**Marker Guide 1**

**DIPLOMA OF
PRACTICE MANAGEMENT**

Manage Work Health and Safety

HLTWHS004



Second Edition, March 2023

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SHORT RESPONSE QUESTIONS

Section 1

Establishing WHS Practices

Health and Safety in the Workplace

1.1 There are a number of Commonwealth and State/Territory regulators of work health and safety in Australia.

a) Name the statutory agency that was set up to develop and coordinate national policies and strategies related to work health and safety issues. (Your response should be approximately 5 words)

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| Student’s response **must** refer toSafe Work Australia. |

b) What is the WHS regulator in the State or Territory in which you live and what is their website? Hint: see the **WHS Regulators – State/Territory** table in the Study Guide. (Your response should be approximately 10 words)

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| Student’s response **must** identify **one** of the following:

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| --- | --- | --- |
| Australian Capital Territory: | WorkSafe ACT | www.worksafe.act.gov.au |
| New South Wales:  | SafeWork NSW | www.safework.nsw.gov.au |
| Northern Territory: | NT WorkSafe | www.worksafe.nt.gov.au |
| Queensland: | Workplace Health and Safety QLD | www.worksafe.qld.gov.au |
| South Australia: | SafeWork SA | www.safework.sa.gov.au |
| Tasmania: | WorkSafe Tasmania | www.worksafe.tas.gov.au |
| Victoria: | WorkSafe Victoria | www.worksafe.vic.gov.au |
| Western Australia: | WorkSafe WA  | www.commerce.wa.gov.au/WorkSafe |

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WHS Responsibilities and Accountabilities

1.2 WHS Acts and Regulations set out the general duties of everyone in the workplace for keeping the workplace safe. Depending on the individual’s role, their WHS responsibilities and accountabilities will vary. Complete the following table by listing **three** (3) responsibilities that each of these work roles hold. Hint: see the **Role and Responsibility** table on pages 13-15 of the Study Guide, under **WHS Responsibilities and Accountabilities**. (Your total response should be approximately 150 words)

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| Student’s response must demonstrate an understanding of at least **three** WHS responsibilities of each role.  |
| **Work Role** | **Responsibilities** |
| a) Workers | Student’s response **must** demonstrate an understanding of at least **three** of the following responsibilities:* Take reasonable care for their own health and safety
* Take reasonable care for the health and safety of others
* Comply with any reasonable instruction by the PCBU
* Cooperate with any reasonable policies and procedures of the PCBU
 |
| b) Health and Safety Representatives | Student’s response **must** demonstrate an understanding of at least **three** of the following responsibilities:* Represent workers in a work group on WHS matters
* Monitor WHS actions taken by the PCBU
* Investigate WHS complaints from workers of the work group
* Look into anything that might be a risk to the WHS of the workers they represent
* HSRs with additional training can also:
* Direct unsafe work to stop when they have a reasonable concern that carrying out the work would expose a worker of their work group to a serious risk
* Issue a ‘Provisional Improvement Notice’ (PIN) when they reasonably believe there is a contravention of the WHS Act
 |
| c) Health and Safety Committees | Student’s response **must** demonstrate an understanding of at least **three** of the following responsibilities:* Facilitate co-operation between the PCBU and workers in instigating developing and carrying out measures designed to ensure the health and safety of workers
* Assist in developing standards, rules and procedures relative to health and safety
* Other functions that are prescribed by the regulations or agreed between the PCBU and the committee.
 |
| d) Officers | Student’s response **must** demonstrate an understanding of at least **three** of the following responsibilities:* Acquire and keep up to date knowledge of work health and safety matters
* Gain an understanding of the operations of the business and the hazards and risk involved
* Ensure appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised
* Ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way
* Ensure the PCBU has, and implements, processes for complying with any legal duty or obligation
* Ensure processes are verified, monitored and reviewed
 |
| e) Persons Conducting a Business or Undertaking (PCBU) | Student’s response **must** demonstrate an understanding of at least **three** of the following responsibilities:* Must provide safe systems of work
* Must provide a safe work environment
* Accommodation for workers, if provided, is appropriate
* Safe use of plan, structures and substances
* Facilities for the welfare of workers are adequate
* Notification and recording of workplace incidents
* Adequate information, training, instruction and supervision is given
* Compliance with the requirements under the work health and safety regulations
* Effective systems are in place for monitoring the health of workers and workplace conditions
* Management and control workplaces, or fixtures, fittings or plants at workplaces
* Management of design, manufacture, import or supply of plant, substances or structures
* Management of installation, construction or commissioning of plant or structures
 |

1.3 List **five** (5) responsibilities that an officer has in relation to due diligence. (Your response should be approximately 100 words)

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| Student’s response **must** demonstrate an understanding of at least **five** responsibilities that an officer has in relation to due diligence. Responsesmay include, but are not limited to, reference to:* acquire and keep up to date knowledge on work health and safety matters
* understand the nature and operations of the work and associated hazards and risks
* ensure the PCBU has, and uses, appropriate resources and processes to eliminate or minimise risks to work health and safety
* ensure the PCBU has appropriate processes to receive and consider information about work-related incidents, hazards and risks, and to respond in a timely manner
* ensure the PCBU has, and implements, processes for complying with their duties and obligations (for example reports notifiable incidents, consults with workers, complies with notices, provides appropriate training and instruction and ensures HSRs receive training entitlements), and
* verify the provision and use of the relevant resources and processes
 |

1.4 Imagine that you are a senior manager in an allied health organisation and you are legally obliged to exercise due diligence in relation to WHS matters. Briefly outline **two** (2) practical steps that you can take to demonstrate compliance with your due diligence requirements. Hint: See Reading B. (Your response should be approximately 50 words)

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| Student’s response **must** provide **two** practical steps that can be undertaken to help an officer demonstrate compliance with ‘due diligence’ requirements. Responses may include, but are not limited to, reference to:* setting up a well-documented system for identifying, reporting, and responding to all actual and potential hazards in the workplace
* ensuring safe practices, procedures and controls are in place that are specific to the hazards in your workplace that either meet or exceed the requirements set out in the WHS legislation—including relevant approved Codes of Practice
* providing ongoing instruction and training to supervisors, managers, and workers
* communicating regularly with workers about foreseeable health and safety hazards
* allocating adequate time and resources for health and safety, including health and safety committees
* monitoring and auditing health and safety programs on a regular basis.

This is covered in Reading B. |

WHS Policies and Procedures

1.5 Most organisations have specific policies and procedures in place that underpin the management of work health and safety in accordance with legislative requirements. Briefly describe the general purpose of both a WHS policy and WHS procedures. (Your response should be approximately 40 words)

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| Student’s response should demonstrate an understanding of the purpose of a WHS policy and WHS procedures.Example response:A WHS policy outlines the organisation’s commitment to comply with WHS Acts and Regulations in managing WHS, while WHS procedures outline the practical steps involved in order to put the policy in practice. |

1.6 WHS policies and procedures encompass a number of different areas. These include:

* Hazard identification, risk assessment and control
* Hazard, incident, and injury reporting
* Consultation and participation arrangements
* Quality system documentation arrangements
* Use of personal protective equipment

Imagine that you are a practice manager worker who has just started working for a new organisation and you are wanting to read up on your various WHS requirements. Complete the table below by identifying which of the above WHS policy/procedure areas you would review to better understand your requirements in relation to each issue. (Your response should be approximately 25 words)

|  |  |
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| **Issue** | **WHS Policy/Procedure Area** |
| 1. You want to find out how you should report any general WHS issues that you observe.
 | “Consultation and participation” |
| 1. You want to find out if you are required to use any specific protective equipment.
 | “Use of personal protective equipment” |
| 1. You want to find out how you would go about reporting the matter if you are ever injured at work.
 | “Hazard, incident, and injury reporting” |
| 1. You want to find out about what steps you need to take to monitor for the presence of hazards in your workplace (i.e., if there are any checks or checklists that you need to complete as part of your role)
 | “Hazard identification, risk assessment, and control” |
| 1. You want to find out about how your organisation goes about monitoring WHS processes and documentation.
 | “Quality system documentation” |

1.7 List **three** (3) human resources policies and procedures that are found in most workplaces that help promote workplace health and safety. (Your response should be approximately 20 words)

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| Student’s response **must** provide **three** human resources policies and procedures that serve to promote WHS.Responses my include, but are not limited to, reference to:* Emergency management
* Fire Prevention and Control
* First Aid
* Working Environment Risks
* Workplace violence (e.g., workplace bullying, aggressive clients, etc.)
* Shift work and Remote or Isolated Workers
* Drugs and alcohol within workplace
* Smoking in the workplace
* Manual Handling
* Safe Vehicle Operation
* Fatigue Management
* Mental Health
 |

