



**HLTWHS003**

**Maintain work health  
and safety**

**LEARNER  
GUIDE**



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# This Learner Guide

## HTLWHS003 - Maintain work health and safety (Release 3)

This unit describes the skills and knowledge required to implement and monitor work health and safety (WHS) policies, procedures and work practices as part of a small work team.

This unit applies to workers who have a key role in maintaining WHS in an organisation, including duty of care for other workers.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

**A complete copy of the above unit of competency can be downloaded from the TGA website:**

<https://training.gov.au/training/details/HTLWHS003>

## About this Unit of Study Introduction

As a worker, a trainee, or a future worker, you want to enjoy your work and become known as a valuable team member. This unit of competency will help you acquire the knowledge and skills to work effectively as an individual and in groups. It will give you the basis to contribute to the goals of the organisation which employs you.

It is essential that you begin your training by becoming familiar with the industry standards to which organisations must conform.

## This Learner Guide Covers

Maintain work health and safety (Release 3)

- I. Contribute to workplace procedures for identifying hazards and controlling risks
- II. Implement policies and procedures into work team processes
- III. Support consultation, cooperation and communication

## Learning Program

As you progress through this unit of study, you will develop skills in locating and understanding an organisation's policies and procedures. You will build up a sound knowledge of the industry standards within which organisations must operate. You will become more aware of the effect that your own skills in dealing with people have on your success or otherwise in the workplace. Knowledge of your skills and capabilities will help you make informed choices about your further study and career options.

## Additional Learning Support

To obtain additional support you may:

- Search for other resources. You may find books, journals, videos and other materials which provide additional information about topics in this unit.
- Search for other resources in your local library. Most libraries keep information about government departments and other organisations, services and programs. The librarian should be able to help you locate such resources.
- Contact information services such as Infolink, Equal Opportunity Commission, Commissioner of Workplace Agreements, Union organisations, and public relations and information services provided by various government departments. Many of these services are listed in the telephone directory.
- Contact your facilitator.

## Facilitation

Your training organisation will provide you with a facilitator. Your facilitator will play an active role in supporting your learning. Your facilitator will help you at any time during working hours to assist with:

- How and when to make contact
- What you need to do to complete this unit of study
- What support will be provided.

Here are some of the things your facilitator may do to make your study easier:

- Give you a clear visual timetable of events for the semester or term in which you are enrolled, including any deadlines for assessments
- Provide you with online webinar times and availability
- Use ‘action sheets’ to remind you about tasks you need to complete, and updates on websites
- Make themselves available by telephone for support discussion and provide you with industry updates by email where applicable
- Keep in touch with you during your studies

## Flexible Learning

Studying to become a competent worker is an interesting and exciting thing to do. You will learn about current issues in this area. You will establish relationships with other students, fellow workers, and clients. You will learn about your own ideas, attitudes, and values. You will also have fun. (Most of the time!)

At other times, studying can seem overwhelming and impossibly demanding, particularly when you have an assignment to do and you aren't sure how to tackle it, your family and friends want you to spend time with them, or a movie you want to see is on television.

Sometimes being a student can be hard.

Here are some ideas to help you through the hard times. To study effectively, you need space, resources, and time.

### Space

Try to set up a place at home or at work where you can:

- Keep your study materials
- Be reasonably quiet and free from interruptions
- Be reasonably comfortable, with good lighting, seating, and a flat surface for writing.

If it is impossible for you to set up a study space, perhaps you could use your local library. You will not be able to store your study materials there, but you will have quiet, a desk and chair, and easy access to the other facilities.

## Study Resources

The most basic resources you will need are:

- A chair
- A desk or table
- A computer with Internet access
- A reading lamp or good light
- A folder or file to keep your notes and study materials together
- Materials to record information (pen and paper or notebooks, or a computer and printer)
- Reference materials, including a dictionary

Do not forget that other people can be valuable study resources. Your fellow workers, work supervisor, other students, your facilitator, your local librarian, and workers in this area can also help you.

## Time

It is important to plan your study time. Work out a time that suits you and plan around it. Most people find that studying, in short, concentrated blocks of time (an hour or two) at regular intervals (daily, every second day, once a week) is more effective than trying to cram a lot of learning into a whole day. You need time to ‘digest’ the information in one section before you move on to the next, and everyone needs regular breaks from study to avoid overload. Be realistic in allocating time for study. Look at what is required for the unit and look at your other commitments.

Make up a study timetable and stick to it. Build in ‘deadlines’ and set yourself goals for completing study tasks. Allow time for reading and completing activities. Remember that it is the quality of the time you spend studying rather than the quantity that is important.

## Study Strategies

Different people have different learning ‘styles’. Some people learn best by listening or repeating things out loud. Some learn best by ‘doing’, some by reading and making notes. Assess your own learning style and try to identify any barriers to learning which might affect you. Are you easily distracted? Are you afraid you will fail? Are you taking study too seriously? Not seriously enough? Do you have supportive friends and family? Here are some ideas for effective study strategies:

1. **Make notes.** This often helps you to remember new or unfamiliar information. Do not worry about spelling or neatness, as long as you can read your own notes. Keep your notes with the rest of your study materials and add to them as you go. Use pictures and diagrams if this helps.
2. **Underline keywords** when you are reading the materials in this Learner Guide. (Do not underline things in other people’s books.) This also helps you to remember important points.
3. **Talk to other people** (fellow workers, fellow students, friends, family, or your facilitator) about what you are learning. As well as help you to clarify and understand new ideas, talking also gives you a chance to find out extra information and to get fresh ideas and different points of view.



## Using this Learner Guide

A Learner Guide is just that, a guide to help you learn. A Learner Guide is not a textbook. Your Learner Guide will:

1. Describe the skills you need to demonstrate to achieve competency for this unit.
2. Provide information and knowledge to help you develop your skills.
3. Provide you with structured learning activities to help you absorb knowledge and information and practice your skills.
4. Direct you to other sources of additional knowledge and information about topics for this unit.

### How to Get the Most Out of Your Learner Guide

Some sections are quite long and cover complex ideas and information. If you come across anything you do not understand:

1. Talk to your facilitator.
2. Research the area using the books and materials listed under Resources.
3. Discuss the issue with other people (your workplace supervisor, fellow workers, fellow students).
4. Try to relate the information presented in this Learner Guide to your own experience and to what you already know.
5. Ask yourself questions as you go. For example, 'Have I seen this happening anywhere?' 'Could this apply to me?' 'What if...' This will help you to 'make sense' of new material, and to build on your existing knowledge.
6. Talk to people about your study. Talking is a great way to reinforce what you are learning.
7. Make notes.
8. Work through the activities. Even if you are tempted to skip some activities, do them anyway. They are there for a reason, and even if you already have the knowledge or skills relating to a particular activity, doing them will help to reinforce what you already know. If you do not understand an activity, think carefully about the way the questions or instructions are phrased. Read the section again to see if you can make sense of it. If you are still confused, contact your facilitator or discuss the activity with other students, fellow workers or with your workplace supervisor.

## Additional Research, Reading, and Note-Taking

If you are using the additional references and resources suggested in the Learner Guide to take your knowledge a step further, there are a few simple things to keep in mind to make this kind of research easier.

Always make a note of the author's name, the title of the book or article, the edition, when it was published, where it was published, and the name of the publisher. This includes online articles. If you are taking notes about specific ideas or information, you will need to put the page number as well. This is called the reference information. You will need this for some assessment tasks, and it will help you to find the book again if you need to.

Keep your notes short and to the point. Relate your notes to the material in your Learner Guide. Put things into your own words. This will give you a better understanding of the material.

Start off with a question you want answered when you are exploring additional resource materials. This will structure your reading and save you time.

# Introduction



Work health and safety (WHS) means ensuring the health and safety of everyone in the workplace. It is also known as Occupational Health and Safety (OHS). WHS covers the health and safety of all staff, customers, visitors, and suppliers.

*Based on [Work health and safety](#), used under CC BY 3.0 AU. © Commonwealth of Australia 2020.*

The significance of WHS cannot be neglected. When an individual's health and safety are prioritised in the workplace, this can help them feel safe. Because of this, it will raise their morale and increase their productivity. At the same time, an organisation will have lower work-related injuries or illnesses. Since the people are protected, there would be fewer accidents and claims for compensation. Other benefits of maintaining a safe and healthy working environment include:

- Greater job satisfaction
- Improved work contribution
- Fewer absences

In Australia, WHS is a legal requirement that everyone in the workplace must follow. The Work Health and Safety Act 2011 establishes a balanced and nationally consistent framework for WHS. It aims to protect workers' and workplaces' health and safety.

Under the WHS Act, an organisation must maintain work health and safety by:

- Keeping workers and other people safe by requiring duty holders to minimise or reduce risk
- Providing for adequate and equitable representation, consultation, and collaboration
- Encouraging employer organisations to have a constructive role in advancing WHS improvements
- Increasing the availability of WHS advice, information, education, and training
- Ensuring act of compliance through effective and appropriate enforcement procedures
- Providing proper inspection and review of acts taken by those with powers or functions under the act
- Creating a framework for ongoing improvement.

*Based on content from the Federal Register of Legislation at September 24, 2021. For the latest information on Australian Government law please go to <https://www.legislation.gov.au>. Work Health and Safety Act 2011, used under CC BY 4.0.*

As a community work officer, you play a vital role in maintaining work health and safety. You are in charge of ensuring your organisation complies with the WHS law by enforcing WHS policies and procedures. This Learner Guide will discuss how you can implement these practices and monitor if they are observed in the workplace. This includes identifying potential and existing hazards that can cause harm in the workplace.



Once identified, you will learn how to assess the risks and enforce risk control measures. This will let you eliminate the hazards or reduce the harm they can bring to the people at work. You will learn how to record the results of these health and safety processes and report incidents that occur in the workplace. This Learner Guide will also discuss how you can regularly provide information about health and safety to the work team. When the work team is aware of WHS practices, they can effectively maintain a safe working environment. And lastly, you will also learn how to encourage the work team to collaborate and communicate any concerns about WHS issues. Accomplishing these tasks will help you determine if WHS standards are followed in your organisation.



Work health and safety do not simply prevent people from being ill or having accidents. It is all about encouraging positive well-being in terms of people's comfort, happiness, and satisfaction. This is why WHS is a critical factor in ensuring the long-term success of any organisation.

In this Learner Guide, you will learn how you can help your organisation in maintaining work health and safety through the following:

- Contribute to workplace procedures for risk management
- Inform the work team about risk management procedures
- Support consultation, cooperation and communication in risk management

# I. Contribute to Workplace Procedures for Risk Management

Each organisation must follow WHS requirements identified by the Australian government. An organisation creates policies and procedures aligned to these requirements to ensure compliance. Policies are principles that guide the employee's actions within the organisation. Each policy has corresponding procedures. These are established and approved ways of undertaking a work operation or task.

To maintain a safe working environment, organisations have their risk management procedures. Risk management involves the process of identifying and assessing hazards in the workplace. After assessing the risks, controls are implemented to manage risks as *reasonably practicable*. In WHS, reasonably practicable refers to reasonably able actions that ensure health and safety in the workplace. As a community work officer, it is your utmost duty to manage risks in your organisation.

Risk management involves the following procedures:



- **Hazard Identification**

A hazard is a source or condition that can cause harm to people, property, and the environment. Hazard identification is the first step in risk management. This involves analysing work location and activity to determine dangers in the workplace (further discussion available in Section 1.1.1).

- **Risk Assessment**

Risk refers to the probability and consequences of injury or damage resulting from exposure to a hazard. Risk Assessment is the second step in risk management. This involves identifying the range of potential effects of the risk (further discussion available in Section 1.2.1).

- **Risk Controls**

Risk controls are actions performed to remove or lessen the chance of exposure to the danger. This is the third step in risk management. It involves eliminating or reducing health and safety concerns to the greatest extent possible (further discussion in Section 1.2.2).

Your role includes contributing to workplace procedures for identifying hazards. This means you are assisting your company in identifying potential workplace hazards. You can also contribute to workplace procedures for controlling risks. This means that you are searching for a control measure to limit any danger from happening. Aside from performing your duty in identifying hazards and controlling risks, you can share how you implement these at work. Since you have first-hand knowledge in WHS, your organisation will expect you to share what you know with the work team. You can share your experiences and ideas in identifying hazards and controlling risks in different ways. Depending on the resources your organisation has, you can choose from the following strategies:

- Sending a newsletter or an email
- Displaying informative posters or infographics
- Holding organisational meetings
- Conducting WHS training

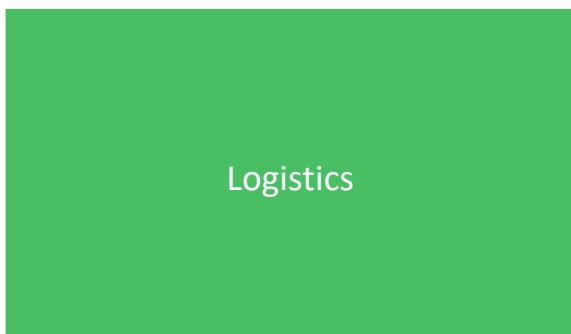
Organisational meetings are ideal for sharing your ideas and experiences in WHS. By sharing your ideas and experiences in WHS, you can guide everyone to work safely in the workplace. If you want to organise meetings, you must keep the following points in mind:



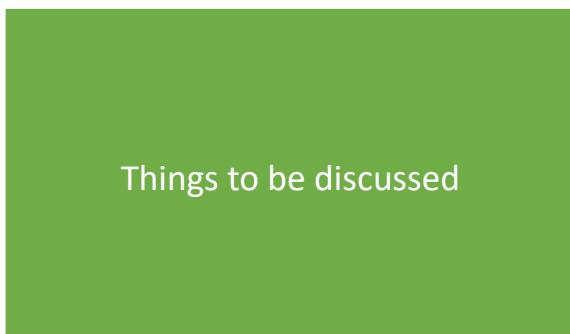
Attendees



Date, time, and venue



Logistics



Things to be discussed

- **Attendees**

When planning a meeting, make sure to include all of the people who need to attend and inform them that they need to participate.



- **Date, time, and venue**

As early as possible, you must set a schedule for the meeting at a convenient time for all parties involved. You should determine how much time the meeting will require.

- **Logistics**

Determine which participants are travelling from afar to attend the meeting and how they intend to get to the venue.

