Contents

[**Assessment Summary Requirements** 2](#_Toc8229670)

[**Assessment Requirements** 2](#_Toc8229671)

[**Item 5 Addressed 28 criteria** 2](#_Toc8229672)

[**Document Style Guide** 6](#_Toc8229673)

[**Project Details** 7](#_Toc8229674)

[Project Background 7](#_Toc8229675)

[**Project Documents** 8](#_Toc8229676)

[**Personnel** 9](#_Toc8229677)

[**Staff Skills and Training** 10](#_Toc8229678)

[**WHS Websites** 11](#_Toc8229679)

# **Assessment Summary Requirements**

## **Assessment Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Assessment |  | Complete |
| 1 | WHSMS Report: demonstrates WHS legislative compliance |  | yes |
| 2 | WHSMS Report: describes WHS legislative compliance |  | yes |
| 3 | WHSMS Report: evaluates WHS legislative compliance |  |  |
| 4 | Style guide followed for BizOps |  |  |
| 5 | **Addressed 28 criteria** |  |  |
| 6 | Induction plan template (**attachment 3**) completed | **Lianne** | yes |
| 7 | Project implementation plan completed | **Paul** |  |
| 8 | Project scope template completed | **John & Nathan** | yes |
| 9 | Risk Management Plan (**attachment 7**) completed | **Alex** |  |
| 10 | Sample Project Staff Meeting Agenda | **George** | yes |
| 11 | Sample WHS Hazard Identification form completed and referenced in Report | **Lianne** | Yes chp4.2 |
| 12 | WHS Hazard Report Form Template (**attachment 2**) | **Lianne** | yes |

additional documents

|  |  |  |  |
| --- | --- | --- | --- |
| Attach |  |  | Complete |
| 1 | Emergency Contacts List | **Lianne** | yes |
| 2 | WHS Hazard Report Form Template | **Lianne** | yes |
| 3 | Induction plan template (Assess Item 6) | **Lianne** | yes |
| 4 | WHS Induction for Contractors/Visitors 2019 | Document  referenced | yes |
| 5 | Detailed WHS Induction Checklist for Contractors | Document  referenced | yes |
| 6 | WHS Training Register | **Harry** | **(waiting)** |
| 7 | Risk Management Plan (Assess Item 9) | **Alex** | **(waiting)** |
| 8 | WHS Hazard Inspection Procedure | Document  referenced | yes |
| 9 | WHS Hazard Inspection Quick Checklist | Document  referenced | yes |
| 10 | Suggested Asbestos Register | Document  referenced | yes |
| 11 | Hazardous Substances Register | Document  referenced | yes |
|  |  |  |  |