1.8 Imagine that you are the manager of an allied health organisation and you are developing fire emergency procedures for your organisation. List **five** (5) things that you would make sure are included in your fire emergency procedures. (Your response should be approximately 50 words)

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| Student’s response should demonstrate an understanding of the content of an emergency procedures.Responses should include reference to:* An effective response to fire emergency
* Evacuation procedures
* Notifying fire brigade/department at the earliest opportunity
* Medical treatment and assistance, and
* Effective communication between Fire Wardens to coordinate the emergency response and all people at the workplace
 |

Managing Work Health and Safety Risk

1.9 Managing work health and safety risks is a major duty of PCBUs/Officers in all workplaces. Briefly outline the **four** (4) key steps outlined by Safe Work Australia for the process of managing work health and safety risks. (Your response should be approximately 75 words)

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| Student’s response must demonstrate an understanding of the **four** steps involved in managing work health and safety risks.Response **must** include reference to:1. **hazard identification** – find out what could cause harm
2. **risk assessment** – understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening
3. **risk controls** – implement the most effective control measure that is reasonably practicable in the circumstances, and
4. **review control measures** – to ensure they are working as planned.
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Step 1: Hazard Identification

1.10 Briefly explain the difference between a hazard and a risk. (Your response should be approximately 30 words)

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| Student’s response **must** demonstrate an understanding of the difference between a hazard and risk. Example response:A hazard refers to a source of potential for harm whereas a risk refers to the probability and consequences resulting from exposure to a hazard. |

1.11 List **four** (4) hazard identification processes that the management of an organisation could use to identify hazards in the workplace. (Your response should be approximately 50 words)

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| Student’s response **must** provide **four** hazard identification processes. Responses may include, but are not limited to, reference to:* Inspecting the workplace (e.g., observing how work is performed, how equipment is used, what safety practices are used, the state of workplace housekeeping, etc)
* Consulting with workers (e.g., asking about any problems or incidents that have not been reported)
* Reviewing workplace data (e.g., analysing information about reported workplace incidents, results of inspections, complaints, worker sick leave patterns, etc)
* Reviewing external data (e.g., external regulators, safety consultants and manufacturers/suppliers are a vital source of information for hazards associated with specific industries, pieces of equipment or the use of specific substances)
 |

1.12 List **three** (3) situations in which a hazard identification process should be undertaken. (Your response should be approximately 75 words.)

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| Student’s response **must** demonstrate an understanding of at least **three** situations in which hazard identification processes should be undertaken. Responses may include, but are not limited to, reference to:* Before new forms of work and organisation of work are implemented (e.g., introduction of a new case management service)
* Before changes are made to a workplace, including changes to equipment, work processes, or work arrangements (e.g., before changing a specific case management process)
* As a part of planning major tasks or activities, such as equipment shutdowns (e.g., planning a group workshop)
* Following an incident report (e.g., following a physical outburst by an angry client)
* When new knowledge regarding the workplace becomes available (e.g., a railing at the entrance to the building becomes loose)
 |

1.13 Imagine that you are senior manager of an allied health organisation and you’ve been assigned the responsibility of developing manual handling procedures to help your workers identify and manage hazardous manual tasks.

a) List **two** (2) strategies that you could use to identify potential hazardous manual tasks in your organisation. (Your response should be approximately 30 words)

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| Student’s response **must** provide **two** strategies to identify hazardous manual tasks.Responses may include, but are not limited to, reference to:* Completing a workplace inspection with employees
* Reviewing injury records to identify injuries related to hazardous manual tasks in the past
* Asking employees about tasks that they find difficult to do.
 |

b) List **two** (2) strategies that you could include in the manual handling procedures in order to minimise risks of hazardous manual tasks. (Your response should be approximately 30 words)

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| Student’s response **must** provide **two** strategies to minimise risks of hazardous manual tasks.Responses may include, but are not limited to, reference to:* Eliminate unnecessary hazardous manual tasks
* Alter the design of workplace (e.g., install ramps and handrails)
* Alter the design of work systems (e.g., job rotation)
* Train workers to complete hazardous manual tasks using appropriate tools and techniques
 |

1.14 Imagine that you have been asked to conduct a workplace assessment to identify potential slip, trip, and fall hazards in the allied health organisation you work in.

1. Identify **two** (2) potential hazards that impose risks of slip, trip and fall to the workers in your organisation. (Your response should be approximately 20 words)

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| Student’s response **must** provide **two** strategies to minimise risks of slip, trip, and fall.Responses may include, but are not limited to, reference to:* uneven or damaged floor surfaces (e.g., a ripped piece of carpet)
* loose mats and rugs
* wet or oily floors (e.g., spills or recently washed floors)
* poor lighting
* uneven steps or paths
* a box left in a walkway
* a faulty chair
 |

1. List **two** (2) strategies that you could implement to address the hazards identified in question (a) in order to minimise risks of slip, trip, and fall (Your response should be approximately 50 words)

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| Student’s response **must** provide **two** strategies that are likely to minimise risks of slip, trip, and fall imposed by the hazards identified in question (a).Responses may include, but are not limited to, reference to:* Train workers to monitor their work environment and keep paths clear of hazards such as equipment, rubbish, and electrical cords
* Eliminate identified hazards immediately and inform workers to prevent incidents
* Implement alternative preventative measures

Marker note: Students may also refer to strategies provided in Reading E:* training staff to recognise slip and trip hazards and the importance of good housekeeping
* setting up standards and procedures for storage and cleaning
* checking and storing usable inventories, discarding any unwanted items
* implementing safe systems of work and any relevant signage for timely and efficient reporting and clean up of spills
* providing sufficient rubbish or recycling bins
* using appropriate containers for rubbish if it is likely to contain sharp objects
* developing a cleaning schedule that assigns workers to take charge of cleaning workplaces, and
* encouraging workers to clean their workplaces daily before they leave, so far as is reasonably practicable.
 |

1.15 Infection control procedures should outline practical steps involved in maintaining personal hygiene, proper food preparation, and cleanliness in the workplace. Briefly outline **two** (2) control methods that can be adopted in the workplace for infection control and provide an example for each. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of **two** infection control methods and an example of each. Responses may include, but are not limited to, reference to:* **Personal hygiene practices**: handwashing, unbroken skin, gloves, and personal items
* **Food preparation**: wash hands before and after handling food, avoid touching your hair, nose, or mouth, keep hot food hot and cold food cold etc.
* **Cleanliness in the workplace**: regularly wash the floors, bathrooms, and surfaces, spot clean necessary etc.
 |

1.16 It is not uncommon for allied health workers to travel or transport clients in company vehicles. List **two** strategies that you could include in the ‘safe driving’ procedures of an allied health organisation in order to minimise risks related to driving. (Your response should be approximately 40 words)

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| The student response **must** provide **two** strategies to minimise risks related to driving among allied health workers. Responses may include, but are not limited to, reference to:* Allow sufficient time when travelling between locations and take regular breaks when travelling for long distances
* Provide safe driving training to workers
* Conduct regular vehicle checks and complete a vehicle inspection checklist
 |

1.17 Allied health workers are particularly susceptible to burnout and work-related stress due to the nature of the industry. While stress cannot be fully eliminated, the risks of work-related stress can be minimised with commitment from the organisation as well as the individual worker.

1. Briefly outline **two** (2) strategies that the management of an allied health organisation could implement to reduce the impact of work-related stress on workers. (Your response should be approximately 50 words)

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| Student’s response **must** provide **two organisational strategies** that are likely to reduce the impact of work-related stress on allied health workers.Responses may include, but are not limited to, reference to:* develop WHS policies and procedures to address potential workplace violence (e.g., Prevention of workplace violence policy; Challenging behaviour procedures, etc.)
* provide workers with information, instruction, training, and supervision so that they are able to prevent or manage the occurrence of violence in the workplace
* ensure workers can access support systems such as debriefing and Employee Assistance Programs after incidents)
 |

b) Briefly outline **two** (2) personal strategies an allied healthworker could implement on personal level to prevent stress and burnout. Hint: see Reading G. (Your response should be approximately 40 words)

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| Student’s response must provide **two personal strategies** that are likely to help an allied healthworker minimise impact of work-related stress.Responses may include, but are not limited to, reference to:* Practice self-care strategies
* Debrief after a challenging situation
* Regular supervision
* Recognise signs of stress and fatigue

Student may also refer to strategies in Reading G:* Practice self-care strategies
* Access personal/professional support and supervision
* Emotional distancing – clear boundaries between self and client/work
* Sense of humour
* Spiritually-oriented activities e.g., meditation, being in nature, prayer and religious activities, existential explorations
* Positive thinking
* Having relaxing times and pleasurable hobbies
* Appropriate planning, goal setting and time-management
 |