- **Things to be discussed**

Find out when the actual meeting will start. Make sure you know who will be chairing the meeting and which sessions each attendee will be assigned to. Make an agenda for the meeting as well. A meeting agenda is a list of activities that attendees hope to complete during the gathering.

In this chapter, you will learn how identifying hazards and controlling risks are essential procedures in WHS. This chapter will cover the following:

Identify and Record Hazards According to WHS Requirements

Contribute to the Development of Risk Control Strategies

Implement Risk Controls According to WHS Requirements

Identify and Report Issues With Risk Controls According to WHS Requirements

## 1.1 Identify and Record Hazards According to WHS Requirements

In the workplace, people, equipment, and the surroundings can all be dangerous. Potential hazards refer to dangers that might occur at work. It includes hazards common to the work environment and can cause harm to the employees. Suppose your organisation has a particular system for the categorisation of hazards. In that case, you will need to familiarise yourself with that system and apply that to your work. Remember that the particular type of hazards you will be mainly on the lookout for will depend on your organisation's industry.

Below are five broad types of potential hazards in the workplace and their examples:

Type of hazard	Definition	Examples
<b>Psychosocial</b>	These are hazards that negatively affect a person's mental health and well-being.	Bullying, fatigue, mental stress, isolated work, workplace change, workplace violence, or customer aggression
<b>Physical</b>	These are hazards found within the workplace that can harm a person's health.	Body stressing, confined spaces, electricity, heat, heights, noise, vibration
<b>Chemical</b>	These hazards have harmful effects on a person who has direct contact or exposure to a chemical.	Skin irritants, carcinogens, respiratory sensitisers
<b>Ergonomic</b>	These are environmental elements that can lead to musculoskeletal injuries.	Manual handling, lighting, systems and computer programs, workstation design and height
<b>Biological</b>	These are organic chemicals that endanger the health of humans and other living organisms.	Viruses, toxins from biological sources, spores, fungi, pathogenic micro-organisms, bio-active substances

Sourced from [Preventing harm and injury at work](#), used under CC BY 4.0. © Commonwealth of Australia 2020

If you are aware of the possible hazards in the workplace, it will help you identify the existing hazards in your organisation. Existing hazards refer to dangers everyone at work is currently experiencing. These dangers should be immediately identified to remove or reduce the harm they can bring to the workplace.

There might be times when an existing hazard cannot be removed entirely because part of the job is already considered the hazard. For example, a job demands the completion of a manual task which poses a risk to the worker. Manual tasks are any activity that requires a person to use their physical body to complete labour. A manual task with characteristics that increase the risk of injury is a *hazardous manual task*. Its characteristics include:

- Repeated or sustained:
  - Use of force
  - Unnatural positions
  - Movements
- Use of excessive force
- Continuous vibration exposure
- Dealing with:
  - A person or animal
  - Loads that are unstable or uneven and difficult to grasp or hold.



*Based on Guidance about hazardous manual tasks, used under CC BY 4.0.*

*© State of Western Australia (Department of Mines, Industry Regulation and Safety) 2021*

There is a regulation you can refer to on hazardous manual tasks. A regulation supplements and expands on the obligations of the WHS law (further discussion is available in Section 1.3.1). Under Section 60 of the Work Health and Safety Regulations 2011, risks associated with hazardous manual tasks, such as musculoskeletal disorders, must be managed accordingly. A musculoskeletal disorder refers to an injury to or disease of the musculoskeletal system. This regulation on hazardous manual tasks sets the standard way of handling dangerous tasks in the workplace. This is why it is the foundation for relevant codes of practice and industry standards in WHS.

As a legal requirement in work health safety, you must know how to manage risks associated with hazardous manual tasks. You can accomplish this by referring to an approved *code of practice*. A code of practice is a document that consists of appropriate methods of meeting industry requirements (further discussion is available in Section 1.3.1).

The code of practice on hazardous manual tasks will show you how to do the following:

- Spot potentially hazardous manual tasks.
- Identify the elements that can contribute to musculoskeletal problems.
- Prevent or mitigate such risks.

*Based on [Model Code of Practice: Hazardous manual tasks](#), used under CC BY 4.0. © Commonwealth of Australia.*



## Further Reading

To read further about the Model Code of Practice: Hazardous manual tasks, you can access the link below.

[Model Code of Practice: Hazardous manual tasks](#)

Your state/territory might also have its requirements for managing risks related to hazardous manual tasks. You can check with your state/territory WHS requirements to confirm this. Below is an example of Queensland's requirements when determining control measures to implement for managing risks related to hazardous manual tasks:

Postures, movements, forces and vibration relating to the hazardous manual task

The duration and frequency of the hazardous manual task

Workplace environmental conditions that may affect the hazardous manual task or the worker performing it

The design of the work area

The layout of the workplace

The systems of work used

The nature, size, weight or number of persons, animals or things involved in carrying out the hazardous manual task

*Sourced from the Queensland Legislation website at December 16, 2021. For the latest information on Queensland Government legislation please go to <https://www.legislation.qld.gov.au>.*

*Work Health and Safety Regulation 2011, used under CC BY 4.0.*

### 1.1.1 Hazard Identification

As mentioned in the introduction of Chapter 1, hazard identification is the first step in risk management. This is a significant procedure in WHS because it lets you know the dangers at work. This information will help you in risk assessment and controls.

To guide you in identifying hazards, you can access Chapter 2 of the Model Code of Practice: How to manage work health and safety risks. This document will tell you about the key areas that must be reviewed and inspected when identifying hazards.



#### Further Reading

To read further about identifying hazards, you can access Chapter 2 of the link below.

[Model Code of Practice: How to manage work health and safety risks](#)

Aside from referring to the model code of practice, you must follow your organisation's *hazard identification procedures*. This involves inspecting each work area and task to detect all of the inherent hazards in the job.

Below are methods you can use for hazard identification in the workplace:

Conducting regular workplace inspections

Asking the employees

Investigating incidents

Examining available data

Based on [How are hazards identified?](#), used under CC BY 4.0. © State of Western Australia (Department of Mines, Industry Regulation and Safety) 2021

- **Conducting regular workplace inspections**

A workplace inspection refers to an organised event in which the workplace is assessed to identify potential dangers. It involves regularly walking around the work area and studying how things are done to foresee what might go wrong. As a community work officer, you must plan regular workplace inspections. This means you are constantly looking for possible dangers before they have the potential to cause harm.



### Further Reading

To read further about workplace inspections, you can access the link below.

[Conduct workplace inspections](#)

- **Asking the employees**

Ask the employees about any health and safety issues or unreported incidents that may have occurred at work. Here are two approaches you can use in gathering information about possible hazards:

- An **interview** consists of an interviewer and an interviewee. An interviewer asks questions to guide the conversation. Meanwhile, an interviewee responds to those questions.
- A **survey** is a technique in which people are asked for information via a questionnaire administered online or offline.



- **Investigating incidents**

An incident investigation refers to the process of analysing what caused a workplace incident. It involves identifying existing dangers at work, which will help you prevent the same incidents from happening again. Your role includes investigating severe workplace incidents. This includes incidents that resulted in or have the potential for serious injury. An incident investigation consists of the following steps:

Identify the incident's causes.

Assess whether any dangerous conditions, activities, or procedures led to the occurrence.

Discover strategies to avoid such occurrences.

- **Examining available data**

There are various sources you can use to discover potential hazards in the workplace. This includes reviewing WHS records, such as incident reports and safety bulletins. You can also study the information given by manufacturers and suppliers of equipment and substances. This includes hazards and safety precautions for specific substances, plants, or processes (further discussion is available in section 1.3.1.). You must take the time to review any report that can assist you in identifying hazards that could endanger someone at work.



### Multimedia

One common risk in the workplace is the development of occupational lung diseases. Safe Work Australia provides four simple steps on how to identify relevant risks that could endanger workers.

[Identify the risks in the workplace](#)

**OCCUPATIONAL LUNG DISEASES:  
IDENTIFY THE HAZARDS IN YOUR WORKPLACE**

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IDENTIFY
MANAGE
MONITOR

### 1.1.2 Recording Identified Hazards



Identified hazards in the workplace are the results of hazard identification procedures. Recording these hazards is as important as finding them. Record-keeping refers to the process of arranging and storing an organisation's records. Records can either be hard copy or electronic. Organisations can use both types of records to ensure the accessibility of needed files.

A record of identified hazards may include:

- A list of hazards, their location, and people exposed
- A range of possible scenarios or circumstances under which these hazards may cause injury or damage
- Associated risks.

As a community work officer, you must know how to record identified hazards in the workplace. To guide you in doing this, you can refer to the legislative requirements and workplace procedures in record-keeping:

- **Legislative requirements**

These documents guide the record-keeping system of an organisation. Below are examples of legislative requirements in record-keeping:

- **Privacy Act 1988**

This Act provides the foundation for national consistency in privacy and personal data handling regulations in Australia. It ensures that the individual's privacy is respected because they are asked for their consent to be included in a specific record. This Act serves as a basis for recording other relevant reports in WHS regulations, codes of practice, and industry standards.



### Further Reading

To know more about the Privacy Act 1988, you can access the link below.

[Privacy Act 1988](#)

- **Work Health and Safety Regulations 2011**

This regulation provides specific standards for keeping relevant records in WHS. For example:



This legal requirement will ensure that WHS records are accessible and available for use as needed. It will also confirm that the correct records are kept and will determine how long they need to be maintained. Relevant codes of practice and industry standards also refer to this requirement as a basis for record-keeping.

Your state/territory might have their own work health and safety record-keeping requirements. You can check with your state/territory WHS requirements to confirm this. In Queensland, they observe the following WHS record-keeping requirements:

- Health monitoring reports in relation to a worker carrying out work are kept as a confidential record by PCBs.
- WHS training records are kept for two years.

#### ▪ Workplace procedures

These procedures will guide you in ensuring the security and privacy of all files and records within the organisation. Procedures for record-keeping may include:

- Meeting legislative requirements including state and commonwealth law
- Ensuring all records are in a consistent and easily accessible format
- Reviewing records for currency and accuracy on a routine basis
- Keeping records in a secure and protected manner
- Backing up electronic records in a routine and systematic manner
- Archiving hard copy records in a routine and systematic manner.

Below is an example of a hazard identification form template used to record hazards:

**Hazard Identification Form Template**

Project name			
Prepared by			
Date completed			
Hazard	Location of hazard	People exposed to the hazard	Associated risk

Keep in mind that records must be managed such that they are:

- Consistent
- Identifiable
- Secure
- Only available to authorised persons
- Preserved appropriately to assure security and accessibility

Consider the situation below where potential and existing hazards are identified and recorded:

### Identifying and Recording Hazards

Cascade Peak School aims to provide high-quality education while keeping the learners safe. To help them achieve this goal, they have risk management procedures. These procedures involve identifying hazards, assessing associated risks, and implementing risk controls.

Jun is a health and safety officer. He wants to ensure the safety of the students at Cascade Peak School. To do so, Jun identifies potential and existing hazards as the first step in risk management. He walks around the school to observe possible dangers that may harm the students. Jun notices that there are scrap metals scattered in the hallway. This is a potential hazard because he believes it can cause the students to trip and get injuries. Jun also spots an exit door with a loose hinge in a classroom. He considers this a possible danger because it can get someone's hand or finger caught when it closes.



Aside from observing, Jun also interviews the teachers and other school personnel. He can figure out the dangers they are currently experiencing by doing this. A teacher shares that a chemical used in cleaning the toilet has a strong odour that irritates her nose. The school librarian reveals that she almost slipped because of a spilled drink in the cafeteria. Jun asks for the consent of the teacher and the school librarian before including them in his records. After receiving their approval, he compiles all of his notes from the observations and interviews he conducted. Jun follows Cascade Peak School's record-keeping procedures by filling up an online form of identified hazards. He makes sure that his record includes the complete details of each identified school hazard.

His record looks like this:

Hazard	Location of hazard	People exposed to the hazard	Associated risk
1. Scattered scrap metals	Hallway	Students	It can cause the students to trip and get injuries.
2. Exit door with a loose hinge	Classroom	Anyone entering the classroom	It can get someone's hand or finger caught.
3. Chemical with a strong odour	Toilet	Teacher	The strong odour irritated the nose.
4. Spilled drink	Cafeteria	School librarian	The spilled drink on the floor almost caused someone to slip.

Jun reviews the identified hazards he recorded before saving the file. He checks if the information is accurate from his observations and interviews. Once done, he saves the online form as a Word document and prints a hard copy as a backup.

## Checkpoint! Let's Review



- If you are aware of the possible hazards in the workplace, it will help you identify the existing hazards in your organisation. Existing hazards refer to dangers everyone at work is currently experiencing.
- Hazard identification is the first step in risk management. To do this, you must follow your organisation's hazard identification procedures. This involves inspecting each work area and task to detect all of the inherent hazards in the job.
- Recording identified hazards is as important as finding them. Record-keeping refers to the process of arranging and storing an organisation's records. To guide you in doing this, you can refer to the legislative requirements and workplace procedures in record-keeping.

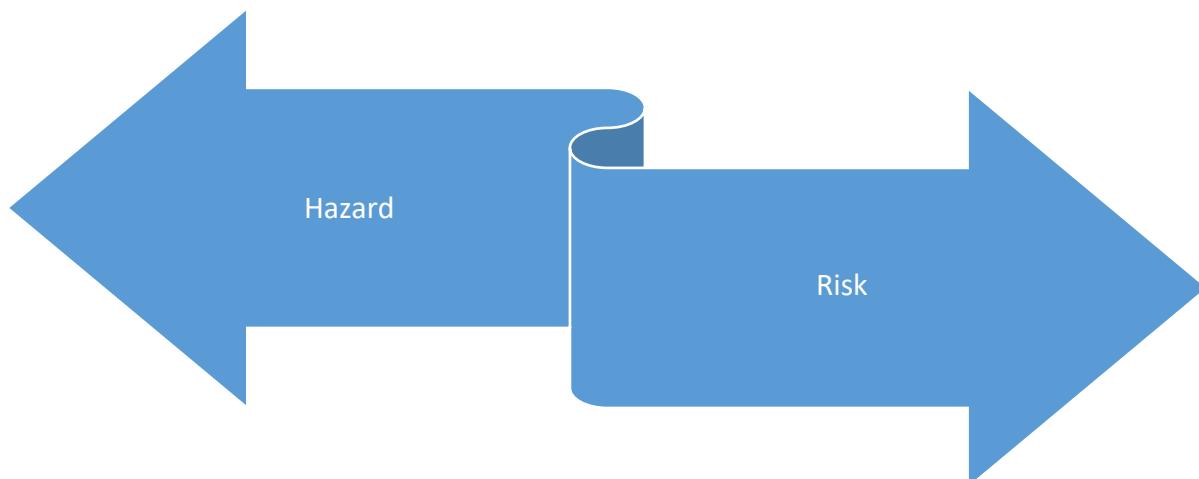


## 1.2 Contribute to the Development of Risk Control Strategies

Your knowledge of identified hazards in the workplace is necessary for completing the next steps in risk management. Before you implement these steps, you must be familiar with the principles of risk assessment and risk controls. The following sections will discuss these and how you can contribute to developing strategies for risk controls.

