Planning
* Implementation
* Measurements and evaluation
* Management review and implementation

1. **In order to comply with the WHS act what must your** organisation demonstrate?

**Answer**

The organisation must demonstrate that the employer has a duty of care to ensure that the workplace is free of risks, injury and disease.

The ensure this a WHS management system needs to be implemented, to assess risks and hazards to the health and safety of the employees and to share any information relevant to the pursuit of this goal.

Following are the elements that define compliance:

* Presence of a safety management system
* Responsibilities and accountabilities
* Consiltation
* Risk management
* Information, instruction and training
* Managing injuries
* Record keeping
* Monitoring, review and improvement
* Resource management
* Corporate risk.