1.18 What is a workplace support service and what is their role in minimising risks to allied health workers? (Your response should be approximately 50 words)

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| Student’s response should demonstrate an understanding of workplace support servicesExample response:Workplace support services are provided as additional support to workers who have experienced work-related stress or workplace violence. These services focus on preventing and reducing long term impacts of stress or traumatic incidents on workers and minimizing the impact of work-related stressors.  |

Step 2: Risk Assessment

1.19 Imagine that you have been asked to perform a risk assessment of hazards in your workplace. You decide to use a risk matrix to help you assess the severity of risk of the identified hazards.

a) What are the **two** (2) key criteria that you need to consider when using a risk matrix to assess severity of risk?. (Your response should be approximately 5 words)

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| Student’s response **must** refer topotential impact/consequences of the hazard and the likelihood of it happening. Example response: The two key criteria to consider when using a risk matrix are the potential impact of the hazard and the likelihood of it happening.  |

b) Briefly explain how you would use the risk matrix to prioritise risks. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of how a risk matrix can be used to prioritise risks.Example response:By rating the impact of hazard and the likelihood of it happening using a risk matrix, each hazard will be assigned a risk rating that indicates its severity (e.g., extreme, high, medium, and low). Hazards that are likely to cause the greatest risk will be prioritized. |

1.20 Imagine that you are developing risk assessment procedures for your workplace and you want to provide tools/templates for workers to use to document the outcomes of risk assessments. List **two** (2) tools/templates that you could develop. (Your response should be approximately 10 words)

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| Student’s response must identify **two** tools/templates that can be used to document finding of a risk assessment process.Responses may include, but are not limited to, reference to:* Hazard Log
* Risk Register
 |

Step 3: Risk Control

1.21 There will usually be more than one way of controlling a risk, and sometimes it will be necessary to use a combination of methods. It is important to choose the most appropriate method according to the hierarchy of control.

a) Outline the **three** (3) levels in the hierarchy of control. (Your response should be approximately 75 words)

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| Student’s response **must** demonstrate an understanding of the different levels in the hierarchy of control**.**Responses should include reference to the following:* Level 1: eliminate the hazard
* Level 2: substitute the hazard with something safer, isolate the hazard from people and reduce the risk through engineering controls
* Level 3: reduce exposure to the hazard using administrative actions and use personal protective equipment (PPE)
 |

b) Briefly explain how you would use the hierarchy of control to determine the most appropriate way to control a hazard. (Your response should be approximately 100 words)

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| Student’s response **must** demonstrate an understanding of the application of hierarchy of control**.**Example response:I would work top down through the hierarchy of control. Where possible, Level 1 strategies should be used to eliminate the risk. However, if it is not possible to eliminate the risk, a Level 2 strategy should be used to substitute, isolate or control the risk. Finally, if none of these are possible, Level 3 strategy should be applied to implement administrative controls or personal protective equipment should be used to protect workers. |

1.22 Consider what you have learned about principles of good work design. Briefly explain the benefits of implementing good work design to risk management and wellbeing in the workplace. (Your response should be approximately 60 words)

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| Student’s response should demonstrate an understanding of the benefits of good work design in risk management and wellbeing in the workplace, as stated in principles 1-3 of good work design.Responses may include reference to:* It is most effective to control risks by eliminating or minimizing risks from the stage of designing work practices
* It gives the highest level of protection so far as is reasonably practicable
* It enhances health and wellbeing
* It enhances business success and productivity

Example response:Good work design is the most effective way to control risks by eliminating or minimizing risks from the stage of designing work practices. Not only that it offers the highest level of protection as far as is reasonably practicable., It also promotes health and wellbeing among workers, which subsequently enhances business success and productivity. |

1.23 Imagine that you have recently learned about the ten principles of good work design and you would like to evaluate your current workplace’s design and seek opportunities for improvement.

a) Identify **three** (3) questions you could ask when evaluating whether your current workplace design is compliant with the descriptors of good work design. (Your response should be approximately 50 words)

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| Student’s response must demonstrate an understanding of principle 4-6 of good work design by making reference to **three** key questions to ask.Example questions:* Does current design address physical, biomechanical, cognitive, and psychosocial characteristics of work, together with the needs and capabilities of the people involved?
* Has the work design considered the business needs, context, and work environment?
* Is the current design applied along the supply chain and across the operational lifecycle?
 |

b) Based on the good work design principles, who must be involved in the process of designing good work and what processes should organisations seek to undertake? (Your response should be approximately 60 words)

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| Students’ response must demonstrate an understanding of principles 7-10 of the good work design principles and make reference to the following:* Principle 7: Engage decision makers and leaders
* Principle 8: Actively involve the people who do the work, including those in the supply chain and networks
* Principle 9: Identify hazards, assess and control risks, and seek continuous improvement
* Principle 10: Learn from experts, evidence and experience

Example response:Decision makers, leaders, people who do the work including those in the supply chain and networks must be involved in designing good work. It is important to undertake processes such as identifying hazards, assessing and controlling risks and seeking continuous improvement. Additionally, it is important to consult with experts, available evidence and experienced parties as appropriate. |

Step 4: Review Controls

1.24 Under the WHS Regulations, there are specific circumstances where the review of risk control measures must take place so that the procedures can be revised if necessary. Imagine that you are developing procedures for the review of risk controls and you want to ensure that your procedures are complying with the legislative requirements. List **five** (5) conditions in which review of control measures must take place. (Your response should be approximately 50 words)

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| Student’s response shoulddemonstrate an understanding of the WHS regulations with regard to risk control**.**Responses should include reference to:* When the control measure is not effective in controlling the risk
* Before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
* If a new hazard or risk identified
* If the results of consultation indicate the a review is necessary
* If a health and safety representative requests a review
 |

1.25 It is important to consult with your workers and their representatives in the process of reviewing control measures. List **three** (3) questions that you could ask your workers during this consultation process. (Your response should be approximately 50 words)

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| Student’s response shouldprovide **three** questions that could be asked when consulting workers in order to review control measures.Responses may include, but are not limited to, reference to **three** of the following:* Are the control measures working effectively in both their design and operation?
* Have the control measures introduced new problems?
* Have all hazards been identified?
* Have new work methods, new equipment or chemicals made the job safer?
* Are safety procedures being followed?
* Has instruction and training provided to workers on how to work safely been successful?
* Are workers actively involved in identifying hazards and possible control measures? Are they openly raising health and safety concerns and reporting problems promptly?
* Is the frequency and severity of health and safety incidents reducing over time?
* If new legislation or new information becomes available, does it indicate current controls may no longer be the most effective?
 |

A Note on Obtaining Expert WHS Advice

1.26 Sometimes it may be necessary to obtain professional WHS advice in a specific area of WHS to ensure your organisation is compliant with WHS requirements. List **three** (3) circumstances in which you may consider employing a person to advise on WHS. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of at least **three** circumstances in which expert WHS advice may be sought**.**Responses may include, but are not limited to, reference to:* During periodic OHS reviews of the operations of the business
* When develop and implementing systems for the long-term management of OHS
* When establish OHS consultative and issue resolution structures for the workplace
* When planning to modify the work premises, plant, substances or materials for use at work
* Before changes to work practices and systems of work are introduced
* When establishing new operations or projects
* Prior to major shut down, decommissioning, demolition of premises or plant
* When new OHS information becomes available from an authoritative source
* When a hazardous exposure or incident, injury, illness or adverse result of environmental or health monitoring indicates that risk control measures are inadequate
* When managing complex issues related to psychological health such as bullying and stress
 |

Documenting WHS Policies and Procedures

1.27 All workers have responsibilities in regard to work health and safety. To aid workers in fulfilling their WHS duties, it is important to develop processes to document their WHS responsibilities and accountabilities. In the space below, briefly describe one method that you could implement to document WHS responsibilities and duties. (Your response should be approximately 30 words)

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| Student’s response should demonstrate an understanding of at least one process that can be used to document WHS responsibilities and duties.Responses may include, but are not limited to, reference to:* List each worker’s responsibilities in the organisational WHS policies and procedures.
* Outline the responsibilities of each role within the organisation using a WHS responsibility and accountability matrix.
 |

1.28 List **two** (2) processes that you could implement to keep all workers in your organisation accountable for their WHS responsibilities. (Your response should be approximately 30 words)

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| Student’s response should provide **two** processes that could be used to monitor WHS accountability of workers.Responses may include, but are not limited to, reference to:* Ensure workers are properly trained in their duties
* Create a checklist/sign off sheet to ensure duties are completed as needed
* Regularly review sign off sheet to ensure duties are being completed
* Integrating WHS accountability as part of performance review processes
* Use a duty of care checklist to monitor workers’ accountability
 |

Integrating Your Knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout this section of the Study Guide.