### 1.2.1 Risk Assessment

Sometimes, the terms ‘hazard’ and ‘risk’ are unclear. You must know the difference between these terms before conducting a risk assessment. A hazard does not pose a risk unless people are exposed to it. On the other hand, a risk arises when people are exposed to a hazard.



Once a hazard or series of hazards has been identified, you need to assess the risk associated with that hazard. Risk assessment is the second step in risk management. This involves the risk assessment process, which determines the consequence of each risk and the likelihood of these consequences from occurring. Once these are determined, you can now provide a risk rating according to a risk assessment matrix. Through this process, an organisation will identify which risks need to be treated first and find the best ways to control them.



To guide you in assessing risks, you can access Chapter 3 of the Model Code of Practice: How to manage work health and safety risks. This document will tell you about:

- Events or conditions when a risk assessment should be undertaken
- Considerations when determining the likelihood of the risk or harm occurring

The following principles are involved in the risk assessment process:

- **Consequence of the risk**

This refers to how severe the risk might be. The higher the level, the more severe the consequence of the risk is. Below are the five levels of consequence:

<b>Level</b>	<b>Descriptor</b>	<b>Description</b>
5	Extreme	Death to one or more persons
4	Major	Permanent disability to one or more persons
3	Moderate	Medical treatment required
2	Minor	First aid required
1	Insignificant	No injuries or health issues

- **Likelihood of the risk**

This refers to the probability of a consequence from happening. Below are the five levels of likelihood:

<b>Level</b>	<b>Descriptor</b>	<b>Description</b>	<b>Likelihood of Occurrence</b>
5	Almost Certain	Is expected to occur in most circumstances	> 90%
4	Likely	Will occur in most circumstances	Approximately 70–90%
3	Possible	Might occur at some time	Approximately 30–70%
2	Unlikely	Not expected to occur	Approximately 10–30%
1	Rare	May occur in exceptional circumstances	< 10%

- **Risk rating**

This refers to the level of risk, which is identified after determining the consequence and likelihood. Below is an example of a risk assessment matrix used to find the risk rating:

		Consequence				
Likelihood	Insignificant (1)	Minor (2)	Moderate (3)	Major (4)	Extreme (5)	
<b>Almost Certain (5)</b>	Low Risk (5)	Medium Risk (10)	High Risk (15)	Critical Risk (20)	Critical Risk (25)	
<b>Likely (4)</b>	Low Risk (4)	Medium Risk (8)	Medium Risk (12)	Critical Risk (16)	Critical Risk (20)	
<b>Possible (3)</b>	Low Risk (3)	Low Risk (6)	Medium Risk (9)	High Risk (12)	High Risk (15)	
<b>Unlikely (2)</b>	Low Risk (2)	Low Risk (4)	Medium Risk (6)	High Risk (8)	High Risk (10)	
<b>Rare (1)</b>	Low Risk (1)	Low Risk (2)	Low Risk (3)	Medium Risk (4)	High Risk (5)	

The likelihood and consequence ratings are multiplied to produce the level of risk as detailed in the matrix above. You can calculate the level of risk according to the following formula:

$$\text{Risk Rating} = \text{Consequence} \times \text{Likelihood}$$

By doing so, you prioritise the risks into low, medium, high and critical. For example, a consequence of 3 and a likelihood of 4 would result in a high risk ( $3 \times 4 = 12$ ). This prioritisation will help you determine which identified workplace risks need to be managed first. Note that the higher the risk, the more urgent the treatment required is.

The risk rating is the overall result of risk assessment. Recording this rating is essential to determine the risk controls in the last step of the risk management process. Under the WHS regulations, you must ensure that any risk assessment you have completed should be recorded in writing. Your state/territory might also require you to keep risk assessment records for a certain number of years. You can check with your state/territory WHS requirements to confirm this. To help you record the results of the risk assessment process, you can refer to the legislative requirements and workplace procedures for record-keeping mentioned in Section 1.1.2.



Below is an example of a risk assessment template you can use to record and assess risks:

#### **Risk Assessment Template**

Project name				
Prepared by				
Date completed				
Identified hazard	Associated risk	Consequence of the risk	Likelihood of the risk occurring	Risk rating

Consider the situation below where the risks of identified hazards are assessed and recorded:

## Assessing Risks

Once hazards are identified and recorded, Jun proceeds with risk assessment as the second step in risk management. He assesses the risks associated with each identified hazard by following the risk assessment process.

To start, Jun looks at his completed form of identified hazards and decides the consequence of each risk. He rates the scattered scrap metals and the exit door with a loose hinge with a consequence of 3 because these are moderate risks that require medical treatment. Then, Jun rates the chemical with a strong odour and the spilled drink with a consequence of 2 because these are minor risks that will require first aid.

Jun continues assessing by determining the likelihood of each risk. He rates the scattered scrap metals with a likelihood of 5 because its consequences are almost certain to happen. He rates the chemical with a strong odour with a likelihood of 4 because its consequences are likely to happen. Then, Jun rates both the exit door with a loose hinge and the spilled drink with a likelihood of 3 because these consequences are possible to happen.

After determining the consequence and likelihood, Jun multiplies these two ratings to calculate the level of risk. Then, he refers to the risk assessment matrix to find the risk rating. First, he determines that the scattered scrap metals have a high risk because it has a consequence of 3 and a likelihood of 5 ( $3 \times 5 = 15$ ). Second, he determines that the exit door with a loose hinge has a medium risk because it has a consequence of 3 and a likelihood of 3 ( $3 \times 3 = 9$ ). Third, he determines that the chemical with a strong odour has a medium risk because it has a consequence of 2 and a likelihood of 4 ( $2 \times 4 = 8$ ). Lastly, he determines that the spilled drink has a low risk because it has a consequence of 2 and a likelihood of 3 ( $2 \times 3 = 6$ ).



Jun records the results of his risk assessment by following Cascade Peak School's record-keeping procedures. He completes an online risk assessment template and makes sure that his record includes all the principles of the risk assessment process. His record looks like this:

Identified hazard	Associated risk	Consequence of the risk	Likelihood of the risk occurring	Risk rating
1. Scattered scrap metals	It can cause the students to trip and get injuries.	3	5	High Risk (15)
2. Exit door with a loose hinge	It can get someone's hand or finger caught.	3	3	Medium Risk (9)
3. Chemical with a strong odour	The strong odour irritated the nose.	2	4	Medium Risk (8)
4. Spilled drink	The spilled drink on the floor almost caused someone to slip.	2	3	Low Risk (6)

Jun reviews the risk assessment template before saving the file. He checks if his calculations are correct and his identified risk ratings are consistent with the risk assessment matrix. Once done, he saves the online template as a Word document and prints a hard copy as a backup.

## 1.2.2 Risk Controls

Once you have the risk rating, you can prioritise which risks you need to control first. Keep in mind that the higher the risk rating, the more urgent it is to manage the risk. Risk control is the process of determining and performing actions that will address risks to the greatest extent possible. As the last step in risk management, it is a critical tool for preventing accidents and injuries in the workplace. Risk control also provides several benefits to the organisation, such as:



- Identifying individuals who are at risk
- Reassessing risks to see if the control measures that have been put in place are still effective
- Meeting legal requirements in WHS.



## Further Reading

To read further about the importance of risk control, you can access the link below.

[The Importance of Risk Control Measures in the Workplace](#)

Before you can learn how to put control measures in place, you must first understand the following principles of risk controls. Under the Work Health and Safety Regulations 2011, you must:

1. Manage risks to health and safety, which involves:
  - As far as is reasonably practicable, eliminating health and safety concerns.
  - If it is not reasonably practical to remove health and safety issues, minimising such risks as much as possible.
2. Ensure that the implemented control measure is and remains:

Suitable for the task

Fit for the work's nature and duration

Correctly installed, set up, and used.

3. Review and, if necessary, adjust the control measures that have been put in place.

*Based on content from the Federal Register of Legislation at November 19, 2021. For the latest information on Australian Government law please go to <https://www.legislation.gov.au>. Work Health and Safety Regulations 2011, used under CC BY 4.0.*

### 1.2.3 Strategies for Risk Controls

There are a variety of risk control strategies you can utilise. This refers to different approaches in implementing control measures. You must ensure that your chosen method aligns with your organisation's workplace requirements. Make sure that you discuss your strategies first with your organisation before implementing them.



To guide you on the implementation of risk controls, you can access Chapter 4 and 5 of the Model Code of Practice: How to manage work health and safety risks. This document will tell you about:

- Criteria that must be followed when developing and selecting risk controls
- Key aspects that support the implementation of risk controls
- Events or conditions when risk controls must be reviewed
- Methods in reviewing effectiveness of risk controls.

Below are examples of strategies for risk control:

Rearranging the workspace and the layout

Modifying the design or replacing the equipment

Enhancing the workplace environment

Revising workplace policies and procedures



#### Further Reading

To read further about strategies for risk control, you can access the link below.

[Manual tasks - risk control examples](#)

As a community work officer, your role includes contributing to the development of strategies for risk controls. This means sharing your experiences and ideas for a more effective way to implement risk control in the workplace. Below are ways you can contribute to the development of risk control strategies:

Writing an email

Participating in WHS meetings

Reviewing existing risk control measures

Out of all the methods on the previous page, reviewing existing risk control measures is the ideal one. Since managing WHS is an ongoing process, you must review your organisation's risk control measures regularly. Doing this can ensure that control measures are in place and are effective.

Your state/territory and organisation might also require you to review other WHS procedures for a specific time frame. To confirm this, you can check with your state/territory WHS requirements and workplace procedures.



### Checkpoint! Let's Review

1. After identifying hazards, you analyse and evaluate how likely and severe the risk is. Risk assessment refers to assessing the level of risk associated with a particular identified hazard.
2. The principles of the risk assessment process are:
  - Consequence of the risk
  - Likelihood of the risk
  - Risk rating.
3. Once you have the risk rating, you can prioritise which risks you need to control first. Risk control is the process of determining and performing actions that will manage risks to the greatest extent possible.

## 1.3 Implement Risk Controls According to WHS Requirements

You can put the proper risk control measures in place now that you understand the principles of risk controls. Under the WHS Regulations, you have to follow the Hierarchy of Controls in eliminating or minimising workplace dangers. You must also ensure that your chosen risk control strategy aligns with your workplace procedures.



Procedures for implementing risk controls may include the following:

**1. Develop options for risk control by:**

- Reviewing workplace information
- Applying knowledge of WHS legislation and standards
- Applying the Hierarchy of Controls
- Seeking input from stakeholders and key personnel
- Obtaining specialist advice as required.

**2. Evaluate options to select appropriate options for control by:**

- Reviewing outcomes of risk assessments
- Identifying factors that may limit effectiveness
- Involving stakeholders and key personnel.

**3. Contribute to the implementation of controls by:**

- Seeking appropriate authority and resources
- Documenting actions required to achieve change
- Consulting and involving stakeholders to implement change.

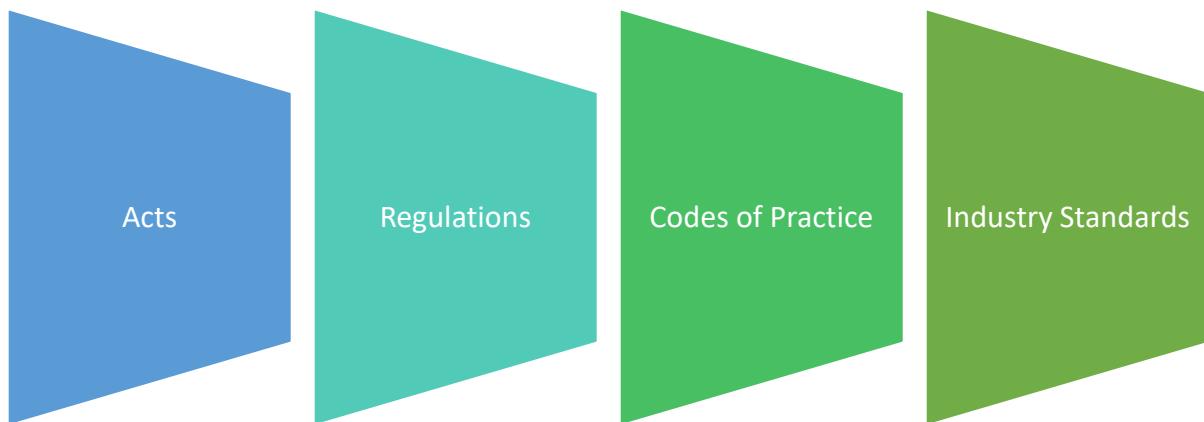
In implementing risk controls, you must ensure that you adhere to WHS workplace and legislative requirements. Aside from your role requiring you to do this, these requirements will help you establish a systematic approach to managing WHS. This means you are not simply selecting any risk controls that you think of and implementing them. Instead, you are choosing the most effective control measures to eliminate or minimise the risks in the workplace. To do so, you will need to be aware of the workplace and legislative requirements in implementing risk controls. These requirements include the following:

- Legislative requirements
- Workplace requirements
- Hierarchy of Controls
- Risk mitigation

### 1.3.1 Legislative Requirements

Your strategies to implement risk controls should align with WHS legislative requirements. These requirements refer to documents that set the obligations and rules for managing WHS. *Safe Work Australia (SWA)* is a statutory body that develops national policy relating to WHS. In 2011, SWA created a unified set of WHS legislation that will be applied across the country. These laws assist workers in understanding their WHS rights and responsibilities at work.