## **Item 5 Addressed 28 criteria**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Criteria |  | Refer to |
| 1 | Describe how you critiqued ideas and information from WHS legislation, policies, procedures and programs | **Paul**  Ensure a Safe Workplace  Topic 1: 1A  (page 2) | **Project Implementation** & adherence to the WHS Act Legislation  **(waiting)** |
| 2 | Explain how you identified duty holders and defined WHS responsibilities for all workplace personnel in the work area according to WHS legislation, policies, procedures and programs. | **Lianne**  Ensure a Safe Workplace  Topic 1: 1B  (page 19) | **WHSMS ch3.3** Responsibilities  (completed) |
| 3 | Explain how you established, implemented, maintained and evaluated effective and compliant participation arrangements for managing WHS. | **Lianne**  Ensure a Safe Workplace  Topic 2: 2A  (page 34) | **WHSM ch3.4** Consultation and Communication Arrangements  (completed) |
| 4 | Describe methods used to monitor adherence to legal and regulatory rights and responsibilities for self and others in relation to WHS. | **Lianne** | **WHSM ch3.1** Work Health and Safety (WHS) Policy  WHSM ch3.6 WHS Risk Assessment  (completed) |
| 5 | Explain how you identified and approved financial and human resources required by the WHSMS. | **Paul**  **John** | **Project Implementation**  & **Project Scope**  **(waiting)** |
| 6 | Explain your strategies for working with contractors and their representatives to set up and maintain participation arrangements according to relevant WHS legislation. | **Fanny**  Ensure a Safe Workplace  Topic 2  (page 33) | add to **WHSM ch6 Report**  **WHSM ch4.5**  Attachment 4 WHS Induction for Contractors/Visitors Attachment 5 Detailed WHS Induction Checklist for Contractors  Attachment 6 WHS Training Register  **(waiting)** |
| 7 | Explain how you used consultative or collaborative processes as an integral part of the decision-making process. | **Lianne** | **WHSM ch3.4** Consultation and Communication Arrangements  (completed) |
| 8 | What was your process for developing procedures for ongoing hazard identification, and assessment and control of associated risks? | **Lianne** | **WHSM ch4.7** Workplace Hazard Inspections  Attachments 8  WHS Hazard Inspection Procedure  Attachment 9  WHS Hazard Inspection Quick Checklist  (completed) |
| 9 | Describe why it was essential that you included hazard identification at the planning stage. | **Paul** | **Project Implementation**  **(waiting)** |
| 10 | How have you designed and evaluated stages of any change in the BizOps workplace to ensure that new hazards are not created by the proposed changes and existing hazards are controlled? | **Volunteer**  Ensure a Safe Workplace  Topic 3: 3B (page 67) | add to **WHSM ch6 Report**  Auditing process |
| 11 | How did you establish, implement, maintain and **evaluate procedures** for effectively identifying hazards? | **Kelvin**  Ensure a Safe Workplace  Topic 3 | add to **WHSM ch6 Report**  Auditing process  **(waiting)** |
| 12 | Describe strategies deployed to assess and control BizOps risks using the hierarchy of risk control. | **Alex** | **7 Risk Management Plan Template**  **(waiting)** |
| 13 | How did you select and implement BizOps risk controls according to the hierarchy of control and WHS legislative requirements? | **Alex** | **7 Risk Management Plan Template**  **(waiting)** |
| 14 | Describe who in the BizOps workplace took responsibility for developing, implementing and reviewing policies, procedures and processes in accordance with organisational and legislative requirements. | **Volunteer**  Checklist Audit | add to **WHSM ch6 Report**  reference:  **WHSMS ch3.3** Responsibilities  **Organisation Charts**  **Organisational Operational Plan** |
| 15 | Describe how you identified inadequacies in existing risk controls according to the hierarchy of control and WHS legislative requirements. | **Volunteer**  Ensure a Safe Workplace  Topic 3: 3C & 3D  (page 71 & page 75) | add to **WHSM ch6 Report** |
| 16 | Explain the objective for promptly supplying resources to enable implementation of new measures. | **Jordan**  Ensure a Safe Workplace  Topic 3: 3D (page 78) | add to **WHSM ch6 Report**  **(waiting)** |
| 17 | What systematic analytical processes assisted you in gathering relevant BizOps information? | **Volunteer**  Ensure a Safe Workplace  Topic 3 | add to **WHSM ch6 Report** |
| 18 | Describe how you used identifying and evaluating options against agreed criteria. | **Volunteer- John (TBC)**  Ensure a Safe Workplace  Topic 3: 3E  (page 80) | add to **WHSM ch6 Report**  Audit |
| 19 | Identify requirements for requesting expert WHS advice, and how you would request this advice. | **Nathan** | add to **WHSM ch6 Report**  **(waiting)** |
| 20 | Develop a suitable WHS induction and training program for all workers in a work area as part of the organisation's training program. | **Kelvin**  Ensure a Safe Workplace  Topic 4: 4A  (page 90) | add to **WHSM ch6 Report**  **WHSM ch4.5**  Attachment 3 Induction Plan Template  Attachment 6 WHS Training Register  **(waiting)** |
| 21 | How did you establish, implement, maintain and evaluate effective and compliant participation arrangements for managing WHS, including identifying duty holders, identifying and approving the required resources, and developing and implementing a training program? | **Paul**  Ensure a Safe Workplace  Topic 2  (page 33) | **Project Implementation**  **(waiting)** |
| 22 | Explain the system for WHS record keeping that you used and how you allowed for the identification of patterns of occupational injury and disease. | **Volunteer**  Ensure a Safe Workplace  Topic 4: 4B  (page 95) | add to **WHSM ch6 Report** |
| 23 | Describe how you would record WHS decisions according to organisational requirements. | **Nathaniel**  Ensure a Safe Workplace  Topic 4: 4B (page 99) | add to **WHSM ch6 Report**  **(waiting)** |
| 24 | How did you measure and evaluate the WHSMS in line with the organisation's quality systems framework? | **Volunteer**  Ensure a Safe Workplace  Topic 4: 4C  (page 101) Check Pauls work  **Refer** to BizOps Company Business Plan Document | add to **WHSM ch6 Report** |
| 25 | Describe the methods used to establish, implement, maintain and evaluate a WHSMS for a work area of BizOps Enterprises in accordance with WHS legislation, including policies, procedures and record keeping. | **Volunteer**  Ensure a Safe Workplace  Topic 3 & 4 | add to **WHSM ch6 Report** |
| 26 | What improvements did you develop and implement into the WHSMS to achieve organisational WHS objectives? | **Volunteer**  Ensure a Safe Workplace  Topic 4: 4D  (page 108) | add to **WHSM ch6 Report** |
| 27 | Describe the plans you developed or processes you used to manage relatively complex WHS management tasks with an awareness of how they may contribute to longer-term operational and strategic goals. | **Volunteer**  After construction and implementation of the policies | add to **WHSM ch6 Report** |
| 28 | Explain how you ensured compliance with the WHS legislative framework to achieve, as a minimum, WHS legal requirements. | **Josh**  Ensure a Safe Workplace  Topic 4: 4E  (page 112)  Checking legislation stated in document  And checking the website that it’s compliant  <https://www.safeworkaustralia.gov.au/law-and-regulation> | add to **WHSM ch6 Report**  **(waiting)** |