1.29 Complete the table below by correctly identifying which role’s key WHS rights/responsibilities are being described. (Your response should total approximately 7 words)

|  |  |
| --- | --- |
| **Key Rights/Responsibilities** | **Role** |
| 1. Has the responsibility to exercise due diligence to ensure their organisation fulfils its health and safety obligations under the WHS Act
 | “Officers” |
| 1. Has the right to request the review and appeal improvement or enforcement issued by state WHS regulatory
 | “PCBU” |
| 1. Has the right to be consulted about WHS issues and participate in WHS meetings
 | “Health and Safety Representatives” |
| 1. Has the responsibility to take reasonable care for their own health and safety and the health and safety of others.
 | “Workers” |

1.30 Imagine that you are a senior manager of an allied health organisation and it is time to conduct a periodic WHS review. While your organisation’s management team have received WHS training, no members of the team are WHS experts.

a) Would you consider employing or engaging an expert in WHS in this situation? Explain why or why not. (Your response should be approximately 30 words)

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| Student’s response should demonstrate an understanding of requirements for expert WHS advice.Example response:Yes, because WHS legislation encourages organisations to employ/engage an expert in WHS to advise when undertaking periodic WHS review of the operations of the business. |

b) There are a number of sources that organisations can use when they need help and/or advice on a range of WHS issues. Identify a peak body that you could contact for expert WHS advice and briefly explain how you would contact them. (Your response should be approximately 30 words)

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| --- |
| Student’s response should demonstrate an understanding of who to contact for WHS advice and how to request for this advice.Peak bodies may include, but are not limited to, reference to:* Australian Institute of Occupational Hygienists – www.aioh.org.au
* Human Factors & Ergonomics Society of Australia Inc - www.ergonomics.org.au
* Safety Institute of Australia - www.sia.org.au

Example response:I will contact the Safety Institute of Australia through their website www.sia.org.au in order to obtain advice from a suitably qualified consultant. |

1.31 Imagine that you are a senior manager of an allied health organisation that runs a drop-in centre. One of your responsibilities is to establish and monitor WHS practices in your workplace to ensure that all WHS legislative requirements are met. You have recently received a number of reports of used syringes/sharps being found in the toilet block of your organisation’s drop-in centre. There is no syringe box in these toilets.

1. Using the following information and the risk matrix presented under **Step 2: Risk Assessment** in the Study Guide, complete the hazard log below.

Exposure to used syringe/sharps exposes people to a risk of being infected with Hepatitis B, Hepatitis C or HIV – hence this hazard could have a major impact. Considering that the toilet is frequently accessed by workers and clients and that often these syringes have been found without caps, the likelihood of consequences is highly likely. There are also no current preventative controls in place. (Your response should be approximately 15 words)

|  |  |  |  |
| --- | --- | --- | --- |
| **Hazard** | **Risk** | **Existing Risk controls** | **Current risk rating** |
| “Exposure to sharps” | “Infection of Hepatitis B, Hepatitis C or HIV.” | “None” | “Extreme” |
| Student’s responses should demonstrate ability to record results of risk assessment using a hazard log. |

b) You decide to review your organisation’s hazard specific procedures for ‘sharps disposal’. It says “Worker should immediately try to remove the syringe/sharp with a stick or a long object or attempt to move it to a safer area. Syringe/sharp should then be placed in the closest rubbish bin.”

You are concerned about whether the current sharps disposal procedure is compliant with the legislative requirements. You decide to research legislative requirements in regard to sharps disposal. Briefly outline **two** (2) sources (i.e., documents or agencies) that you could review/consult with to develop a better understanding of WHS legislative requirements in this area. (Your response should be approximately 40 words)

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| --- |
| Student’s responses should demonstrate an understanding of at least **two** sources of WHS legislative information.Responses should include, but are not limited to, reference to:* Safe Work Australia website/publications/guidance materials
* Model WHS Act/Regulations, Code of Practices
* Any industrial guidelines/best practices
* State/Territory WHS regulatory body website/publication
 |

c) In your research, you come across the following information about sharps disposal:

“In many non-health sectors, workers can be expected to be exposed to used needles and syringes and other sharps. In such circumstances, sharps should only be handled with appropriately designed tongs (or similar equipment). In the absence of such equipment, workers should not attempt to improvise (e.g. use a stick). Rather, it is safer to dispose of the sharp by holding the barrel of the syringe with a gloved hand. The sharp should be placed in a sealable rigid-walled, puncture-resistant container, and the local council or health service should be contacted for collection/disposal information. If no such guidelines exist, small quantities of sharps may be able to be disposed of at a sharps return centre such as a needle and syringe exchange program. For larger quantities, arrangements should be made with a waste disposal provider.

Where practicable, sharps bins/containers should be installed in public toilets and similar places to reduce the number of inappropriately discarded sharps. Sharps bins/containers installed in public areas should be maintained for cleanliness and security, and should not be placed in areas easily accessible by children (e.g., near items that can be used as a step such as a toilet seat). Sharps bins should also be replaced/emptied regularly and their presence adequately signposted. Further information regarding the placement of sharps disposal bins in public areas may be provided by local councils or government agencies” (Commonwealth of Australia, 2003).

Based on the above information, briefly explain what changes you think should be made to your organisation’s sharps disposal procedures and hazard control procedures in order to better protect workers from this hazard. (Your response should be approximately 100 words)

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| --- |
| Student’s responses should demonstrate ability to develop risk controls and measures in line with legislation/industry guidelines.Responses should make some form of reference to both of the following:* Install a sharps bins/container in the toilet with appropriate maintenance and security.
* Develop procedures and provide training to workers regarding safe disposal of sharps (e.g., use of gloves and remove the sharps by holding the barrel of the syringe, place sharp in a sealable rigid-walled, puncture-resistant container before disposal).
 |

1.32 Imagine that you are one of the Fire Wardens of your organisation. During your training you were informed of the emergency procedures for your organisation and, in your office, you have the following simplified Fire Emergency Plan pinned on the wall.

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| **FIRE EMERGENCY PLAN**Remain calm and don’t panic.**ALERT** – Alert the chief warden and other staff. Ensure that the emergency services have been notified (ring 000 and ask for fire, police and ambulance).**ASSEMBLY** – Tell staff which assembly areas are to be used.**EVACUATE** – Evacuate staff and visitors in the following order:1. Out of immediate danger
2. Out of building compartment
3. Total evacuation of the building

**CHECK** – Check all rooms, especially private offices and toilets, as well as behind doors, and storage areas.**HEAD COUNT** - Do a head count of all staff, clients, contractors and visitors.**REPORT**- Report to the chief warden and notify emergency services of any people unaccounted for. |

One day, a staff member comes to you and reports that there is a fire in the kitchen that has gotten out of control. In your own words, briefly outline the steps that you would take to respond to this situation in line with your organisation’s emergency procedures. (Your response should be approximately 100 words)

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| Student’s responses should demonstrate an understanding of how to coordinate workplace procedures in response to an emergency situation.Responses should include reference to:* Inform the chief warden and other staff using fire alarm, call 000 for fire services
* Evacuate staff and visitors out of the building to the assembly area
* Ensure no one is left in the rooms or toilets
* Do a head count of staff, contractors, and visitors
* Report to chief warden
 |

Section 2

Facilitating Consultation, Cooperation and Communication

WHS Consultation – Why Is It Important?

2.1 Briefly explain the key requirements that PCBUs have under the WHS Act in regard to consultation. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of the legislative requirements for consultationExample response:Under the WHS Act, PCBUs have a duty to consult their workers on WHS matters, they also have a duty to consult, cooperate and coordinate activities with other duty holders (e.g., suppliers, contractors and building owners) who may influence how work is carried out in the workplace. |

2.2 List **three** (3) key intentions/purposes of WHS consultation. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of the intentions/purposes of WHS consultationResponses may include, but are not limited to, reference to:* Sharing relevant work health and safety information
* Providing workers with the opportunity to express their views and raise health and safety matters
* Enabling workers to contribute to the decision-making process relating to health and safety matters
* Taking into account the views of workers
* Advising workers of the outcome of any consultation in a timely manner.
 |

WHS Consultation – When and Who Do I Consult?