Known as *model laws*, these include the following:



On January 1, 2012, the Commonwealth, the Australian Capital Territory, New South Wales, the Northern Territory, and Queensland enacted model WHS legislation in their respective jurisdictions. On January 1, 2013, the model WHS legislation were enacted in South Australia and Tasmania. Western Australia passed a version of the model legislation on November 10, 2020, is not expected to come into force until early 2022. Victoria is the only state that has not adopted the model WHS legislation.

*Sourced from [History of the model WHS laws](#), used under CC BY 4.0. © Commonwealth of Australia.*

## Acts

These are declarations of the law enacted by the legislatures to address a specific issue, such as WHS. The *Work Health and Safety Act 2011* provides the foundation for the WHS Acts enacted in most Australian jurisdictions. This aims to provide a balanced and nationally consistent framework to secure the WHS of workers and workplaces.

Most state and territory have its legislation based on the model laws. In jurisdictions where the model laws have been implemented, each state and territory must make variations to ensure the laws operate effectively in their jurisdictions.

Below is the table of WHS Acts:

State/Territory	WHS Acts
Australian Capital Territory	<a href="#">Work Health and Safety Act 2011</a>
New South Wales	<a href="#">Work Health and Safety Act 2011 No 10</a>
Northern Territory	<a href="#">Work Health and Safety (National Uniform Legislation) Regulations 2011</a>
Queensland	<a href="#">Work Health and Safety Act 2011</a>
Southern Australia	<a href="#">Work Health and Safety Act 2012</a>
Tasmania	<a href="#">Work Health and Safety Act 2012</a>
Victoria	<a href="#">Occupational Health and Safety Act 2004</a>
Western Australia	<a href="#">Work Health and Safety Act 2020</a>

Each one in the workplace has a role in maintaining health and safety. State/territory WHS authorities are appointed individuals that enforce and monitor WHS. Any individual who has a WHS obligation under the WHS Act is referred to as a *duty holder*. Each duty holder has their rights and responsibilities in each state's legislation.

The following are some common examples of duty holders:

- **Persons Conducting a Business or Undertaking (PCBU)**

A PCBU can:

- Consist of a body corporate (company), unincorporated body or association, or a partnership
- Be an individual conducting a business in their own right. This includes individuals who are in a partnership.

The following definitions can be used to determine if a person is doing a business or undertaking:

- A **business** is usually conducted to make a profit and have a degree of organisation, system, and continuity. A community pharmacy, community-based sports club, and a financial firm are some examples of businesses.
- An **undertaking** may contain features of organisation and systems, but it is not profitable or commercial. A government agency, a local council, and a school or early childhood education service are examples of undertakings.

*Based on [The meaning of 'person conducting a business or undertaking'](#), used under CC BY 4.0. Safe Work Australia. © Commonwealth of Australia.*

The rights and responsibilities of a PCBU in WHS include the following:

A safe workplace

Access to information about potential hazards

Request changes to prevent potential hazards from arising

Participate in work area inspections

Not experience discrimination for exercising work health and safety rights

Refuse work that puts workers in danger

Receive training that is necessary for working in dangerous conditions.

The responsibilities of a PCBU in WHS involve the following:

- Provision and maintenance of a safe work environment
- Provision and maintenance of safe plant and structures
- Provision and maintenance of a safe systems of work
- Safe use, handling and storage of plant, structures and substances
- Provision of accessible and adequate facilities
- Provision of any instruction, training, information, and supervision
- Monitoring of workers health and conditions at the workplace
- Maintenance of any accommodation owned or under their management and control to ensure the health and safety of workers occupying the premises.

*Sourced from [SafeWork Australia. Duties of PCBU](#), used under CC BY 4.0. © Commonwealth of Australia*



- **Officers**

The Corporations Act 2001 establishes the rules governing corporate organisations in Australia. Under this Act:

- An officer of a corporation could be:
  - A director or secretary of the corporation
  - A person who makes or participates in making decisions affecting the business of the corporation
  - A person who can influence the corporation's financial standings significantly
  - Specified persons, such as administrators, liquidators, and receivers of a corporation.
  - An officer of an entity that is neither an individual nor a corporation relevantly includes:

A partner in a partnership

An office holder of an unincorporated association

A person who makes or participates in making decisions affecting the business of the entity

A person who can influence the entity's financial standing significantly

*Based on content from the Federal Register of Legislation at September 27, 2021.*

*For the latest information on Australian Government law please go to <https://www.legislation.gov.au>. Corporations Act 2001, used under CC BY 4.0.*

These are rights of an officer in WHS that must be afforded by PCBU:

- WHS officer must be given the information that the person has about risks to the health and safety of workers and any other person at the business or undertaking.
- WHS officer must be allowed to be present at an interview concerning WHS matters between the worker and the person. The interview must be done with worker's consent.

- WHS officer must be consulted with the WHS matter about any proposed changes to workplace practices that affect, or may affect, WHS at the business or undertaking.
- WHS officer must be allowed to inspect the business or undertaking and carry out assessments at the business or undertaking during normal working hours.
- In their performance of their duties under the WHS Act, officers (who are not the PCBU) cannot be held personally liable for anything they do if done in good faith.

*Sourced from the Federal Register of Legislation at September 25, 2021. For the latest information on Australian Government law please go to <https://www.legislation.gov.au>. Work Health and Safety Act 2011, used under CC BY 4.0.*

The responsibilities of an officer in WHS involve the following:

- Acquire and keep up-to-date knowledge matters involving work health and safety.
- Gain an understanding of the nature of the business operations, including hazards and risks associated with the operations.
- Ensure that the PCBU has and uses resources and processes to eliminate and minimise health and safety risks.
- Ensure that the PCBU has a process for receiving and considering information regarding incidents, hazards, and risks and a timely response to that information.
- Ensure that the PCBU implements the processes for adhering to any duty or obligation of the PCBU.
- Verify the provision and use of the resources and processes.



## ■ Workers

Someone who carries out work in any capacity for a person conducting a business or undertaking, including work as:

- An employee
- A contractor or subcontractor
- An employee of a contractor or subcontractor
- An employee of a labour-hire company who has been assigned to work in the person's business or undertaking
- An outworker
- An apprentice or trainee
- A student gaining work experience
- A volunteer
- A person of a prescribed class

A person can be a PCBU and a worker at the same time.

*Sourced from the Federal Register of Legislation at September 25, 2021. For the latest information on Australian Government law please go to <https://www.legislation.gov.au>. Work Health and Safety Act 2011, used under CC BY 4.0.*

The basic rights of a worker in WHS includes:

The right to be shown how to work safely

The right to appropriate equipment for work safety

The right to speak up on work conditions

The right to be against unsafe work

The right to be consulted about workplace safety

The right to compensation

The right to have a fair and just workplace

The right to fair pay and work conditions

The responsibilities of an officer in WHS involve the following:

- Taking reasonable care of self.
- Avoid doing anything that can affect health and safety of others in workplace.
- Adhering to any reasonable health and safety instructions from your employer.



- **Health and Safety Committee (HSC)**

This group is established under the WHS Act that facilitates cooperation between a PCBU and the workers. The committee must have at least 50% of members the PCBU has not nominated, that is, health and safety representatives. A *Health and Safety Representative (HSR)* is a worker elected to represent the workgroup in resolving WHS issues.

The functions of an HSC are:

- To facilitate co-operation between the PCBU and workers in developing and carrying out measures to ensure the workers' WHS
- To assist in developing standards and procedures relating to WHS that should be followed at the workplace
- Any other functions prescribed by the regulations or agreed between the PCBU and the committee.

*Sourced from the Federal Register of Legislation at September 25, 2021. For the latest information on Australian Government law please go to <https://www.legislation.gov.au>. Work Health and Safety Act 2011, used under CC BY 4.0.*

Each duty holder has a legal duty to take reasonable precautions to avoid causing harm to another person. This is known as a *duty of care*. A person might have several responsibilities. Multiple people can have the same responsibilities simultaneously.

Below is the duty of care for each duty holder:



- **PCBUs**

- A PCBU must ensure, so far as is reasonably practicable, the health and safety of:
  - Workers engaged, or caused to be engaged by the person; and
  - Workers whose activities in carrying out work are influenced or directed by the person; while the workers are at work in the business or undertaking.
- A PCBU must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

A PCBU must ensure, so far as is reasonably practicable:

- The provision and maintenance of a safe work environment.
- The provision and maintenance of safe plant and structures.
- The provision and maintenance of safe systems of work.
- The safe use, handling and storage of plants, structures and substances.
- The provision of suitable facilities for the workers while carrying out work for the business or undertaking
- The provision of any information or supervision that is necessary to protect all persons from risks to WHS
- That the health of workers and the conditions at the workplace are monitored to prevent illness or injury of workers.

*Sourced from the Federal Register of Legislation at September 25, 2021. For the latest information on Australian Government law please go to <https://www.legislation.gov.au>. Work Health and Safety Act 2011, used under CC BY 4.0.*

## ▪ Officers

- If a PCBU has a duty or obligation under this Act, an officer of the PCBU must exercise due diligence to ensure that the PCBU complies with that duty or obligation.
- Subject to subsection (3), the maximum penalty applicable under Division 5 of this Part for an offence relating to the duty of an officer under this section is the maximum penalty fixed for an officer of a PCBU for that offence.
- Despite anything to the contrary in section 33, if the duty or obligation of a PCBU was imposed under a provision other than a provision of Division 2 or 3 of this Part or this Division, the maximum penalty under section 33 for an offence by an officer under section 33 in relation to the duty or obligation is the maximum penalty fixed under the provision creating the duty or obligation for an individual who fails to comply with the duty or obligation.
- An officer of a PCBU may be convicted or found guilty of an offence under this Act relating to a duty under this section whether or not the PCBU has been convicted or found guilty of an offence under this Act relating to the duty or obligation.
- In this section, *due diligence* includes taking reasonable steps such as:
  - To acquire and keep up-to-date knowledge of work health and safety matters
  - To obtain a better grasp of the nature of the PCBU's business or undertaking's activities, as well as the hazards and risks that come with them
  - To ensure that the PCBU has available for use and uses appropriate resources and processes to manage risks to WHS
  - To ensure that the PCBU has appropriate processes for receiving and responding to WHS information
  - To ensure that the PCBU has and implements processes for complying with any WHS duty or obligation under this Act
  - To verify the provision and use of the resources and processes.



Sourced from the Federal Register of Legislation at September 25, 2021. For the latest information on

Australian Government law please go to <https://www.legislation.gov.au>.

*Work Health and Safety Act 2011*, used under CC BY 4.0.



- **Workers**

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply with any reasonable instruction issued by the PCBU that will allow the person to comply with this Act.
- Cooperate with any reasonable policy or procedure of the PCBU relating to WHS that has been communicated to workers.

*Sourced from the Federal Register of Legislation at September 28, 2021. For the latest information on Australian Government law please go to <https://www.legislation.gov.au>. Work Health and Safety Act 2011, used under CC BY 4.0.*

## Regulations

A regulation supports the requirements of the legislation and provides more detail. The *WHS Regulations* define the conditions that must be met to fulfil the obligations outlined in the WHS Act. To complement the model WHS Act, they also establish procedural or administrative requirements.

Below is the table of WHS regulations in each state/territory:

State/Territory	WHS Regulations
Australian Capital Territory	<a href="#">Work Health and Safety Regulation 2011</a>
New South Wales	<a href="#">Work Health and Safety Regulation 2017</a>
Northern Territory	<a href="#">Work Health and Safety (National Uniform Legislation) Regulations 2011</a>
Queensland	<a href="#">Work Health and Safety Regulation 2011</a>
Southern Australia	<a href="#">Work Health and Safety Regulations 2012</a>
Tasmania	<a href="#">Work Health and Safety Regulations 2012</a>
Victoria	<a href="#">Occupational Health and Safety Regulations 2017</a>
Western Australia	<a href="#">Work Health and Safety (General) Regulations 2022</a>

Comcare is a national regulator for WHS that works with employees and other workers, employers, and service providers. Comcare administers the Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011. Besides being a government regulator, it acts as the workers' compensation insurer and claims manager. Through their role, they can:

- Minimise the impact of harm in the workplace
- Improve recovery and return to work
- Promote the health benefits of good work.

*Based on [About Comcare](#), used under CC BY 4.0. © Commonwealth of Australia 2020*

Together with Comcare, each state and territory has *regulatory authorities* to oversee and enforce WHS laws. They collaborate to guarantee a uniform approach to compliance and enforcement in Australia. Under the Work Health and Safety Act 2011, the regulatory authorities have many functions and powers, including:

- Monitoring and enforcing compliance with WHS laws
- Providing advice and information on WHS duties
- Collecting, analysing, and publishing statistics
- Promoting and supporting education and training on matters relating to WHS
- Fostering the cooperative relationship between consultation of duty holders about WHS matters
- Promoting and coordinating information sharing, including with a corresponding regulator.

*Based on Role of the WHS regulators, used under CC BY 4.0. © Commonwealth of Australia 2020*

Below is a table with links to the relevant regulatory authorities' websites:

State/Territory	WHS Regulators
Australian Capital Territory	<a href="#">WorkSafe ACT</a>
New South Wales	<a href="#">SafeWork NSW</a>
Northern Territory	<a href="#">NT WorkSafe</a>
Queensland	<a href="#">WorkSafe.qld.gov.au</a>
South Australia	<a href="#">SafeWork SA</a>
Tasmania	<a href="#">WorkSafe Tasmania</a>
Victoria	<a href="#">WorkSafe Victoria</a>
Western Australia	<a href="#">WorkSafe WA</a>

Regulators are the ones who appoint *inspectors*. They enter workplaces to assist the regulator in monitoring and enforcing WHS laws. Inspectors visit workplaces to:

- Respond to events and complaints
- Help resolve workplace WHS concerns
- Monitor compliance with WHS legislation in their authority
- Investigate violations of these laws.



## Further Reading

To read more on the inspector's power to enter workplaces, you can access the link below.

[What powers do inspectors have to enter workplaces](#)

## Industry Standards

The industry refers to commodities or services that an organisation primarily produces. The Australian Bureau of Statistics (ABS) compiled a list of 19 general sectors. These are grouped according to comparable products or similar services they provide.



The list includes the following industries:

Accommodation and Food Services

Administrative and Support Services

Agriculture, Forestry, and Fishing

Arts and Recreation Services

Construction

Education and Training

Electricity, Gas, Water and Waste Services

Financial and Insurance Services

Health Care and Social Assistance

Information Media and Telecommunications

Manufacturing

Mining

Professional, Scientific, and Technical Services

Public Administration and Safety

Rental, Hiring, and Real Estate Services

Retail Trade

Transport, Postal and Warehousing

Wholesale Trade

Other Services

Based on [Industry Information](#), used under CC BY 4.0. © Commonwealth of Australia.