## **Document Style Guide**

* Copies of documents should be filed in accordance with the information management policies and procedures.
* All documents
  + Left justified
  + Arial 10 point
* All internal and external communications require
  + Subject heading; dated
  + Address with generic titles i.e. Ms Mr unless advised by customer
  + Copy is required for filing
* Letters
  + On BizOps letterhead
  + Left and right margin 2.5cm; 7cm space at top
  + Signed; include name and position title of the sender
* Emails
  + Emails to customers
    - to be copied to the **Customer Service Manager**
    - to be retained in an archive mail folder.
  + Subject heading
  + Digital signature from the sender
  + No company logo required
  + Set out in the following format:

Your full name

Your position title

BizOps

25 End Lane

Brookvale NSW 2189

Telephone: (02) 5678 1234

Free-call: 1300 121 212

Facsimile: (02) 5678 1233

* Faxes
  + Sent with a completed BizOps fax coversheet as the first page
  + Cover page; prepared on the fax cover template
* All correspondence to customers concerning complaints
  + Must be authorised by the **Customer Service Manager**

## **Project Details**

BizOps Enterprise’s main office that fronts the main road is about to undergo a major refurbishment.

Establish a work health and safety management system (WHSMS) that meets legislative requirements.

* Evaluate some of our current WHS policies and procedures.
* Develop other procedures and a record-keeping system that ensures the work area and BizOps complies with WHS legislation.
* Maintain and evaluate the WHSMS throughout the life of the project.

WHS system implementation and maintenance tasks over the corning weeks leading up to commencement of work include:

* confirming legislative requirements
* identifying relevant roles and responsibilities resourcing the WHS management system
* establishing appropriate induction and training
* providing participation and consultation arrangements for establishing the WHS management system
* developing processes for identifying and resolving issues
* implementing hazard and risk control procedures that ensure legislative compliance.

### Project Background

Due to growth at BizOps Enterprises, we have decided to look at how we can expand our head office by refurbishing and fitting out the front building.

We will need to employ workers across a range of occupations and trades, including engineers, plumbers, electricians, carpenters and cabinet-makers, and painters. Nail guns, jackhammers, power tools, elevated work platforms and scaffolding, and a range of other building and construction equipment will be used extensively.

The building being renovated fronts a busy street; construction activities will need to ensure vehicle and pedestrian traffic is safe and uninterrupted.

## **Project Documents**

Vision Mission Values

Document Style Guide

Organisational Charts

Company Business Plan:

* Business Details ABN etc.
* Goals, objectives, strategies
* Finances
* Personnel
* Insurance
* Legal considerations

Company Profile: *(also refer to Vision Mission Values document)*

* About

Organisation Operational Plan

* Business Plan objectives
* Consultation Strategy
* Operational plans, resources, budget, kpi’s
* Risk

Project Background

* BizOps expansion plans

Risk management policy

* Scope
* Framework
* Definitions
* Responsibilities

Risk management procedures

* Purpose and scope
* Responsibilities
* Risk management process
* Consequence table
* Likelihood
* Risk controls
* Risk monitoring and reporting

WHS-Policy

* First aid
* Emergency evacuation procedure
* WHS audit
* reporting safety hazards/defects
* reporting of incidents
* smoke free