2.3 List **three** (3) situations in which PCBUs/officers must consult with workers in regard to WHS. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate understanding of at least **three** situations in which consultative activities must be conducted.Responses may include, but are not limited to, reference to:* identifying hazards and assessing risks arising from the work carried out or to be carried out
* proposing changes that may affect the health or safety of your workers
* whenever required by the WHS regulations
* making decisions about ways to eliminate or minimise those risks
* making decisions about the adequacy of facilities for the welfare of workers
* making decisions about procedures for consulting with workers
* making decisions about procedures for resolving health or safety issues
* making decisions about procedures for monitoring health of your workers or workplace conditions
* making decisions about how to provide WHS information and training for your workers.
 |

Developing WHS Consultative Activities

2.4 Imagine that you manage a large allied health organisation with 150 employees across three sites. Briefly outline **two** (2) appropriate consultative activities that you could implement in order to consult your workers regarding WHS matters. (Your response should be approximately 50 words)

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| Student’s response should demonstrate an understanding of **two** appropriate consultative activities for a large allied health organisation. Note: consulting each worker directly is not practical in this case.Responses may include, but are not limited to:* Consult workers through their representatives (HSR or HSC)
* Incorporate WHS discussion into team meetings
* Provide a suggestion box/ email for workers to send suggestions about WHS matters
* Toolbox talks
* Updating internet/intranet based information regarding WHS
* WHS newsletters or information sheets
 |

2.5 Agreed procedures for WHS consultation should be documented and communicated to all workers. Imagine that you are developing WHS consultation procedures. List **five** (5) elements that you should include in the consultation procedures. (Your response should be approximately 50 words)

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| --- |
| Student’s response should demonstrate an understanding of at least **five** elements in WHS consultation procedures.Responses may include, but are not limited to, reference to:* the matters that require consultation
* who will be consulted
* the ways consultation will occur
* how information will be shared with workers and health and safety representatives
* what opportunities will be provided for workers and health and safety representatives to give their views on proposed matters
* how feedback will be given to workers and health and safety representatives
* how consultation will occur with any workers who have special language and literary needs
* timeframes for reviewing the procedures.
 |

2.6 List **three** (3) possible barriers to efficient consultation and **three** (3) tips on how you can overcome these barriers. (Your response should be approximately 100 words)

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| Student’s response **must** provide **three** barriers/reasons as to why consultation may fail and three tips on how to overcome these barriersBarriers/Reasons for failure may include, but are not limited to, reference to:* Lack of clarity of message
* Absence of emotional resonance in your message
* Inaccurate targeting
* Poor timing
* No genuine feedback process.

Tips to overcome may include, but are not limited to, reference to:* Engage people on an emotional level
* Provide clear messages with concrete examples to help people focus their energies
* Think about what you say and how you say it (is what you are saying aligned with what you are feeling and thinking?)
* Written material should be backed up by verbal communication
* Check the tone of the communication (edit, edit and edit again)
* Some news is better than no news
* Let people know the status of what is happening, you are the key in communicating change, workers look to you to see if there is real acceptance.
 |

Monitoring Consultation Arrangements

2.7 Imagine that you are responsible for monitoring the consultation arrangements in your organisation to ensure workers have an opportunity to contribute feedback on health and safety issues. You decide to develop a compliance checklist to help you review the current consultation arrangements. List **five** (5) questions that you would include in this compliance checklist. (Your response should be approximately 100 words)

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| --- |
| Student’s response **must** provide **five** questions that they can use to monitor consultation arrangements. Responses may include, but are not limited to, reference to:* Do I have one or more consultation arrangements in place after consultation with my workers?
* Do the consultation arrangements include workers other than my employees such as contractors or labour hire workers who are part of my workforce?
* Do I use my consultation mechanism when I:
	+ identify hazards and assess risks?
	+ make decisions to control risks?
	+ make decisions about welfare facilities?
	+ propose changes to the work, including purchasing new or used plant or new substances or materials?
	+ develop and review safety policies and procedures?
* When I consult with my workers on these issues do I:
	+ Inform them of what I intend to do (e.g. purchase a new piece of equipment)?
	+ Share relevant information about the issue with them?
	+ Give them a reasonable opportunity to respond?
	+ Discuss any of their safety concerns?
	+ Take into account the views they express?
	+ Advise them of my decision and the reasons for it?
* If workers are represented by a health and safety representative, do I:
	+ Include the representative in all health and safety consultations?
	+ Make myself available for the representative to raise and discuss health and safety matters with me?
	+ Do I consult other duty holders who share responsibility for a health and safety matter with me?
		- Do I co-operate and co-ordinate activities with them?
 |

2.8 List **two** (2) strategies you could implement to encourage workers to contribute feedback on health and safety issues. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of **two** strategies to encourage workers to contribute feedback on health and safety issues.Student response may include, but are not limited to, reference to:* Providing a suitable time during work hours for consultation with worker
* Allowing opinions about health and safety to be regularly discussed and considered during workplace meetings
* Providing workers with different ways to provide feedback, for example, using email, the set-up of an intranet health and safety page or a suggestion box.
 |

2.9 Imagine that, three months ago, your organisation introduced a suggestion box for workers to provide feedback regarding WHS issues. You have been asked you to monitor this process to ensure that it is effective in providing an opportunity for workers to contribute feedback. Briefly describe **at least one** method you would use to monitor this feedback process in your organisation. (Your response should be approximately 30 words)

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| Student’s response **must** demonstrate an understanding of how to monitor feedback consultation processes.Student response may include, but are not limited to, reference to:* Talk to workers and obtain feedback about the suggestion box
* Monitor the quantity and quality of data received through suggestion box
 |

Recording and Communicating Outcomes

2.10 Imagine that you manage an allied health organisation that offers services to clients with mental health issues. Recently, workers have reported a number of incidents in which clients or their family members have acted aggressively towards staff, resulting in some staff taking stress leave. Several WHS meetings have been held with staff to discuss possible ways to address this issue.

As a result of these consultations, a decision has been made to implement a duress alarm system that workers can use to signal other staff for support when they feel concerned about their safety. By the 31st March, every staff member will be required to carry a duress alarm when working with clients. It has been agreed that the Training Manager will be responsible for training all staff in the use of the duress alarms prior to the implementation of the procedures on the 31st March.

a) In the space below, briefly outline how you would document the outcomes of your consultation in this case. Hint: consider the key factors presented in the extract from Safe Work Australia (2022, p. 21) (See Developing WHS Consultative Activities) regarding what records of consultation outcomes should include (Your response should be approximately 100 words)

|  |
| --- |
| Student’s response **must** demonstrate an understanding of how to document outcomes of consultation. Student’s response **must** include the following information in some form:* **What the safety matter is** – Aggressive clients /Client aggression towards staff
* **Who was identified as affected, or likely to be affected** – All staff
* **Who was involved in consultations –** All staff
* **What decision has been made** – All staff will carry a duress alarm with them while working with clients and use it to signal other staff if they are concerned about their safety
* **Who is to take action and by when**- Training manager to provide training to all staff in regards to using duress alarm.
* **When the action has been completed** – 31st March
 |

b) You have been asked to inform workers about the implementation of this duress alarm system. There are twenty staff members in your organisation and five of these are from culturally and linguistically diverse (CALD) backgrounds and speak English as a second language. Briefly outline the steps that you would take to effectively communicate the outcomes of this consultation (i.e., the new procedures) to your workers. (Your response should be approximately 100 words)

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| --- |
| Student’s response **must** demonstrate an understanding of how to communicate outcomes of consultation to workers.Any communication method can be accepted as long as reasonable justification is provided with consideration of staff from CALD background (e.g., email, face-to-face, phone call, intranet, company noticeboard, etc.).Example response: I will conduct a meeting with all staff to discuss the issue, the consultation, and the decision to implement the duress alarm system. I would outline the procedure and demonstrate the use of the alarm. During the meeting I would also provide visual information/pictorial demonstration of the correct use of duress alarms and afterwards hang these in the staff lunch room. Staff will also be encouraged to discuss any concerns/questions.  |

WHS Training Programs

2.11 Management staff should be provided with high-level WHS training due to their significant role in promoting WHS. List three (3) key elements that you would include in the WHS training program for management staff. (Your response should be approximately 20 words)

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| Student’s response **must** provide **three** elements that should be included in WHS training program for management staff.Responses should include, but are not limited to, reference to:* Management’s roles and responsibilities
* Legislation
* Hazards and hazard management
* Conducting audits and incident investigation
* Resolution of WHS issues and the role of WHS inspectors
* Roles and responsibilities and rights of workers
* Injury management
 |

2.12 Imagine that you are the training manager of an allied health organisation and you have been asked to identify any WHS gaps/training needs within your organisation and ensure that your organisation’s WHS training requirements are addressed. Briefly describe **two** (2) methods that you could use to find out about training needs among workers of your organisation. (Your response should be approximately 30 words)