Australian standards include specifications and design techniques to ensure that products and services function safely and as intended. The two types of standards are:

- **Mandatory standards**

Mandatory requirements are the law, and failure to comply with them can result in fines. The *Australian Competition and Consumer Commission (ACCC)* consulted with the public to create them. The two types of product standards that must be followed include:

- Safety standards
- Information standards.



- **Voluntary standards**

These are published documents that indicate general best practices. They are not automatic legal requirements because they are established by non-government organisations. Examples of these organisations are *Standards Australia* and *ISO (International Organization for Standardization)*.

A voluntary standard often exists where experts have already identified ways to address the safety problem. In these instances, the Federal Government may make all or part of the voluntary standard mandatory.

*Sourced from Comply with Australian standards, used under CC BY 4.0.  
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## Further Reading

To read further about Australian standards, you can access the links below.

[Australian and other standards - Information sheet](#)

[Mandatory standards](#)

[Standards Australia](#)

[ISO \(International Organization for Standardization\)](#)

## Codes of Practice

A code of practice is a document that consists of appropriate methods of meeting industry requirements. Under the Work Health and Safety Act 2011, each code covers an issue or situation and:

- Provides methods for identifying and managing hazards
- Explains how to meet the requirements under WHS Act and Regulations.

*Based on Codes of Practice under the WHS Act, used under CC BY 4.0. © Commonwealth of Australia 2020*

A code of practice must be approved in a jurisdiction to have legal effect. You can check with your local WHS regulator to see if a code of practice has been authorised in your jurisdiction.

Each code of practice may:

- Be incorporated into regulations
- Not relate to a standard
- Be called up as evidence in court or other enforcement action.

Following the code might be beneficial if you have a relevant duty of care and must comply with health and safety requirements. Below are some codes of practice authorised by the Work Health and Safety Act of 2011:

Abrasive Blasting

Confined Spaces

Construction Work

Demolition Work

Excavation Work

Labelling of Workplace Hazardous Chemicals

Managing Electrical Risks in the Workplace

Managing Noise and Preventing Hearing Loss at Work

Managing Risks in Stevedoring

Managing the Work Environment and Facilities

Safe Design of Structures

Welding Processes

*Based on Codes of Practice under the WHS Act, used under CC BY 4.0. © Commonwealth of Australia 2020*

## Impact of WHS State/Territory Legislation



WHS legislation outlines your general work health and safety responsibilities. It serves as a basis for workplace regulations, industry standards, and codes of practice. States and territories establish specific regulations for WHS to satisfy the legislation's objectives.

WHS legislation and regulations also have additional requirements. Industry standards maintain a high level of performance for each industry's unique operations. Several of these requirements are mandated under the WHS law. If a law requires you to follow industry standards, you must do so. On the other hand, codes of practice educate employers and employees on adequately meeting these requirements.

Together, WHS legislation has a significant influence on workplace regulations, industry standards, and codes of practice. As a community work officer, your role is to be familiar with these legislative requirements. You must integrate these requirements in implementing risk controls. This means that you are using the guidelines set by the Australian government to execute risk controls. By doing this, you are helping your organisation ensure compliance in WHS. You can refer to the WHS legislation, regulations, industry standards, and codes of practice to give you detailed and thorough information in implementing risk control measures.

### 1.3.2 Workplace Requirements

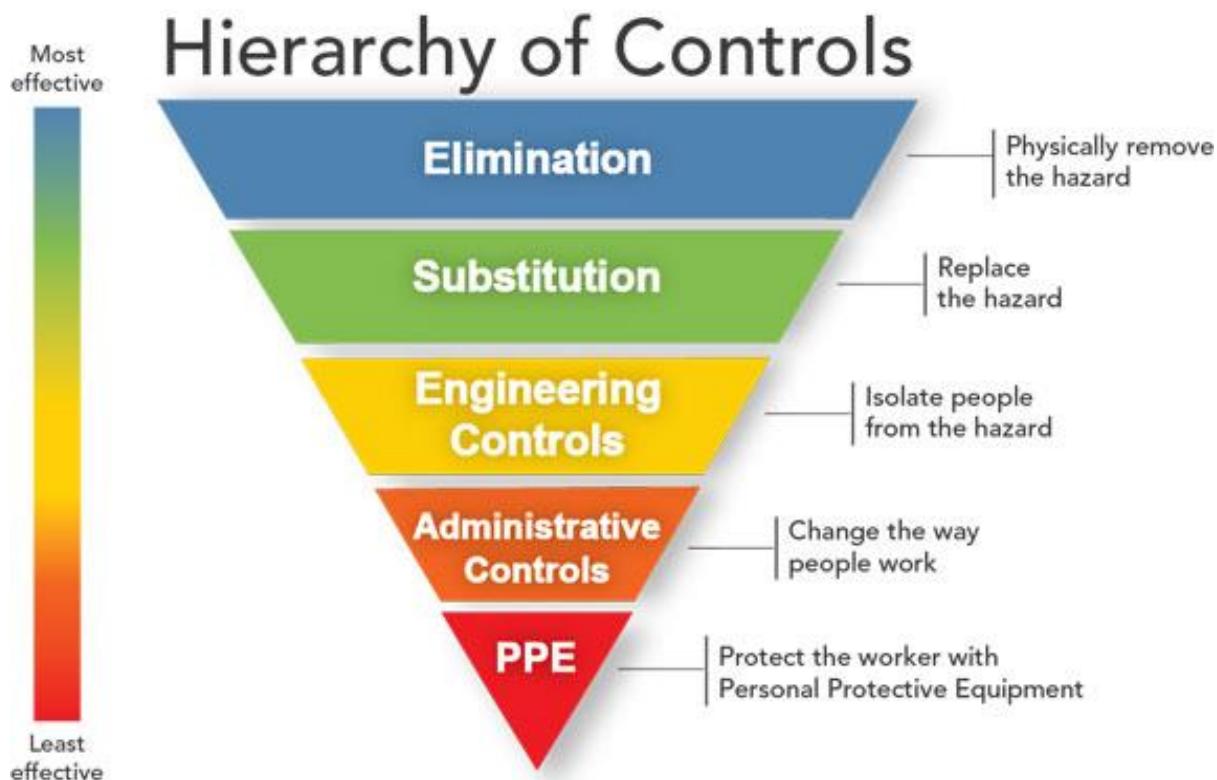
Organisations can provide additional workplace requirements in implementing risk controls. These are supplementary documents created to ensure WHS obligations are suited to a specific service. When you implement risk controls in line with these, you enforce control measures set by your organisation. You can refer to your organisational policies and procedures to guide you in implementation.

Workplace procedures for implementing risk controls may include:

Hazard	Associated risk	Risk control measures
Severe weather, storms	<ul style="list-style-type: none"> <li>▪ Roof down flooding</li> <li>▪ Injury</li> <li>▪ Property damage</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure roofs/gutters/drains are clear.</li> <li>▪ Liaise with local government to identify potential risks.</li> <li>▪ Develop contingency for storage of equipment/materials if necessary.</li> <li>▪ Test communications.</li> <li>▪ Ensure there is a business continuity plan in place.</li> <li>▪ Complete the flood risk identification assessment.</li> </ul>
Major medical emergency	<ul style="list-style-type: none"> <li>▪ Serious pain or injury</li> <li>▪ Severe bleeding</li> <li>▪ Death</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check for any threatening situation and remove or control it (if safe to do so).</li> <li>▪ Remain with the casualty and provide appropriate support.</li> <li>▪ Notify First Aid Officer.</li> <li>▪ Notify the ambulance by dialling '000'.</li> <li>▪ Designate someone to meet and direct the ambulance to the location of the casualty.</li> <li>▪ Try not to leave the casualty alone unless emergency help arrives.</li> <li>▪ Do not move the casualty unless exposed to a life-threatening situation.</li> </ul>

### 1.3.3 Hierarchy of Controls

Under the WHS Regulations, you have a duty to eliminate or minimise identified hazards and risks to the greatest extent possible. If hazards and risks cannot be eliminated, a model can help you select controls to decrease the risk effectively. This model is known as *The Hierarchy of Controls* measures. Implementing risk controls in line with the Hierarchy of Controls means that you prioritise applying the most effective control measures before the least effective ones. This ensures that you are doing your best to control the identified hazards and risks in the workplace.



When you consider a risk, start from the top of the table and work your way down. The following steps will explain how you can use the Hierarchy of Controls:

#### 1. Eliminate the risk.

To start, you must consider whether you can eliminate the risk. Eliminating the risk is the best type of risk control. Eliminating or completely removing the hazard gets rid of any risk associated with it. For example, if you have faulty electrical equipment, you may dispose of it to remove the risk.

**2. Substitute the hazard with something safer.**

If eliminating the risk did not work or is not an option, you could substitute it with something else to reduce its risk. For example, a workplace needs to use a certain high-risk chemical. You can consider using other chemicals that could be used to achieve the same objectives that do not have as high a risk.

**3. Isolate the hazard from people.**

If substituting the hazard did not work or is not an option, then the next measure of control to look at is isolation. This can be done by physically removing the cause of harm from individuals, either through distance or through the use of barriers. For example, a photocopier in an office is creating a noise hazard. You can consider moving the copier to another room that workers do not continuously occupy.

**4. Use engineering controls.**

If isolating the hazard did not work or is not an option, use engineering controls. An engineering control is a physical measure used to perform a task, such as a mechanical device or process. For example, you can install air conditioning to ease heat stress.



## 5. Use administrative controls.

If unable to physically reduce the risk level, you may need to administer the hazard by developing procedures to minimise the risk. Administrative controls are work practices or processes designed to reduce hazard exposure. This is where organisational rules and regulations try to keep a hazard under control. For example, you can set specific break times to ease mental stress from work.

## 6. Use Personal Protective Equipment or PPE.

If the previous controls fail to provide a solution, the last layer for controlling risks is the use of personal protective equipment or PPE. This refers to any safety equipment worn on the body to protect the worker from hazard. For example, you can wear hard helmets, gloves, aprons, and safety glasses (further discussion is available in Section 2.1.1).

### Further Reading



To read further about the Hierarchy of Controls measures, you can access the link below.

[Model Code of Practice: How to manage work health and safety risks](#)

### 1.3.4 Risk Mitigation

While eliminating risks is the most favourable method in managing risks, it is not always practicable. If you cannot eliminate the risk, you will have to develop strategies to minimise it. Risk mitigation involves taking steps to limit an organisation's exposure to potential risks.

The result of the risk assessment process will determine the risk mitigation actions required for each category of risk. Once the risks are ranked and measured, the risks that the organisation must avoid or minimise should be determined.

Risk mitigation methods may include the following:

Avoiding  
the risk

Reducing  
the level of risk

Transferring  
the risk

Retaining  
the risk

- **Avoiding the risk**

When an organisation refuses to accept risk, it avoids being exposed. Avoiding the risk is accomplished by simply refraining from engaging in risky behaviour. For example, a construction company refused to construct a house near the river.



- **Reducing the level of risk**

Reducing the level of risk involves preventing loss or lowering the likelihood of it happening. This can be done by reducing either the consequences or the probability of the risk through enhancing controls. For example, installing burglar alarms minimises the possibility of theft or robbery.

- **Transferring the risk**

Risk can be passed on to someone more eager to take it on. Transferring the risk involves sharing the risk with another party. A risk could be transferred by contract, administrative processes or insurance.

- **Retaining the risk**

Retaining the risk refers to a company's decision to accept responsibility for a certain risk. It may be the only option when it is too costly or impossible to avoid, reduce, transfer or eliminate the risk. Remember that the decision to retain the risk should be documented on a risk treatment plan and through periodic monitoring.

When strategies for minimising risks are implemented, it will result in a safe working environment for everyone. A safe working environment refers to a working space free from any risks and compliant with WHS legislative requirements. Conducting regular reviews will help you record the criteria met by your organisation in maintaining WHS. You can refer to the *Model Code of Practice: How to manage work health and safety risks* to guide you in reviewing your organisation's risk management procedures. In recording your reviews, you can refer to workplace procedures and legislative requirements for record-keeping mentioned in Section 1.1.2.

## Checkpoint! Let's Review



1. WHS legislation outlines your general work health and safety responsibilities and serves as a basis for workplace regulations, industry standards, and codes of practice. States and territories establish specific regulations for hazards and risks to satisfy the legislation's objectives.
2. Organisations can provide additional workplace requirements in implementing risk controls based on legislative requirements. These are supplementary documents created to ensure WHS obligations are suited to a specific service.
3. Under the WHS Regulations, you have a duty to eliminate or minimise identified hazards and risks to the greatest extent possible. You can refer to *The Hierarchy of Controls* measures to help you prioritise implementing the most effective control measures before the least effective ones.
4. If you cannot eliminate the risk, you will have to come up with strategies to minimise it. Risk mitigation involves taking steps to limit an organisation's exposure to prospective threats and the chance of those threats reoccurring.



## 1.4 Identify and Report Issues With Risk Controls According to WHS Requirements

During the last step of risk management, there can be issues that will hinder your successful implementation of risk controls. This refers to problems that prevent you from completely managing the workplace's risks. As a community work officer, you must not overlook these problems. Instead, you must prepare strategies to prevent these from arising in the first place. To do this, you must be aware of the different issues with risk controls. Examples of these issues include the following:



- **Lack of work team involvement**

Risk control measures should be identified in consultation with relevant stakeholders (particularly workers). Workers usually have a good understanding of their work and the risks that come with it. This means they have a variety of ideas for risk controls. If they are not involved in selecting risk control measures, there is a chance they will not be committed to putting them into place. If this is the case, this can prevent the risk management process from success.

- **Inefficient risk assessment**

You cannot manage a risk until you measure it. Inefficient risk assessment occurs when risks are not accurately assessed. If the risk level is not precisely measured, this can cause issues with implementing risk controls.

- **Residual risks**

Risks are first discovered and then assessed to apply suitable control measures. In cases where risks persist after such controls have been established, these are known as *residual risks*. Failure to manage residual risks will result in an unsafe working environment.