## **Personnel**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Title | Name | Responsible for |
| Chief Executive Officer |  | Rose Hargreaves |  |
| Business Owner |  | Simon Greig |  |
| Business Owner |  | Natushka Greig |  |
| Business Owner |  | Devon Mersydale |  |
| Financial Operations | Managing Director | Mike Booth |  |
| Company Accountant |  | Fatima Williams | Holds insurance details |
| Finance Manager |  | Aziz Singh |  |
| Business Operations | Managing Director | Sean Bamford | * Invites workers to undertake role as first-aid attendants * Workers require to obtain first aid certificate * Records Audit in Audit File |
| Business Operations Manager |  | Chang Lin |  |
| IT Manager |  | Fred Diallo |  |
| Human Resources | Managing Director | Sayo Yoshida |  |
| Human Resources Manager |  | Gina Harris |  |
| HR Specialist Advisors |  |  |  |
| HR Administration Team |  |  |  |
| Recruitment Agency |  |  | Recruits staff |
| Retail Operations | Managing Director | Nancy Tooket |  |
| Marketing Manager |  | Liz Hitchens |  |
| Sales Manager |  | Johan Tines | Fixtures & fittings for each retail outlet including hiring fitters and installers |
| Customer Service Manager |  | Sarah Voss | * Receives copies of emails * Authorizes all correspondence to customers concerning complaints. |
| WHS Officer |  | Dmitri Lavrov |  |
| Retail Outlet Managers |  |  | * Fixtures & fittings for each retail outlet including hiring fitters and installers * Train staff * Maintain staffing capacity through rapid recruitment to fill vacancies * Review operational plan monthly to monitor progress of operational plans against KPIs |
| Training Consultant |  |  | Provides additional training |
| Senior Management Team |  |  | Increases Sales |

Health & Safety Representatives & Department Managers with relevant managing directors

* Develop Emergency evacuation procedure

WHS Audit

* Annually, additional audit to be scheduled due to office/site restructures.

The results of the audit shall form the basis of the WHS strategy.

* Managing Director: Business Operations
  + actions of audit recorded in audit file and reported



## **Staff Skills and Training**

A successful delivery of exceptional product and service quality will depend on providing the following;

* Store is to maintain its establishment base of full-time equivalent employees.
* Induction training at the commencement of employment to train new employees to be knowledgeable, helpful and enthusiastic.
* Staff will have formal retail qualifications and be provided with internal product and service knowledge training.
* Staff employed are multi-skilled retail sales staff capable of providing after sales product support to customers.
* Physical, human and time resources to support an annual professional development program for all BizOps employees.
* The training, recruitment and induction of new staff and the upskilled training of current staff is to be trained by 31 August.
* Additional 15% of training costs to employ a training consultant to provide additional training resources to meet 31 August deadline.

## **WHS Websites**

**Safe Work Australia, Law and regulation**

<https://www.safeworkaustralia.gov.au/law-and-regulation>

**Comcare, WHSMS**

<https://www.comcare.gov.au/preventing/governance/workplace_health_and_safety_management_system_whsms>

**Work Health and Safety (WHS) Management Plan Template**

<https://www.comcare.gov.au/__data/assets/pdf_file/0008/145286/WHS_123a_04706_May17_v1fill-b66aa8587c8c4523af9505ce097736d4.pdf>

**Duty of Care**

<http://www.commerce.wa.gov.au/sites/default/files/atoms/files/general_duty_of_care.pdf>

**Occupational Safety and Health Acct 1984 (WA)**

<https://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtitle_4245_homepage.html>

**Occupational Safety and Health Regulations 1996**

<https://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtitle_1853_homepage.html>

**Australian Standards**

<http://www.standards.org.au/Pages/default.aspx>

**Worksafe Smartmove**

<http://smartmove.safetyline.wa.gov.au/>

**Award Summaries**

<http://www.commerce.wa.gov.au/labour-relations/wa-award-summaries>’

**Workcover WA Policy**

<http://www.workcover.wa.gov.au/content/uploads/About%20Us%20/OSH-Policy-2014v2.pdf>

**Worksafe WA**

<https://www.commerce.wa.gov.au/worksafe>

**Guidance Note Formal Consultative Processes**

<https://www.commerce.wa.gov.au/sites/default/files/atoms/files/guidance_note_formal_consultative_processes.pdf>