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| --- |
| Student’s response **must** demonstrate an understanding of at least **two** methods that could be used to assess training needs among workers.Responses may include, but are not limited to, reference to:* consult with workers and their representatives for feedback
* conduct surveys among workers
* use a checklist
 |

2.13 Imagine that you are the WHS Induction Trainer for a large allied health organisation. You have been asked to provide WHS induction training to a few new workers.

a) List **five** (5) key topic areas that you would include in your induction training. (Your response should be approximately 30 words)

|  |
| --- |
| Student’s response **must** provide **five** key topic areas that should be included in the content of the induction trainingResponses may include, but are not limited to, reference to:* Workplace hazards
* Risk control measures
* WHS management systems
* Health and safety procedures
* Contact information for health and safety representatives
* First aiders
* Fire wardens
* How to access health and safety information
 |

b) You want to make sure that you cover all key WHS information during your induction training. Briefly outline **one (1) tool/method** that you could use to help ensure that all key WHS information is covered. (Your response should be approximately 50 words)

|  |
| --- |
| Student’s response **must** demonstrate an understanding of how to ensure key information is covered in induction trainingExample response:I will use an induction checklist that lists all key WHS induction training requirements. Then I would be able to tick off key areas as I train them so that I can ensure that all key WHS information is covered.  |

c) Part of the induction training requires you to explain to new workers the process involved in reporting incidents and the designated persons they can approach to discuss particular issues. Your organisation has a range of WHS designated persons including Health and Safety Representatives, First Aid Officers, Fire Wardens, and Anti-Bullying Representatives. Consider everything that you have learned about the reporting of WHS-related issues and complete the table below by identifying which designated person you would train the new workers to discuss each of the WHS issues with. (Your response should be approximately 10 words)

|  |  |
| --- | --- |
| **WHS issue** | **Appropriate Designated Person** |
| 1. A worker has general feedback about the organisation’s WHS reporting policy and procedures.
 | “Health and Safety Representatives” |
| 1. A worker has observed one member of staff seeming to harass another member of staff.
 | “Anti-Bullying Representatives” |
| 1. A worker has a question about the fire evacuation procedure.
 | “Fire Wardens” |
| 1. A worker has slipped over and hurt their wrist.
 | “First Aid Officers” |

d) As the Induction Trainer, you want to monitor the effectiveness of your induction training. Briefly outline one (1) method you could use to monitor the effectiveness of the training. (Your response should be approximately 30 words)

|  |
| --- |
| Student’s response **must** demonstrate an understanding of how to monitor the effectiveness of induction training.Responses may include, but are not limited to, reference to:* Get new workers to fill out a feedback form
* Follow up discussion with new employee some time after the training
* Use a survey to obtain feedback from new workers
* Get new workers to complete a short test to document their understanding of WHS procedures.
 |

Section 3

Monitoring Compliance with Risk Control Processes

The Importance of WHS Record-Keeping

3.1 List **three** (3) reasons why it is important for organisations to keep appropriate WHS records. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of at least **three** reasons why keeping appropriate WHS records is important. Responses should include, but are not limited to, reference to:* Because keeping appropriate WHS records enables PCBU/officers to:
	+ Demonstrate how decisions about controlling risks were made
	+ Target training at key hazards identified
	+ Prepare safe work procedures based on evidence
	+ Review risks following changes to legislation or business activities
	+ Demonstrate to regulators, investors, clients that WHS risks are being managed.
	+ Identify whether WHS processes are working
	+ Identify trends or WHS issues through analysis of WHS records
 |

Developing Policies and Procedures For Record-Keeping

3.2 Imagine that you are the CEO and founder of an allied healthorganisation, “Youth Works”. Youth Works is based out of a small sized community centre with a few meeting and consultation rooms, a fleet of two company vehicles, and staff of 25 employees including the CEO, managers, and administration staff.

Part of your responsibilities as the PCBU include the development of WHS policies and procedures including your organisation’s WHS record-keeping policy and procedure.

a) Briefly outline the general steps that you would take to develop a WHS record-keeping policy and procedure for Youth Works. (Your response should be approximately 100 words)

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| --- |
| Student’s response **must** demonstrate an understanding of reasonable steps to take when developing WHS record-keeping policy and procedure.Responses should include some reference to the following actions:* Access and interpret legislative requirements on record-keeping that are applicable to Youth Works
* Draft policy and procedures in compliance with legislative requirements
* Consult with relevant workers, discuss draft policies and procedures as well as key forms with workers so that improvements can be made before they are implemented
* Finalised policy and procedures to be effectively communicated to all workers using appropriate communication channels.
* Policy and procedures documents should be stored appropriately and easily accessible to workers
 |

b) In the space below, list **four** (4) types of WHS records that your organisation is required to keep. (Your response should be approximately 50 words)

|  |
| --- |
| Student’s response **must** demonstrate an understanding of the legal requirements of WHS record-keeping.Response **must** include **four** of the following:* injury/incident reports and investigations
* workers rehabilitation and compensation records
* first aid records
* chemical register identifying those which are classified as hazardous substances and including Material Safety Data Sheets (MSDS)
* risk assessments and controls
* training records
* certificates and licenses
* maintenance and testing records (e.g. Residual Current Device [RCD] tests)
* hazard report forms (and actions taken)
* workplace inspection/safety check forms
* major incident/dangerous occurrence reports
 |

c) List **five** (5) key pieces information that you would include in your WHS record-keeping policy and **five** (5) key pieces of information that you would include in your WHS record-keeping procedure. (Your total response should be approximately 100 words)

|  |
| --- |
| Student’s response **must** demonstrate an understanding of the key information that should be included in a WHS record keeping policy and procedure (at least **five** key pieces of information that should be included in each)Responses may include but are not limited to, reference to:* Key information in a WHS record-keeping policy
	+ The purpose of policy
	+ The legal duty of your organisation
	+ Your organisation’s commitment to keeping WHS records
	+ Responsibility and accountability of management of workers
	+ An outline of how records will be kept/managed in your organisation
* Key information in a WHS record-keeping procedures
	+ The purpose of procedures
	+ The standards of record-keeping and relevant legislations
	+ Steps to be followed in keeping WHS records
	+ Responsibilities and accountability of relevant persons including managers, supervisors, employees and volunteers
	+ Direction to any additional guidance people will need to implement the procedure (if applicable)
	+ A process for reviewing the procedure and date by which that will happen
 |

d) Briefly outline what you would do to ensure quality system documentation in key areas of WHS while developing your policy and procedures for record-keeping. (Your response should be approximately 30 words)

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| --- |
| Student’s response **must** demonstrate an understanding of how to ensure quality system documentation in key areas of WHS.Student’s response may include, but is not limited to, reference to developing standardised forms for recording specific WHS information.Example response:One way to ensure quality system documentation in WHS is to develop standardized forms that will help ensure essential information is recorded in an organized way and complies with legislative requirements.  |

e) Briefly explain how you would provide your finalised record-keeping policy and procedure document to your workers. (Your response should be approximately 30 words)

|  |
| --- |
| Student’s response **must** demonstrate an understanding of how to provide WHS record-keeping policy and procedures document to workersStudent’s response **may** include but it not limited to the following:* Email to all staff
* Physical copy to all staff
* Make available on staff intranet
* Posted on the noticeboard
* Provide policy/procedure to all existing workers and provide at induction to new workers.
 |

A Note on Incident and Injury Reporting

3.3 What is a ‘notifiable incident’?(Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of notifiable incidents.Example response:A notifiable incident refers to an incident that involves the death of a person, a serious injury or illness or a dangerous incident arising out of work carried out by a business, undertaking of a workplace.  |

3.4 Imagine that you are responsible for developing your organisation’s WHS procedures for investigating and reporting notifiable incidents. Based on information in Reading L, briefly outline the steps that you would include in your policy to be taken in the event of a notifiable incident. (Your response should be approximately 100 words)

|  |
| --- |
| Student’s response should demonstrate an understanding of the legislative requirements on incident investigation and reporting and understanding of steps that should be included in procedure. Responses should include reference to the following steps:* Ensure person who has sustained an injury received appropriate first aid or medical attention
* Secure the scene until all facts are collected.
* PCBU to report incident immediately to Regulator of State/Territory
* Record/gather information
	+ Record physical evidence
	+ Take notes about events leading up to the incident, the incident itself and after the incident
	+ Interview relevant persons (e.g., witness, injured persons)
* Analyse information gathered and write a report regarding actions required to control the identified risks and hazards.