Among the issues with risk controls mentioned above, residual risks are considered the most neglected ones. There are times when organisations fail to check if risks persist after putting control measures into place. Keep in mind that there is always some residual risk that has to be evaluated and monitored after reasonable attempts to reduce it have been made.



As a community work officer, you must ensure that these risks are identified in your workplace. To do this, you must be familiar with identifying and reporting them. The following sections will discuss identifying and reporting residual risks in your organisation.



### 1.4.1 Identifying Residual Risks



To identify residual risks, you can refer to the legislative requirements in identifying risks. This can be found in WHS legislation, regulations, industry standards, and codes of practice. You can use these documents together with your workplace procedures as your guide in identifying residual risks.

Procedures in identifying residual risks may include the following:

1. Monitor if the implemented risk control measures are effective in eliminating the risk.
2. Follow hazard identification procedures to identify if the risk remains.
3. Follow risk assessment procedures to identify if the level of the risk is still the same.

Once residual risks are identified, you must analyse them to know more about their nature. Analysing residual risks involves looking into the existing risks after control measures have been put into place. Doing this can help you understand the issue that prevents you from eliminating the risk. After understanding the nature behind the residual risk, you can repeat the risk management process to find ways to manage it.

Remember to record the results of your residual risk analysis to determine further control measures. In recording your analysis, you can refer to workplace procedures and legislative requirements for record-keeping mentioned in Section 1.1.2.

Below is an example of a template you can use to record your residual risk analysis:

### Residual Risk Assessment Template

Identified hazard	
Identified hazard	
Date completed	

Identified hazard	Associated risk	Consequence of the risk	Likelihood of the risk occurring	Risk rating	Risk control measures	Residual risk	Actions

## 1.4.2 Reporting Residual Risks

Issues with risk controls should be reported so the organisation can implement immediate action. Reporting refers to the process of relaying information that one has observed or investigated. You can do this by talking to relevant personnel or by completing organisational forms. Organisations can use both types to ensure that critical issues in the workplace are easily communicated.

There are legislative requirements that you can refer to in reporting. These documents guide the individuals on the reporting process within an organisation. Under the WHS Act, everyone is responsible for reporting identified issues in the workplace. As a community work officer, you have the utmost duty to report these issues, including the results of residual risks analysis. Your report may include the following:



Your state/territory might have their own work health and safety reporting requirements. You can check with your state/territory WHS requirements to confirm this. In Queensland, they ensure that health monitoring reports are submitted to the workers, regulators or PCBUS.

*Sourced from the Queensland Legislation website at December 16, 2021. For the latest information on Queensland Government legislation please go to <https://www.legislation.qld.gov.au>. Work Health and Safety Regulation 2011, used under CC BY 4.0.*

Aside from legislative requirements in reporting, you can also refer to your organisation's workplace procedures in reporting residual risks. This will guide you in completing and filing reports that can help the organisation in future risk management planning.

Procedures for reporting residual risks may include the following:

1. Identify a residual risk and its overall risk rating.
2. Gather records or any evidence of incidents associated with the residual risk.
3. Complete a form for residual risk analysis.
4. Submit the form to relevant WHS authorities in the organisation, such as PCBU or the HSC.
5. Consult PCBUs and HSC for effective control measures that can address the identified residual risk.



### Checkpoint! Let's Review

1. In cases where risks persist after such controls have been established, these are known as residual risks. To identify residual risks, you can refer to the WHS legislative requirements in identifying risks and your organisational policies and procedures.
2. Once residual risk has been identified, you must analyse it to know more about its nature. Analysing residual risks involves investigating the risks that remain after control measures have been established.
3. As a community work officer, you have the utmost duty to report the results of residual risk analysis. Reporting refers to the process of relaying information that one has observed or investigated.



### Learning Activity for Chapter 1

Well done completing this chapter. You may now proceed to your **Learning Activity Booklet** (provided along with this Learner Guide) and complete the learning activities associated with this chapter.

Please coordinate with your trainer/training organisation for additional instructions and guidance in completing these practical activities.

## II. Inform the Work Team About Risk Management Procedures



Policies and procedures are created to promote and maintain a safe working environment. They provide approved ways of undertaking a work operation or task. As mentioned in the introduction of Chapter 1, they ensure compliance with WHS laws.

Work team processes are critical to an organisation's success. This refers to the work team's steps to integrate their knowledge and ability to achieve group goals in the workplace. When policies and procedures are applied to team processes, everyone can understand their roles better. They will know what is required of them and what to anticipate from their co-workers. This can free them up to accomplish their tasks confidently and competently. Keep in mind that a solid and repeatable process will help decrease the dangers in the workplace. Policies and procedures can help people stay responsible and collaborate effectively in the workplace.

In this chapter, you will learn how you can implement WHS policies and procedures to work team processes. This chapter will cover the following:

- Inform the Work Team About WHS Policies and Procedures
- Inform the Work Team About the Outcomes of Risk Management Procedures
- Monitor Housekeeping Practices in the Work Area
- Maintain WHS Incident Records According to WHS Requirements

## 2.1 Inform the Work Team About WHS Policies and Procedures

WHS policies and procedures are derived from the standards imposed by the Commonwealth, state, and territory legislation. Keep in mind that these requirements are consistently changed. Therefore, you must ensure that the information that you provide your organisation is up-to-date. You can obtain updated WHS information by accessing WHS authorities' websites.



Aside from this, your role also includes informing the work team about workplace procedures in WHS. WHS policies and procedures refer to specific guidelines created by the organisation to ensure a safe workplace. There are different ways you can provide information on WHS policies and procedures to the work team. Among the strategies mentioned in the introduction of Chapter 1, conducting WHS training is the ideal one. By conducting WHS training, you can help the work team learn about WHS policies and procedures that may apply to their ongoing project.

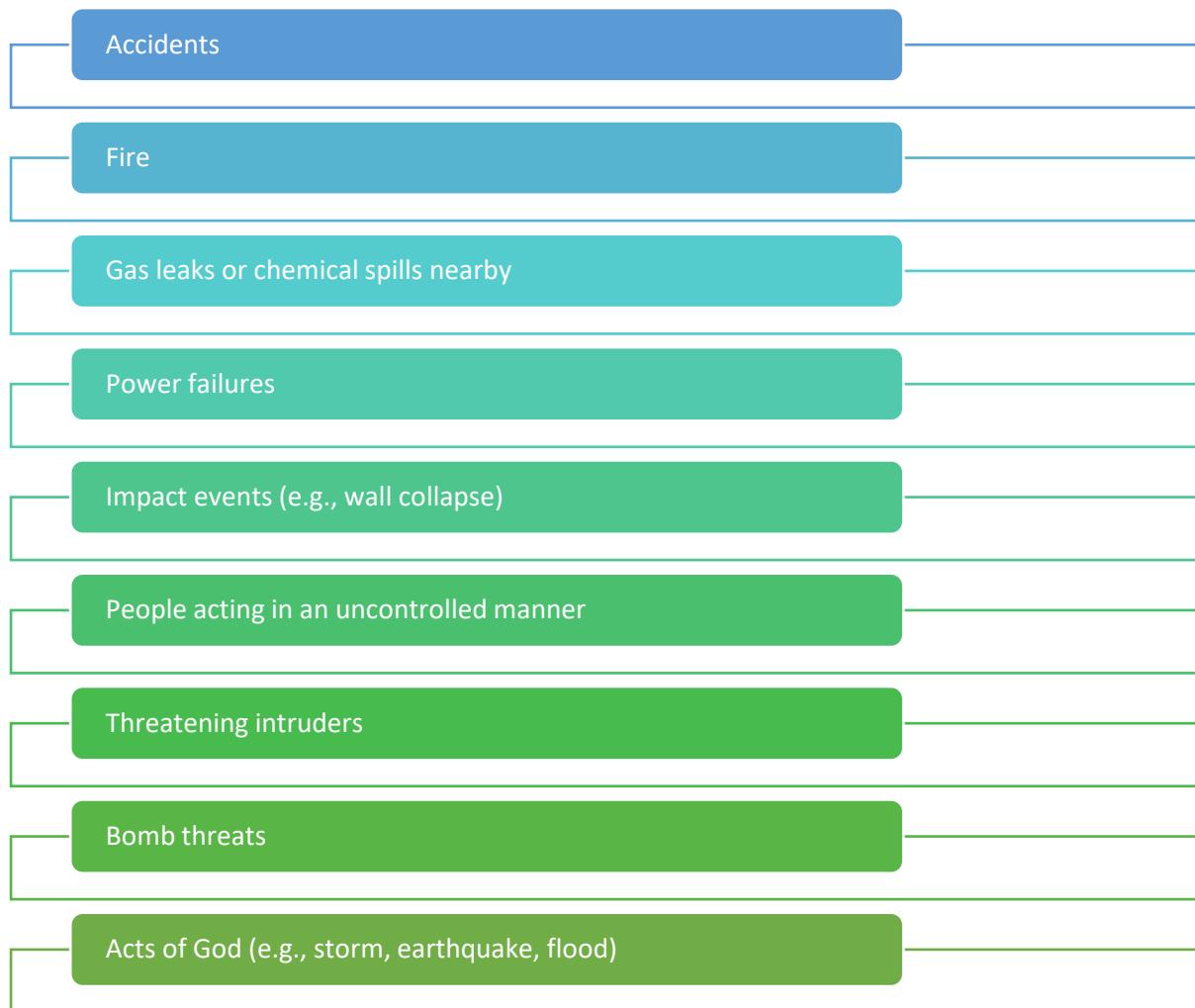
Procedures for conducting this training may include the following:

1. Tell the trainees what you will be covering. Begin your session by briefly reviewing the main aspects of the training topic.
2. Discuss the complete details trainees need to know about the topic. In conducting WHS training, you may include the following information:
  - A list of WHS policies and procedures in the organisation
  - Relevant state WHS Acts, regulations, codes of practice, and standards
  - A range of possible scenarios or circumstances under which these policies and procedures may apply
3. Make use of as much hands-on experience as necessary. The most effective training affects learning through all of the senses. Demonstrate and apply teaching principles to help trainees better understand the topic.

Before you conduct any training on WHS policies and procedures, you must ensure that you have adequate knowledge of such workplace requirements. To do this, you must be aware of your organisation's different WHS policies and procedures. The following sections will discuss the different processes related to various areas of workplace operations.

## 2.1.1 Workplace Emergency Procedures

As part of WHS procedures, there are specific procedures to follow in emergency cases. A work-related emergency refers to any occurrence that puts workers or visitors at risk, causes property damage, or interrupts workplace operations. Emergencies can arise from the following:



It can be difficult to predict when a work-related emergency may occur. That is why an organisation must prepare emergency procedures to instruct employees on what to do during an emergency. Examples of workplace emergency procedures will be discussed in the next sections.

## Fire

There should be fire alarms and extinguishers in the workplace as part of fire emergency procedures. Both devices should be easily accessible by everyone in the workplace as a control measure while waiting for the fire brigade. A fire brigade is a group of persons trained and hired to put out flames. In case of fire, the following steps should be immediately observed:

1. Sound the fire alarm immediately.
2. Tell everyone to stay clear and evacuate the building.
3. Advise the fire brigade.
4. Fight the fire only if you have been trained to do so.
5. Do not re-enter the building until the fire brigade has given the all-clear.



In the case of an electrical fire, remember to turn off the power.



## Multimedia

Most workplaces are equipped with dry chemical / dry powder extinguishers. When operating these extinguishers, you must remember the PASS acronym. To learn about DCP extinguishers and PASS, click the link below.

[How to use a Fire Extinguisher - Dry Chemical / Dry Powder \(DCP\)](#)



As a community work officer, you must ensure that everyone knows how to respond to an emergency before it happens. You can conduct a simulated situation to do this. A simulated emergency is an exercise that recreates a possible emergency scenario. It enables employees to make judgments based on the information they receive in the activity.

Here is a situation that follows workplace procedures for a simulated fire emergency:

### A Simulated Fire Situation

As part of the WHS training at Cascade Peak School, Jun tells the employees that he wants to train them to know what to do during a fire. He begins the session by reviewing Cascade Peak School's fire emergency procedures. Then, he prepares a simulated fire situation by burning a few pieces of wood outside the school. He discusses each procedure while demonstrating it to the employees.

He starts by sounding the fire alarm after noticing a fire has broken out. He tells the people around him to stay clear and evacuate the school building. Then, he calls the fire brigade to advise them of the present fire situation. Since he knows how to use the fire extinguisher, he uses it to put the fire out. After a few minutes, Jun was able to control the fire. He instructs the people not to re-enter the building until the fire brigade arrives and gives them a signal that it is safe to go back inside.

### Bomb/Chemical Threat

- If a bomb/chemical threat is received by telephone:
  - Stay calm
  - Do not hang up
  - Refer to the bomb threat checklist.
- If a bomb/chemical threat is received by mail:
  - Avoid handling of the letter or envelope
  - Place the letter in a clear bag or sleeve
  - Inform the police immediately.
- If a bomb/chemical threat is received electronically or through the service's website:
  - Do not delete the message
  - Contact the police immediately.
- Ensure doors are left open.
- Do not touch any suspicious objects found.
- If a suspicious object is found or the threat specifically identified a given area, then evacuation may be considered.

## Evacuation Plan

An evacuation plan should be developed as a control measure to provide written procedures that must be followed in an evacuation. It includes:

- How to alert employees and others at the workplace during an emergency
- The duties and responsibilities of the key personnel in an emergency
- How to proceed to the designated assembly area, including order of evacuation
- The location of the designated assembly areas



The evacuation plan should be displayed throughout the workplace. It may include a floor plan of the workplace layout, clearly showing exit locations and assembly points.

### 2.1.2 Infection Control

Aside from workplace emergency practices, organisations may also include infection control measures as part of their WHS policies and procedures. Infection control procedures reduce the risk of acquiring infections at work. Infections at work are caused by harmful microorganisms such as bacteria, viruses, and parasites. You may come into contact with these because you work with them on purpose or because the type of work you do exposes you to them directly.

Your state/territory might have a list of notifiable conditions that need immediate notification to the public health units. You can check with your state/territory health websites to confirm this. Below are examples of Queensland's notifiable conditions/diseases:

- Coronaviruses, COVID-19
- Dengue
- Food or water-borne illness in food handler
- Hepatitis A – E
- Influenza

*Based on List of notifiable conditions, used under CC BY-ND 4.0. © The State of Queensland (Queensland Health) 1996-2022*

To prevent the spread of communicable diseases in the workplace, organisations implement infection control procedures. This includes:

Handwashing practices

Use of Personal Protective Equipment (PPE)

### Handwashing Practices

Handwashing is one of the most basic yet effective methods of infection control. This is performed when the hands are dirty or stained with blood or other bodily fluids. It entails using soap (microbial or antimicrobial) and water or a soap solution.

Procedures for handwashing include the following:

1. Remove any jewellery.
2. Use liquid hand soap.
3. Avoid touching the sink.
4. Wet hands thoroughly with warm water.
5. Lather hands with soap and vigorously rub together. Make sure all surfaces of the hands are covered for 20 seconds.
6. Rinse thoroughly under a moderate stream of water.
7. Dry thoroughly.
8. Turn the tap off with a dry paper towel.



## Using Personal Protective Equipment or PPE

The use of PPE was previously discussed in Section 1.3.3 as the last step in the Hierarchy of Controls measures. Aside from this legal requirement, organisations include this in their WHS policies and procedures. Examples of PPE are the following:

Aprons	Bodysuits	Earmuffs or earplugs	Face masks	Gloves
Goggles	Hard hats	High-visibility clothing	Protective eyewear	Respirators
Safety footwear		Safety harnesses	Sunscreen	

Proper use of PPE should be taught to individuals before allowing them to wear any type of safety equipment. This includes the correct fit, use, selection, storage, and maintenance of PPE. Different organisations will require various safety equipment at work. You can refer to your workplace requirements to identify what to wear and how to wear these correctly.

Your role may also include training individuals to help them become knowledgeable on using PPEs. You can refer to Subchapter 2.1 for the procedures in conducting training. Make sure to include the following information on your training on the correct use of PPEs:

- The method for fitting or wearing the PPE type
- The intended application of the PPE
- Information on the locations or activities where the PPE is to be worn
- The proper storage and disposal of PPE



### Checkpoint! Let's Review



1. WHS policies and procedures refer to specific guidelines created by the organisation to ensure a safe workplace. These include the following:
  - Workplace emergency procedures
  - Infection control
2. By conducting WHS training, you can help the work team learn about WHS policies and procedures that apply to their ongoing project.

## 2.2 Inform the Work Team About the Outcomes of Risk Management Procedures

You have the utmost responsibility in managing risks in the workplace. The information you obtained in risk management must be shared with the work team. This includes employees exposed to the hazards and associated risks. The following information must be shared with the work team:

Identified Hazards

Outcomes of Risk Assessment

Outcomes of Risk Controls

When you provide the information you obtained in risk management, you can help them be vigilant and aware of the dangers in the workplace. This will guarantee that each will act responsibly and ensure their work does not become a hazard to them or other individuals. There are different ways you can provide information about the outcomes of the risk management process to the work team. Among the strategies mentioned in the introduction of Chapter 1, meetings are the ideal ones. By organising these, you can help the work team be updated on the current status of the workplace in terms of identified hazards and risks. Procedures for organising meetings may include the following steps:

1. Clarify the goal of the meeting before you start.
2. Assign a chairperson, a recorder and a timekeeper.
3. Review meeting agenda.
4. Discuss the agenda while consulting the work team.



### Checkpoint! Let's Review

1. The information you obtained in risk management must be shared with the work team. This includes employees exposed to the hazards and associated risks. By organising meetings, you can help the work team be updated on the current status of the workplace in terms of identified hazards and risks.
2. Procedures for organising meetings involve clarifying the goal ahead of time, assigning a chairperson, recorder and timekeeper, reviewing the agenda, and discussing it while having consultations with the team.

## 2.3 Monitor Housekeeping Practices in the Work Area



Under the Work Health and Safety Act 2011, everyone is responsible for taking reasonable care of their health and safety. Effective housekeeping practices are included in WHS policies and procedures. This refers to the regular cleaning and maintenance of the workplace. Keep in mind that housekeeping is a critical issue for workplace safety. Workplaces should be kept neat, tidy, and free from clutter. Objects should not obstruct walkways, and spills should always be promptly mopped up.

If housekeeping practices are ignored, accidents may occur in the workplace, such as:

- Tripping over scattered things on the floor
- Being hit by a falling object
- Slipping on wet, oily, or unclean surfaces
- Cutting, puncturing, or ripping the skin of the hands or other areas of the body.

A significant part of your role in WHS involves ensuring safe housekeeping practices are observed in the workplace. These activities create or maintain an orderly, neat, and secure working environment.

Safe housekeeping practices in the workplace include the following:

- **Floors and other areas**

- Clean up spills, such as oils, right away.
- Remove any debris, dust, or waste.
- Replace old, torn, or broken flooring.

- **Aisles and stairways**

- Keep pathways free from any obstructions.
- Replace any poor or broken lighting immediately.

- **Storage**

- Store materials in areas that do not obstruct stairs, entrances or exits.
- Label containers with clear markings.
- Keep flammable and explosive materials in appropriate containers with properly indicated labels.
- Empty waste containers regularly.



- **Equipment and machinery maintenance**

- Return equipment and tools to the proper place after use.
- Inspect and clean machinery and tools regularly.

You can include a demonstration of safe housekeeping practices when training individuals in WHS. This can help them understand how they can be responsible for keeping themselves and their team members safe at work. To do this, you can create a simulated workplace situation to allow individuals to visualise the situation better. A simulated workplace situation imitates real-world scenarios, procedures, and processes in the workplace.

Your training on demonstration of safe housekeeping practices may include:

- A range of possible scenarios or circumstances under which safe housekeeping practices may apply
- Possible accidents that may occur in the given situation
- Safe housekeeping practices applicable to the given situation.

Consider the situation below where safe housekeeping practices are demonstrated:

### Demonstrating Safe Housekeeping Practices

As part of the WHS training at Cascade Peak School, Jun tells the employees that he wants to train them to keep themselves and their team members safe. He begins the session by reviewing Cascade Peak School's safe housekeeping practices. Then, he prepares a simulated workplace situation where spills and equipment are scattered on the floor. He discusses each housekeeping practice while demonstrating it to the employees.

He starts by explaining the possible accidents that may occur if spills and equipment are scattered on the floor. He mentions that scattered things can cause someone to trip, while wet, oily, or unclean surfaces may cause someone to slip. He emphasises that the employees are responsible for keeping themselves and their team members safe at work. To do this, they must apply safe housekeeping practices to prevent any accidents from happening. After noticing the spills on the floor, Jun cleans up the spill right away with a tissue. Then he grabs the equipment scattered on the floor and returns them to their proper place.



As a community work officer, you can ensure housekeeping practices are followed in the workplace by monitoring. This means checking if everyone keeps an orderly, neat, and secure working environment. When you monitor housekeeping practices, you can ensure that WHS policies and procedures are being followed. A housekeeping inspection checklist is a tool used to inspect if the workplace is well-organised and sanitary.

Below is an example of a housekeeping inspection checklist:

Questions	Yes	No
<b>For floors and other areas:</b>		
▪ Are all spills wiped up quickly?	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are the floors clean and clear of waste?	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are the floors in good condition?	<input type="checkbox"/>	<input type="checkbox"/>
<b>For aisles and stairways:</b>		
▪ Are the aisles unobstructed and clearly marked?	<input type="checkbox"/>	<input type="checkbox"/>
▪ Is the workplace lighting adequate?	<input type="checkbox"/>	<input type="checkbox"/>
<b>For storage:</b>		
▪ Are materials stored in areas that do not obstruct stairs, entrances, or exits?	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are all containers clearly marked?	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are toxic and flammable materials stored in approved containers and away from ignition sources?	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are waste containers emptied regularly?	<input type="checkbox"/>	<input type="checkbox"/>
<b>For equipment and machinery maintenance:</b>		
▪ Are equipment and tools returned to the proper place after use?	<input type="checkbox"/>	<input type="checkbox"/>
▪ Are machines and tools cleaned and inspected regularly?	<input type="checkbox"/>	<input type="checkbox"/>



### Checkpoint! Let's Review

1. Safe housekeeping practices refer to the regular maintenance of the workplace to ensure safety.
2. You can ensure housekeeping practices are followed in the workplace by monitoring to maintain an orderly, neat, and secure working environment.

## 2.4 Maintain WHS Incident Records According to WHS Requirements

In any workplace, there are WHS policies and procedures to prevent incidents. However, no matter how well these precautions are implemented, incidents will inevitably occur. These refer to unanticipated and undesired events that obstruct the completion of a task and can endanger worker safety. Workplace incidents involve property damage, security-related issues, injuries, and near misses. A near miss refers to an incident where a close call or no injury or damage occurred.

Under the WHS Act, you have a duty to ensure that a workplace incident is reported to the PCBU or the regulator in certain circumstances. Effective incident reporting procedures will allow you to meet these legal obligations. It will also give you the tools that you need to analyse information about the incident. It can help you identify factors that led to the incident and finally identify controls to prevent the incident from reoccurring.

Whether an injury occurs or not, you must complete an incident record to report any incident that may have happened in the workplace. WHS incident records are a compilation of documents used as a reference for managing risks in the workplace. An example of a WHS incident record is a *workplace incident report*. This is a formal document or a form used to record the essential details of a workplace incident. You are responsible for completing this document as part of the risk management process.



To complete a workplace incident report, you must follow the steps below:

### **1. Assess**

This refers to determining whether it is a notifiable incident or not. A notifiable incident can be a death of a person, a serious injury or illness, or a dangerous incident in the workplace.

### **2. Report**

This refers to informing all the persons concerned about the workplace incident.

If it is a notifiable incident, the WHS Act requires you to report to the regulator immediately after becoming aware it has happened. If the regulator asks for written notification, it must be submitted within 48 hours of the request. You must also preserve the incident site until an inspector arrives or directs otherwise.



### **Further Reading**

To read further about the Incident Notification Information Sheet, you can access the link below.

[Incident notification information sheet](#)

If it is not a notifiable incident, you still have to report the incident to the relevant WHS authorities in the organisation. This includes Persons Conducting Business or Undertaking (PCBU) or the Health Safety Committee (HSC).

### **3. Record**

This refers to logging details of the incident using a workplace incident form. You can interview the person/s involved in the incident and look for a witness present when it took place. This will help you ensure that the details you log in to the form are accurate and complete.



When completing a workplace incident form, you must include the following details:

- Details of person completing the record

Name and position of the person completing the record

Date and time the record was made

- Casualty details

- Name and age of person/s involved in the incident

- Incident details

Incident date and time

Incident location

Name of witness

Description of general activity at the time of the incident

Cause of injury/trauma

Circumstances surrounding any illness, including apparent symptoms

- Action taken

- Details of action taken, including first aid and administration of medication

Below is an example of an incident report template you can use to record incidents:

### Incident Report Template

#### **Details of person completing this record**

Name		
Position		
Date and time record was made	/ /	AM/PM
Signature (must be handwritten)		

#### **Casualty details**

Casualty's name		
Age		
Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female

#### **Incident details**

Incident date and time	/ /	AM/PM
Incident location		
Name of witness		
Signature of witness (must be handwritten)		Date: / /

Fill up the relevant fields and leave blank those that do not apply.

General activity at the time of the incident:

Incident

Injury

Trauma

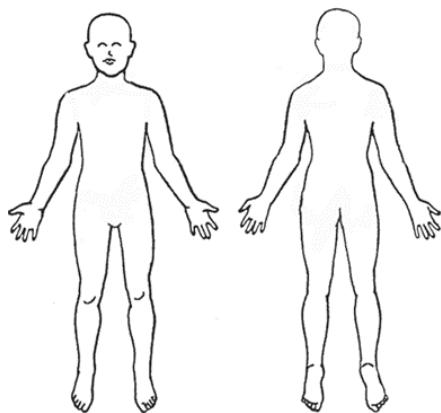
Illness

Description of general activity

Cause of injury/trauma

Circumstances surrounding any illness, including apparent symptoms

Indicate the part of the body affected on the diagram below:



- |   |  |
|---|--|
| <input type="checkbox"/> Abrasion/Scrape                              | <input type="checkbox"/> Eye injury  |
| <input type="checkbox"/> Allergic reaction<br>(not anaphylaxis)       | <input type="checkbox"/> Infectious disease<br>(including<br>gastrointestinal) |
| <input type="checkbox"/> Amputation                                   | <input type="checkbox"/> High temperature                                      |
| <input type="checkbox"/> Anaphylaxis                                  | <input type="checkbox"/> Ingestion/inhalation/<br>insertion                    |
| <input type="checkbox"/> Asthma/<br>respiratory<br>condition or issue | <input type="checkbox"/> Internal injury/<br>Infection                         |
| <input type="checkbox"/> Bite wound                                   | <input type="checkbox"/> Poisoning   |
| <input type="checkbox"/> Bruise                                       | <input type="checkbox"/> Rash  |
| <input type="checkbox"/> Broken bone/<br>fracture/<br>dislocation     | <input type="checkbox"/> Seizure/convulsion/<br>unconsciousness                |
| <input type="checkbox"/> Burn/sunburn                                 | <input type="checkbox"/> Sprain/swelling                                       |
| <input type="checkbox"/> Choking                                      | <input type="checkbox"/> Stabbing/piercing                                     |
| <input type="checkbox"/> Concussion                                   | <input type="checkbox"/> Tooth   |
| <input type="checkbox"/> Crush/jam                                    | <input type="checkbox"/> Venomous bite/sting                                   |
| <input type="checkbox"/> Cut/open wound                               | <input type="checkbox"/> Other (please specify):                               |
| <input type="checkbox"/> Drowning (non-<br>fatal)                     |  |
| <input type="checkbox"/> Electric shock                               |  |

### Action taken

Details of action taken (including first aid, administration of medication, etc.):

Did emergency services arrive?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Was medical attention sought from a registered practitioner/hospital?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If you answered yes to either of the above, provide details:

Have any steps been taken to prevent or minimise this type of incident in the future?

### Additional notes

Consider the situation below where an incident occurred in the workplace:

### Grand Wellness

Grand Wellness is an organisation that provides health and recreational opportunities for sport fanatics. On June 2, 20xx, an incident occurred at Grand Wellness. It was 9 in the morning when a 35-year-old Owen Greenham descended from the horse he was riding and misjudged his step. As a result, he fell from the horse and twisted his right ankle. Matthew Keplar saw how Owen landed on his right arm and sprained it. According to first-aid procedures, a staff member who witnessed the incident immediately responded to treat Owen. He administered first aid by putting ice and applying a bandage on his right ankle and right arm.