This is covered in Reading L. |

3.5 Imagine that you are developing an injury/incident report form for all workers to use to record and report any incidents in your workplace. List **five** (5) fields (i.e., spaces for types of information) that you would include in the injury/incident report form that you are developing. (Your response should be approximately 30 words)

|  |
| --- |
| Student’s response should provide **five** types of information that should be recorded on an injury/incident report form.Responses should include, but are not limited to, reference to:* Details of person involved
* Details of incident
* Details of witnesses
* Details of injury
* Treatment administered
* Outcome of incident – whether the person stop work or others
* Incident investigation
* Risk assessment
* Actions to prevent recurrence
* signatures/ comments
 |

Evaluating WHS Policies and Procedures

3.6 Imagine that you have just founded an allied health organisation that will run from a few different sites. While, as CEO, you will ultimately be responsible for ensuring your organisation’s WHS compliance, you will be asking the managers of each site to use a checklist that you are developing to help them monitor their compliance in meeting WHS legislative requirements – you plan on using a checklist similar to the **EXAMPLE INJURY/INCIDENT REPORT FORM** in the Study Guide.

a) List **three** (3) checklist items that you would include to help ensure that your organisation meets its legislative requirements in relation to hazard reporting. Hint: make sure that your checklist items directly relate to hazard reporting. (Your response should be approximately 30 words)

|  |
| --- |
| Student’s response must demonstrate an understanding of at least **three** checklist items that could be used to help ensure compliance with hazard reporting requirements. Responses may include, but are not limited to:* System is in place for reporting hazards (e.g., hazard forms)
* Hazards reported by workers
* Hazard reports followed up and controlled

The above are example items only.  |

b) List **three** (3) checklist items that you would include to help ensure that your organisation meets its legislative requirements in relation to incident/injury reporting. Hint: make sure that your checklist items directly relate to incident/injury reporting. (Your response should be approximately 30 words)

|  |
| --- |
| Student’s response must demonstrate an understanding of at least **three** checklist items that could be used to help ensure compliance with incident/injury reporting requirements. Responses may include, but are not limited to:* Form available for reporting injuries and incidents
* Workers (including contractors and volunteers) aware of the reporting procedure
* Incidents investigated and documented.

The above are example items only.  |

3.7 All WHS policies and procedures should be reviewed and audited to ensure that they meet legislative requirements. List **three** (3) questions that you should consider when evaluating the WHS policies and procedures of your organisation. (Your response should be approximately 50 words)

|  |
| --- |
| Student’s response should provide **three** questions that should be taken into consideration when evaluating WHS policies and procedures for compliance.Responses should include reference to **three** of the following:* Are the policies and procedures up-to-date?
* Are all WHS requirements being met?
* Has legislation changed since the creation of the procedures/documents?
* Are the policies and procedures still suitable for the organisation?
* Are workers trained in these policies and procedures?
* Are these policies and procedures understood and enforced by everyone in the workplace?
 |

Using WHS Records to Inform Future Prevention Strategies

3.8 Briefly describe how WHS records can be used to inform future prevention strategies. (Your response should be approximately 75 words)

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| Student’s response should demonstrate an understanding of how WHS records can be used to inform future prevention strategies.Example response:WHS records can be used to identify any weak spots in a WHS management system and to devise appropriate prevention strategies. For example, investigation of incident reports can reveal any hidden hazards or risks in the workplace so that appropriate control measures can be implemented to prevent future incidents. |

Integrating Your Knowledge

3.9 Imagine that you have just taken over as the General Manager of a small allied health organisation, Parktree Downs Medical Centre. While reviewing the organisation’s current WHS policies and procedures you see that the organisation’s current procedures for notifiable incidents are as follows:

* All injuries or illnesses, regardless of severity, must be reported to the state regulator within 24 hours of the organisation becoming aware of the injury/illness
* Dangerous incidents must be reported to the state regulator within 48 hours of the organisation becoming aware of the incident
* In the event of death, the state regulator must be contacted within 12 hours

As the General Manager of Parktree Downs, you are responsible for ensuring that the organisation’s WHS reporting policies and procedures are compliant with WHS legislation.

a) Briefly outline **two** (2) reasons why Parktree Downs’ WHS reporting procedures are currently not compliant with WHS legislation. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an ability to monitor WHS reporting procedures in line with WHS legislation and identify two areas of non-compliance.Response **must** include any **two** the following:* Death and dangerous incidents must be reported as soon as they become aware of it
* Not all illnesses or injuries need to be reported to the regulator, only “serious” illnesses or injuries
* Serious illness/injury must be reported as soon as they become aware of it
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b) Amend your organisation’s procedures for notifiable incidents to ensure compliance with WHS legislation and rewrite them in the space below. (Your response should be approximately 30 words)

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| Student’s response **must** demonstrate an understanding of how to develop record-keeping procedures according to legislative requirements.Response **must** include the some variation of the following (wording does not have to be exact but must be compliant in terms of notifiable incidents):* Serious injuries or illness must be reported to the state regulator as soon as the organisation becomes aware of the injury/illness
* Dangerous incidents must be reported to the state regulator as soon as the organisation becomes aware of them.
* In the event of death, the state regulator must be contacted regulator as soon as the organisation becomes aware of them
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c) You have also read over all of the incident reports from the last two years and have identified that 70% of reported injuries involved manual handling and, of these, 80% were due to ineffective manual handling practices (e.g., workers lifting heavy pieces of furniture without assistance and workers lifting equipment off high shelves without using the provided step ladder). Based upon your review, outline **one** (1) strategy you would implement to improve WHS within your organisation and help prevent future injuries. (Your response should be approximately 50 words)

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| Student’s response must demonstrate an ability to develop at least **one** future prevention strategy based upon the existing workplace hazards/injuries from the scenario.Responses may include, but are not limited to, reference to:* Amending procedures for manual handling
* Re-training staff in correct manual handling procedures
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Section 4

Evaluating and Maintaining WHS

Monitoring and Reviewing WHS

4.1 Imagine that you are a senior manager in an allied health organisation and you are responsible for monitoring workplace compliance with WHS policy and procedures. List **three** (3) processes that you can use to monitor WHS performance within your workplace. (Your response should be approximately 30 words)

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| Student’s response **must** demonstrate an understanding of **three** processes that can be used to monitor WHS performance of an organisation.Responses may include, but are not limited to, reference to:* Conducting workplace inspection
* Auditing policies and procedures for legislative compliance
* Checking training needs
* Reviewing data from incident and hazard reports
* Incident investigations
* Consulting workers
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4.2 Imagine that you are conducting an annual WHS management system audit. List **three** (3) key areas that you would review as part of this review process. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of at least **three** areas to be reviewed/audited.Responses may include, but are not limited to, reference to:* Evaluating how well the organisation is performing against its targets and objectives
* Reviewing WHS processes and policies to ensure legislative compliance
* Reviewing the WHS reports to identify opportunities to improve the organisation’s WHS performance
* Considering any changes in organisational structure, activities or other aspects that will impact on WHS practices
* Considering the outcomes of WHS audits and whether appropriate changes have been made and whether they are effective or whether any gaps remain
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4.3 Briefly outline what is involved in ‘benchmarking’ in the context of WHS and why organisations might do this. (Your response should be approximately 50 words)

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| Student’s responses must demonstrate an understanding of benchmarking and why organisations might do this in relation to WHS.Example response:Benchmarking refers to the process of comparing WHS practices against similar organisations. The goal of benchmarking is to identify areas for improvement so that strategies can be developed to address these areas. |

4.4 Name **one** (1) organisation that conducted WHS benchmarking to compare the incident statistics of disability service organisations across Australia. (Your response should be approximately 5 words)

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| Student’s response should refer to Disability Safe.Other responses may be accepted (i.e., if student is aware of other organisations that conduct benchmarking then these responses can be accepted).  |

Determining WHS priorities

4.5 List **five** (5) factors suggested by Safe Work South Australia (2014) that need to be considered when setting WHS priorities. (Your response should be approximately 30 words)

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| Student’s responses **must** demonstrate an understanding of **five** factors suggested by Safe Work SA (2014) that need to be considered when setting WHS priorities.Student response **must** refer to:* The particular needs of your organisation
* The major hazards in your organisation
* Compliance with the legislation
* Resource and budget requirements
* Training needs
 |

4.6 Imagine that you manage an allied health organisation that has recently undertaken an internal WHS audit. Working in consultation with the Health and Safety representatives, you have identified the following WHS areas that need to be actioned:

* The organisation’s hazard identification procedures are due for their biannual review (i.e., your policy/procedures document indicates that these procedures are to be reviewed every two years). This review is standard and you are not aware of any changes in legislation.
* The audit indicated that there has been a slight increase (approximately 10%) in the number of incidents related to the use of organisational vehicles, however, these incidents were all minor incidents or ‘near misses’ and no injuries were recorded. The Health and Safety Representatives have suggested that all workers who use the vehicles be given refresher safe driving training.
* One of the organisation’s Fire Wardens has recently resigned. According to industry regulations and best practice principles, there should be three Fire Wardens for an organisation with your number of employees and size of building.