A workplace incident form was completed after the incident took place. See the following example:

#### Incident Report

##### **Details of person completing this record**

Name	Ken Davidson	
Position	Health and Safety Officer	
Date and time record was made	2/ June/ 20xx	11 AM/PM
Signature (must be handwritten)	Ken Davidson	

##### **Casualty details**

Casualty's name	Owen Greenham	
Age	35	
Gender	<input checked="" type="checkbox"/> Male	<input type="checkbox"/> Female

**Incident details**

Incident date and time	2/ June/ 20xx	9 AM/PM
Incident location	Recreational centre	
Name of witness	Matthew Keplar	
Signature of witness (must be handwritten)	Matthew Keplar	Date: 2/ June/ 20xx

Fill up the relevant fields and leave blank those that do not apply.

General activity at the time of the incident: **Riding a horse**

Incident

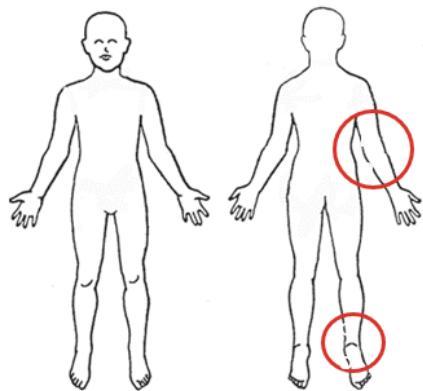
Injury

Trauma

Illness

Description of general activity	Owen Greenham descended from the horse he was riding and misjudged his step. As a result, he fell from the horse and twisted his right ankle. Matthew Keplar saw how Owen landed on his right arm and sprained it.
Cause of injury/trauma	Misjudged step
Circumstances surrounding any illness, including apparent symptoms	Sprained right ankle and right arm

Indicate the part of the body affected on the diagram below:



- |  |  |
|--|--|
| <input type="checkbox"/> Abrasion/Scrape                       | <input type="checkbox"/> Eye injury                                      |
| <input type="checkbox"/> Allergic reaction (not anaphylaxis)   | <input type="checkbox"/> Infectious disease (including gastrointestinal) |
| <input type="checkbox"/> Amputation                            | <input type="checkbox"/> High temperature                                |
| <input type="checkbox"/> Anaphylaxis                           | <input type="checkbox"/> Ingestion/inhalation/insertion                  |
| <input type="checkbox"/> Asthma/respiratory condition or issue | <input type="checkbox"/> Internal injury/ Infection                      |
| <input type="checkbox"/> Bite wound                            | <input type="checkbox"/> Poisoning                                       |
| <input type="checkbox"/> Bruise                                | <input type="checkbox"/> Rash  |
| <input type="checkbox"/> Broken bone/fracture/dislocation      | <input type="checkbox"/> Respiratory                                     |
| <input type="checkbox"/> Burn/sunburn                          | <input type="checkbox"/> Seizure/unconscious/convulsion                  |
| <input type="checkbox"/> Choking                               | <input checked="" type="checkbox"/> Sprain/swelling                      |
| <input type="checkbox"/> Concussion                            | <input type="checkbox"/> Stabbing/piercing                               |
| <input type="checkbox"/> Crush/jam                             | <input type="checkbox"/> Tooth   |
| <input type="checkbox"/> Cut/open wound                        | <input type="checkbox"/> Venomous bite/sting                             |
| <input type="checkbox"/> Drowning (non-fatal)                  | <input checked="" type="checkbox"/> Other (please specify):              |
| <input type="checkbox"/> Electric shock                        |  |

#### Action taken

Details of action taken (including first aid, administration of medication, etc.):

According to first aid procedures, a staff member who witnessed the incident immediately administered first aid by putting ice and applying a bandage on Owen's right ankle and right arm.

Did emergency services arrive?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Was medical attention sought from a registered practitioner/hospital?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

If you answered yes to either of the above, provide details:

N/A

Have any steps been taken to prevent or minimise this type of incident in the future?

N/A

#### Additional notes

N/A

Aside from completing WHS incident records, your role includes maintaining them. This means storing and preserving reports that demonstrate what your organisation has done to manage WHS. These documents can prove compliance with WHS legislative requirements. It can also serve as a reference when a regulator investigates specific incidents.

There are legislative requirements you can refer to in maintaining incident records. Under the WHS Act, a record of each notifiable incident should be kept for at least five years. Failure to report a notifiable incident will result in an offence, and penalties may apply. You can also refer to your state/territory requirements to tell you the retention period of essential documents in WHS. A retention period refers to the amount of time information should be maintained or retained.

Aside from these requirements, you can also follow your workplace procedures for incident records. This will guide you in ensuring the security of all incident records collected and stored within the organisation. Procedures for record-keeping, which were discussed in Section 1.1.2, can serve as your guidelines in maintaining these records.



### Checkpoint! Let's Review



1. Maintaining WHS incident records refers to storing and preserving reports in managing WHS. A workplace incident report is a formal document or a form used to record the essential details of a workplace incident. You are responsible for completing this document as part of the risk management process.
2. These documents can prove compliance with WHS legislative requirements. It can also serve as a reference when a regulator investigates specific incidents.

### Learning Activity for Chapter 2

Well done completing this chapter. You may now proceed to your **Learning Activity Booklet** (provided along with this Learner Guide) and complete the learning activities associated with this chapter.

Please coordinate with your trainer/training organisation for additional instructions and guidance in completing these practical activities.



### III. Support Consultation, Cooperation and Communication in Risk Management



A safe workplace is easily achieved when everyone actively contributes to risk management. Consultation, cooperation, and communication are crucial elements of risk management. In situations where you have a shared WHS obligation, these elements will help you address any gaps in managing workplace risks.

Below are the definitions of each crucial element of risk management:

#### Consultation

- This two-way process allows workers to participate in WHS decision-making and receive feedback.

#### Cooperation

- This involves responding to reasonable requests from other duty holders in maintaining WHS.

#### Communication

- This is the process of exchanging WHS information and ideas within the organisation.

You play a vital role in supporting consultation, cooperation, and communication in the workplace. This means that you are integrating these three elements of risk management when performing your WHS duties. To do this, you can provide adequate training to each duty holder about their responsibilities to WHS. If each duty holder is aware of their role and acts accordingly, everyone can enjoy a healthy and safe working environment.

Under the WHS Act, the following duty holders have a role in either consultation, cooperation, or communication:

PCBUs	Designers, manufacturers, importers, suppliers, and installers of plant, substances, or structures
Officers	Workers

To know the responsibilities of each duty holder mentioned above, you can access the *Model Code of Practice: Work health and safety consultation, cooperation and coordination*. This document will guide you on consulting, cooperating, and coordinating activities with other duty holders under the WHS Act.



### Further Reading

To read further about consultation, cooperation and coordination in WHS, you can access the link below.

[Model Code of Practice: Work health and safety consultation, cooperation and coordination](#)

In this chapter, you will learn how consultation, cooperation, and communication are vital elements in risk management. This chapter will cover the following:

- Encourage Work Team Participation in Consultative Activities
- Report Health and Safety Issues According to WHS Requirements
- Support Work Team Involvement in WHS

### 3.1 Encourage Work Team Participation in Consultative Activities



Consultation is a legal requirement that all businesses or undertakings should follow. Under the WHS Act, consultation is required in the following health and safety matters:

- When identifying hazards and analysing health and safety risks associated with work done or to be done by the company or activity
- When making decisions about ways to eliminate or minimise those risks
- When making decisions about the adequacy of facilities for the welfare of workers
- When proposing changes that may affect the health or safety of workers
- When making decisions about the procedures for consulting with workers, monitoring their health, and providing information and training for them, monitoring the conditions at any workplace under the management or control of the person conducting the business or undertaking and resolving work health or safety issues at the workplace
- When carrying out any other activity prescribed by the regulations for the purposes of this section

*Based on the Federal Register of Legislation at November 7, 2021. For the latest information on Australian Government law, please go to <https://www.legislation.gov.au>.  
Work Health and Safety Act 2011, used under CC BY 4.0*

Organisations create specific procedures to ensure consultation is evident in the workplace. Workplace consultative procedures refer to formal processes of consultation at work. Supporting workplace consultative procedures is one of your duties. To do this, you must encourage each work team member to actively participate in the consultation process. Under the WHS Act, PCBs have a duty to consult with workers about WHS matters. At the same time, other duty holders are required to cooperate and communicate accordingly.

Below are ways you can encourage the team to participate in consultative activities:

- Ask questions about health and safety.
- Raise concerns and report problems.
- Make safety recommendations.
- Be part of the problem-solving process.



Keep in mind that consultation does not mean informing an individual about a health and safety decision or action after it has been taken. As a community work officer, you must monitor if the workers are actively engaged in consultation. You can remind them that it should be a two-way process between the PCBs and the workers to talk, listen, and share WHS information in the workplace. There are options given to workers who feel more comfortable talking to their elected representatives. Options for WHS consultation include the following:

**Electing Health and Safety Representatives (HSRs)**

**Establishing a Health and Safety Committee (HSC)**

You must check if your organisation offers these consultation arrangements. This is another way to encourage work team participation in consultative activities.



### Further Reading

To read further about workplace consultative procedures, you can access the link below.

[Moral Code of Practice: Work health and safety consultation, cooperation and coordination](#)



### Checkpoint! Let's Review

1. Workplace consultative procedures refer to formal processes of consultation at work. You can encourage the work team to contribute to the consultation process to support these procedures.
2. Options for WHS consultation include electing Health and Safety Representatives (HSRs) and establishing a Health and Safety Committee (HSC).

## 3.2 Report Health and Safety Issues According to WHS Requirements



The WHS Act emphasises consultation and sets out how to establish consultative procedures in the workplace. Through this process, workers can raise any concerns about WHS issues and be consulted while handling the issue. Health issues in the workplace refer to work-related problems that affect an individual's mental and physical health. This includes job dissatisfaction, workplace injury, and stress. Meanwhile, safety issues in the workplace refer to work-related problems that threaten one's security. Examples of safety issues are possible dangers at work (see Subchapter 1.1). When employees feel that these issues may pose a risk at work, they should follow procedures set by their workplace. This involves reporting their concerns to relevant WHS authorities in the organisation, such as the PCBs and the HSC.

Under the WHS Act, you have the utmost duty in reporting identified health and safety issues in the workplace. Your report may include the following:

A list of health and safety issues in the workplace

Recorded incidents involving identified issues

Review of implemented control measures

Suggested control measures for identified issues

Aside from the WHS requirements in reporting issues, you can also refer to your organisation's workplace procedures.

Procedures for reporting these issues may include the following:

- Suppose you become aware of any circumstance or hazard that could give rise to a risk of injury or illness to any person. In that case, you should immediately notify the PCBU or the HSC and complete a Hazard Report Form.
- Suppose you see any machinery being used without safety guards or observe any machinery being damaged or defective. In that case, you must immediately report this to the PCBU or the HSC.

Involving the employees in health and safety issues can result in a safer workplace. When they are aware of existing WHS issues, they will be more mindful in following safety procedures. Safety procedures are established methods in performing tasks required by their job role with the least danger.

Examples of safety procedures that you should monitor in day-to-day work activities include the following:

Forklift accidents

Fire incidents

Chemical accidents

- **Forklift accidents**
  - Look for leaks and other prominent flaws.
  - Check the brakes and steering controls.
  - Check fluid levels, including brake, hydraulic, and transmission fluids.
- **Fire incidents**
  - Check that the fire extinguishers are in excellent working conditions.
  - Keep flammable objects away from overheating equipment.
  - Turn off any electrical appliances that are not in use.
- **Chemical accidents**
  - Label every chemical product and take note of its side effects.
  - Provide workers with PPEs when handling chemicals.
  - Store flammable chemicals in fireproof storage units.

As a community work officer, your role requires you to consistently monitor safety procedures in day-to-day work. You should not overlook this task because it ensures that established methods of carrying out the job role are followed. If you spot someone doing an unsafe work practice, you can provide them with the correct information on performing their task safely.



### Checkpoint! Let's Review

1. Health issues in the workplace refer to work-related problems that affect an individual's mental and physical health. Meanwhile, safety issues in the workplace refer to work-related problems that threaten one's security. Under the WHS Act, you have the utmost duty in reporting identified health and safety issues in the workplace.
2. When reporting identified health and safety issues in the workplace, the details of your report may include the following:
  - A list of health and safety issues in the workplace
  - Recorded incidents involving identified issues
  - Review of implemented control measures
  - Suggested control measures for identified issues

### 3.3 Support Work Team Involvement in WHS

Work team processes are mentioned in the introduction of Chapter 2 as critical factors in maintaining a safe workplace. As a community work officer, your role includes encouraging work team members to contribute to WHS. This involves the active participation of work team members in WHS matters. To do this, you can refer to the workplace procedures for effective consultation in Subchapter 3.1.

Aside from encouraging the work team, you must also assist them in contributing to work health and safety. This involves guiding the team with adequate knowledge in performing their WHS duties. Below are ways on how you can assist the work team members in contributing to work health and safety:

Include the work team in meetings involving WHS matters.

Provide proper training on WHS policies and procedures.

Listen to health and safety issues encountered by the work team.

Ask for their suggestions and feedbacks towards implemented control measures.

Remember that employee involvement is incorporated in the WHS Act because it is vital in risk management. Workplaces where employees actively contribute to WHS have reduced risk levels and accidents.



#### Multimedia

It is vital to consult with your work team and hear their concerns and suggestions. The video below features the perspectives and ideas of young workers on work safety.

[Young workers tell us their views on work safety](#)



## Checkpoint! Let's Review



1. Employee involvement is incorporated in the WHS Act because it is vital in risk management. You must encourage and assist the work team by involving them in WHS matters and providing adequate WHS information.
2. Some ways on how you can assist the work team members in contributing to work health and safety comprise of the following:
  - Include the work team in meetings about WHS matters.
  - Provide proper training on WHS policies and procedures.
  - Listen to health and safety issues encountered by the work team.
  - Ask for their suggestions and feedbacks towards implemented control measures.

## Learning Activity for Chapter 3

Well done completing this chapter. You may now proceed to your **Learning Activity Booklet** (provided along with this Learner Guide) and complete the learning activities associated with this chapter.

Please coordinate with your trainer/training organisation for additional instructions and guidance in completing these practical activities.



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