Which of these do you think is the highest priority issue? Briefly explain your reasoning. (Your response should be approximately 50 words)

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| Student’s responses **must** demonstrate ability to determine WHS priorities and provide appropriate reasoning.Responses can vary as long as appropriate justification is provided. Example response:I believe the highest priority issue is to fill the position of Fire Warden because this is an industry/best practice requirement that can have significant safety implications. While the other two are also important, they can be implemented later in the action plan.  |

Developing a WHS action plan

4.7 What is a WHS action plan? (Your response should be approximately 30 words)

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| Student’s response **must** demonstrate an understanding of a WHS action plan.Example response:A WHS action plan seeks to document the actions or steps required to fix or manage the risk associated with hazards. |

4.8 List **five** (5) key pieces of information that are typically included in WHS action plans. (Your response should be approximately 20 words)

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| Student’s response **must** demonstrate an understanding of **five** key pieces of information typically included in WHS action plans.Responses may include, but are not limited to, reference to:* Goal/objective
* Actions/steps required
* Person responsible
* Timeframe for completion of actions
* Review date
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Monitoring and reviewing a WHS action plan

4.9 Imagine that you are the Manager at an allied health centre, Lionsville Connect. Recently, your organisation’s management team conducted an internal WHS audit and developed a WHS action plan. A few members of your team were assigned responsibilities under this action plan.

a) Briefly outline how you intend to monitor your team member’s progress towards completing their assigned responsibilities. (Your response should be approximately 50 words)

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| Student’s response **must** demonstrate an understanding of at least **one** method that could be used to monitor achievement of the WHS action plan.Responses may include, but are not limited to, reference to:* Following up with the individual workers who have been assigned responsibilities as part of the action plan in order to monitor their progress and ensure that they have enough resources to complete their assigned tasks
* Schedule regular meetings with the team to discuss individual participation and progress towards the actions assigned
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b) What steps would you take if you found out that a particular WHS action that was being implemented was not being effective in achieving its desired goal? (Your response should be approximately 30 words)

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| Student’s response **must** demonstrate an understanding of the need to update action plans and required and how this can be done.Responses may include, but are not limited to, reference to:* Engage in consultation to revise the strategy/action steps
* Communicate changes to workers
* Document changes in the action plan.
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4.10 List **three** (3) specific circumstances in which a WHS action plan should be reviewed/updated. (Your response should be approximately 30 words)

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| Student’s responses **must** demonstrate an understanding of **three** circumstances in which a WHS action plan should be reviewed/updated.Responses may include, but are not limited to, reference to:* In response to change in WHS legislation requirements
* In response to recent workplace injury or incident
* New information about the risk becomes available
* In response to expert WHS advice or opinion
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4.11 List **three** (3) common barriers to improving WHS. (Your response should be approximately 30 words)

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| Student’s responses **must** demonstrate an understanding of **three** common barriers to improving WHS.Responses may include, but are not limited to, reference to:* Lack of human and financial resources
* Underdeveloped or overly complicated action plan
* Attempting to implement too many strategies at the same time
* Unrealistic timeframes
* Lack of relevant knowledge or experience
* Lack of commitment from management
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4.12 Misha is a case manager for a large an allied health organisation. During a recent WHS review, she was assigned the responsibility of assessing the organisation’s head office for potentially hazardous manual tasks. An extract of the WHS action plan outlining this responsibility is included below.

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| --- | --- | --- | --- | --- |
| **Goal/objective** | **Actions required** | **By whom** | **By when** | **Review date** |
| Action taken to eliminate and reduce risks of hazardous manual tasks | Conduct workplace assessment to identify and assess risks of hazardous manual tasks | Misha Hunt | 7th April | 25th May |

It is now the 25th of May and Misha has not yet started the workplace assessment. She has been struggling to find time to complete this task while managing a full case load. Additionally, Misha has not received any training in conducting such an assessment or identifying hazardous manual tasks and is unsure about where exactly to begin.

a) Explain **one** (1) barrier that Misha is experiencing and why this is impacting upon her ability to complete her assigned responsibility. (Your response should be approximately 50 words)

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| Student’s responses **must** demonstrate the ability to identify at least **one** potential barrier to complete WHS action for improving WHS and why this barrier is impacting her ability to complete action plan.Responses may include, but are not limited to, reference to:* Lack of training / Misha does not have relevant knowledge or experience – Because Misha has little knowledge about how to carry out workplace assessment for hazardous manual tasks she is unable to complete this action successfully.
* Lack of commitment from management / Lack of human resources – There is no additional support provided for Misha to complete the WHS action, it was expected that Misha complete the action on top of her full case load which is unrealistic.

Note: Other responses can be accepted as long as reasonable justification is provided. |

b) Imagine that you are Misha’s manager and, while conducting the review of progress towards the WHS action plan, you have identified that Misha is struggling to complete her assigned responsibilities. You discuss the matter with Misha and together decide that she needs assistance in completing this task. You consult with the WHS work group and it is decided that another staff member, Lydia Kent, will be assigned to assist Misha (Lydia has previously conducted a similar workplace assessment and is happy to assist Misha with this task). Additionally, it is decided that the completion date for this task can be pushed back to the 7th of May but that it should be reviewed more closely so it is decided that the next review date should be the 2nd of April.

You must document these changes. Use the template below to document this updated action plan. (Your response should be approximately 35 words)

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| --- | --- | --- | --- | --- |
| **Goal/objective** | **Actions required** | **By whom** | **By when** | **Review date** |
| “Action taken to eliminate and reduce risks of hazardous manual tasks” | “Conduct workplace assessment to identify and assess risks of hazardous manual tasks” | “Misha HuntAnd Lydia Kent” | “7th May” | “2nd April” |

Integrating your knowledge

The following questions require you to draw upon all of the knowledge and skills you have learned throughout this Study Guide.

4.13 Imagine that you are part of the management team of Brightside Medical Centre. During a recent internal review, it was identified that there has been an increase in the number of incident reports related to performing manual tasks. The management team wants to develop a specific WHS action plan to address this issue.

a) Identify **one** (1) specific document that you could refer to in order to help determine the most appropriate actions to take to reduce incidents arising from hazardous manual tasks. Hint: see page 24 of your Study Guide. (Your response should be approximately 10 words)

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| Student’s response **must** provide **one** document that provides guidelines on addressing hazardous manual tasks. Response should refer to Hazardous manual tasks Code of Practice. Note: Other responses may be accepted if they are likely to provide guidelines on addressing hazardous manual tasks. E.g., Risk Management Prompt for Hazardous Manual Tasks from Comcare (Reading D). |

b) Complete the WHS action plan below by identifying **two** (2) actions that you think would be appropriate to help prevent future incidents related to hazardous manual tasks and assigning Jim Piper as being responsible for the first action and Sarah Bruer as being responsible for the second. You must then complete the ‘By when’ and ‘Review date’ fields with appropriate dates for completion. (Your total response should be approximately 50 words)

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| Marker note: Student’s response demonstrates an ability to develop action plans by providing **two** WHS actions that are likely to achieve the goal of reducing risks of hazardous manual tasks/number of incidents due to hazardous manual tasks and completing the remainder of the table. Examples of strategies can be found in the Study Guide and in Reading D. |
| **Goal/objective** | **Actions required** | **By whom** | **By when** | **Review date** |
| Action taken to eliminate and reduce risks of hazardous manual tasks | Example response:Conduct workplace assessment to identify and assess risks of hazardous manual tasks | Jim Piper | Student’s date must be reasonable based upon date of submission and requirements of the action  | Student’s review date must be before the completion date. |
| Example response:Provide refresher hazardous manual tasks training to workers | Sarah Bruer | Student’s date must be reasonable based upon date of submission and requirements of the action  | Student’s review date must be before the completion date. |

c) Explain how you would monitor this action plan. (Your response should be approximately 50 words)

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| Student’s responses should demonstrate understanding of how to monitor WHS action plans.Responses may include, but are not limited to, reference to:* Follow up with Jim Piper and Sarah Bruer to discuss their progress in completing their assigned actions and any issues/problems they are having
* Conduct regular meeting to discuss progress
* Evaluate the short-term and long-term impact of the action implemented (e.g., monitor data of hazardous manual tasks incidents to see if there has been any reduction in incidents, conduct a survey among workers to obtain feedback from workers, conduct another workplace assessment etc)
 |